



Getting on with the job.

MS Annual Report 2018





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The Board of Directors



From left: Denise Cosgrove, Desmond Graham, Christina Gillies, Garry R Whatley (Deputy Chair), William Peter Day (Chair), Ron Brent, Karen Hayes AM, Sophie Langshaw, Ian Pennell AM.

Not pictured: Sharlene Brown, Don Ferguson (resigned December 2017), Robert McEniry (deceased), Scott McCorkell, Ian Gordon AO (resigned April 2018).

Our Corporate Governance Statement

- Sets out the principles, policies and procedures that the Board adopts to ensure that the organisation's long-term health and prosperity are maintained for the benefit of Australians affected by multiple sclerosis
- Provides an overall governance framework for MS
- Identifies the roles and responsibilities of the Board and Executive in setting our strategy and direction, and in managing and controlling the organisation.

Our full Corporate Governance Statement can be viewed at www.ms.org.au



Building solid foundations for a confident future

Everything we do strives to improve health and life outcomes for people living with multiple sclerosis and I am pleased to say we have come a long way towards achieving our goal of true financial stability, something we have been working towards following the enormous changes in funding for disability services.

During 2017-18 we took significant steps to ensure that we use our assets effectively to strengthen the sustainability of MS services. Some of these steps caused some financial pain this year but ultimately will result in a stronger balance sheet. Pleasingly, despite the costs incurred we were still able to report a small profit which is testimony to how far we have come.

Our property strategy has been to review and realign our properties with our service model. This has involved selling some properties (Hobart and Launceston), purchasing a new building in Box Hill and continuing to work with the NSW Government on the future of our Lidcombe site. Furthermore, in partnership with Family and Community Services NSW we are building new accommodation in Beverly Hills so that our residents who presently live at the Studdy MS Centre can reside in a safe, modern home with stronger connections to the community.

The purchase of the building in Box Hill is a very exciting initiative because it creates many new service opportunities. It is located next to the Box Hill Hospital which has the second busiest MS Clinic in Victoria and we see this as a way to be able to connect more closely to the many people who use the Clinic and reach out to those who are newly diagnosed. We are currently working on the design and fit-out in conjunction with the Victorian MS Advisory Council and expect to move in early in 2019.

The investment in the Box Hill property will ultimately be funded from the sale of our Blackburn office which is now over 30 years old and no longer fit for purpose.

During the year we also reviewed our investment strategy and our investment in AHCS. As a result, we have

established a professionally managed investment portfolio that will provide ongoing funding for future years. We also decided to sell our investment in AHCS and although we incurred costs this year to facilitate the sale, we have realised the value which improves our balance sheet.

“a great pleasure to have meaningful one-to-one interactions with the community at the MS Community Engagement Forums held in each state throughout the year. This is an invaluable opportunity for Board Directors to listen to and understand the needs of people affected by multiple sclerosis”

The decision to enter the Home Lottery space in Victoria saw us enter into an area of revenue raising that we have never previously gone into. The MS Dream Home Lottery not only exceeded expectations with the amount of funds raised, but also achieved greater awareness in the community about the disease, resulting in many new people contact us for services and support – a very positive outcome.

The MS Advisory Councils (MSAC) and ACT Southern NSW Regional Advisory Board continue to provide meaningful feedback from the MS community direct to

the Board. My sincere thanks to each member of all MS Advisory Councils and Advisory Board for their dedication and contribution.

It was also a great pleasure to have meaningful one-to-one interactions with the community at the MS Community Engagement Forums held in each state throughout the year. This is an invaluable opportunity for Board Directors to listen to and understand the needs of people affected by multiple sclerosis to help guide future decisions, and we look forward to meeting many new faces in the year to come.

“to our staff and volunteers... your dedication and willingness to push ahead no matter what the challenges have made a real difference, thank you.”

I would like to acknowledge the commitment of all MS Board Directors throughout this last year – your enthusiasm and strategic guidance continues to help set a clear path for how best to support and serve the MS community. I would especially like to acknowledge the contribution of Don Ferguson and Ian Gordon for whom this was their final year on the Board. Finally, I would like to recognise the work of the late MS Director and AHCS Chair Robert McEniry. Rob was instrumental in achieving a great many successful outcomes over twenty years on the board. Despite heavy responsibilities as an internationally-recognised leader in the automotive

industry, Rob devoted significant time to the nurturing of MS. We are deeply saddened by Rob’s passing, and so grateful for his contributions.

None of this would have been possible without the hard work and vision of Chief Executive Officer Robyn Hunter. It was with mixed feelings I accepted Robyn’s resignation after seven years’ with MS. We are sad to lose Robyn’s passion and drive, but happy to see her sharing her talents with another very worthy cause. We thank Robyn profusely for all she has done for the MS community.

To our staff and volunteers who work across the four states, your dedication and willingness to push ahead no matter what the challenges have made a real difference, thank you.

In November we will welcome a new Chief Executive Officer, John Blewonski. John is a highly credentialed and respected leader in the community services and not-for-profit sector, bringing over 26 years’ experience. We congratulate John on his appointment and look forward to working with him as he takes up the challenges and opportunities that are ahead in the coming years.



W. Peter Day, Chair



Accessible services in a changing landscape

In 2017-18 Multiple Sclerosis Limited continued to build on its service model, and develop its capacity to support more people affected by multiple sclerosis across all four states and territories. This would not have been possible without the leadership of our Board and the great contributions of team members, volunteers, fundraisers, event participants, MS Advisory Councils (MSAC) and the MS community.

Day-to-day we have remained focused on delivering more services to more people affected by multiple sclerosis. This can be seen through the increased use of technology to connect people in remote areas. For example, the use of telelink in our MS Peer Support program is now live, as well as the new MS Nurse Advisors service, which sees our MS Advisors visiting regional and metro areas where we don't have a permanent presence. We've also had an increased uptake of core services like MS Connect which received over 20,800 connections for support this year - more than ever before.

“To find a cure is the ultimate goal for researchers, but there is a greater awareness around the need for social and applied research to help people living with multiple sclerosis to live well, while the search for a cure continues”

With this same goal in mind, we moved forward to expanding the MS Employment Support Service on 1 July 2018 into Tasmania, ACT and new areas in Victoria and NSW. We are thrilled to have partnered with MS Queensland and CoAct in Western Australia to ensure that this vital service which focuses on helping people with multiple sclerosis remain employed and assistance to re-enter the workforce is accessible in all States.

As the NDIS continues to roll out across Australia, we are seeing both the success and frustration of the Scheme for people living with multiple sclerosis. The newly formed NDIS Engagement team have been instrumental in advocating for individual's rights as well as supporting eligible participants to enter the NDIS, support those who want to request a review of a decision, and smoothly transition into services such as NDIS Support Coordination. The team are often able to continue working with NDIS participants from the very first call through to the time they achieve their goals. We also continue to work closely with MS Australia to advocate on a national level, voicing the community's concerns whilst providing practical solutions to the Government on how the Scheme could be improved.

To find a cure is the ultimate goal for researchers, but there is a greater awareness around the need for social and applied research to help people living with multiple sclerosis to live well, while the search for a cure continues. We're invested in these projects and have collaborated with Monash University for an extensive research project around employment, and are working with Menzies Institute for Medical Research in Tasmania on an online learning course specifically focused on multiple sclerosis. We continue to utilise social and applied research to inform our education programs, ensuring that we are providing the most up-to-date and trusted information for the community.

Operationally our strategy over the last year has been to streamline processes through the use of technology to increase efficiencies and output. This has provided many opportunities to review internal processes and we have had 60 team members complete training in the operational

Executive Team



Robyn Hunter
Chief Executive Officer
Resigned May 2018



Sandra Walker
Acting Chief Executive Officer
& General Manager, Services Innovation



Ian Hobbs
Chief Financial Officer,
Commercial Development



Ben Holgate
General Manager,
Strategic Fundraising

“Thank you to the thousands who swam, cycled, ran, read, walked, wrapped and donated over the last year”

efficiency program ‘Lean’ which is used organisation-wide and now sees time released back into delivering more services rather than creating unnecessary processes. We look forward to continuing to deliver more services to more people affected by multiple sclerosis in the year ahead using this approach.

Thank you to the thousands who swam, cycled, ran, read, walked, wrapped and donated over the last year – your support is inspirational and enables us to continuing to deliver more services to more people affected by multiple sclerosis in the year ahead.



Sandra Walker
Acting Chief Executive Officer

Special thanks

In particular, we would like to acknowledge:

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
- Went West 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
- Maroonah City Council
- Victoria
- Banyule City Council
- Brimbank City Council
- City of Casey
- City of Whitehorse
- Hobsons Bay City Council

Our Patrons:

- His Excellency General The Honourable David Hurley AC DSC (Ret'd) Governor of New South Wales, & Mrs Linda Hurley
- Tim Ferguson
- Sarah Ryan OAM

Our media partners/supporters:

- The Reputation Group
- The Brand Agency
- Donor Republic
- Network Ten
- SBS
- SKY

- MCN Multi Channel Network
- Café Media
- APN News and Media
- ATM Australian Traffic Network
- ABC News 24
- Free PR
- i98 Radio

Our event partners/supporters:

- Chiswick Plumbing
- City of Melbourne
- City of Sydney
- Cycling NSW
- Destination Wollongong
- Great Australian Poker Run
- Hillbrick Bicycles
- Kiwanis Australia
- Legends & Heroes Memorabilia
- Lend Lease
- Lions Club
- Monjon Security
- New South Wales Institute of Sport – Cycling Program
- NSW Police
- OSCARS Hotel Group
- Parks Victoria
- Phill Bates
- Property NSW
- Rotary
- SiS
- Transport for NSW
- Transport Sydney Trains
- VicRoads
- Victoria Racing Club Ltd
- Weblease

Our benefactors:

We thank all of our donors and supporters who contributed towards our services this year. A special thank you goes to our special benefactors whose generosity we would like to acknowledge:

- Elena Canu
- Patricia Castles
- Allan Collier
- Robert Frewin
- Ivan Wakefield Jones
- Adell Littlejohn
- Dr Zula Nittim
- 'Mick' Dudley Adams
- Olive Buzacott
- Samuel Charles Courtney
- Constance Crerar
- Flaviano Di Blasio
- Lois Hagin
- Jennifer Hiatt

- Malcolm Howard
- Susan Hutchinson
- Ellen Jones
- Nancy Jury
- Lydia MacMichael
- Tatiana Madatow
- Edna Mathews
- Ethiel Murray
- Nancy Newton
- Trevor Nolan
- Michael Port
- Heather Margaret Ryan (Trust)
- Janis Salisbury
- Isabel Sly
- Patrick Stewart
- David Sullivan
- Josie Patterson Trust
- Pethard Tarax Charitable Trust
- Marie White
- Walter Ziemba

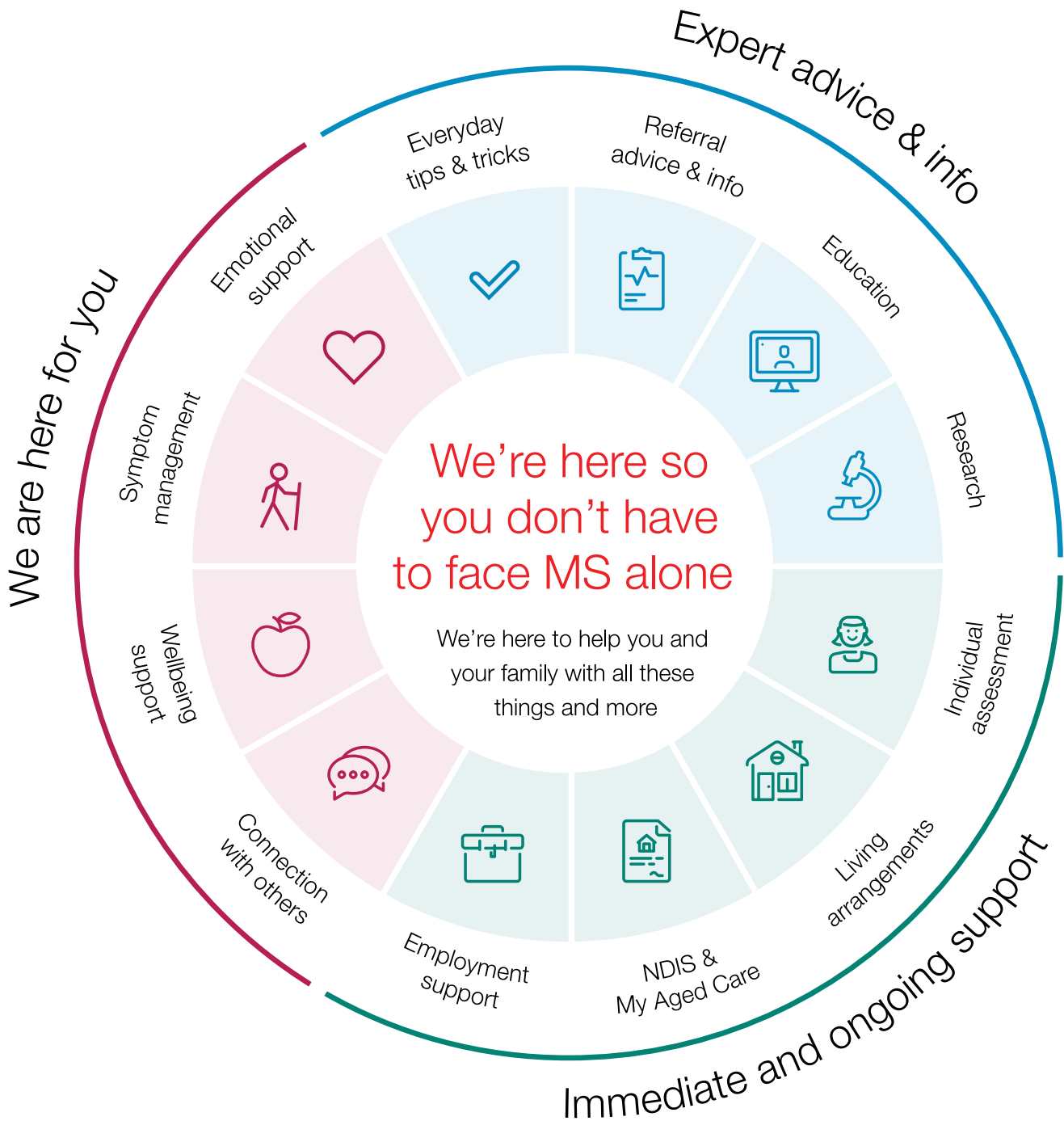
Trusts and Foundations:

We also acknowledge and thank the following major grant funders for their valuable contributions:

- Aged Persons Welfare Foundation
- Cecilia Kilkeary Foundation Ltd
- DOOLEYS Lidcombe Catholic Club
- Doris Thelma Rowe Charitable Trust
- Edward Broadhurst Charitable Fund
- Elsie Louise Thomas Trust
- Eventide Homes (NSW)
- Gandel Philanthropy
- Goodman Foundation
- Hugh D T Williamson Foundation
- Isabel E and Francis J Hickmott Charitable Trust
- Jim McIntyre Foundation
- Muffin Foundation
- Perpetual Foundation
- Profield Foundation
- State Trustees Foundation
- Walter and Eliza Hall Trust
- Wentworthville Leagues Cl
- Wolper Foundation
- City of Whitehorse

OUR SERVICES

We are the trusted go-to experts in multiple sclerosis with more than 60 years' experience. We offer a suite of services and support to help minimise the impact of living with multiple sclerosis, while the search for a cure continues. This includes support in referral advice and information, everyday tips and tricks, education, emotional support, wellbeing support, symptom management, opportunities to connect with others, employment support, living arrangement support, individual assessment, NDIS and supporting people over the ages of 65.



OUR SERVICES

Everyday tips & tricks

Multiple sclerosis can impact a person's everyday life in many ways, and sometimes all that's needed is step-by-step tips and tricks. We're here to provide people living with multiple sclerosis with practical, real world advice about things such as driving, finances, benefits and entitlements, travel, eligibility for services, supporting carers, legal issues, telling their loved ones about their diagnosis and much more.

How do we provide this?

- MS Connect
- MS Advisor
- MS Education webinars and face-to-face programs
- MS Employment Support
- MS Peer Support
- MS NDIS Services
- Library of publications, resources and information sheets
- Online tools (Get your ACT together, Eat Well Live Well, Find Local Services)



Featured service: MS Peer Support

Caring for someone with multiple sclerosis isn't always easy, especially when it changes the dynamic of a relationship.

Abby's* husband was diagnosed with multiple sclerosis 18 months ago, and since his diagnosis she has been his carer, as well as his wife.

Being in a wheelchair, and living with significant mobility issues, Abby's husband needed full time care, and she was beginning to feel burnt out from all the responsibility.

In search of some help, Abby attended an MS Peer Support telelink for carers, and she learnt about the services that she could access to help her day to day.

Abby also went on a carer's retreat for respite, after reaching out to MS Peer Support, which allowed her to connect with other carers and have some time to herself at the same time.

"I had never had a break before and thoroughly benefitted from the retreat", Abby said.

Being able to take a break meant that Abby could look after her husband in a more positive way, develop a network of support, and she was also able to learn some useful skills for her daily carer tasks.

*Not her real name.

2017-2018 in numbers

419
new MS Peer
Support requests

309
contacts with
MS Social
Work Advisor

1114
clients attended
Education webinars

14
wellness programs
held with
376 attendees

217
trained MS Peer Support
volunteers ran 68
MS Peer Support groups
across NSW, ACT,
VIC and TAS

OUR SERVICES

Referral, advice & information

Navigating the health, disability and aged care sectors can be confusing and overwhelming. We're here to make it as simple as possible for people living with multiple sclerosis to find the right support, by connecting them into the right service. Sometimes that will be one of our MS services and sometimes it will be a service in the local community. We are also here to provide the most up to date advice and information on all things relating to multiple sclerosis.

How do we provide this?

- MS Connect
- MS Advisor – nursing, continence and social work
- MS NDIS Services
- MS Education (Webinars)
- Health professional programs
- MS Employment Support
- MS Respite
- MS Residential
- Carer and family information
- Online library of publications, resources and information sheets
- Online tools (My NDIS Filter, Get your ACT together, Eat Well Live Well)



2017-2018 in numbers

20,839

connections made by MS Connect with people living with multiple sclerosis, carers and family members

1875

people supported by MS Advisor

38

MS Education programs held for health professionals

Featured service: MS Connect and MS Advisor

As part of the MS Connect service, our MS Connect Specialists have a role to reach out to clients who haven't been in touch for a while, to check in and see how they are travelling. Having not heard from her for a while, MS Connect got in contact with Audrey.

At 77 years old and living alone, Audrey found herself having more and more falls, and had significantly lost her confidence at home to do things such as showering. On top of that, Audrey was also struggling with meal preparation and other tasks like getting dressed.

Michael, one of our Social Work Advisors spoke to Audrey about accessing My Aged Care services to assist her at home, and she admitted that she had cancelled them because *"they cost too much"*. Having misunderstood the help available to her, which would not cost her anything, Audrey mentioned that she'd like to learn more but was too embarrassed to contact My Aged Care again.

With her permission, Michael called My Aged Care back on Audrey's behalf to see what help was available to her.

After speaking with Audrey's son, Michael was also able to explain to him that the services available to his mum were not a "scam". Something which he was previously suspicious of.

To top it all off, Audrey's son was given some help in placing Audrey on a higher priority list and gain further information about the process of receiving assistance.

With something as simple as a phone call, MS Connect was able to turn Audrey's difficult situation into a much more manageable one.

OUR SERVICES

Employment Support

Working and participating in the community are hugely important activities. If people find their multiple sclerosis symptoms are making working difficult, we're here to help them stay in their current job for as long as possible – or find the right job for them.

How do we provide this?

- MS Connect
- MS Employment Support
- MS Peer Support (face-to-face and telegroup)



Featured service: MS Employment Support Service

Melita was diagnosed with relapsing-remitting multiple sclerosis in 2008, aged 27, a year after her first son was born and right in the middle of her PhD. Through perseverance and meticulous organisation to work around cognitive fog, fatigue and nerve pain, Melita completed her PhD and embarked upon a career in academia – a career that's thriving despite ongoing health difficulties.

But life is all about balance, and she could see it slowly getting away from her. A holistic approach to wellbeing is something we take very seriously at MS, and it's something Melita, now 37, knew we could help her achieve.

"We recently built a new home, which was exhausting, and by the time we moved in I found myself wondering where 18 months had gone."

"I work across several locations and travel frequently, and the visits to collaborators or conferences can be particularly fatiguing, which sometimes affects the time I should be enjoying with my family. That fatigue often rolls over into several days, which affects my capacity to work."

"I'd heard about the MS Employment Support Service, so I thought I'd give them a call for a chat about my work situation and to get some advice on how I could manage it better."

That phone call led quickly to MS Employment Support Service consultant Leigh visiting Melita at home, assessing her situation and assisting her to access Employment Assistance Funding to purchase workstation equipment to enable her to work remotely.

"I'd tried working from home before, but without dual screens for my laptop, it just wasn't possible to be as productive as I need to be," Melita says.

"I work two days a week from home on average now, which means several hours' less commuting as well as saving time and energy used just to get ready to go into the office."

The MS Employment Support Service has also organised support to get Melita into exercise classes, purchased some cooling clothing and recommended phone applications to help her organise her work and schedule.

2017-2018 in numbers

5-star
rating for
MS Employment
Support Service

38,147
personal contacts
made by MS ESS

\$483,568
spent on employment
equipment

483
people assisted
by MS ESS

OUR SERVICES

Individual assessment

We have more than 60 years' insight and experience into living well with multiple sclerosis, and we understand that no two days and no two people are the same. We assess people's individual needs and how their symptoms are affecting their everyday life, to make practical recommendations that will support them and their family.

How do we provide this?

- MS Connect
- MS Advisor – nursing, continence and social work
- MS Peer Support
- MS Employment Support
- MS NDIS Services
- MS Care



Featured service: NDIS Services, Support Coordination

At the time that Jenny was diagnosed with multiple sclerosis, she was working in paid employment, loved socialising, and was a keen competitive golfer.

So as Jenny's multiple sclerosis progressed, and she began to use a mobility aid, she felt like she was housebound.

But once Jenny started working with an MS NDIS Support Coordinator, things started to change.

Jenny hated her manual wheelchair because she had to be pushed everywhere in it by other people, so her NDIS Support Coordinator worked closely with her Occupational Therapist to secure a new power wheelchair for Jenny.

Jenny's Support Coordinator then began to engage with a local physio who worked intensively with Jenny on balance and strength. Now, Jenny has three weekly sessions with a physical therapist, and has seen a huge improvement in her physical function and self-confidence.

Jenny has also joined the Wollongong MS Peer Support Group and is now an integral part of the group.

Slowly Jenny's world is opening up again thanks to the dedicated support she received from her NDIS Support Coordinator.

2017-2018 in numbers

1515

referrals made by
MS Nurse Advisor

51

referrals made
by MS Continence
Advisor

194

urology clinic appoints

172

continence
assessments

OUR SERVICES

Symptom management

Multiple sclerosis is an invisible disease with each symptom appearing differently for everyone. As the experts in multiple sclerosis, we understand how symptoms can affect people and their loved ones in a variety of ways. Treating and managing symptoms really comes down to people living with multiple sclerosis knowing all the options and being able to make the best choices for themselves. There are a wide range of treatments, strategies and lifestyle choices that can help – and we're here to help people explore them all.

How do we do this?

- MS Connect
- MS Continence Advisor
- MS Education
- MS Employment
- MS Peer Support
- MS NDIS services
- Online library of publications, resources and information sheets
- Online tools (My NDIS Filter, Get your ACT together, Eat Well Live Well)
- *Seeing MS*
- MS Ambassadors

Featured service: MS Advisor, continence

At MS, we aim to improve quality of life for people living with multiple sclerosis and increase independence by offering solutions for symptoms which may be interfering with everyday life.

Continence issues affect up to 80 per cent of people living with multiple sclerosis at some point in their lives, and bowel and bladder issues can take an enormous toll on confidence and wellbeing if they're not treated.

Fortunately, these issues can always be managed – and that's what our MS Advisors are here for.

Christine has been living with relapsing-remitting multiple sclerosis for 34 years, and recently she found herself developing repeated, regular urinary tract infections and incontinence. Now in retirement, these issues were negatively impacting her and her husband travels abroad, where everything is a little different to home – particularly the availability of public toilets.

Having contacted MS Connect before, Christine reached out to the MS Advisor service and was referred to an MS Continence Nurse.

"After a variety of tests at the MS Urology Clinic, we found my bladder was not releasing its contents fully during urination. This residue urine, up to 600ml, was providing an ideal environment for bacteria to survive, allowing urinary tract infections to flourish", Christine said.

"With the support of the MS Continence Nurse, it was suggested a solution may be self-catheterisation. This would allow the complete emptying of my bladder, eliminating most, if not all of my current problems. Thanks to the nurses' skill, care and encouragement, I was using the catheter within a short time, without discomfort or fear. In three to four months, my body seemed to recognise this new process and offer no rejection or resistance".

Christine's life has changed significantly since receiving advice from an MS Continence Nurse.

"I thank MS for providing this wonderful service to cure this common problem in people living with multiple sclerosis," Christine said.



2017-2018 in numbers

617
new clients
registered through
MS Connect

1515
referrals to
MS Nurse Advisor

51
assessment referrals
by MS Continence
Advisor

50
recorded webinars
hosted at ms.org.au

14
wellness programs
held by
MS Education

OUR SERVICES

Living arrangements

Feeling confident and independent in your own home is vital for wellbeing. We can help foster this wellbeing for people affected by multiple sclerosis in a number of ways – whether that’s ensuring their home meets their needs, giving them a break from their own home or even finding and assisting them to move into a home that’s right for them.

How do we provide this?

- MS Social Work Advisor
- MS NDIS Occupational Therapy Assessment
- MS Residential
- MS Respite
- MS Education
- Flexirest
- Gift of Time
- Library of publications and online resources



Featured service: MS Residential and the NDIS

Michael was diagnosed with multiple sclerosis in 1991 and has seen a significant increase in symptoms over the years. He needed some extra assistance with day to day activities, so he moved into his brother’s house, but that was difficult for Michael because he felt that he was too much of a burden.

After discussions with his family, Michael agreed to take a look at MS Respite services in Watsonia. Under guardianship of his brother, he became a full-time resident at Watsonia.

For the last few years Michael has lacked the cognitive function and the stress tolerance to foresee future events. He uses a wheelchair now but was once mobile via a walking frame.

After receiving his NDIS plan, Michael was connected with his carer Harry. Harry encourages Michael take the lead on how he would like to spend his time and works towards meeting his goals such as spending time in the local shopping centre.

For Michael, the NDIS and respite support has made a world of difference and given him a pathway back to enjoying his life.

2017-2018 in numbers



OUR SERVICES

NDIS & My Aged Care

The National Disability Insurance Scheme (NDIS) and My Aged Care are two major changes to how people in the community access support. For those aged 65 or under, the NDIS is here to help, and for those aged over 65, My Aged Care is available. We're big believers in these social reforms, and we're here to make sure people understand what they mean, how people living with multiple sclerosis can benefit – and also to help them prepare for and navigate these schemes.

How do we do this?

- MS Connect
- MS Advisor
- MS NDIS services
- MS Education (webinar)
- MS Engagement Team
- NDIS Information Sessions
- Continuity of Support program
- Online library of publications, resources and information sheets
- Online tools (My NDIS Filter)

Featured service: MS Engagement Team

Our new MS Engagement Team provides information and support to both NDIS participants and their health professionals to understand how to accurately complete the Access Request Form required to be accepted into the NDIS. Many people come to us having been rejected by the NDIS as the Access Request Form is not completed fully, and does not provide an accurate representation of the functional impact of the person's disability.

Our team provides preplanning support which includes identifying symptoms and the functional impact this has on the person's ability to undertake daily tasks and engage with their community. This is written up into a document that the participant can then take to their planning meeting as a prompt. Our team is available to provide support either over the phone or face to face at these meetings where requested.

We concentrate on ensuring that our participants do not slip through the cracks by providing regular follow up, and once the plan has arrived, support our participant to know the next steps on their NDIS journey.

Because of the team's dedicated work, we've seen some fantastic feedback:

"You have moved mountains, we cannot thank you enough for your persistence and professionalism"
– Amanda*

"Jess and I would like to thank you and your team so very much for your assistance with this NDIS matter, you made it so much easier to get through it today knowing you were there. It now seems we are heading in the right direction at last a new plan review will start to be prepared within the next couple of weeks, and this time it will be set to suit Jess' needs properly, not a mess like this one. So once again thank you to your whole team"* – Gail*

"I have been communicating with Pauline, regarding my sister Julie in preparation for the NDIS over the last months. Julie and I would like to send our appreciation of Pauline's time and support, and in particular our relief that Pauline can attend the NDIS planning meeting. Pauline spent a couple of hours with Julie and we have communicated numerous times, therefore Pauline has a clearer picture of Julie's situation and needs. Thank you again we understand funds are short but it is of great comfort to us in this unknown and scary territory"*
– Luke*

2017-2018 in numbers

1448

connections made by the MS Engagement Team to assist clients navigating NDIS

59

participants accessed 147 hours of continence services through NDIS

707

participants received 16,225 hours of support coordination through NDIS

90

participants accessed 489 hours of occupational therapy through NDIS

*Not their real name.

OUR SERVICES

Emotional support

No one can understand exactly what a person affected by multiple sclerosis is feeling – but we acknowledge what they may be going through and how they may need support. No one needs to wait until they're feeling their lowest before reaching out for support. We want to help people living with multiple sclerosis and their families live well with the disease.

How do we provide this?

- MS Connect
- MS Social Work Advisor
- MS Peer Support
- NDIS Support Coordination
- Wellness events (Family Camps, Wellness Lunches, Wellness Days, Community Days)
- MS Education



Featured service: Wellness events

Having a parent or close family member diagnosed with multiple sclerosis can be scary, especially for children who may not fully understand the disease. Our Community Days are one of the ways in which we can assist families in explaining multiple sclerosis to children, as well as a great way to bring families together who are experiencing very similar situations.

The 2018 NSW Community Day was held at Taronga Zoo, and saw a fantastic turn out of families, as well as some newly diagnosed people who were eager to connect with others also living with multiple sclerosis.

In order to help the adults of the group learn more about exercising with multiple sclerosis, the kids were kept busy with activities which explained some symptoms of multiple sclerosis and answered questions that they had about the disease.

MS team member Katarina said that the activities really helped some of the kids with mindfulness and positive thinking.

"We made snow globes as a mindfulness activity, we balanced balls, which represented feelings and the kids also did some dancing with the Dance For Health group," Katarina said.

Kelly* who attended the day said that it was a great chance to spend some quality time together with her family, connect with others and share her experience with people.

"Thank you for the Taronga Wellness Day. My family and I had an amazing time. The dancing was so much fun. We received lots of information [about multiple sclerosis] on that day. My children had never been to Taronga Zoo, so it was such a treat for them. We really appreciated the opportunity to attend," Kelly said.

**Not their real name.*

2017-2018 in numbers

419

requests for phone
MS Peer Support

68

face to face MS Peer
Support groups

9 languages

covered by MS Peer
Support: English, Greek,
Italian, Chinese, Polish,
Pakistani, Persian,
Macedonian,
Arabic

52

MS Education
webinars attended
by 1114 clients

OUR SERVICES

Connection with others

It's vital for people living with multiple sclerosis to have a network of people around them that they can trust, and who will be there when they need it most. The MS community is wonderfully supportive, there are many ways to stay connected to each other. Whether someone is newly diagnosed, living well with the disease, a carer of a loved one, a friend wanting to help, or a health professional wanting to find out more – we can help connect them with others in a meaningful way.

How do we provide this?

- MS Peer Support
- Community activities
- Gym/Health and Wellbeing programs
- Gym/community exercise programs
- Community Visitors Scheme
- Volunteering
- MS Ambassador program
- Wellness events (Family Camps, Wellness Lunches, Wellness Days, Community Days)
- Hub & Spoke Outreach program
- MS Events
- MS Education
- MS social media



Featured service: MS Ambassador Program

The MS Ambassador program brings together people living with multiple sclerosis and the community. Our ambassadors act as real-life examples of what you can achieve while living with multiple sclerosis, dispel common misconceptions about the disease, and represent the MS community.

MS Ambassador Lydia Osmers (who is a doctor) recently spoke to medical students at Melbourne University Northern Clinical School, and had a profound impact on them.

Lydia spoke to the students about being a doctor while living with multiple sclerosis at the same time, and about being diagnosed at a similar age as they were at the time of the talk.

For one particular medical student in the audience, it was a “*pertinent reminder that multiple sclerosis is often an invisible disease*”.

According to another one of the students, “*it was valuable to have a discussion about the human experience with multiple sclerosis which is outside of the clinical setting*”.

One student also said that “*learning about the impact of diagnosis and getting different perspectives from people with multiple sclerosis allowed her to better acknowledge what other people with multiple sclerosis go through*”.

2017-2018 in numbers



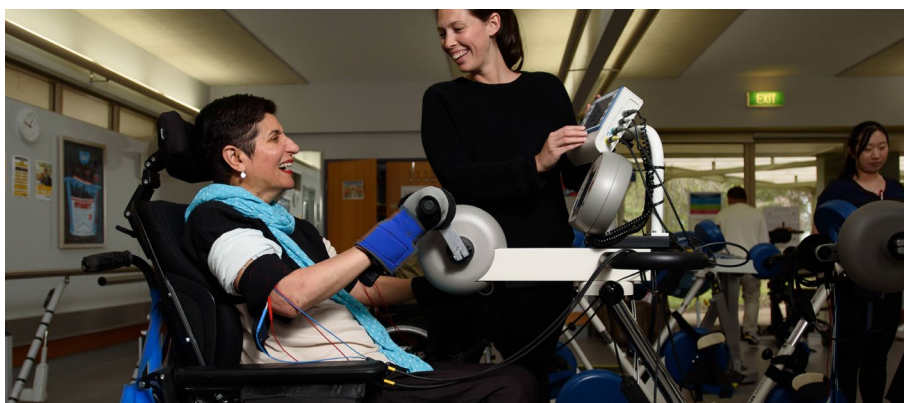
OUR SERVICES

Wellbeing support

We want to help people living with multiple sclerosis and their loved ones live well with the disease, and it is important to view this in a holistic way. Whether that's by knowing which foods or supplements assist with wellbeing or what types of exercise could make someone feel their best, what support there is for carers and family members or what connections are available – we are here to help people understand and make the best choices for themselves.

How do we provide this?

- MS Connect
- MS Advisor
- Online tools
(My NDIS Filter, Get your ACT together, Eat Well Live Well)
- Community activities
- Gym/Health and Wellbeing programs
- Gym/Community Exercise programs
- MS Peer Support
- Volunteering
- MS Ambassador program
- MS Events
- Carers and family support
- Wellness events
(Family Camps, Wellness Lunches, Wellness Day, Family Day)
- MS Education
- Online library of publications, resources and information sheets



Featured service: MS Gym

As a result of her multiple sclerosis, Joanne was experiencing excessive fatigue, weakness in all limbs, impaired balance and heat sensitivity. She was using a walking stick to, but she was very hesitant to leave the house without her son. Joanne felt pretty despondent with this huge loss of independence.

She was referred to Dr Phu, an MS physiotherapist to try and help her regain some control back into her balance and overall weakness.

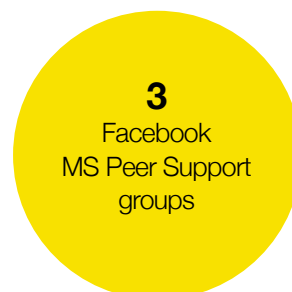
Jo was advised to start attending the *“Keep It Moving”* program at the MS Gym in the Studdy MS Centre for exercise at least once a week, and Dr Phu connected her with an MS research project that would provide her with exercises to do at home.

Nine months after her initial assessment, Jo returned for a consultation with Dr Phu and had made great progress. She'd been attending the MS Studdy Centre for a supervised exercise program twice a week, including gym-based activities and a yoga session.

Since beginning her program, Jo says that she feels much more positive now and is enjoying socialising in her exercise classes and at the gym.

She goes out more frequently with assistance from her carer, and she says that her fatigue had also improved. The most important improvement is that her balance and mobility had increased twofold.

2017-2018 in numbers



OUR SERVICES

Education

We know how important it is to stay up-to-date with the latest information, advice and research in an easy and accessible way, so we have many tools in place to help people affected by multiple sclerosis stay informed on what matters most. Our resources are easily accessed, whether it be over the phone, online, face-to-face or within a person's local community.

How do we provide this?

- MS Connect
- MS Advisor – nursing, continence and social work
- MS Education
- Symptom management
- Health Professional programs (webinars and in-services)
- MS Employment
- MS NDIS services
- NDIS Gym/ Health and Wellbeing programs
- Gym/Community Exercise programs
- Online library of publications, resources and information sheets
- Online tools (My NDIS Filter, Get your ACT together, Eat Well Live Well)
- Advocacy
- Research



Featured service: MS online tools

This year we developed a new way of explaining who we are and what we do. We developed a new service compass, in consultation with the MS community, to break down our services and supports into easy-to-understand categories.

The service compass is in an interactive form online at www.ms.org.au/support-services, which links you right into the services that relate to your specific need.

This support is available no matter where someone is at in their journey with multiple sclerosis. We don't want anyone to wait until they're struggling before reaching out, either – the best way we can help people with multiple sclerosis live well and achieve their goals is by walking with them every step of the way.

In 2018 we also added three symptoms to our Get Your ACT Together online tool. This interactive service asks a series of questions about your symptom, then you instantly receive a personalised tailored report with information and resources on managing the symptom, based on your answers.

This tool now focuses on six common symptoms of multiple sclerosis: emotions, fatigue, continence, pain, heat sensitivity and cognition.

While the original content was designed by people in the ACT, for people in the ACT, it now includes information that is useful for all people living with multiple sclerosis, wherever you live.

We are always improving our online tools to support people living with multiple sclerosis, their carers and family to navigate the disease – from anywhere with an internet connection.

2017-2018 in numbers

16
NDIS webinars

38
MS Education programs held for health professionals and community workers

1114
people viewed live and recorded MS Education webinars

376
people attended 14 MS Education Wellness Days and Lunches

10,000+
subscribers received InTouch eNewsletters and magazines

OUR SERVICES

Research

Finding a cure for multiple sclerosis is the ultimate goal, but we also know how important it is to invest in research to find ways of living well with the disease until the cure is found. In addition to conducting our own social and applied research, we work alongside other organisations such as MS Research Australia to help fund and share the latest discoveries and information. We also regularly promote opportunities for members of the MS community to participate in research studies and clinical trials.

How do we provide this?

- Contribution and collaboration with MS Research Australia
- Advocacy
- Social and applied research
- Library of publications, resources and online tools (My NDIS Filter, Get your ACT together, Eat Well Live Well)
- Intouch eNewsletter and magazine



Featured report: Fellowship to fast track breakthroughs

In 2017, with the support of the Macquarie Group Foundation, MS Research Australia introduced a new 'paired' Fellowship of \$750,000 over the next three years to enable a senior research fellow and a clinician to work together to 'fast-track' research breakthroughs and improve outcomes for people living with multiple sclerosis.

Ensuring that specialists who see patients have more time to be involved with research was one of the key recommendations of the ground-breaking Commonwealth Government Health and Medical Research Review that took place in 2013.

After a competitively run, robust, application process by the team at MS Research Australia, the inaugural recipients of the MS Research Australia-Macquarie Group Foundation Paired Fellowship are neuroscientist Dr Kaylene Young and neurologist Professor Bruce Taylor from the Menzies Institute for Medical Research in Hobart, Tasmania.

In the first six months of their Paired Fellowship Dr Young and Professor Taylor have made huge progress on all the aims of their work. Dr Young has commenced cellular studies to determine the role of the genetic changes identified in the families with multiple sclerosis. Skin biopsies have been collected from the family members and these are being used to make specific cells that can be studied in a dish in the laboratory.

The Menzies Institute for Medical Research in Tasmania have now established the MS Translation Centre, which aims to accelerate discoveries along the translational pipeline to deliver new interventions for people with multiple sclerosis.

2017-2018 in numbers

\$442,909
contributed by MS
to MS Research
Australia

123
new MS clients
joined the Australian MS
Longitudinal Study

179
participants
enrolled in the
PrevANZ study

OUR ADVOCACY

MS Australia

MS Australia is the national peak body for people affected by multiple sclerosis. While we provide the services, programs and support for the MS community in ACT, NSW, Victoria and Tasmania, MS Australia manages national issues – in particular, interacting with Federal Government stakeholders.

Along with the MS organisations in Queensland, Western Australia and South Australia/Northern Territory, we provide financial support to MS Australia to ensure the needs and concerns of people living with multiple sclerosis, their carers and the broader MS community are voiced within the nation's highest sphere of influence.

MS Australia works on behalf of the MS community in a number of ways:

Research: Supporting and collaborating with MS Research Australia, advancing research into the cause, prevention and a cure for multiple sclerosis

Advocacy and awareness: Providing expertise on multiple sclerosis-related issues at a national level and through submissions, conferences, media and other forums.

Communication and Information: Sharing resources, updates and news for people living with multiple sclerosis, through our various communication

platforms including the MS Australia website, blog posts and social media.

Support for member organisations: Working with and representing us, and the other state-based MS organisations, to meet the needs of the MS community.

International Collaboration: As a member of the Multiple Sclerosis International Federation (MSIF) and other leading global bodies, advancing the interests of people affected by multiple sclerosis throughout the Asia Pacific and other regions.

Featured Advocacy: World MS Day “Roadmap to defeat multiple sclerosis in Australia” Canberra Event:

World MS Day each year is a fantastic chance to raise awareness about multiple sclerosis and to strengthen the network of people living with multiple sclerosis across the world.

This year World MS Day was officially marked on Wednesday 30 May, 2018. The theme was Research: #BringingUsCloser.

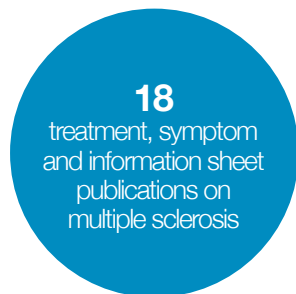
The theme is “a great opportunity for us to focus on how research is bringing us closer to a cure for multiple sclerosis. This progress has been neatly captured in a series of researcher profiles, short videos and formally recognised in the Australian Parliament”, said the CEO of MS Australia, Deidre Mackechnie.

“World MS Day helps us to raise awareness about multiple sclerosis – the public can share stories, attend events, support community campaigns and together, strengthen the network of people living with multiple sclerosis across the world,” added Ms Mackechnie. “The day is also a chance to recognise MS community support networks such as organisations and carers among others.”

At the request of Hon Greg Hunt MP, Federal Minister for Health, MS Australia and MS Research Australia collaborated to create ‘A Roadmap to Defeat Multiple Sclerosis in Australia.’ *We were delighted that upon being presented with the document on World Multiple Sclerosis (MS) Day, the Minister then committed on behalf of the Government to working with both MS Australia and MS Research Australia over the next six months, to develop a 10-year plan to implement the initiatives and actions outlined in our ‘Roadmap’.*

We were equally delighted to receive bi-partisan support for this initiative on the day from the Hon Catherine King MP, Shadow Minister for Health.

2017-2018 in numbers



OUR ADVISORY BODIES

MS Advisory Councils and Advisory Board

MS Advisory Councils are a direct line between the MS Board and the MS community. Completely independent from the MS organisation, they meet regularly to discuss feedback they've received from people affected by multiple sclerosis and then present these views and needs to the MS Board to help them provide the most relevant and effective services possible.

The Councils and Advisory Board, which are made up of both people living with multiple sclerosis and carers, reach out to as many people in the MS community as possible – through their networks, via social media and through any other opportunities that arise. They then undertake projects on topics of importance and relevance to the MS community, and provide specific input to the Board when each project is completed.

We have a Council representing each of four states and territory: the MS Advisory Councils of NSW, Victoria and Tasmania, and the ACT Southern NSW Advisory Board.

Who's who



MS Advisory Council of Victoria

Chair: Nigel Caswell OAM



MS Advisory Council of NSW

Chair: Meg McIntyre



MS Advisory Council of Tasmania

Co-chairs: Andrew Potter and Vivienne Jones



MS ACT Southern NSW Advisory Board

Chair: Ron Brent

What happened in 2017/2018?

The ACT Southern NSW Advisory Board has worked with the ACT and Southern NSW community to understand which services are needed on an ongoing basis for those living with multiple sclerosis and their families.

MSAC-Vic has initiated an NDIS guide for GPs and collaborated with MS and MSA on a home safety and falls prevention project.

MSAC-NSW had a busy time during the last year. In mid-2017 the Council said goodbye and thank you to some long-standing members who had served the MS community well. After a brief recruitment period, the Council now have some fresh faces, full of diversity, and enthusiasm. MSAC-NSW is now focusing on getting to know its new members and working together well.

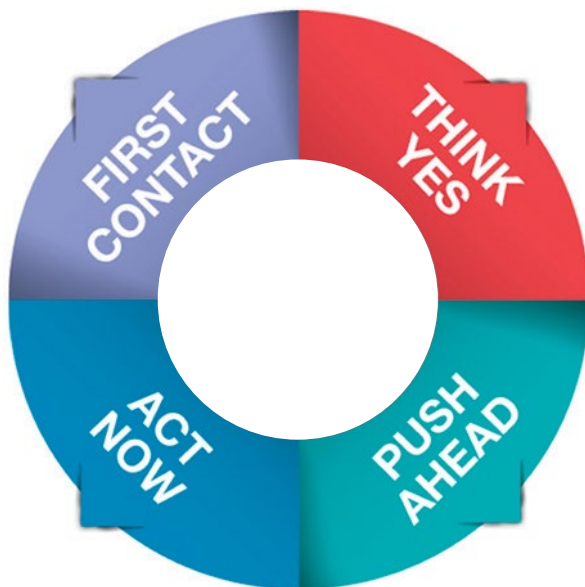
MSAC-TAS have continued to contribute to the smooth transition of MS Tasmania into MS as a whole.



OUR PEOPLE

Nothing is more important to a service organisation than its people – and at MS, we're particularly proud of the commitment with which our team members and volunteers approach their delivery of services and supports that help people live well with multiple sclerosis.

Culturally, MS is built on Our Service Promise – the four guiding principles that define our people's attitudes and behaviours:



Featured service: Volunteering

Melinda was diagnosed with multiple sclerosis eight years ago, and after using our services at the Studdy MS Centre, she decided to have a go at volunteering, as a way to give back.

She's volunteered at the MS Gong Ride, the MS Walk + Fun Run and for MS Gift Wrapping during Christmas time, so it's safe to say that Melinda has well and truly become a valuable part of the MS Volunteer crew.

For Melinda, it's all about being able to say thanks to those who are raising money for MS, and teaching people about the disease.

"I love being able to say thank you to participants (at the MS Gong Ride) for riding on behalf of people like me who have multiple sclerosis," Melinda said.

2018 will be her fourth year of volunteering for the MS Gong Ride, and her third year at the MS Walk + Fun Run.

"I enjoy being part of that and thanking them personally for being able to go where I can't and hearing some of their stories as well," Melinda said about the MS Walk + Fun Run.

But according to Melinda, MS Gift Wrapping is her favourite volunteering gig.

"You get to meet people who don't know what multiple sclerosis is about, so as you wrap, it's about being able to talk to them and not hide behind the disease".

Melinda hasn't had an easy time living with multiple sclerosis, experiencing numbness, fatigue and loss of balance, but she's thankful that she can access support from MS.

"I kept falling over, sleeping for no reason, had numbness and various other things happening. Life has been very difficult. But thanks to the help of MS, I now have an NDIS package that I am grateful for. Now volunteering for MS is a major part of my life," Melinda says.

2017-2018 in numbers

254
MS team members

440,435
hours worked by
MS team

1575
volunteers at
MS Events

134
volunteers in client
services

61
MS Ambassadors

320
volunteers in MS
Community Shops

OUR FUNDRAISING

The 2017-2018 financial year was a time of great change for the Strategic Marketing and Fundraising department.

In September we recommitted to improving quality and profitability in our mass fundraising activities such as participation events, lotteries and appeals.

To implement this new strategy, we undertook a functional review of the department and in January made significant changes to roles and structures which led to a very strong team, perfectly suited to deliver our new strategy, being in place by the close of the year.

Event highlights included a very successful, if damp MS Gong Ride in November, which made over \$3 million in net profit. In autumn we ran MS Walk + Fun Runs in Sydney, Melbourne and Canberra which enjoyed great community engagement and the launch of fundraising trips to the Great Wall of China which greatly exceeded our expectations in both demand and revenue.

Individual Giving also had a good year, with all our appeals, trusts and foundations exceeding target. On Anzac Day we launched our first ever MS Dream Home Lottery in Victoria, which was a very successful entry into a competitive field and created state-wide publicity in Victoria around the cause. Our MS Community shops in Victoria also contributed by selling over \$700,000 worth of MS Dream Home Lottery tickets.

These foundations will set the platform for some great initiatives for the future, as well as ensuring a strong outlook for MS fundraising in a tough market.



Featured service: MS Walk + Fun Run

Sharee Richards lives with multiple sclerosis and has been the team captain of Team Sharee at the MS Walk + Fun Run in Melbourne for the past five years.

A familiar face at the MS Walk + Fun Run, Sharee and her team are made up of over 94 team members and raised over \$25,000 for MS last year. Yes, you read that right!!

For Sharee, participating and fundraising in the event is really important to her.

"I was diagnosed in 2010 and the disease has progressed to the point where I am in a wheelchair permanently. There are so many aspects to my life which have been affected by this indiscriminate disease in a positive and negative way. I choose to try and stay focused on the positive," she says.

"The support services for people living with multiple sclerosis, and for their family and friends which are provided by MS are so needed and welcomed, but as with everything it takes money to continue these services, so we take on this challenge to help people like me get the support they need to achieve their goals and live life to the fullest" Sharee says.

2017-2018 in numbers

\$5,966,000
raised from
MS Events

\$1,401,000
from Appeals

\$896,400
from Trusts and
Foundations

\$4,255,700
from Bequests

\$510,800
from Community
Fundraising

\$149,000
from MS Readathon

\$1,922,000
from MS Community
Shops

23,730
people participated
in MS fundraising
events

THE YEAR IN FUNDRAISING

MS Community Shops: MS Community shops have been a perfect gateway to connect with local communities and expand our brand and message. With 320 valuable volunteers that are managed and guided by experienced Shop Managers they were able to increase sales in 2017/18 to \$1.923 million, an increase of 4%.

Trusts and Foundations: Trusts, Foundations and other funding bodies raised \$896,405 to support a range of fantastic initiatives. This included equipment, including gym equipment, new kitchens and beds at Watsonia, beach wheelchairs, garden furniture at Williamston, MS Connect plus various programs to assist people living with multiple sclerosis including Family Days, a Family Camp, Peer Support, yoga, and Dance for Health.

MS Community Fundraising: 122 amazing MS community fundraisers sizzled sausages, hosted trivia nights, baked up a storm, dressed in red and fundraised over \$250,000 for MS this year! Fundraising around World MS Day was popular, with over \$100,000 raised during May alone. The inaugural MS challenge expedition, Walk the Wall to Fight MS was launched in 2017, raising over \$107,000 in the year before participants travelled to China.

MS 24 Hour Mega Swim: Alongside the MS 24 Hour Mega Squash events, the MS 24 Hour Mega Swim continues to bring communities together with over 2,500 swimmers completing laps to help people living with multiple sclerosis live their dreams and get access to vital support services.

MS Gong Ride: For 37 years, tens of thousands of cyclists have hit the pavement in this legendary ride from Sydney to Wollongong to raise funds for people living with multiple sclerosis. The 2017 MS Sydney to the Gong Ride was the biggest yet with 10,000 riders taking on the challenge.

MS Melbourne Cycle + Half Marathon: Over 3,000 people rode and ran in the MS Melbourne Cycle + Half Marathon in 2018. Cyclists rode from Flemington Racecourse over the West Gate Bridge to fight MS as part of the MS Melbourne Cycle. For the first time ever, runners joined in, to run the racecourse as part of the inaugural MS Half Marathon.

MS Walk + Fun Run: The MS Walk + Fun Run continues to be an integral part of the MS calendar. Once again, the combination of the classic fun run model, a big spoonful of community spirit, and a sprinkle of health and wellness came together to make a real difference to people's lives.

Go For Gold Scholarship Awards: 102 Go For Gold Scholarships were awarded in 2017 to people living with multiple sclerosis. The scholarships can be used to achieve dreams from a number of topics, including education, travel, the arts, music, sport, employment and lifestyle. Each scholarship is up to \$3,000 in value.



3,261 MS Melbourne Cycle + Half Marathon participants raised \$513,000



10,000 MS Sydney to the Gong Ride participants raised \$3,078,000



7,921 MS Walk & Fun Run participants raised \$981,000



2,548 MS 24 Hour Mega Swim participants raised \$830,000

CONCISE FINANCIALS

MS reported another surplus for this financial year of \$247,000 despite incurring \$2.769 million in costs associated with the restructure and sale of its subsidiary, Australian Home Care Services Pty Ltd. At a Group level, the net surplus was \$242,000 made up of a surplus from continuing operations of \$925,000 offset by a deficit from a discontinued operation (Australian Home Care Services) of \$683,000. While the costs of restructure and sale represented a significant cost this year, ultimately the restructure and sale will be of benefit to both MS and the clients served by Australian Home Care Services.

During the year, MS launched the MS Dream Home Lottery as a new major fundraising initiative. The inaugural lottery was a success both financially and as a means to raise awareness of multiple sclerosis as a condition and MS' role in assisting people affected by multiple sclerosis. Unfortunately, the current year's financial result does not reflect the success of the lottery due to the timing of the prize draws which occurred after year end on 19 July 2018. The application of Accounting Standards means that most of the costs of the lottery (excluding the cost of prizes) were recognised as expenses in the year ended 30 June 2018 but most of the revenue from ticket sales will not be recognised until the 2019 financial year. Assuming the lottery occurs on the same timetable in the future, this will be a one off timing event.

MS continues to work with the NSW Government regarding the renewal of our facility in Lidcombe, NSW and, while there has not been a resolution, the way forward is becoming much clearer. As a result, MS recognised an impairment write down of property, plant and equipment of \$514,000 in respect of facilities at Lidcombe (included in Corporate costs) that will not be used in the future.

The transition to a predominantly fee for service model is continuing with revenue from the National Disability Insurance Scheme (NDIS) increasing by 77% over the previous year. The funding from government did not decrease to the same extent due to continued transition funding and a recognition by governments that there are people who do not qualify for the NDIS but who still require support.

The net surplus this year again reflects an underlying operating surplus demonstrating that the continuing focus on restructuring our operations to suit the new funding models is working. We will continue to build sustainability through service innovation, developing new sources of income and effective cost management.

Our financial performance summary

	Actual 2017/18 (\$'000)	Actual 2016/17 (\$'000)	Actual 2015/16 (\$'000)	Actual 2014/15 (\$'000)	Actual 2013/14 (\$'000)
Income					
Rendering of Services					
Government funding	13,135	14,470	18,165	17,756	16,421
NDIS	5,392	3,044	0	0	0
Other	1,266	2,086	1,051	624	730
	19,793	19,600	19,216	18,380	17,151
Fundraising & events including bequest income	16,629	14,813	15,282	15,760	16,642
Corporate services (Management Fees, Rental)	1,412	727	263	260	349
Investment income	1,328	2,498	3,614	2,280	486
Total income	39,162	37,638	38,375	36,680	34,628
Expenditure					
Rendering of services	19,493	19,942	21,834	21,601	22,179
Fundraising and events	13,519	9,440	8,990	9,081	9,330
Corporate	2,114	435	346	463	801
Restructure & Sale Costs	2,769	0	0	0	0
Research and advocacy	1,020	882	862	1,100	830
Total expenditure	38,915	30,699	32,032	32,245	33,140
Surplus	247	6,939	6,343	4,435	1,488

CONCISE FINANCIALS

Financial highlights

Please note these figures are based on the Multiple Sclerosis Limited standalone results (i.e. they exclude Australian Home Care)

Total revenue for the financial year was:
\$39,161,811

Total expenditure for the year was:
\$38,915,285

MS recorded a surplus for the current financial year of: \$246,526

Operating revenue in 2017-2018 increased by 7.7%

MS received government income of \$19,266,157 and spent \$19,492,827 on MS services

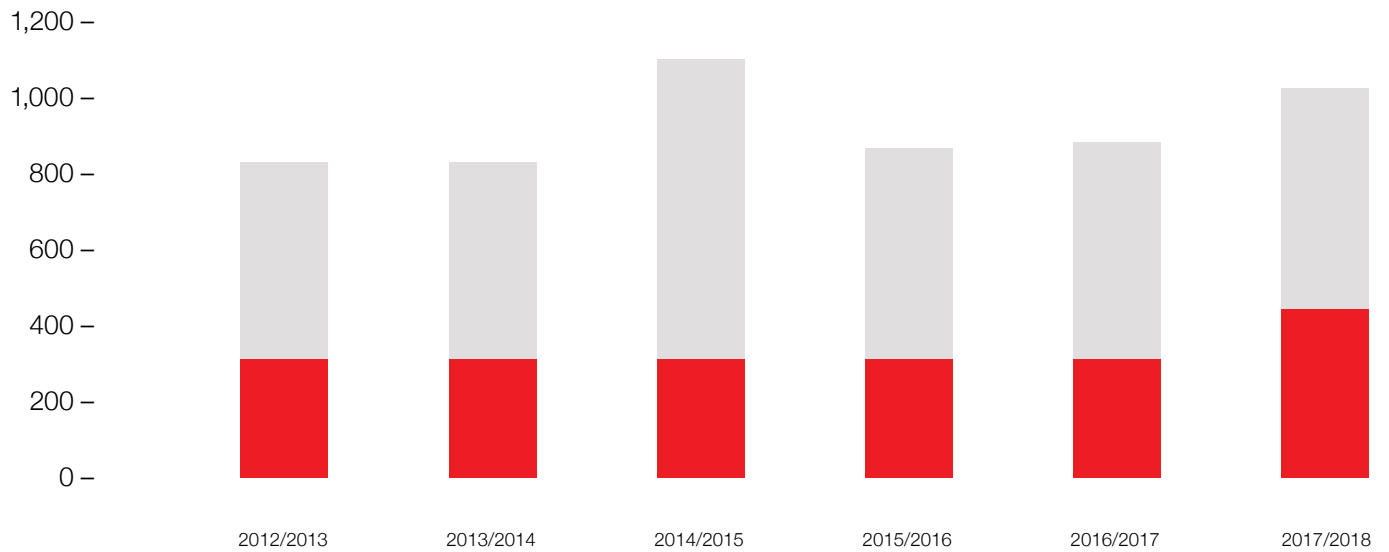
Expenditure on MS research and advocacy funding totalled \$1,019,819 (up 15.6%)



CONCISE FINANCIALS

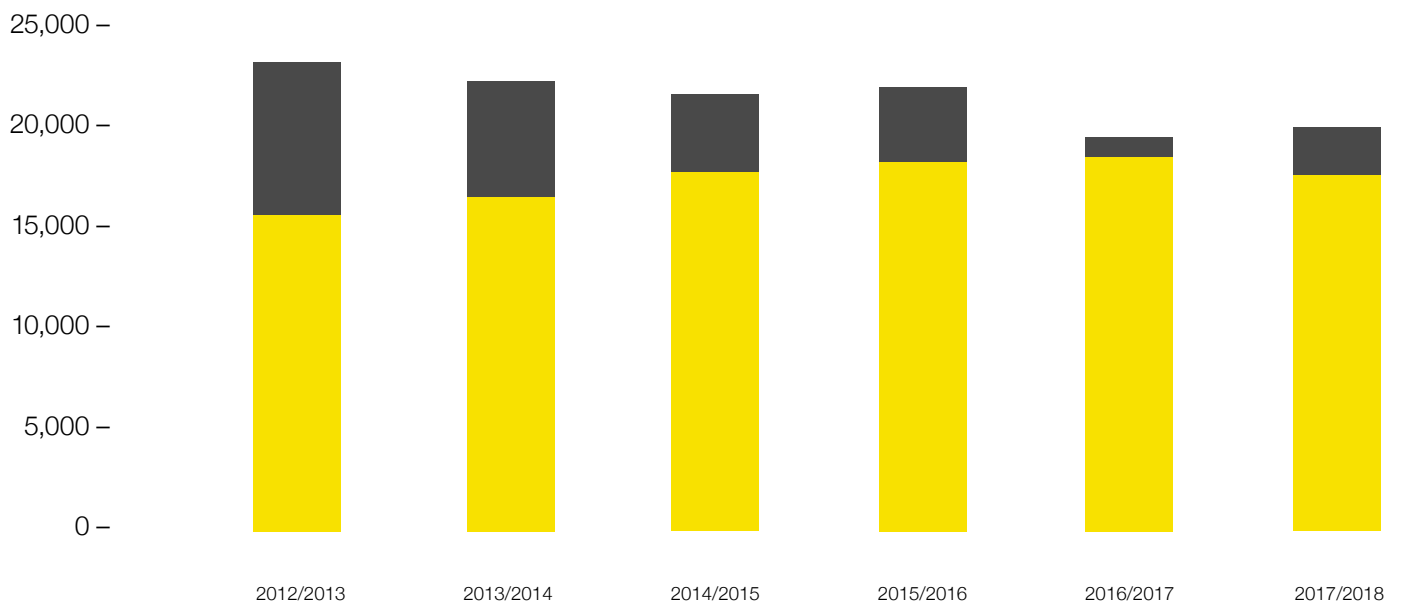
Research and Advocacy Expenditure (\$'000)

Advocacy
Research



MS Services Expenditure (\$'000)

Government funding (including NDIS)
Fundraising top up



CONCISE FINANCIALS

Multiple Sclerosis Limited and its controlled entities

Consolidated statement of surplus or deficit and other comprehensive income

For the year ended 30 June 2018

In AUD	Consolidated	
	2018	2017
	\$	\$
Continuing Operations		
Revenue		
Fundraising	16,629,318	14,812,918
Rendering of services	42,386,422	55,171,926
Corporate services	811,901	724,240
Other income	600,510	560,793
Total revenue and other income from operating activities	60,428,151	71,269,877
Expenditure		
MSL		
Fundraising expenses	11,752,382	7,754,164
Residential care expenses	5,709,188	7,030,765
Community teams expenses	5,178,154	3,603,162
Disability day program expenses	324,982	946,520
Employment services expenses	3,633,434	3,456,744
Other client services expenses	4,471,534	5,216,428
Retail expenses	1,766,971	1,686,570
Other expenses	2,532,726	824,833
AHCS		
Cleaning and laundry expenses	23,151,274	35,464,660
Nationwide goodwill impairment	1,467,648	4,750,772
Corporate and regional overhead expenses	262,501	350,222
Total expenditure	60,250,794	71,084,840
Surplus from operating activities	177,357	185,037
Net finance income	923,695	501,089
(Loss) / Profit on sale of property, plant and equipment	424,406	(42,460)
Surplus resulting from merger with MS Tasmania	-	2,065,114
Impairment of property, plant and equipment and intangible assets	(600,428)	-
Net surplus before income tax	925,030	2,708,780
Income tax expense	-	-
Net surplus for the year from continuing operations	925,030	2,708,780
Discontinued Operations		
(Deficit) from discontinued operations	(683,063)	(769,594)
Net surplus for the year	241,967	1,939,186
Other comprehensive income		
Available-for-sale financial assets - net change in fair value	(56,867)	244,196
Total other comprehensive income	(56,867)	244,196
Total comprehensive income for the year	185,100	2,183,382

CONCISE FINANCIALS

Multiple Sclerosis Limited and its controlled entities

Consolidated statement of financial position

As at 30 June 2018

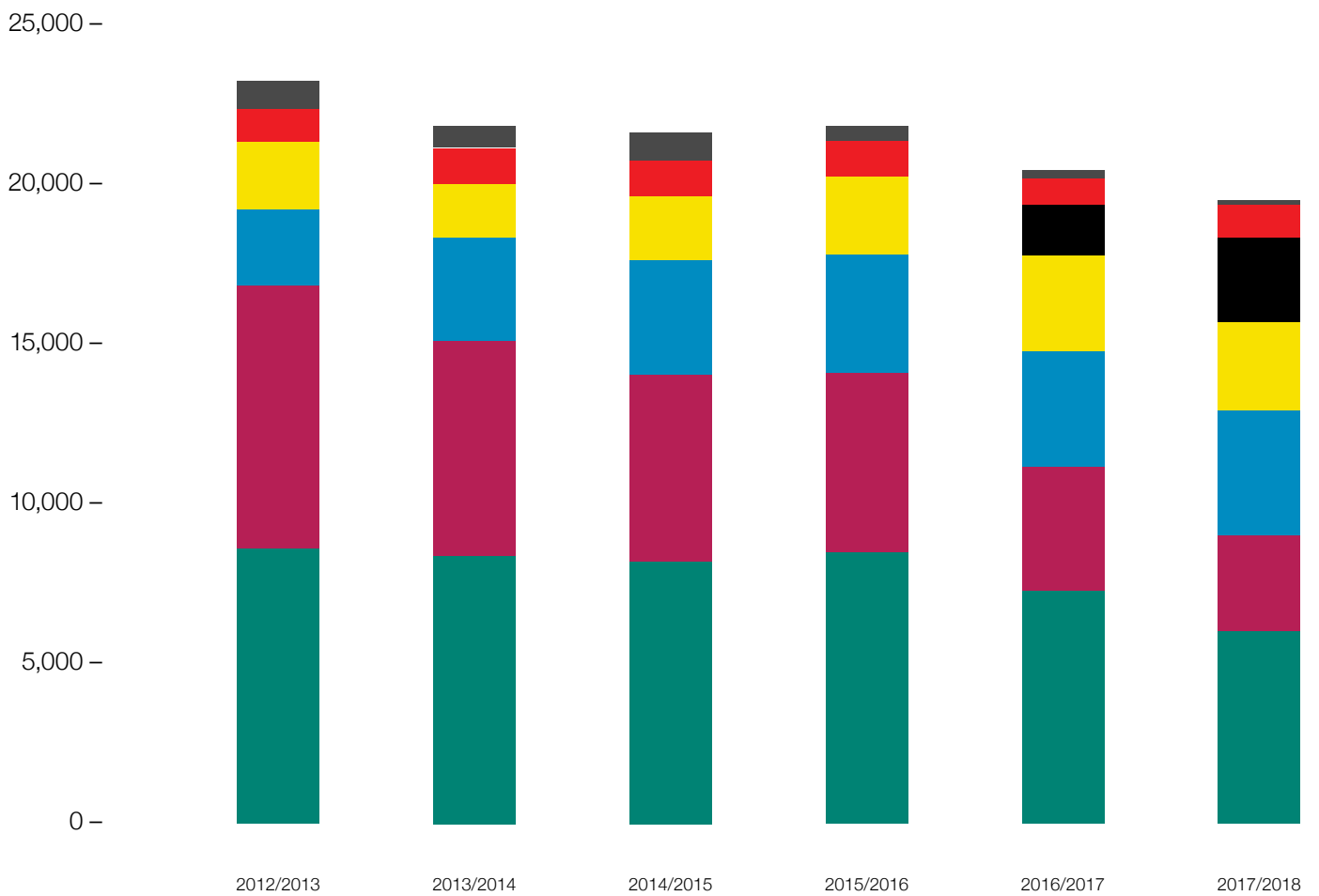
In AUD	Consolidated	
	2018	2017
	\$	\$
Assets		
Cash and cash equivalents	12,722,303	15,884,051
Other financial assets	315,657	7,328,493
Trade and other receivables	10,337,874	9,556,455
Assets held for sale - discontinued operations	7,150,274	-
Non-current assets held for sale	-	1,635,438
Total current assets	30,526,108	34,404,437
Property, plant and equipment	25,424,578	16,405,946
Intangible assets	86,500	8,038,755
Available for sale financial assets	11,376,140	4,852,190
Trade and other receivables	-	582,310
Total non-current assets	36,887,218	29,879,201
Total assets	67,413,326	64,283,638
Liabilities		
Bank overdraft	865,067	-
Employee benefits	5,396,836	12,811,681
Deferred income and funds in advance	8,609,940	12,416,475
Trade and other payables	6,668,045	5,085,411
Provisions	-	161,800
Liabilities held for sale - discontinued operations	10,752,443	-
Total current liabilities	32,292,331	30,475,367
Employee benefits	227,212	930,175
Deferred income and funds in advance	1,795,354	-
Provisions	307,489	272,256
Total non-current liabilities	2,330,055	1,202,431
Total liabilities	34,622,386	31,677,798
Net assets	32,790,940	32,605,840
Members' funds		
Accumulated surplus	31,245,846	30,912,440
Available-for-sale financial assets fair value reserve	896,376	953,243
Bequest reserves	648,718	740,157
Total members' funds	32,790,940	32,605,840

CONCISE FINANCIALS

Financial highlights

MS services expenditure by category

- Other
- Community Visitors/Volunteers
- MS Support
- MS Connect
- Employment Services
- MS Care
- Residential / Respite



CONCISE FINANCIALS

Where the money came from

These figures are based on the Multiple Sclerosis Limited standalone results and they exclude Australian Home Care.

Fundraising
and Events:
\$16,629,318

Government Funding:
\$19,266,157

MS Services:
\$526,512

Corporate and
Other Services
\$1,412,375

Investment income
\$1,327,449

Total Income
\$39,161,811



CONCISE FINANCIALS

Where our money was spent

MS Services:
\$19,492,827

Fundraising & Events:
\$13,519,353



Research and
Advocacy:
\$1,019,819

Corporate Services:
\$4,883,286



Multiple Sclerosis Limited
operating as MS
ABN: 66 004 942 287

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