

# Celebrating Success



The Multiple Sclerosis Society of  
South Australia & Northern Territory

Annual Report 2010–11



Multiple Sclerosis Society  
of SA & NT

## Edward and Helen's Story

Life has been really hard for me and Edward. Edward lost his mum last year and I lost a daughter. I now have Edward living with me – we love each other's company, we always have. This is a real difficult time for us as we deal with the loss of a mum and daughter and I also have the challenge of managing my MS. When the opportunity arose for us to apply for a **Go for Gold Scholarship**, I wondered what we could do that would make a difference to both us. We decided to apply for a holiday. This is something that we could not do without support, and something I thought Edward deserved. When things are bleak, it is always good to have something to look forward to.



When we heard we were successful for the **Scholarship** we were overjoyed! We have started planning our holiday to Queensland. I want to take Edward to Australia Zoo – Steve Irwin was one of our heroes, and we want so much to see the Park and pay our respects. We also want to go to Sea World where Edward can swim with Dolphins.

We can't thank the MS Society enough for the **Scholarship** we received. Edward really deserves some happiness in his life.

**'We can't thank the MS Society enough for the *Scholarship* we received.'**

Helen

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## Our Vision

Seeking the cure.

Providing the care.

## Our Mission

The Multiple Sclerosis Society of SA & NT Inc helps to minimise the impact of multiple sclerosis on individuals, their families, carers and the community, whilst supporting research into improved treatments and ultimately finding a cure.

## Our Values

- Compassion & Empathy
- Diversity & Inclusion
- Honesty & Integrity
- Customer Focus
- Collaboration
- Commitment
- Excellence

## What is MS?

Multiple Sclerosis (MS) is a long term disease that over time causes disability. The disease involves the gradual destruction of the central nervous system (brain and spinal cord) by the body's own immune system. What causes the immune system to destroy the central nervous system is unknown. MS is considered the most common neurological condition affecting young Australian adults.

White blood cells (part of the immune system response) move from the bloodstream into the fluid that circulates and nourishes the brain and spinal cord. These cells actively attack and damage the protective covering over the nerves (Myelin), resulting in the development of scar tissue/ sclerotic patches (or plaques). As the nerves become more scarred, electrical impulses are no longer able to travel along them causing a loss of muscle control and function. The brain can also be affected, resulting in memory loss, behavioural changes and other cognitive symptoms.

MS is progressive, unpredictable and often varies in its severity from one person to another. There is no cure for MS, but current treatments do alter the course of the disease by reducing the frequency and severity of relapses.

# Board of Directors

## Tony Abbott



*(Honorary President)*  
LLB (Adel) BCL (Oxf),  
Lawyer, Chairman  
of partners of Piper  
Alderman since 1999,

former President of Law Society of SA, former President of Law Council of Australia, Board member Multiple Sclerosis Australia, Board member of The Society for 27 years, Honorary President since 2005.

## Alan Scott



*(Honorary Vice  
President/Treasurer)*  
Board member  
since 1999, principal  
of BRI Ferrier, a

national affiliation of specialist insolvency practices and member of the South Australian committee of Insolvency Practitioners Association of Australia.

## Graeme Warnock



A Board member  
since 2006. Graeme  
has worked in senior  
managerial positions  
in the wine, food

and airport industries over many years. For the last 15 years he has worked in similar roles in the not-for-profit sector, and is currently a self-employed consultant and advisor to a number of not-for-profit organisations. He brings a wealth of business experience to the Board, holds a degree in Accounting and is involved in several community organisations.

## Mark Taplin



A Board member  
since 2006, Mark  
lives and works  
in Victor Harbor,  
and has had MS for

about 10 years. His three boys all have a disability, and he is extremely passionate about the plight of people living with a disability in SA. Mark has also been an MS advocate at a national level.

## Dr Marcia Hewitt



Marcia was  
appointed to the  
Board in 2007 and is  
the Communications  
and Partnerships

Manager for Zero Waste SA. She has established a successful career managing communications and community relations for landmark projects. Marcia's objective is to ensure the MS Society creates a strong profile which will support its fundraising efforts and to support the MS Society's dedication to providing quality member services.

## Kym Dellow

*(Resigned June 2010)*

## Jim Manning

*(Resigned August 2009)*

## Philip Martin

*(Resigned April 2011)*

## Josie Huppatz



Josie's background  
is in education. She  
has been involved  
in teaching and  
administration and

consultancy for over 30 years, in country and city schools. In more recent years she has also been involved in organisations providing aged care, residential accommodation for people with intellectual disability and residential care for people who are homeless. Her present work is as school chaplain, mentor to school staff in leadership positions and as a counsellor in private practice. She has been on the Board for two years.

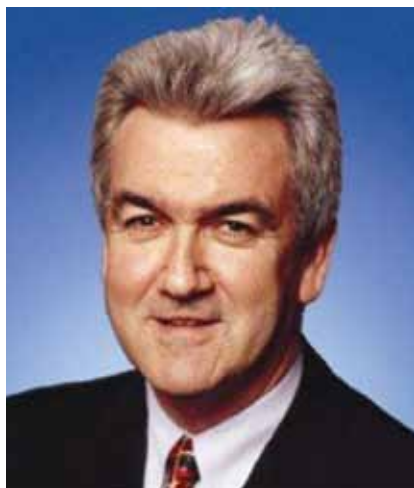
## Max Harris



Max Harris became  
a Board member  
in July 2011. Max  
has worked in the  
financial services

industry for over 55 years. He has served as Director on the inaugural Board of National Insurance Brokers Association of Australia, Chairman of the Directors of Protection and Superannuation Planners (now Millennium3 Financial Services), on the Board of the Adelaide Convention Centre, Chairman of the Adelaide Clipsal Giants Baseball Club, Board Member of the Salvation Army Business Development Board and as Executive Chairman of Max Harris & Associates. He is currently Executive Chairman of Maximum Wealth Advisors, and Director of Bernie Lewis Home Loans, Bernie Lewis Wealth Management and Bernie Lewis Group.

# President's Report



The Society in the 2010/11 year has been successful in a number of areas, and not so successful in others. On the whole, the services that we provide to people with MS increased substantially in the year, which is our principal purpose.

Also on the positive side, the Society staff continued to listen to our clients and to adjust our services and the way we provide them accordingly. This is one of the factors behind the decentralisation of the Society's services in the year. We have also heard that many of our clients want more information from the Society and social contact with the Society and other people with MS. I am therefore pleased to report that during the year we established and filled the new position of Communications Co-ordinator, and implemented a peer support program and a social networking program, among other things.

A further positive this year was the continued strong performance of Employment Solutions, our employment services division for people with a disability.

The Society increased its government engagement activities. With the assistance of the federal organisation, Multiple Sclerosis Australia, we successfully lobbied the State Government for electricity rebates for people with MS who are required to make more than average use of air conditioners during summer. The Society also made submissions to and attended a public hearing of the Productivity Commission who was enquiring into the disability system in Australia. The Commission's subsequent report, recommending a national disability insurance scheme for Australia with most state disability-related functions being absorbed into a new Commonwealth structure, represents a very positive step in the view of the Society, albeit one that will not have immediate benefits to people with MS. The Society must therefore continue working hard in this state to keep up services to people with MS, in the absence of funding from the SA government.

As our Chief Executive Officer James Bardsley reports, financially the Society's performance was negative. The Board is working hard with the CEO to address this. Late in the financial year our fundraising division returned to a full complement of staff who have injected a new vitality to the fundraising operations.

The operational challenges, and the continued restructuring of operations and the new decentralised environment of the Society, all pose considerable challenges for our staff. On behalf of the Board, I wish to thank all of them, particularly our CEO, for their continuing cheerful dedication and effort.

I also join with him in thanking our donors, supporters and volunteers, and my fellow Board members, with whom it has been a pleasure to work.

**Tony Abbott**

*Honorary President*

# CEO's Report



The 2010–11 financial year has been a challenging year for the MS Society. The second half of the financial year was highlighted with devastating environmental disasters across the globe including the Japanese earthquake and Tsunami and closer to home the disastrous flooding in Queensland. These coupled with economic pressure in the International and more recently National markets have seen a significant level of pressure on our fundraising activities, which still make up approximately 50% of our overall revenue. As reflected in this annual report the MS Society consolidated results show the result of these pressures.

Despite this our commitment to identify, plan and develop services for people with MS across all areas of the community has resulted in some new services in areas of peer support, education and community services and an increase in employment assistance. The overall result was an increase in our commitment to services of 35% far exceeding our strategic goal of 10%. We also doubled our commitment to Research.

The MS Society continued to restructure its operations this year. This has ensured that the organisation has a more strategic and targeted approach to meeting the needs of people with MS in an accountable and transparent environment. The organisation will continue to change to meet not only its service obligations but ensure its long term stability in the face of a plethora of external pressures.

We also continued our process of providing services that are closer to where our clients live with the opening of offices in Modbury and Christies Beach, thereby expanding our service provision and options to people with MS.

Service planning is currently underway for the development of services in country areas as well as an increase to the services we provide to our Northern Territory clients.

During the year the MS Society also maintained its quality accreditation both for the way we conduct our operations and also to the services provided, with our accreditation under the Service Excellence Framework and our accreditation against the disability services standards through our annual audit by BSI Auditing. This achievement ensures our commitment to operational and service continuous improvement.

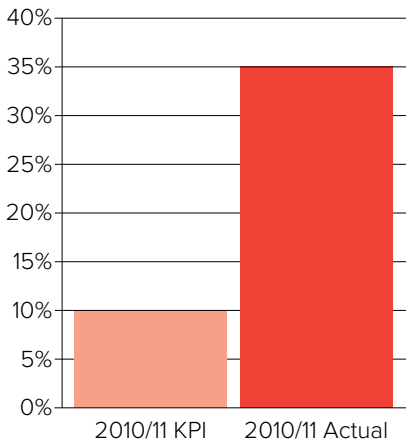
I thank all of our supporters, donors, members and partners for their support in helping the MS Society achieve its mission, and I thank all of the hard working staff and volunteers for their commitment and efforts over the last year in ensuring that the MS Society is successful in providing the best quality services to people living with MS, their carers and families.

**James Bardsley**  
*Chief Executive Officer*

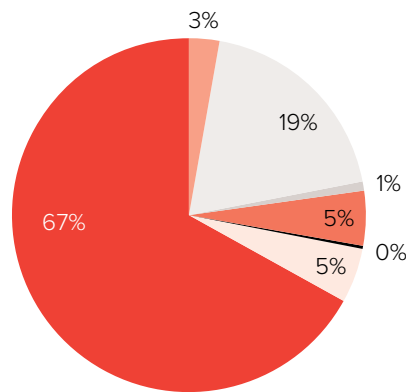
# Dashboard

## Key Strategic KPIs

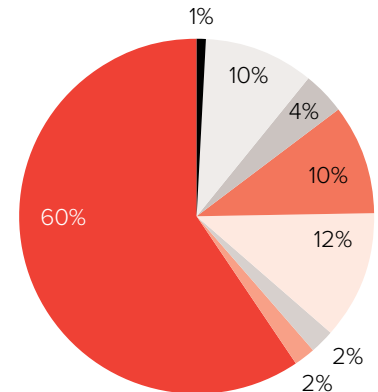
**Increase services by 10% per annum**



**Funding for Services**



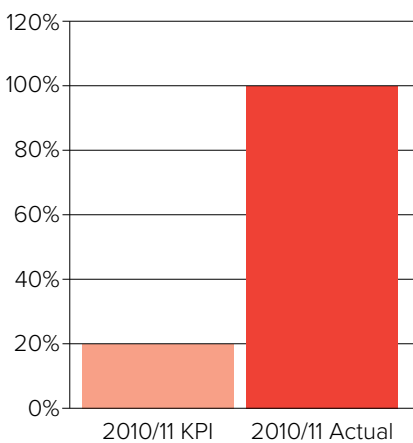
**Breakdown of Services**



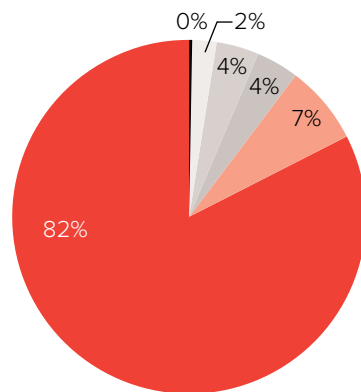
- Government Funding – Employment – DEEWR
- Government Funding – OT
- Government Funding – Other
- Pharmaceutical Funding
- Fee for Service Activity
- Fundraising Funding
- Other

- Occupational Therapy
- Social Work
- Nursing
- Physiotherapy
- Information & Communication
- Education & Advocacy
- Employment Services
- Community Services

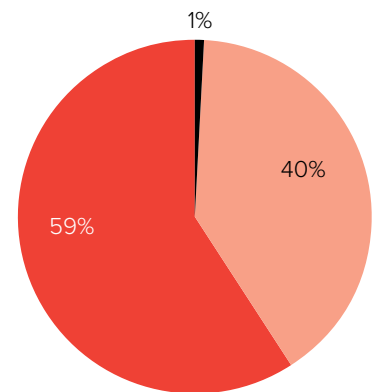
**Increase research contribution by 20% per annum**



**Fundraising Income Breakdown**



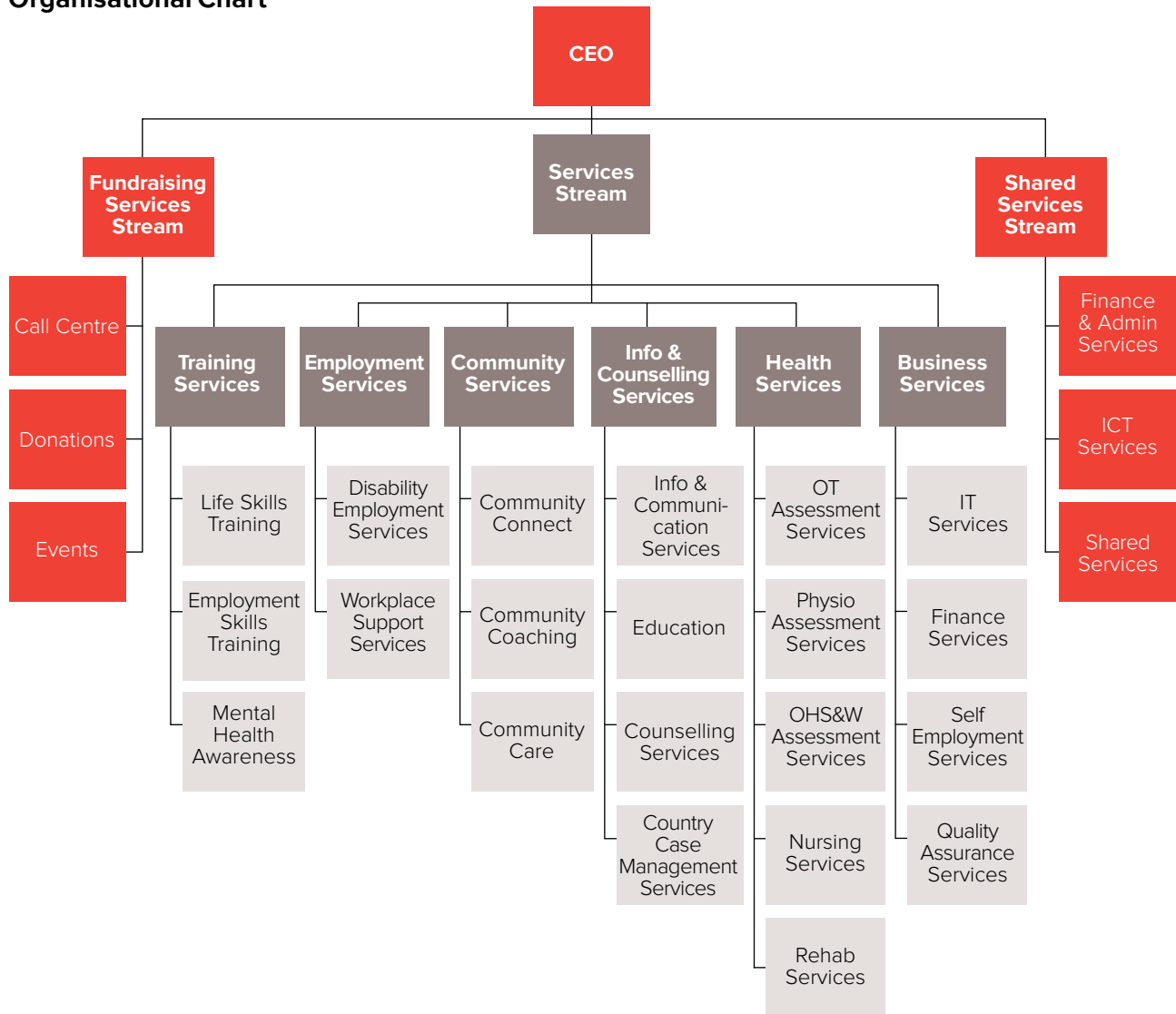
**Overall Expenditure Breakdown**



- Lottery Sales
- Direct Mail
- Events & Community Fundraising
- Mega Swim
- Donations
- Bequests

- Service Costs as a % of total Expenditure
- Fundraising Costs as a % of total Expenditure
- Other Costs as a % of total Expenditure

**Functional Areas  
Organisational Chart**



# Our Achievements

## Service Delivery

- New services strategy developed and endorsed by the Board.
- Continued decentralisation has allowed us to service clients closer to where they live.
- Growth in services by 31% this is above the strategic target of 10% growth per annum.
- Doubled our contribution to Research, this is above the strategic target of 20% growth in our contribution to Research.
- Establishment of Community Services to provide new services to assist people to live in their own homes for longer.
- A re-invigorated **Network** magazine that provides more information to clients and members.
- Establishment of a Peer Support Program that aims at connecting our clients with each other and providing forums for sharing of information.
- A coordinated education program that delivered a number of education sessions across the metro area to clients.
- Successfully lobbied government and advocated for the introduction of Heating and Cooling Concessions for people living with MS.
- Provided employment services to over 465 clients and successfully assisted 173 clients to return to work.

- Our physiotherapy services provided 1320 occasions of service in the last financial year.
- Our nursing service provided immunotherapy support, education and care to 939 people.
- Our occupational therapists conducted 320 assessments for home modifications and equipment prescription.

## Property and Location

- Established and set up new service locations in metro area including Elizabeth, Woodville, Greenacres and Christies Beach.
- Establishment of Mawson Lakes base for all fundraising and head office services.

## People and Culture

- Industrial Relations and Human Resources review and compliance issues addressed.
- Establishment of improved communication processes.
- Restructure of OHS & W systems and processes.

## Branding and Marketing

- Redeveloped the MS Society's website to be more user friendly and provide information to stakeholders.
- Commenced re-branding of the MS Society's marketing material.

## Quality Assurance

- Service Excellence Certification achieved.
- Implementation of a Corporate Governance Framework.
- Successful QA audit for Employment Services.
- Redevelopment of all policies and procedures across the organisation including bringing these all together in a cohesive and effective structure.
- Establishment of an Accountability Framework.
- Risk Management Framework developed.

## Operations

- Review of administration processes across organisation to ensure efficient support to services teams.
- Redeveloped Fundraising Operations to adapt to changes in external factors and provide a stronger long term financial base.
- IT infrastructure redevelopment including new services to ensure more efficient operations.
- Intranet developed for all operations.
- New Social Media strategy adopted and implemented including the creation of Facebook and Twitter pages.
- Internal Service Level Agreements established to govern internal services.

## Jenny's Story

I was diagnosed with MS on the 27th May 2010, after several months of numbness in my legs. It got to the point where I was numb from the hips down and I knew something was wrong. My GP referred me to a neurologist, but the wait time was long so I attended a local accident and emergency service for answers. My GP had suggested MS was a possibility, and the subsequent MRI scans proved that was the case. When I was told I had MS I was shocked. I remember thinking of someone I knew who had MS and was now in a motorised wheel chair. I was not relieved to have a diagnosis for my numbness, I was just shocked.

I remember reading lots of brochures and information on MS and feeling quite overwhelmed. I cried once at even reading the word "disability". I can remember thinking "why me?" At the same time I felt very lucky to have amazing love and support from family and friends.

After taking a few weeks off from work, and another month or so of coming to terms with my diagnosis, I started to read. I read everything I could find and was determined to know what was out there. I really believe it is to our benefit to be informed and to gather as much information as we can. I have since seen the nurses at the MS Society for medication information and training, who have been fantastic, and have also had a chat with the physiotherapists. I have looked into scientific research and clinical trials and feel I would like to be part of something that will benefit myself and others.

I feel very hopeful when I look to the future, I know my MS will test me, but I am going to give it my best shot! I have started exercising regularly, attending yoga and take regular rest breaks. I have had to adapt my lifestyle to manage my MS but I am determined to live my life to the full.

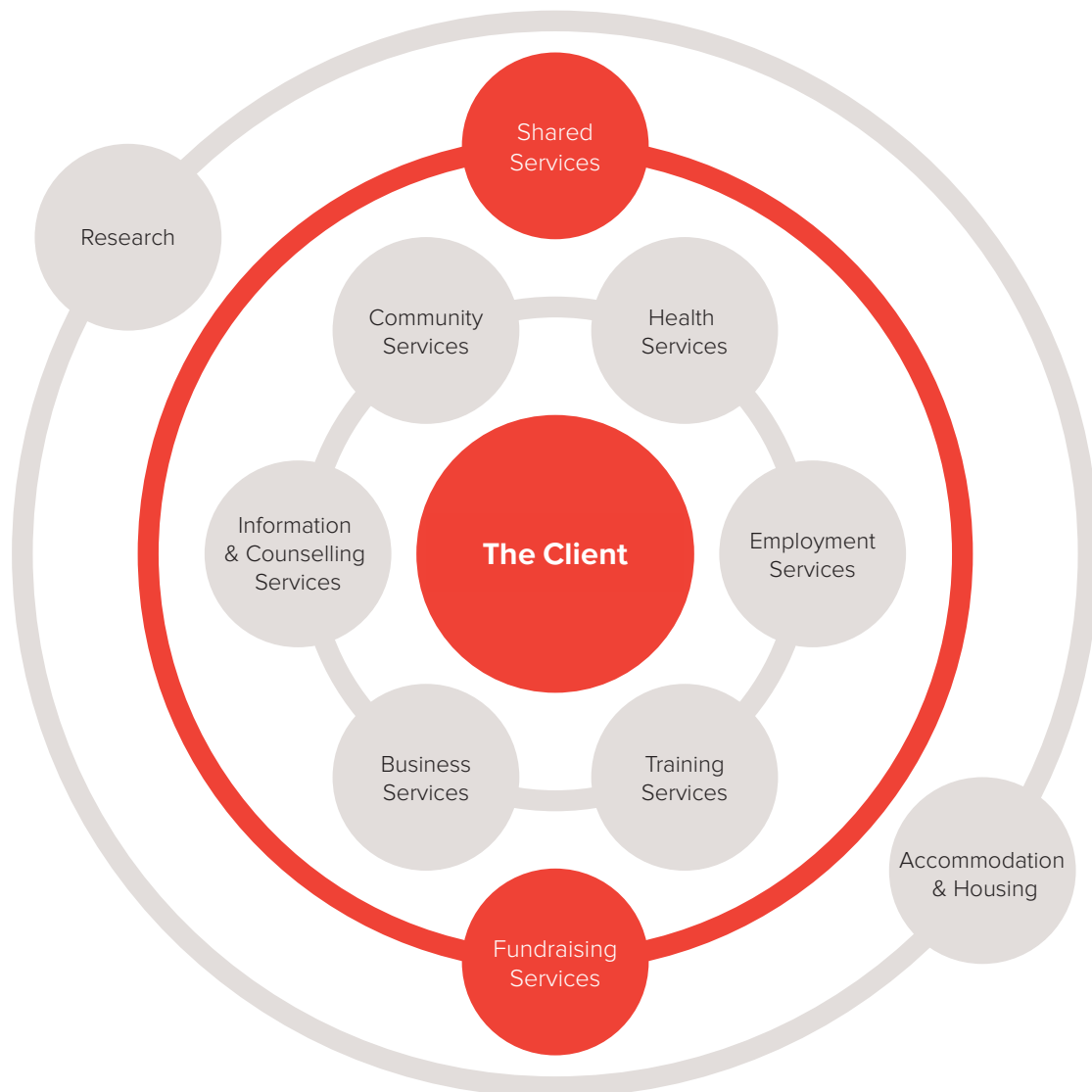
**'I feel very hopeful when I look to the future, I know my MS will test me, but I am going to give it my best shot!'**

Jenny

# Our Services

## Our key service delivery strategy aims are:

- Our service strategy aims to adopt a sustainable funding model and service approach that gives information, choice and control to people with disability and that are flexible, innovative and effective.
- The level of control an individual has over his or her own life can make a big difference to the quality of their life and to their health and wellbeing.
- The client is the centre of all activity and is our purpose for existing.



To achieve this, the following Key Result Areas (KRAs) have been established for the Services Leadership group.

<b>KRA</b>	<b>Activity (what is to be achieved)</b>	<b>Measurement Criteria (to what degree of success)</b>	<b>By when (date)</b>
KRA 1	Achieve service growth targets for three year plan	Through service growth targets achieved	Ongoing
		Service strategies developed to determine growth in services and research	Ongoing
KRA 2	Enhance the quality of life for people with disability	Stakeholder satisfaction including quality of services	Ongoing
		Enhance quality of life outcomes	Ongoing
KRA 3	Increase general awareness for people with a disability and contribute to the overall awareness of the organisations Service and Business Strategy	Assist in the increased awareness of the organisations Service and Business Strategy	Ongoing
KRA 4	Enable collaboration and the development of partnerships across areas including the disability sector, government, not for profit sector and MS support services both here and interstate	Work with the CEO in the achievement of a partnership strategy to further the organisations strategic direction	Ongoing
KRA 5	Advocate and lead change in terms of health and disability service policy with and in the community at a local and state based level	Advocacy strategy developed including the development of at least two key policy change developments that would assist or enhance the lives of people with disability	Ongoing
KRA 6	Engage with indigenous and culturally diverse communities to ensure the organisation supports people with a disability in these communities	Establish and deliver a service strategy for supporting these people including strategies for meeting their diverse needs	Ongoing
KRA 7	Achieve a quality accredited system of service delivery to ensure services are of the greatest quality.	Achieve quality accreditation for the organisations service delivery operations	Ongoing

## The Services

### Information and Counselling Services

People with disability need access to support services such as relationship or financial counselling, parenting support, education, information and other counselling and case management based services.

Collaboration with existing support networks and other service providers is imperative to improving access to services for people with disability.

Awareness and education of the wider community including those groups that have a direct impact on the lives of people with disability is imperative to ensure that they lead a full life including the education of health professionals, government agencies and reducing barriers and disincentives for the employment of people with disability by improving employer awareness of the benefits of employing these people.

### Community Services

People with disability, their families and carers should have access to a range of supports to assist them to live independently and actively engage in their communities.

Some people with disability need specialised forms of support to be able to maintain everyday wellbeing at home and to be involved in community activities such as school, work, training, recreation, cultural life and neighbourhood activities.

The relationship between people with disability, their families and carers is often one of mutual support. Better outcomes for people with disability will also mean better

and more sustainable outcomes for carers and families. This helps to create a sustainable world for carers, especially for long-term carers and those at crisis point.

Community Services aims to support people with disability in being an integral part of their community by providing support in connecting with others in the community, supporting them while in employment, providing mentoring and peer support programs to support people with disability to grow as individuals and by assisting them through supports to maintain their home life and also to support families and carers who are an integral part in the person with a disability's life.



## Employment Services

A lack of employment opportunities limits the ability of many people living with MS and/or other disabilities to fully participate in society, as employment plays a number of important roles and functions for individuals.

For people with disability, employment has not just an economic value, but provides

important social and psychological benefits as well as developing greater inclusiveness in the community.

Employment provides income that is key to individual and family economic well being and builds skills for future well being.

Generally, people with disability, are less likely to participate in social and community activities.

Employment helps provide greater social interaction and connections that reduce isolation and build social interaction.

Employment provides a valued social role in our society and helps create a sense of personal worth and social integration that contributes to life satisfaction. People who regain employment following the onset of diagnosis report higher life satisfaction and better adjustment than people who are unable to attain employment or lack the support services to achieve employment.

For PwMS diagnosis usually occurs in a person's 20s or 30s. Thus, MS tends to strike people in their most productive years at a stage when careers, relationships, and adult life in the community are consolidating, with resulting impact on work, family and social life.

Employment Services aims to support people with disability in finding and sustaining employment in order to achieve the above outcomes.

Employment Services also supports people with disability in maintaining their employment for longer by working with the employer and the employee to understand the workers capabilities and access funded supports to ensure the ongoing sustainable employment of people with disability.





### **Training Services**

Research shows that people with vocational education and training qualifications are more likely to be employed than those who have no post-school qualifications.

Often prolonged disability can create situations of social isolation, mental health and other associated issues.

Part of any training strategy that is linked to the achievement of sustainable outcomes, needs to address these issues.

Training in life skills, interacting with others and areas of self esteem are only some of the essential skills that most of us take for granted but are vital for people to be able to interact in a community and work environment.

Training Services aims to close this gap by providing quality training services to our clients to ensure that they have every opportunity to achieve a sustainable employment outcome.



### **Health Services**

Good health and wellbeing is important for everyone. However health services are not always well informed or well equipped to respond to the needs of people with disability.

Access to early intervention and rehabilitation is critical for people with disability. As well as improving long-term outcomes for individuals, early intervention can help reduce future costs of care and support.

People with disability should receive the same preventative health care as others, but this does not always happen for reasons including physical barriers, lack of knowledge by health providers, stereotyping or communication difficulties.

Health Services aim is to provide quality assessment support in the areas of home based and work based assessments and modifications, physical assessments including work based capacity, physiotherapy assessments and nursing based services including immunotherapy and supports for people with disability with more complex personal care needs.

### **Accommodation and Housing**

Accommodation and Housing is a significant issue for the disability sector.

While this service model provides the services necessary for people with disability to maintain their lives in the community, the establishment of centre based accommodation and housing is beyond the scope of this plan.

Collaboration and partnership with other like organisations to achieve this aim is the best course of action to ensure success.

## Research

Currently conducted by MS Research Australia in relation to all Multiple Sclerosis research initiatives.

The vast population of PwMS see additional funding to find a cure as the biggest priority, in particular those who are newly diagnosed and in the early stages of MS.

To ensure we achieve equity in service provision a stronger emphasis on research should be adopted as part of this service strategy.



## Business Services

Encourage innovative approaches to employment of people with disability such as social enterprises, or initiatives to assist people with disability establish their own small business.

Research indicates that PwMS tend to be in higher skilled jobs than the general population but for various reasons are more susceptible to losing or leaving their employment prematurely.

Providing opportunities for people with disability in a professional environment is the reason for the creation of business solutions. The establishment of ICT Solutions and Finance Solutions to provide opportunities for people with disability in the areas of finance/ bookkeeping and information technology are the first steps in creating an environment where clients feel fulfilled and contribute to the growth of services in other areas of the organisation.





## Program Developments

### Peer Support

This financial year has been a busy one for the Peer Support Program. It has expanded and become more structured in 2010/2011 as a response to the needs of people with MS.

Since September 2010, 11 Peer Support Groups have either been established or re-engaged with. This has led to more frequent meetings, increased community resourcefulness and increased communication between the MS Society and its members. The groups are structured to include a contact person per group to ensure consistency of information flow and the sustainability of groups. Further metropolitan

groups to be developed include northern and north eastern suburbs and rural centres for future development include Murray Bridge, South East, Eyre and Yorke Peninsulas.

Additionally, 17 Peer Mentors have been engaged to voluntarily support people with MS in a 1:1 capacity or through group leadership. Peer Mentors have been selected through consideration of their skills and work experience, together with their experience of living with MS. They are currently undertaking communication and informal counselling training to increase their skills in working in the Peer Mentor program.

An online support group has also been established for people

with MS who are unable to attend other groups.

Further areas for development in the Peer Support Program include:

- The development of a parenting workshop/crèche and subsequent support group in collaboration with the University of South Australia
- Grant applications for funding to support specialised group development
- Newly diagnosed groups facilitated by Peer Mentors
- Development of numerous resources for groups and mentors to facilitate the efficient flow of referrals between the Peer Support program and other MS Society services.

## Education

The education program launched in September 2011 and had a total of 245 attendees.

Education topics covered in 2010/11 were:

- Fitness seminars as well as a Fitness workshop series
- Pregnancy & MS + how to manage with under 1 year olds
- Newly Diagnosed Seminar
- Fatigue management course
- Holistic Health day for information about MS and stress with yoga and chi ball practical workshops
- Managing an MS bladder and general MS rehabilitation seminar
- Manual handling and equipment workshop



## Community Solutions

I was delighted to join the MS Society and executive team in January 2011, having been appointed to the exciting new role of Community Solutions Manager.

The opportunity to design and develop services, based on the unmet needs of our clients and the wider community was one that I enthusiastically embraced, and the organisation has fully supported.

The first few months were spent planning and reviewing service requests, from both current clients and other people with a disability in the community, who needed extra assistance to maximise their quality of life and independence.

Community Solutions' service model comprises of three departments, all providing opportunities and delivering services in areas which create opportunities for, and compliment the success of our clients.

Community Connect focuses on the pivotal importance of linking individuals with new opportunities, broader support networks, and their local community. Through participating in a selection of programs, it is an opportunity to connect and interact socially and develop new skills.

Community Coaching provides individualised skill based support, to maximise the success of our clients. The SkillsAssist program works with clients to develop their interpersonal communication, daily routines, and guides their education and employment. Our support workers are committed to providing a quality service that focuses on supporting the individual, whilst creating independence. Our Leadership Development Program, has been designed to assist people with a disability to contribute in a leadership capacity, within business and local community.



Community Care services provide valuable in home support and assistance (domestic and garden maintenance) to enable people with a disability to maintain greater independence and quality of life in their own home environment.

The MS Society is excited to provide such a vast selection of quality community support services, through Multiple Solutions and I look forward to meeting many more of our clients, community networks and business partners in the coming months.

**Sarah Milbank**

*Manager, Community Solutions*

### Community Connect

#### Social Inclusion

Supported group activities designed to encourage participation and develop social networks for individuals within their local community.

#### Active Living

Providing group activities which assist individuals to improve their health and wellbeing.

#### Skills Development

Exposure to activities such as Photography, Mechanics and IT to develop new interests and skills.

### Community Coaching

#### SkillsAssist Program

Providing individualised, skill based support with interpersonal communication, daily routines, money skills and guidance with education and training.

#### Leadership Development Program

Providing mentoring to individuals to assist them in achieving their long term goals and contributing to their community.

### Community Care

#### In Home Support

Providing domestic assistance, along with home and garden maintenance services to individuals in the community.

#### Respite Services

Providing in home respite support to clients who are being cared for by family or household members, by giving carers a short term break from their usual support routine.



**‘The best thing that has happened to the Society for me is that they have now expanded their offices into the suburbs.’**

Jon

### **Jon’s Story**

2 1/2 years ago I went to see an optometrist for my eyes. I was having a little bit of trouble with my vision. The optometrist gave me a worrying look, and stated he was not happy with one of my eyes, and referred me on to another specialist.

After an MRI and examination, I was told I had 5 lesions on my brain and that I had MS. I was shocked. I was 65 years old at the time. Looking back, I had probably had MS for a while, but the symptoms were mild.

I got introduced to the MS Society not longer after my diagnosis, and started working with one of the nurses. I can’t drive anymore, so I am dependant on public transport or people coming to me.

The best thing that has happened to the Society for me is that they have now expanded their offices into the suburbs. I could not get to Klemzig, so couldn’t access the physiotherapy and exercise programs I need. I now have an MS office just around the corner, and I attend an exercise group every week.

I love the Keep Active Program, the specialised equipment and the expertise of the staff. I have met new people and I get all the support I need.

## Mike and Liz's Story

I love my wife and we love spending time together. We go on holidays, out to lunch and just really enjoy being together. Liz has had MS since 1976, but has always worked hard to be active academically and socially. She has a brilliant mind, and was known by her peers as a person who was going far. Liz is now in a wheelchair and I am her main carer.

When the option of some respite funding was raised with me recently, my first thoughts were that I did not need a break from Liz. It is not caring for her that for me is tough. I don't need a break from that, but some extra time during the day would be really useful so I can complete home projects and tasks. My back shed is also my workshop and I love making things, especially working with wood.



It got to the point recently that it became dangerous for me to work in the shed, as it was leaking water and was in need of major repairs. The MS Society in conjunction with Disability Services arranged some extra care hours for me and Liz. The care hours were excellent. Liz stayed in the house with supported care, and I spent time in the backyard building a new workshop. I really enjoyed the project, because I knew Liz was safe and enjoying the company.

The MS Society understood that I didn't need to have time away from Liz, but the opposite. I just needed some spare time to build my workshop and not to have to worry whether Liz was ok in the home alone. I knew she was safe, and that meant a lot to both of us.

**'The MS Society understood ... I just needed some spare time to build my workshop and not to have to worry whether Liz was ok in the home alone.'**

Mike

## Research

### Seeking the Cure

The MS Society actively supports research by providing funds to MS Research Australia. These funds are added to from around the country and provide valuable financial support for major research projects. Each year MSRA funds high quality MS research in universities and medical research institutes across Australia through project grants, scholarships and fellowships. MSRA has increased the amount of money available in the annual funding round to over \$2.721 million. This translates to eleven new projects that began in 2010.

At a local level the Society has continued to support University students in fulfilling the requirements of their courses in providing opportunities to engage in small research projects. These projects focus on the perceptions of people with MS in regard to service delivery and access, information provision, therapies and the tools required to manage their MS journey.

The Society is very appreciative to the students and our clients who actively give up their time to participate in these projects.

Active research is the key to unlocking our understanding of MS that will one day lead to a cure.

The 2010/11 year has seen some significant research breakthroughs for multiple sclerosis.



There is a mounting case for vitamin D supplementation to help reduce the risk of developing MS and reduce relapses in people with established MS. Australian studies funded by MSRA and published this year have shown that higher blood levels of vitamin D are associated with a reduced likelihood of a relapse in MS.

The year has seen new oral drugs welcomed to the market with fingolimod (Gilenya®), used to treat relapsing remitting MS, listed on the PBS from 1 September 2011.

CCSVI is a hot topic with a MSRA funded research projects at the Alfred Hospital experiencing delays as further details and clarification of some aspects of study design were requested by the review committee. MSRA are not in a position to influence the commencement of this trail until they have received an amended proposal with ethics approval from the researchers at the Alfred Hospital.

Clinical trials for CCSVI in the USA and Canada are underway and now a year in. In most studies investigators have been trained in both Zamboni's original Doppler ultrasound techniques, as well as establishing new methodologies. The 7 studies will take two years to complete and results will be released after all data has been collected.

Most recently, in one of the largest genetic studies ever undertaken, up to 57 MS genes have been identified.

The results represent years of work by the International Multiple Sclerosis Genetics Consortium (IMSGC) involving more than 250 researchers in 15 countries. Australian scientists have played a significant role and more than 1000 Australians with MS contributed DNA samples.

The study confirmed the presence of up to 57 MS genes with a remarkable pattern that shows that the reason some people get MS others do not is largely due to subtle, inherited differences in immune function.

# Multiple Solutions



## Employment Solutions

The past twelve months have been extremely busy for the Employment Solutions team. Our new Disability Employment Services (DES) contract commenced on 1st March, 2010, bringing with it a plethora of administrative and program changes. Most significantly, there is no longer a “cap” on the number of people with disabilities we can assist through this program and we have thus seen a marked increase in the total number of clients we service.

**‘Being a client of Multiple Solutions has been absolutely life changing. I was nervous and stressed, thought I had to give up work. But being linked to the supports has had an ongoing effect. Joining Multiple Solutions has been one of the most effective things anyone has done for me in my 16 years living with MS. I am no longer anxious as I know I can get further support if needed.’**

Kerry, Employee

The increased demand has of course led to more staff, new sites and greater revenue, all of which contribute to the continuing growth and viability of the MS Society. I would like to acknowledge the continuing assistance of the Department of Education, Employment and Workplace Relations who fund our Disability Employment Services and in particular our Contract Managers in the Adelaide State Office.

## Donna's Story

Donna Roberts was originally referred to Multiple Solutions as she was having difficulties finding employment. Donna was born with epilepsy which affects her memory and learning. In spite of this barrier, Donna approaches life with enthusiasm and determination.

Donna was eager to apply for any position she could find, sending off resume after resume with support from Multiple Solutions. She was always happy to keep trying no matter how long it took.

Donna's main barriers to employment were her limited skills and work history. So to help her gain some marketable skills, Multiple Solutions referred Donna to the Commonwealth Government's Productivity Placement Program (PPP). Through this program Donna successfully completed a Certificate II in Asset Maintenance.

Once Donna had completed her new qualification, Multiple Solutions used a technique called "reverse marketing" to promote her skills to potential employers. Put simply, reverse marketing is the process of identifying specific employers that have the type of work the client is looking for, as opposed to waiting for a position to be advertised. With the client's permission, the Employment Consultant contacts the employer and explains how they would benefit from employing the client in question.

This process was successful and resulted in Donna being asked to attend an interview. Multiple Solutions staff then prepared Donna for her interview by giving her valuable tips and boosting her confidence. All these efforts paid off: Donna got the job!

Donna commenced employment with Longford Cleaning as a cleaner on full award wages. To help her learn the job, Donna received on-the-job support from Multiple Solutions staff. As Donna's memory issues make it hard for her to retain new skills, Donna continues to receive regular on the job support from Multiple Solutions. Donna's employer is very supportive and understanding of her needs and thus Donna is very happy in her new role.

**'Without the support I received from Multiple Solutions I would not be working today.'**

Donna

The Employment Solutions team has seen a number of staff changes over the past year and we now have a structure in place that is proving very successful. I would like to thank all staff, both past and present, for their continued hard work and commitment. Despite many changes to their working practices staff have maintained their focus and are achieving great success with their clients.

I would like to extend particular thanks to Eileen Stack, Operations Manager and Angela Corbo, DES Contract Manager, both of whom have been pivotal in supporting staff through the change period whilst maintaining service quality and results.

In February 2010 we received our first performance rating for the new contract and I am happy to report that all sites rated well. These “Star Ratings” are calculated by DEEWR using a complex statistical formula and are used as an indicator of an organisation’s effectiveness in delivering employment services. We have since completed a further two quarterly performance cycles and I am proud to report our Brighton site achieved the maximum 5 star rating in both quarters – a fantastic achievement!

## Employment Statistics for the period 01/07/10 – 30/06/11

Average no. of clients registered at any one time	465
Total new clients commenced:	267
Total job placements made	173
Total 13 week outcomes achieved	97
Total 26 week outcomes achieved	73

**‘It is a wonderful peace of mind to know the support is there, it enabled me to keep my business going. Seeking support is all part of taking control and responsibility for yourself.’**

*Sandra, Small Business Owner*

Our Woodville site was another high achiever with a 4 star rating, whilst Modbury, Elizabeth and Christies Beach sites all achieved a 3 star rating. This is an excellent result and testimony to the hard work and dedication of our staff.

Our Job in Jeopardy program continues to grow and is ably led by Mary-Anne Edge, one of our longest serving employees. Over the past twelve months the JiJ program has assisted over 60 people to remain in the workforce – a wonderful achievement. As we are no longer restricted by numbers we can now focus on marketing and growing the program over the next two years.

The range of supports the JiJ program can provide is extensive and many clients are surprised at how easily and quickly we can make a difference. It is important to remember that we can offer more than just physical adaptations and equipment; employer education and co-worker awareness training are also useful tools to help someone remain in the workforce longer.

Although as a nation we are facing an uncertain economic future, I firmly believe Multiple Solutions is well placed to face both the challenges and opportunities this presents.

We maintain our core belief that meaningful employment is pivotal to economic independence, positive mental health and community inclusion for people with disabilities. As long as we remain focussed on our clients as individuals, we will continue to make a positive contribution to their working lives.

**Michelle Anderson**  
*Manager, Employment Solutions*

## Tanya's Story

My name is Tanya Fletcher and I was diagnosed with Relapsing-Remitting MS in 2007 at the age of 28. My life prior to MS was pretty much like anyone else's. I met my partner Fletch in 1998 and over the years tried out a few different things including hospitality, retail and childcare. I did some volunteer work for a couple of years which I really enjoyed but felt my life wasn't really going anywhere. In 2002 Fletch and I were thrilled to discover we were pregnant and for the first time in a long time it felt like something in my life was changing for the better! Our son Andrew was born and I settled into being a mum, something I really, really loved.

My first MS symptoms happened whilst I was looking after Andrew – of course I didn't know what they were at the time though. I remember getting black splotches in my eyes which would last anywhere from a few minutes to half an hour, but I never really worried about it. It wasn't until I woke up one morning almost completely blind in one eye that Fletch finally forced me to go the Doctor. Neither of us drove at that time so we had to ride our bikes, Andrew on the back of Fletch's, me half blind, pedalling down Port Road!

The local GP referred me for tests at the QEH and eventually I was told I had a 90% chance of having MS. I was given steroids to get my eyesight back but my life just fell to pieces after that.

Within months my relationship with my son changed dramatically – I went from having a really great bond with him to feeling nothing. I did all the practical things a mum does, but emotionally there was nothing. Mentally I was severely depressed – I hated where I was in my head. The one thing I am proud of, however, is there was not one single day I didn't give Andrew a hug and tell him that I loved him. My partner Fletch was always supportive, never said he couldn't handle this, never walked out on me – hell, I would have walked out on me! We eventually married in 2007 and I know I am very lucky to have him in my life still.

In 2009 a friend of mine (who also has MS) told me about Multiple Solutions and how they had helped her find work. I figured I had nothing to lose by going there, but in the back of my mind I couldn't help thinking that they wouldn't be able to help me. I met my case worker, Michelle, who I got on well with and who told me about a KiikStart course they were running. I agreed to go along and it was here that I first heard about the idea of becoming a swimming instructor.

I was really keen to pursue this so after discussing it further with Michelle, she organised for me to attend a training course. Michelle also organised for me to do some volunteer work at a swim centre and around a month later they gave me a job! I have been there for 5 months now and am loving it!



If I didn't hear about Multiple Solutions I don't know where I would be today. When I think about it, in a weird sense maybe my MS has been a kind of blessing in disguise as I would never have heard about Multiple Solutions and, for all I know, I could've been in some really bad job or no job at all!

Things are finally looking up for me now. My relationship with Andrew is fantastic, we have the bond we used to have, my MS is going OK and Fletch and I have bought our first home. With the support from my husband, my son and Multiple Solutions I've come out on top!

**'...a friend of mine (who also has MS) told me about Multiple Solutions and how they had helped her find work. I figured I had nothing to lose.'**

Tanya

## In Focus: Elizabeth Sobecki

I have MS, but MS doesn't have me. I am Lizzie, I am 19 years old and I have MS. When people look at me or talk about me, it is not my MS I want them to remember, but me, a person with dreams, visions and aspirations. I do have them, and my ultimate goal is to represent Australia in Dressage at the London Paralympic Games – and I am getting closer every day!

My first experience with MS was not a nice one. My attack was severe. I was left with paralysis down my left side, and almost no vision in my right eye. I watched my family and friends struggle to come to terms with what was happening to me. But I have a belief – I believe challenges are only given to people who can overcome them. MS is my challenge and I will fight it.

I see my MS as a way of becoming a better person. Of course I hate having it, I think it is downright ugly, and I get frustrated at not being able to do all the things I want to do, but I will use this experience to make me a better person. I do have a choice.

I have just finished competing at the Nationals, where we returned as the Grade III National Champions! I have the first of the Paralympic qualifiers in Tamworth in two weeks, which is the first in a series of 4 qualifiers. If I maintain over 65% in 3 of these, (I'm aiming for 70%), I'll be on my way to the Paralympic in London next year. Charlie, my horse, is a recent addition and I love him and love my riding, it means everything to me.

I can either let MS get the best of me and just watch my horse, or I can challenge myself, get on the horse and compete. I choose the latter. My horse is my legs. Charlie listens to me, and he knows me. When I am riding him, I can do anything.

I have won many events, have received heaps of special mentions and just been announced as a top 3 finalist for the Pride of Australia medal. I believe we can all achieve great things, but we need to have our head in the right place first. I can choose to be a victim or I can choose to be strong, focused and determined. My horse riding is my life to me. I love the challenge and I love achieving.

I was asked recently how I view my MS. I told them that I have put it into a box, and put it under my bed. I don't deny that I have MS and I know that it is always there, but I refuse to wear it is a badge or see it as a burden that I have to carry. Having MS has allowed me to view life differently – it has given me a different perspective. I am thankful for that.

**'I have MS, but MS doesn't have me.'**

Lizzie





# Fundraising

The 2010/2011 financial year brought many challenges to fundraising and during times of change at the Society, had a significant impact on its overall success.

In July 2010 the Call Centre moved from Klemzig to Greenacres, only about a kilometre up the road but what a huge difference a coat of paint makes! The new offices were bright, fresh and modern and the introduction of computers was a highlight...for some!

Changing from a manual system to a computerised one was long overdue and definitely a huge step in the right direction for capturing relevant and accurate information and statistics. Although there were teething problems and training required, everyone has now adapted nicely and the increase in efficiencies are evident.

We faced some tough battles over the year and none bigger than our battle with the elements. Natural disasters were in full force, the Queensland floods and cyclones had a devastating effect on our lottery sales and the Japan Tsunami provided our supporters with a greater urgency for the need of support elsewhere.



## Call Centre

The call centre staff battled on valiantly to produce the following outcomes for the MS Society in 2010/2011:

Staff phoned **1,111,301** potential lotteries' ticket buyers which was a marked increase on the previous financial year

**12,576** \$50 lottery tickets were sold

**28,500** \$20 lottery tickets were sold

**140,554** \$10 lottery tickets were sold

**\$591,000** in prizes was awarded to our supporters

The Fundraising department was completely restructured in March of 2011. As a result we now have a diverse team, situated under one roof at the Mawson Lakes Head Office, that incorporates the following areas:

- Lotteries
- Events
- Community Relations
- Bequests
- Direct Mail
- Donations
- Corporate Sponsorship
- Regular Giving

Our focus was to work smarter, diversify and remain relevant to our donors. A strategic change in the way we presented our Direct Mail saw a 40%+ increase in revenue which confirmed that our donors were as supportive as ever, we just needed to communicate our call to action more clearly.

## Mega Swim

The Mega Swim continues to be a major fundraiser for the Society. What is special about this program is that all funds raised go directly to services (Keep Active and Lap Swim Program) for people with MS and fund the Go for Gold Scholarship Program.

In 2010, over the weekend of February 12 and 13 the sixth annual swim was held with a target of raising \$70,000.

Once again the competition between the 21 teams was strong, but the overall winners were the Aviation Fire Fighting Team, Team Hughsie who were the highest fundraisers and Clare Gordon who was the highest individual fundraiser, managing to raise \$6,000 on her own.

The Society is grateful for the ongoing support from the City of Unley and especially the staff from the Unley pool who have been committed to this event for the past 5 years.

This year the event raised just over \$90,000 which is our highest amount yet and will be used to expand our Keep Active Program across the regions.



The **Go for Gold Scholarships** are an important part of the event. The scholarships are designed to allow people with MS to follow a dream. This year \$27,000 was allocated to people with MS through the program with 16 Scholarships being awarded across the categories of fitness, home improvement, study, attendance at exercise programs and assistance with employment.

Each year, the success of the Mega Swim is dependent on the fundraising success of the teams, and the tireless work of the volunteers who ensure the day runs smoothly.

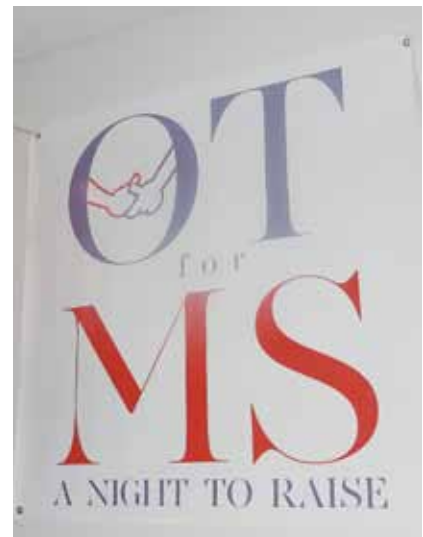
Once again, Ruth Ziegeler and the Atlantis Aussie Masters Swimming Club did an amazing job in ensuring the success of the event. We can't thank them enough for their hard work and determination in making a difference for people with MS.



### Community Fundraising

A team of volunteers affiliated with the Occupational Therapy Australia Limited SA together with Multiple Sclerosis Society SA & NT held a charity ball to raise valuable funds for Occupational Therapy services for people living with MS.

OT for MS: A Night to Raise was held on June 25 at Donato's Reception Centre. The event was a huge success. It was a sell out with more than 440 guests.



The night was filled with fabulous entertainment, including 7 piece swing band Lucky 7 and delicious food and drink.

The event was supported by over 100 local businesses and organisations that led to a successful evening raising \$27,643.00. It was also a wonderful opportunity to promote the Occupational Therapy profession and also educate and raise awareness about MS.

It was an amazing night that not only made a difference to people living with MS but also provided a great time for all that attended.

Badge Day was held over 2 days this year, the first on June 10 in Rundle Mall, Adelaide Central Markets and the Adelaide Train Station. The second was held on June 17 at the Burnside Library and Unley Shopping Centre as well as our regional locations. The total amount raised for the badge days was \$6,602.35

Brock Harcourts AMPM, held a bowling night at AMF Bowls, Norwood on June 24 2011. It was a great night with nibbles, raffles and lots of laughs had by all who attended! All the money raised went directly to Multiple Sclerosis SA & NT. The night raised \$947.00. A big thank you goes to Greg Blight and his fantastic team at Brock Harcourts Collinswood.



## Readathon 2010

During June, July and August in 2010 thousands of Australian kids embarked on a totally wild reading adventure which inspired over 1,600 South Australian and Northern Territory kids to read books and raise money for people living with MS. Book worms returned over \$100,000 and read over 18,200 books.

Mitchell Smith had the honour of being SA highest fundraiser for 2010. Mitchell raised \$5,256.85. Mitchell was also the highest fundraiser in 2009 having raised \$8485.75 over the last two years, an exceptional result for a thirteen year old to have achieved. Well done!

Moira Andrews was the highest fundraiser in the NT raising \$2064.75. This was Moira's third year participating in the MS Readathon she has raised \$4704.70 in total for the Society, an excellent achievement!

In 2010, MS Australia launched The Novel Challenge, an adults reading event. The Novel Challenge has provided a fantastic opportunity for adults, book clubs, and community groups to get involved and help raise funds for the 20,000 Australians living with MS. Participants selected a book challenge, read as much as they could over a 30 day period, and sought sponsorship from friends, family, and colleagues.

Locally, 68 adults joined The Novel Challenge, the highest fundraiser was Lisa Simmons. She raised \$2287, so thanks to Lisa and all of those who participated.

## ... and 2011

During May 2011, MS Readathon community representatives visited SA & NT schools to promote the MS Readathon and inspire people to participate in the MS Readathon and raise money for people living with MS. Participants once again read for any thirty days during June, July, and August, with funds raised to be returned by the 30th of September. We will provide an update of the 2011 results in next year's annual report.

A big thank you to all participants, schools and volunteers that have been a part of this year's MS Readathon.





### **Volunteers Adding Value**

While dangerous to single out one volunteer from the many, Pam Schartner has almost single-handedly exploded the myth that volunteers can only undertake mundane assignments.

While undertaking some time-consuming and tedious tasks associated with implementing a continuous improvement program, Pam's contribution has been more strategic. Possessing a sharp and perceptive mind Pam has brought with her relevant and up-to-date professional experience.

Her impressive skills and abilities have enabled her to draft documents, undertake research to identify new procedures and best practice processes, edit and proof-read multiple versions of documents, contribute numerous suggestions and ideas and help to analyse and refine organisational practices.

Pam has provided high level, administration support to our Continuous Improvement Consultant, Lynette Heidenreich. Not only have Pam's skills been impressive but so too her dedication and commitment.

Consequently the MS Society has achieved Service Excellence Framework certification within a tight time frame. Without the assistance and dedication of Pam and her colleague, our Consultant, Lynette the MS Society would still be a long way from achieving our CI objective.

To Pam and each of our volunteer workers, the staff express their sincere appreciation for your contribution during the last year especially during this challenging time of de-centralisation.

# Summary Financial Report

The summary financial report provided here is an extract of, and has been derived from, the MS Society of South Australia & Northern Territory Inc's full financial report for the 2010–11 financial year.

The summary financial report does not, and cannot be expected to, provide as full an understanding of the financial performance and financial position of the MS Society as the full financial report.

Further financial information can be obtained from the full financial report which is available, free of charge, on request to the MS Society.

## Directors' Report

Your Directors submit their report and the financial statements of the consolidated entity of The Multiple Sclerosis Society of South Australia and Northern Territory Inc and the MS Society of SA & NT Foundation (MS Society) for the year ended 30 June 2011.

## Directors

The names of each person who has been a director during the year and to the date of this report are:

Mr A N Abbott  
*(Honorary President)*

Mr A G Scott  
*(Honorary Vice President & Treasurer)*

Mr G Warnock

Mr M Taplin

Dr M Hewitt

Sr J Huppatz

Mr P Martin  
*(Resigned April 2011)*

Mr M Harris  
*(Appointed July 2011)*

## Directors' Benefits

No Director has received or become entitled to receive, during or since the financial year, a benefit as a result of a contract made by the MS Society with a Director, a firm of which a Director is a member or an entity in which a Director has a substantial financial interest.

## Principal Activities

The principal activities of the MS Society are the provision of member services and the allocation of funds for research into the cause and subsequent cure for multiple sclerosis. The MS Society also operates a Disability Employment Service that provides employment related services to people with a disability. This service is funded through the Department of Education, Employment and Workplace Relations.

The MS Society established a charitable trust, in June 2003, named the MS Society of SA and NT Foundation. The Society exercises control over the Foundation as a result of the existing management and operational arrangements between the Society and the Foundation. The sources of revenue are bequests and capital fundraising for the purpose of expanding specific Society activities.

There were no other significant changes in the nature of the activities of the MS Society during the year.

## Significant Changes

While the MS Society managed to increase its service provision by 31% the corresponding reduction in revenue from fundraising activities, in particular our lottery activities, resulted in the significant loss identified in these accounts. This reduction in revenue was caused predominantly by external factors outside the control of the organisation.

## Operating Results

The consolidated operating loss for the financial year as a result of the MS Society's activities amounted to \$771,811 (2010 surplus of \$997,303).

## Future Developments

The MS Society expects to downsize its operations if the continued pressure on fundraising activities continues negatively to impact financial performance. This will be conducted in line with Strategic and Business planning adopted by the Board of Directors.

## After Balance Date Events

There has not arisen in the interval between the end of the financial year and the date of the report any item, transaction or event of a material and unusual nature likely, in the opinion of the Directors, to affect substantially the operations of the MS Society, the results of those operations or the state of affairs of the MS Society in subsequent financial years, except those identified in note 16 to these accounts.

## Environmental Issues

The MS Society's operations are not regulated by any significant environmental regulation under a law of the Commonwealth or a state or territory.

## Indemnifying Officer or Auditors

No indemnities have been given or insurance premiums paid, during or since the end of the financial year, for any person who is or has been an officer or auditor of the MS Society save for Directors and Officers liability insurance which cover board members for the carrying out of their duties.

## Proceedings on behalf of the Entity

No person has applied for leave of Court to bring proceedings on behalf of the MS Society or intervene in any proceedings to which the entity is a party for the purpose of taking responsibility on behalf of the entity for all or any part of those proceedings.

The MS Society was not a party to any such proceedings during the year.

## Benefits Payable to Directors and/or Officers

During the financial year:

- (i) No officer of the MS Society;
- (ii) No firm in which an officer was a member; and

- (iii) No body corporate in which an officer has a substantial interest has received or become entitled to receive a benefit as a result of a contract between the officer, firm, or body corporate and the Society and no officer has received either directly or indirectly from the MS Society any payment or other benefit of a pecuniary value.

This report is signed for and behalf of the Directors in accordance with a resolution of the Board of Directors



**A.N. Abbott**  
*Director*



**A.Scott**  
*Director*

Dated at Adelaide this  
5th Day of October 2011

## Comparative Income and Expenditure Statements for the years ended 30 June 2011 and 2010

	Note	Consolidated		The Society	
		2011 \$	2010 \$	2011 \$	2010 \$
Revenue	2	6,224,228	6,967,824	6,112,306	5,951,094
Employee Benefits Expense		(4,811,968)	(3,977,379)	(4,811,968)	(3,977,379)
Depreciation and Amortisation Expenses		(110,776)	(73,242)	(110,776)	(73,242)
Fundraising Activity Expenses		(933,153)	(936,440)	(933,153)	(936,440)
Client Support Costs		(317,081)	(440,372)	(317,081)	(440,372)
MS Australia Contributions		(79,359)	(54,467)	(29,359)	(29,467)
Operating Lease Expense		(505,284)	(360,780)	(505,284)	(360,780)
Other Expenses		(238,418)	(127,841)	(237,128)	(125,426)
<b>Surplus (Loss) from Operations</b>		<b>(771,811)</b>	<b>997,303</b>	<b>(832,443)</b>	<b>7,988</b>

## Comparative Statement of Changes in Equity for the years ended 30 June 2011 and 2010

	Consolidated			The Society		
	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$	Retained Earnings \$	Asset Revaluation Reserve \$	Total \$
<b>Balance at 1 July 2005</b>	1,412,522	76,332	1,488,854	1,170,164	76,332	1,246,496
Loss from Ordinary Activities	(272,681)	–	(272,681)	(351,937)	–	(351,937)
<b>Balance at 30 June 2006</b>	<b>1,139,841</b>	<b>76,332</b>	<b>1,216,173</b>	<b>818,227</b>	<b>76,332</b>	<b>894,559</b>
Loss from Ordinary Activities	(356,153)	–	(356,153)	(369,994)	–	(369,994)
<b>Balance at 30 June 2007</b>	<b>783,688</b>	<b>76,332</b>	<b>860,020</b>	<b>448,233</b>	<b>76,332</b>	<b>524,565</b>
Loss from Ordinary Activities	(81,904)	–	(81,904)	(118,847)	–	(118,847)
<b>Balance at 30 June 2008</b>	<b>701,784</b>	<b>76,332</b>	<b>778,116</b>	<b>329,386</b>	<b>76,332</b>	<b>405,718</b>
Loss from Ordinary Activities	(180,594)	–	(180,594)	(214,415)	–	(214,415)
Revaluation Land and Buildings	–	301,951	301,951	–	301,951	301,951
<b>Balance at 30 June 2009</b>	<b>521,190</b>	<b>378,283</b>	<b>899,473</b>	<b>114,971</b>	<b>378,283</b>	<b>493,254</b>
Surplus from Ordinary Activities	997,303	–	997,303	7,988	–	7,988
Transfer from/(to) Reserves	378,283	(378,283)	–	378,283	(378,283)	–
<b>Balance at 30 June 2010</b>	<b>1,896,776</b>	<b>–</b>	<b>1,896,776</b>	<b>501,242</b>	<b>–</b>	<b>501,242</b>
Loss from Ordinary Activities	(771,811)	–	(771,811)	(832,443)	–	(832,443)
<b>Balance at 30 June 2011</b>	<b>1,124,965</b>	<b>–</b>	<b>1,124,965</b>	<b>(331,201)</b>	<b>–</b>	<b>(331,201)</b>

## Comparative Balance Sheets as at 30 June 2011 and 2010

	Note	Consolidated		The Society	
		2011 \$	2010 \$	2011 \$	2010 \$
<b>Assets</b>					
<b>Current Assets</b>					
Total Cash	4	593,615	1,827,203	159,440	650,454
Total Receivables	5	327,833	193,163	325,020	553,284
Total Other Current	6	29,141	26,826	29,141	26,826
<b>Total Current Assets</b>		<b>950,589</b>	<b>2,047,192</b>	<b>513,601</b>	<b>1,230,564</b>
<b>Non-Current Assets</b>					
Financial Assets	7	759,559	584,327	5,422	5,422
Property, Plant and Equipment	8	439,469	181,156	439,469	181,156
<b>Total Non-Current Assets</b>		<b>1,199,028</b>	<b>765,483</b>	<b>444,891</b>	<b>186,578</b>
<b>Total Assets</b>		<b>2,149,617</b>	<b>2,812,675</b>	<b>958,492</b>	<b>1,417,142</b>
<b>Liabilities</b>					
<b>Current Liabilities</b>					
Trade and Other Payables	9	463,284	417,776	728,325	417,776
Current Employee Benefits	10	394,438	392,622	394,438	392,623
<b>Total Current Liabilities</b>		<b>857,722</b>	<b>810,398</b>	<b>1,122,763</b>	<b>810,399</b>
<b>Non-Current Liabilities</b>					
Non Current Employee Benefits	10	166,930	105,501	166,930	105,501
<b>Total Non-Current Liabilities</b>		<b>166,930</b>	<b>105,501</b>	<b>166,930</b>	<b>105,501</b>
<b>Total Liabilities</b>		<b>1,024,652</b>	<b>915,899</b>	<b>1,289,698</b>	<b>915,900</b>
<b>Net Assets (Liabilities)</b>		<b>1,124,965</b>	<b>1,896,776</b>	<b>(331,201)</b>	<b>501,242</b>
<b>Equity</b>					
Retained Earnings (Accumulated losses)		1,124,965	1,896,776	(331,201)	501,242
<b>Total Equity</b>		<b>1,124,965</b>	<b>1,896,776</b>	<b>(331,201)</b>	<b>501,242</b>

## Statement of Cash Flows for the years ended 30 June 2011 and 2010

	Note	Consolidated		The Society	
		2011 \$	2010 \$	2011 \$	2010 \$
<b>Cash Flows from Operating Activities</b>					
Receipts from Fundraising Activities		2,554,125	2,600,211	2,554,125	2,600,211
Receipts from Employment Services		2,419,472	2,219,323	2,419,472	2,219,323
Operating Grants Receipts		226,074	234,862	226,074	234,862
Other Receipts in the Course of Operations		504,751	387,940	529,751	26,844
Donations/Bequests Received		290,947	748,251	278,775	333,498
Cash Payments in the Course of Operations		(6,826,382)	(5,908,381)	(6,775,091)	(5,519,383)
Dividends Received		30,441	–	–	–
Interest Received		43,398	22,820	18,331	844
Interest Paid		(6)	(104)	(6)	(104)
<b>Net Cash (used in) provided by Operating Activities</b>	<b>14</b>	<b>(757,180)</b>	<b>304,922</b>	<b>(748,569)</b>	<b>(103,905)</b>
<b>Cash Flows from Investing Activities</b>					
Payments for Property, Plant and Equipment		(369,089)	(144,263)	(369,089)	(144,263)
Payments for Investments		(107,319)	–	–	–
Proceeds from Sale of Non-Current Assets		–	971,540	–	971,540
<b>Net Cash (used in) provided by Investing Activities</b>		<b>(476,408)</b>	<b>827,277</b>	<b>(369,089)</b>	<b>827,277</b>
<b>Cash Flows from Financing Activities</b>					
Loans from (to) related parties:					
– Payments (Advances) made		–	–	265,041	(361,603)
– Proceeds from repayments		–	–	361,603	–
<b>Net Cash provided by (used in) Financing Activities</b>		<b>–</b>	<b>–</b>	<b>626,644</b>	<b>(361,603)</b>
<b>Net Increase/(Decrease) in Cash Held</b>		<b>(1,233,588)</b>	<b>1,132,199</b>	<b>(491,014)</b>	<b>361,769</b>
<b>Cash at Beginning of Financial Year</b>		<b>1,827,203</b>	<b>695,004</b>	<b>650,454</b>	<b>288,685</b>
<b>Cash at End of Financial Year</b>		<b>593,615</b>	<b>1,827,203</b>	<b>159,440</b>	<b>650,454</b>

# Audit Report

THE MULTIPLE SCLEROSIS SOCIETY OF SOUTH AUSTRALIA AND  
NORTHERN TERRITORY INCORPORATED AND CONTROLLED ENTITIES

INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF THE MULTIPLE SCLEROSIS SOCIETY OF  
SOUTH AUSTRALIA AND NORTHERN TERRITORY INCORPORATED  
AND CONTROLLED ENTITIES



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## Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report, of The Multiple Sclerosis Society of South Australia and Northern Territory Incorporated ('the Society'), which comprises the balance sheet as at 30 June 2011, income and expenditure statement, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies, other explanatory information, and the declaration by the board of directors for The Society and Multiple Sclerosis Society of South Australia and Northern Territory Incorporated ('the Consolidated Entity'). The Consolidated Entity comprises both the Society and the entities that it controlled during that year.

### Board Members' Responsibility for the Financial Report

The board members of the Multiple Sclerosis Society of South Australia and Northern Territory Incorporated are responsible for the preparation of the financial report, and have determined that the basis of preparation described in Note 1, is appropriate to meet the requirements of the *Associations Incorporation Act, 1985* and is appropriate to meet the needs of the members. The board members' responsibility also includes such internal control as the board members determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing the procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstance, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board members, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Independence

In conducting our audit, we have complied with the independence requirements of the Australian professional ethical pronouncements.

### Basis for Qualified Opinion

Donations and other fundraising activities are a significant source of revenue for the Multiple Sclerosis of South Australia and Northern Territory Incorporated. The Society has determined that it is impracticable to establish and maintain controls over the collection of donations and other fundraising activities prior to their entry into its financial records. Accordingly, as the evidence available to us regarding revenue from this source was limited, our procedures with respect to donations and other fundraising activities of the Society had to be restricted to the amounts recorded in the financial records.

We therefore are unable to express an opinion as to whether the donations and other fundraising activities of the Society are complete.

INDEPENDENT MEMBER OF  
**POLARIS**  
INTERNATIONAL

Liability limited by a scheme approved under Professional Standards Legislation



EdwardsMarshall

**THE MULTIPLE SCLEROSIS SOCIETY OF SOUTH AUSTRALIA AND  
NORTHERN TERRITORY INCORPORATED AND CONTROLLED ENTITIES**

**INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF THE MULTIPLE SCLEROSIS SOCIETY OF  
SOUTH AUSTRALIA AND NORTHERN TERRITORY INCORPORATED  
AND CONTROLLED ENTITIES (CONT)**

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**Qualified Opinion**

In our opinion, except for the effects on the financial report of such adjustments, if any, as might have been required had the limitation on our audit procedures referred to in the qualification paragraph not existed, the financial report presents fairly, in all material respects the financial position of the Multiple Sclerosis Society of South Australia and Northern Territory Incorporated and the Consolidated Entity and of its financial performance and its cash flows for the year ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporates Act, 1985.

**Emphasis of Matter**

We draw attention to Note 1(o) in the financial report which indicates that the Society incurred a consolidated operating loss of \$(771,811) in 2011 and total negative cash outflows of \$(1,233,588) during the year ended 30 June 2011.

These conditions along with other matters as set forth in Note 1(o), indicate the existence of a material uncertainty that may cast significant doubt about the Society's ability to continue as a going concern and therefore the Society may be unable to realise its assets and discharge its liabilities in the normal course of business. Our opinion is not qualified in respect of this matter.

**Basis of Accounting and Restriction on Distribution**

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the Multiple Sclerosis Society of South Australia and Northern Territory Incorporated to meet the requirements of the *Associations Incorporation Act, 1985*. As a result, the financial report may not be suitable for another purpose.

Edwards Marshall  
Chartered Accountants

Noel Clifford  
Partner

Adelaide  
South Australia

Dated  
11th October 2011

# Acknowledgements

## **Foundations and Grants**

Australian Executor Trustees  
Bank SA & Staff Charitable Fund

## **Donations**

ACE SA  
Anne Ness  
Ashley Pascoe  
Australian Executor Trustees  
B Dahlsen  
Bernadene Gaffney  
Booze Brothers  
Claridge Holden  
Colin Bartlett  
Cyril Davis  
Fay Fuller  
Hare's Market (Op Shop)  
Jason Kelly  
Maxine Brooks  
Peter & Bryce Gurner  
Piper Alderman  
Rita Smith Camille Domaille  
Ronald Edwards  
Rotary Club of Kidman Park  
Rotary Club of St Peters  
Sharron Hulmes  
Stuart Lindsay  
Terry Wollaston  
Tom Bland

## **Community Supporters and Fundraisers**

48 FJ Holden Club of SA  
Ansett Down To Earth Club  
Ahrens Engineering  
Atlantis Masters Swimming Club  
Aquaflow  
Bayer HealthCare  
Brock Hardcourt's Collinswood  
City of Unley  
Damian & Jeannine Donato  
Department for Families and  
Communities  
Glenys Combe  
Hon Jennifer Rankine MP  
Jetset Travel – Norwood  
John Helbig  
Lynette Brew  
Naracoorte Auxiliary  
Nippy's Juices  
North Point Toyota  
Sanofi Aventis  
Scooter World  
South Australian Jockey Club  
Therry Dramatic Society  
Tip Top Bakeries  
Yatala Prison Officers  
Charitable Fund

## **Bequests Made**

### **2009–10**

Walter Fox (dec)  
Naoimi Riebe (dec)  
Ruby Wehrmann (dec)  
Leonard Balckin (dec)  
Helen May Brookers (dec)  
Clyde Rutt (dec)

### **2010–11**

Janet Butterworth (dec)  
Judith May Fisher (dec)

## **Services Support**

Bayer HealthCare  
Biogen Idec  
Merck Serono  
Sanofi Aventis  
Novartis

## **Government Funders**

The Australian Government  
through the:  
Department of Education,  
Employment and Workplace  
Relations (DEEWR)  
The South Australian Government  
through the:  
Department for Families and  
Communities; and Office for  
Recreation and Sport

# Locations

## **Head Office/Mawson Lakes**

Endeavour House  
Technology Park  
Module 6E  
11–15 Fourth Avenue  
Mawson Lakes SA 5095  
PO Box 377  
Salisbury South BC SA 5106

P (08) 7002 6500  
F (08) 7002 6599

## **Brighton**

7A Sturt Road  
Brighton SA 5048  
PO Box 275  
Brighton SA 5048

P (08) 8198 1400  
F (08) 8377 0711

## **Christies Beach**

Level 1, 111 Beach Road  
Christies Beach SA 5165  
PO Box 885  
Noarlunga Centre SA 5168

P (08) 8392 0100  
F (08) 8392 0199

## **Darwin**

Nightcliff Community Centre  
11/18 Bauhinia Street  
Nightcliff NT 0810  
PO Box 867  
Nightcliff NT 0814

P (08) 8948 5300  
F (08) 8948 5344

## **Elizabeth South**

Shop 6, 183 Philip Highway  
Elizabeth South SA 5112  
PO Box 4104  
Elizabeth South SA 5112

P (08) 8256 3700  
F (08) 8255 5796

## **Greenacres**

19 Fosters Road  
Greenacres SA 5086  
PO Box 525  
Modbury SA 5092

P (08) 8360 0800  
F (08) 8203 6699

## **Modbury**

31–33 Smart Road  
Modbury SA 5092  
PO Box 525  
Modbury SA 5092

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F (08) 8203 6699

## **Woodville**

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Woodville SA 5011

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