



The Multiple Sclerosis Society
Of South Australia and
the Northern Territory (Inc)
Annual Report 2015 - 16

About multiple sclerosis & The MS Society of SA & NT

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Multiple sclerosis (MS) is a chronic condition that attacks the body's central nervous system (the brain, spinal cord and optic nerves), with unpredictable consequences.

No two cases of MS are identical. The progress, severity and specific symptoms of MS vary from person to person, and can include:

- visual disturbance;
- difficulties with walking, balance and coordination;
- altered sensations, such as tingling, numbness or pins and needles;
- bladder and bowel changes;
- slurring and slowing of speech;
- muscle weakness, tremors, stiffness or spasms.

For people with MS, this daily battle with the condition can be compounded with fear and uncertainty about the future. This is why the Multiple Sclerosis Society of South Australia & the Northern Territory (MSSANT) was formed, to offer immediate support to our Clients from the moment of diagnosis, and for the entirety of their journey.

All of this would not be possible without the help of our loyal supporters. We hope this report will provide valuable insight into our current activities, and our ambitious plans to provide a brighter future for Australians living with MS.

The MS Society of SA & NT Board of Directors



Anthony (Tony) Abbott AM
Honorary President
Finance Committee Member



Alan Scott
Honorary Vice President
Finance Committee Member



Christine Hahn
Treasurer



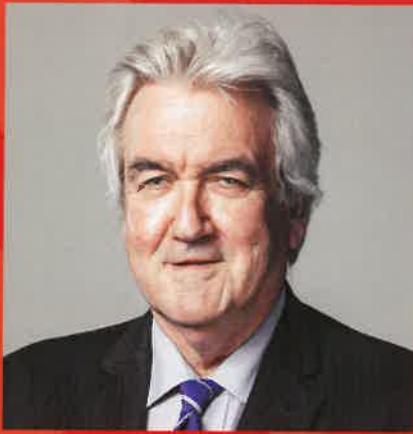
Dr Sharon Morton
Director



Helen Hoppmann
Director



Christine Umaphysivam
Director



President's Report Anthony (Tony) Abbott AM

“The turnaround in the Society's results over the last two years allows us to return the organisation to local management, self-determination and control.”

The Society has had another very pleasing year and the Board and I are happy that we can present a year of better services and better financial results, with optimism for even more in the years to come.

The financial results speak for themselves. It is particularly gratifying that those results have enabled us to increase the levels of service to people with MS – although with both the levels of service and the financial results there is still much more to do, as the Board is very aware.

The financial turnaround of the Society is in large measure due to the skill and effort of our senior managerial staff, led by our CEO Marcus Stafford, ably assisted by many of his senior managerial staff at our sister Western Australian Society, MSWA. On behalf of the Board I thank them. We very much appreciate the WA-based people's personal sacrifice in travelling to SA regularly and their commitment to another Society when they have a busy demanding job of their own - but we are comforted by the knowledge that they have had the benefit of the ability to follow two of the better AFL teams more closely!

More seriously, the Board and I also very much thank and pay tribute to the outstanding generosity and selflessness of the MSWA Board, who in 2014 allowed their senior managerial staff to divide their time and assist our Society in our time of financial need and pressure, and then most recently have written off \$333,333 of their original \$500,000 loan to the Society. Neither is something that they had to do, and the absence of key staff was a potential risk to their Society – although I am pleased to see that it does not appear to have affected MSWA's successes. I hope the MSWA Board, like their staff, will draw satisfaction from the knowledge that their actions have contributed, and will continue to contribute to the maintenance of services to people living with MS and other disabilities in the SA and NT communities.

The turnaround in the Society's results over the last two years allows us to return the organisation to local management, self-determination and control. It is time for a full, local management team to take the helm, led by an Adelaide-based CEO. I am delighted to announce the appointment of Helen McLean as the new Chief Executive Officer of the Society. One of our new CEO's early responsibilities will be to recruit a local Finance Manager, Fundraising Manager and Client Services Manager, to ensure that the Society continues to go from strength to strength.

Helen joins us from the position of State Executive Officer for Girl Guides South Australia. Her previous roles have included both General management and CEO positions with Guide Dogs (SA & NT) and others within the not-for-profit arena, including disability. She has a Master of Business Administration from the University of South Australia and is a Fellow of the Australian Institute of Management.

I am sure Helen will find a warm welcome from our generous staff, donors, volunteers, supporters, sponsors and partners of all kinds, whom I also thank.

At the Board level we have been joined this year by Helen Hoppmann and Associate Professor Sharon Morton, who have brought 'hands on' fund raising and client service experience and health delivery expertise respectively, and have made a great contribution. At the last AGM, long serving Treasurer Alan Scott resigned as Treasurer and was replaced by Christine Hahn, with Alan remaining on the Board. Alan has done a sterling job over many years and he has our thanks for his cheerful and tireless efforts. Christine has taken the reins seamlessly and I am sure will continue to make a significant contribution to the working of the Society.

Finally in this message I wish to especially note the work of both our Client Services staff, and Multiple Solutions staff. Personally, I am in the fortunate position of not having had a close friend or family member with MS, so I do not have the direct and frequent first hand contact with our staff who help people with MS and other disabilities. However, I do hear from time to time of high praise for the dedicated efforts of our staff, particularly in times of need, and it is both gratifying and heart-warming to receive this. I do know from my second hand experiences how important to people with MS it is to find or retain employment and to have a helping hand from our people in OT, physio, nursing and MS Assist / Peer Support. It is good to see the favourable results of our recent Client survey. All this is a credit to our dedicated and professional staff, some of whom have travelled with us on the journey from Klemzig to Mawson Lakes to Hillcrest, and up and down the financial ladder.

I am sure that the Society can have a good future in the coming years. It remains important that it does, as the NDIS will not cover all needs of all people with MS.





Chief Executive
Officer's Report
Marcus Stafford



"I congratulate our 100 staff on some outstanding results, and invite you all to enjoy this moment of celebration."

It is incredibly pleasing to write such a positive report for the 2015-2016 Annual Report.

This year we have been able to enjoy the fruits of a combined labour to see the MS Society of South Australia and the Northern Territory (MSSANT) finish in a record breaking, healthy position.

We have been able to achieve some great things:

- MSSANT is now trading well with secure foundations, strong Profit & Loss financials with underlying trends, healthy cash flow and strengthening balance sheet; the latter having returned to a positive net asset position.
- This year's performance will see the posting of a significant net profit/surplus, a record result in the Society's history.
- For the first time in a long time we have made a financial contribution to both MS Australia and importantly, to MS Research Australia for research.
- As a result of this outstanding performance, the Society has repaid a substantial portion of its debt. By the end of all transactions our outstanding loan balance will be \$433,333 – down from \$1,150,000 just two years ago.
- Client services growth for the year was a strong 30%; real, allied healthcare services that make a significant difference in the lives of people with MS.
- We have also increased both the number and geographical spread of our allied healthcare services and we will continue to do so.

The Society's strengthened foundations will support the full roll-out of the National Disability Insurance Scheme. It was recently announced that this will occur progressively, across the State, over the next two years with adults able to register for the Scheme and assess their eligibility, from 1 July 2017.

The turnaround in the Society's results over the last two years stems from the tremendous efforts of the broader team and marks a proud moment in the Society's long and rich history.

These strong foundations allow the return to local management and I am sure the Board, Management and staff are all excited and eager to work with Helen McLean as the new Chief Executive Officer of the Society.

The WA-based members of the team will support the transition process before they expect to fade quietly into the sunset. They are confident that they have the right leader for the next phase of the Society's journey and richly satisfied that as a combined WA and SA team, they have been successful in returning the Society to such a strong and stable footing.

I congratulate our 100 staff on some outstanding results, and invite you all to enjoy this moment of celebration. We do, of course, not celebrate for long, as it is our constant quest to push on, setting new goals for further success in supporting people with MS who we are here to serve.

My thanks, as always, go to our many stakeholders who have combined to make it all happen.

Our Board members, management, staff, volunteers, government partners, suppliers, business and retail customers; your efforts and support are greatly appreciated.



General Manager's Report Lachlan Barr



The 2015-2016 financial year saw Multiple Solutions' strongest performance ever in delivering the Australian Federal Government's Disability Employment Services.

During the course of the year, Multiple Solutions assisted 375 people with disabilities to secure employment which changed not only their lives, but those of their families, friends and local communities. This figure is up by 23% on the previous financial year.

We also expanded our footprint to offer services to more people with disabilities, built upon the continually improving financial performance started last year and maintaining consistent performance in the Department of Social Services' Star Rating Performance Framework.

August 2015 saw the opening of Multiple Solutions' newest site based in Torrensville, Western Adelaide. This site was established as a condition of the receipt of an increase in contracted market share within this region, based on star rating performance in Financial Year 2014-2015. Our share of the Western Adelaide Market increased from 9.71% to 29.74% and caseloads swelled to more than triple their original size. Appropriate recruitment, training and commencement of operations in the new premises ran smoothly, as they did in Southern Adelaide where market share simultaneously increased from 20% to 23%.

Such rapid and significant growth allowed Multiple Solutions to service many more people with disabilities and as a consequence there was a commensurate increase in both revenue and expenses. This rendered the budgeted performance for the financial year unrealistically low as evidenced by the year end variance of \$237,000 favourable to budget representing a \$645,000 surplus. This performance allowed the payment of a significant dividend to The Multiple Sclerosis Society of SA and NT to fund a contribution to research, expansion of services, and repayment of loans.

Financial Year 2015-2016 was Multiple Solutions' 22nd year delivering disability employment services and despite a subdued local economy and low consumer confidence, the organisation has delivered record results. With two years remaining in the current contract, there is an opportunity for further growth and success starting in the immediate future.



Client Services Report
Sue Shapland
General Manager
of Client Services



The past year has brought about many exciting and positive achievements for the MS Society of South Australia and the Northern Territory (MSSANT).

The year tells a story of positive and measured growth in staff and service hours delivered.

The Educational / Information Forums, conducted across the year and covering a diverse range of topics have been well attended and feedback very positive. Two highlights have been the Darwin Forum late in 2015, made possible by the funds raised by Jan who lives locally, and the co-hosted MS Research Forum, with MSRA, in May at the Adelaide Oval.



Our fantastic team of staff have been growing with us. We have recruited a new Social Welfare Officer, a team of four Occupational Therapists and an MS nurse; all of whom are doing a great job as part of a small but very efficient Client Services Team. The MS Assist 1800 number continues to provide a vital link between our Clients and staff and provides a wealth of information about resources and events.

The very successful Peer Support network continues to thrive under the guidance of Maryanne and her group of volunteers. These monthly meetings, across Adelaide and in some regional Centres, provide valuable opportunities for people to support each other through a shared experience.

Our Mindfulness programs and Tai Chi classes have proven popular, and we plan for more opportunities in the coming year.



Physiotherapy groups have been established and re-invented, supported by our physiotherapist Margot, in Payneham and Reynella, and we will be exploring new options in the coming year including hydrotherapy.

The MS nurses have been busier than ever this year! We have seen additional MS treatments come to market, including Lemtrada, and as always the nurses play a role in providing information and support from the time of diagnosis.

2016/17 will be another exciting year for Client Services and those we support. We have relocated to a new premises where we will have dedicated space to bring the team together, deliver programs and make appointments.

The National Disability Insurance Scheme staged roll out for adults over 18 years will commence, by postcode, in July 2017. The Client Services Team will be ensuring our Clients are aware of when their area goes live and what opportunities the Scheme will bring.

We have been able to grow our services thanks to a combination of donations, events and fundraising and some pharmaceutical grants. We look forward to continuing to increase the opportunities available for our Clients and their families.

“The year tells a story of positive and measured growth in staff and service hours delivered.”





Treasurer's Report

Christine Hahn

The summary financial report provided here is an extract of, and has been derived from, the Multiple Sclerosis Society of SA & NT Inc's full financial report, for the 2015-2016 financial year.

The summary financial report does not, and cannot be expected to, provide a full understanding of the 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 Multiple Sclerosis Society of South Australia and Northern Territory Inc. (the "MS Society") for the year ended 30 June 2016.

Directors

The names of the members of the Board of Directors who serve in a voluntary capacity and are not remunerated, in office during the year and to the date of this report are:

Mr A N Abbott AM, (Honorary President)

Mr A G Scott (Honorary Vice President)

Ms C E Hahn (Treasurer)

Ms C E Umapathysivam

Ms H Hoppmann (appointed October 2015)

Dr S L Morton (appointed February 2016)

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, except as noted in the financial statements at Note 12.

Principal Activities

The principal activities of the MS Society are the provision of Client Services, education, information 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 funded through the Department of Social Services (DSS). This service is operated by the Employment Services Department under the brand name, Multiple Solutions. Multiple Solutions has grown into a large operation, with the aim of attracting funding to support a range of people in need including people living with MS.

Significant Changes

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

Operating Results

The operating profit for the financial year as a result of the MS Society's activities amounted to \$415,129 (2015 profit of \$1,848).

Future Developments

There are no significant future developments identified by the MS Society.

After Balance Date Events

There were no significant events subsequent to year end.

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 Officers or Auditors

The MS Society paid for the insurance premiums of Directors and Officers Liability Insurance policy indemnifying Directors and Officers. 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 auditor of the MS Society.

Proceedings on Behalf of the Entity

No person has applied for leave of a 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 MS Society and no officer has received either directly or indirectly from the MS Society any payment or other benefit of a pecuniary value, except as noted in the financial statements at Note 12.

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



A N Abbott
Director



C E Hahn
Director

Key Supporters & Sponsors



Sponsors and Supporters

Adelaide 36er's – Mitch Creek | Adelaide BMW | Adelaide Therapeutic Massage Services | Adelaide Zoo | Angas Travel
Anne Ness | Anytime Fitness Unley | Arkaba Hotel | Aspire Magazine | B.-d. Farm Paris Creek | Beerenberg
Bunnings Kent Town | City Mazda Hindmarsh | Endota Spa | Maggie Beer | Old Tailern Town | Opie's Bakery Café
Table of Plenty | The Good Guys | Waillis Cinemas | Solitaire Volkswagon | Solitaire Audi | Red Balloon | Robert Oatley Wines
The Lane Vineyard | Windsor Meat Store

Special Thank You

Paul Curran
Alissa Smith, Channel 10
Dianne Lindsay



For more information

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