



ANNUAL REPORT 2019-20



WE KNOW NEURO



ABOUT MSWA

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MSWA provides vital support and services to people in Western Australia living with a neurological condition. This includes people living with multiple sclerosis, stroke, Parkinson's disease, Huntington's disease, motor neurone disease, and acquired brain injury, to name a few.

MSWA was formed nearly 50 years ago by a group of people with MS committed to helping others access information and support. Today, MSWA has a team of over 800 staff who work passionately to provide the best possible care to those we serve, right across the metropolitan area and regional centres of Western Australia.

We offer the person immediate support from the time of diagnosis, for the entirety of their journey.

Our support falls under three main categories:

- / **Services** – we provide education and information for the newly diagnosed, through to specialist nursing, physiotherapy, counselling, occupational therapy, welfare assistance and in-home support.
- / **Accommodation** – we operate High-Support Accommodation Facilities with 24-hour care in Butler, Fern River, Hamilton Hill and Treendale, as well as Respite Facilities in City Beach and Treendale, with plans to expand further.
- / **Neurological research** – MSWA is the largest financial contributor to MS research in Australia, and we're determined to drive innovation until a cure is found. MSWA also contributes to research into other neurological conditions; this year we have contributed a record-breaking \$1 million into research into other neurological conditions.

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 plans to provide a brighter future for Western Australians living with a neurological condition.

MSWA BOARD OF DIRECTORS



GEORGE PAMPACOS
PRESIDENT

Ex Officio all Board Committees



BILL HASSELL AM JP
SENIOR VICE PRESIDENT

Chair Corporate Governance Committee

Finance, Property & Investment Committee Member

Research Committee Member



ROS HARMAN
VICE PRESIDENT

Chair Member Services Committee

Chair Research Committee

Editorial Committee Member

Finance, Property & Investment Committee Member



HORST BEMMERL
TREASURER

Chair Finance, Property & Investment Committee

Audit & Risk Committee Member

Corporate Governance Committee Member



GREG BRINDLE

Chair Fundraising Committee

Finance, Property & Investment Committee Member

Research Committee Member



DR GREG BROTHERSON

Chair Editorial Committee

Finance, Property & Investment Committee Member

Member Services Committee Member

Research Committee Member

Audit & Risk Committee Member



PROF BILL CARROLL AM

Medical Advisor

Editorial Committee Member
(medical references)



DAVID JONES

Member Services Committee Member

Corporate Governance Committee Member



JASON JORDAN

Member Services Committee Member

Fundraising Committee Member

Research Committee Member

Editorial Committee Member



GLENNYS MARSDON
(Retired March 2020)

Member Services Committee Member

Fundraising Committee Member



LIAM ROCHE

Chair Audit & Risk Committee

Finance, Property & Investment Committee Member

Corporate Governance Committee Member



MICHAEL FAY

Member Services Committee Member

Fundraising Committee Member

Research Committee Member



MICHAEL LINTO

Finance, Property & Investment Committee Member

Member Services Committee Member

Fundraising Committee Member

Research Committee Member



NEBO FRANICH

Finance, Property & Investment Committee Member

Audit & Risk Committee Member



PRESIDENT'S REPORT

GEORGE PAMPACOS

2020 has been another successful year for MSWA. Not only from the perspective of our financial performance, but also from the perspective of delivery of services and support to our Customers, our contribution to research and expanding our property footprint.

Like many businesses, MSWA has been subjected to a testing time due to COVID-19, which I am proud to say we passed with flying colours. The CEO and his management team were outstanding as they remained nimble and flexible to ensure we complied with the Government's COVID-19 restrictions but, at the same time, kept our business operating. We embraced technology to provide Telehealth services, moved staff between different divisions to enable us to not reduce our workforce and organised staff to work from home as appropriate. To our CEO and senior managers, thank you for the extra hours and strong leadership you demonstrated during this time. To all our staff, thank you for your adaptability during this COVID-19 period.

From a financial point of view, 2020 was a success. We achieved record turnover as our NDIS strategy began to have effect and, for the first time ever, we sold out all MSWA raffles and lotteries. This financial success allowed us to provide record Customer service hours and make another record contribution to research. It has also allowed us to allocate \$4 million to research in 2020. Of this \$4 million, \$3 million will go to multiple sclerosis research projects and \$1 million to other neurological conditions. In addition to this, of the \$4 million, \$750,000 will stay within Western Australia. We should all be proud that MSWA continues to make Western Australia the leading contributor to neurological research.



2020 has also seen the expansion of our property footprint. Our Belmont office is now fully operational and is home to our Brand, Marketing and Sales; Administration; Finance and HR teams. During the year we acquired land in Shenton Park and Albany. Construction will commence on both locations in the next 12 months, with the finished product being high support accommodation facilities modelled on our award-winning and successful building in Butler. The Albany site will also be home to a new Services Centre.

The last milestone this year is from a national perspective. Nationally, for over 15 years, multiple sclerosis has been represented by two national bodies, one being Multiple Sclerosis Australia (MSA) and the second being its subsidiary Multiple Sclerosis Research Australia (MSRA). Having two national bodies caused confusion and also wasted resources. Over the past five years, MSWA has been an advocate for combining the associations and, after a few attempts, this year we had success. In February, the State member associations agreed that a governance restructure should commence to combine MSA and MSRA. This process is under way and completion is expected by March 2021.

Finally, this marks my last year on the Board and as President of MSWA. I joined the Board as a thank you to my mum who was diagnosed with MS in 1990 and, at the time, was mum to three teenage children.

Like many people I have met over my journey, my mum continues to live with MS and her strength to keep fighting this condition is an inspiration to me, our family and her friends.

After 10 years on the Board and six years as President I am proud of how I leave MSWA. When I started, I hoped by the end of my tenure we would have a cure. Although we have made great progress, unfortunately we are not there yet.

Before I go, just a few 'thank yous'.

Firstly, to all the staff and Customers who make me feel welcome at all the events and premises, thank you so much.



Thank you to all the Board members who have served during my presidency, thank you for your support, honesty and commitment during this time. Also for your willingness to attend special meetings and your commitment to MSWA. There are two special Board members I would like to single out – Bill Hassell and Greg Brindle. Thank you gentlemen, for your mentorship and guidance.

To the much-loved Marcus Stafford, thank you for your friendship and discussions over the years. I will miss our weekly MSWA phone calls and updates. The success of MSWA is on the back of your amazing leadership. You are a true leader, not only within MSWA, but the entire Not-for-Profit and NDIS sectors in WA and Australia. I look forward to catching up on a golf course where we can discuss football and life.

To my wife Tina, and children James, Lily and Cara, thank you for your patience over the past 10 years. Thank you for your understanding when I have missed a school event, a family dinner, a sporting event and other milestones. I did this to show you the world is an amazing place; always help your fellow human being and you will get back in this world what you put in.

As I sign off, until we have a cure, let's keep fighting the good fight.



CHIEF EXECUTIVE OFFICER'S REPORT

MARCUS STAFFORD AM

Tough times don't create heroes. It is during the tough times the hero within us is revealed.

Before detailing the main content of MSWA's successful year, I would like to thank and congratulate the men and women who have shown such strength and acumen to help steer us through the troubled waters of the COVID-19 pandemic. Those folk include our Board, management, staff, volunteers and Customers. They also include our Government partners who have worked closely with us in a truly pragmatic and decent fashion and have stepped up with financial assistance to the disability sector. Conscious of the troubles around the world, I find myself feeling proudly Australian and within that, proudly Western Australian.

As for MSWA, our various measures and numbers tell a story of resilience and determination to prevail and prosper.

The solid delivery of our first three quarters gave us a level of buffer as we headed into COVID territory. Pretty well overnight, our events were wiped out and many of our services were withdrawn as our single-minded priority became the protection of our Customers and staff.

As I read and listened to the dramatic stories of unemployment and uncertainty, I became stubbornly resolute we would go into this thing together and come out of it together, as a stronger and even more cohesive team.

As a consequence, we made an early decision that although financial robustness is the foundation on which successful organisations can build, it would not enter into our decisions at this uniquely dangerous time. Protection and safety were the only matters of importance. We also decided to honour our values and to embark on a journey of calm, measured and professional decision making. Determined to avoid the panic seen elsewhere, accompanied by knee-jerk reactions, many of our 800+ staff were redeployed and no one was retrenched or stood down.

As I pen this contribution to the Annual Report, I do so as the proud captain of an intact team that retains its passion and focus to serve people with neurological conditions. Our team is already taking the lessons learned from these unexpected times and is creatively looking to embrace both traditional and new styles of delivery.

With humility, and mindful of global woes, I note MSWA's strong financial performance, but most importantly I note the delivery of a record number of Customer services. Real things to real people. Services including physiotherapy, massage, occupational therapy, nursing, counselling, care support work and more.

I also note the balancing entry of quality that accompanies those, with high levels of satisfaction from our disability and able-bodied Customers and increased scores in all areas of Customer satisfaction.

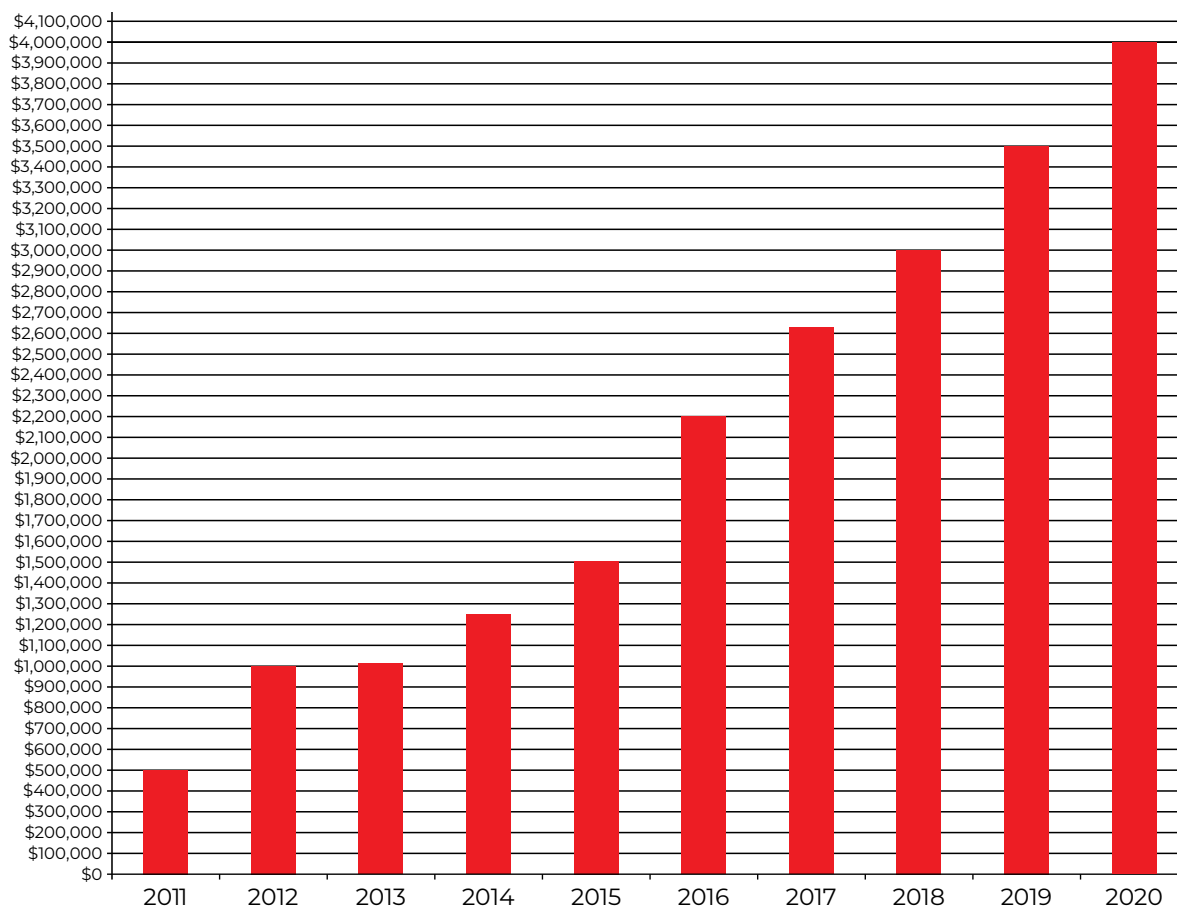
Our staff surveys also reflected very positively on our demonstration of values and the way our management team has managed the COVID-19 crisis.

Although tempted to lock everything away to weather the unknown storm of the pandemic, our record-breaking contribution to research strongly reflects our determined leadership. Leading the nation, MSWA has illustrated both the able management of our present and our determination to make the future world a better place for those we serve.

That future will include continued growth in Customer services, the ongoing strong funding of research, growth in our footprint within both the Perth metropolitan and rural areas, and greater service provision within the aged care area.

Whether a hero, or someone who has discovered their hero within, thank you.

RESEARCH CONTRIBUTIONS





MEMBER & CLIENT SERVICES REPORT

ROS HARMAN

The 2019-2020 year has been another busy and successful one for MSWA as we continue to provide high quality services and support for people living with a neurological condition. COVID-19 certainly cast its shadow on the first half of 2020, but I am very pleased to report that MSWA responded to the crisis and the restrictions with creativity and dedication, enabling it to continue to meet the needs of its Customers.

MSWA explored other ways of ensuring the connection and contact with our Customers was maintained. As a result, Customers have been able to exercise their choice in when and how they receive services, and some of what has been learnt during this time will lead to permanent changes, improving our service delivery even further. Services such as nursing advice, counselling, occupational therapy and even physiotherapy have been successfully delivered to Customers via Telehealth and may continue to be used alongside face-to-face delivery, where appropriate. This means the future looks exciting as we embrace new methods of service delivery.

During the year, a federal review of the NDIS has led to MSWA improving our services to NDIS clients in several ways. This included improved Customer navigation of the Scheme, with increased clarity and improved transparency and navigation of the NDIS services. In WA there are now over 27,000 people living with disability accessing NDIS funding, with over 12,000 receiving supports for the first time. At MSWA we have introduced a new Customer Engagement team led by Manager Geoff Hutchinson to assist Customers as they engage with our organisation for support and services.





The COVID-19 situation meant we were required to shut our respite services for a period of time, but fortunately they have now reopened and contact with old and new Customers has resumed. Our accommodation facilities at Fern River, Hamilton Hill, Treendale and Butler have had some increased restrictions imposed, ensuring the ongoing safety and security of those who live there. As always, the wellbeing, health and happiness of our residents is of the highest priority.

Our annual Customer Satisfaction Survey once again returned results we can be proud of, with 92% of respondents satisfied with MSWA. This is a very pleasing result by all standards, and we take this very seriously. We are already making improvements based on the feedback received, on areas highlighted for improvement by our Customers.

I would like to thank our Customers for their flexibility and ongoing support during what has been a testing time for the whole world.

I would also like to thank Nicola Washington, our General Manager of Member and Client Services, and Sue Shapland, Manager of Strategic Supports and Residential Options, and their teams for their commitment and dedication to providing high quality services to people living with a neurological condition. We are grateful that they have guided us successfully through a difficult year and we look forward to another great year ahead.





REBEKAH'S STORY

“Every time you’ve got a problem, you give them a call and there’s somebody there who’s going to give you a hand.”

Rebekah Marche’s life has been filled with ups and downs since being diagnosed with multiple sclerosis (MS) 15 years ago, but her positivity, vigilant care of her health, and support from her family and MSWA has given her strength to enjoy every day.

“MSWA has been a lifeline for me,” Rebekah said. “They have been there for me every step of the way. The support is phenomenal, and I can’t stress enough that reaching out to them is one of the best things to do if you are diagnosed with a neurological condition.”

“When I was diagnosed, I accessed everything they had to offer, and it made the most amazing difference.”

An MSWA nurse taught her how to inject her medication and she attended speech therapy, counselling, sound therapy and mindfulness at MSWA Wilson Services Centre.

When her children were young, Rebekah regularly attended the MSWA camps and now she enjoys them on her own. “It gives me a break and a chance to be around people who understand what it’s like to have the condition,” said Rebekah.

Rebekah is unable to do many of the activities she used to do before her diagnosis. She had to leave her work and has modified her hobby of making cake decorations into creating porcelain roses.

“Some days, it’s such an effort to get from one spot to the next so I might need a wheelchair or a walker, it just depends on the day.”

The next step is for Rebekah to work with MSWA to help her to apply for an NDIS plan.

“It’s taken all this time to accept that I have MS, but by looking after myself and with support from my family, friends and MSWA, I feel empowered to live a fabulous life.”



JEFF'S STORY

“My neurological diagnosis was life changing for me and my whole family. MSWA has provided lots of support for us. The research they fund helps all neurological conditions, not just MS. I can't tell you how big a difference they make to people's lives.”

Chronic Inflammatory Demyelinating Polyneuropathy (CIDP) is a rare neurological condition of the peripheral nervous system. It currently has no known cause or cure.

Jeff Ibbotson's life with CIDP began in 2014, at the age of 30. At the time, Jeff was a competitive surf lifesaver, married with a young family and volunteered at his local Police and Community Youth Centre. He was also running his own business as a locksmith.

“Both the neurologist and I were surprised by the diagnosis due to its rarity; 1.5 in a million are affected globally. I was relieved that it wasn't life threatening but worried because the path ahead wasn't clear,” said Jeff.

Symptoms that affect him now are fatigue, anxiety, and loss of mobility in his hands and feet. This has meant ending his career as a locksmith and struggling to take part in simple things like driving and running around with his children.

“We still don't know how CIDP will affect me long term, which is stressful, but I try and remain positive and optimistic about my future. MSWA has been a big part of this and their services and support has helped maintain my daily functioning. They also invest in neurological research which is a comfort to me as there is still so much we don't know about this condition.”



BRAND, MARKETING & SALES REPORT

GREG BRINDLE

WE ARE READY. WE KNOW NEURO.

It has been a year since we launched our new marketing platform for MSWA.

This positioning is one of confidence. Confidence in our history, our experience, and our scale to be a beacon of the disability sector and the support we provide to thousands of Western Australians living with neurological conditions. This support comes from our whole community — from our staff and their actions every day, through to the generous efforts of our many fundraising supporters across the state.

Our fundraising initiatives help us to continue to meet the ever-growing demand for our allied health services, Accommodation and Services Centres across the state, as well as our contributions to critical research here in Australia and internationally.

I am very happy to report this year's result is an increase in total fundraising revenues of 13% from the previous year. Importantly, a close focus on cost management meant we were able to deliver an increase in our net profitability of over 14% from the previous year. This was achieved whilst facing increasingly challenging conditions due to COVID-19.

LOTTERIES & RAFFLES CONTINUE TO SHOW RESILIENCE TO CURRENT ECONOMIC CHALLENGES.

Our Lotteries team continues to create powerful and compelling products which Australians clearly look forward to, evidenced by our incredible results year after year.

Here in Western Australia, all MSWA-owned lotteries and raffles sold out early every time across the year. That is over 1.3m tickets in total bought by the generous supporters of our Multi-Choice Raffle, Luxury Lottery and Mega Home Lottery. Over a number of years now, our lotteries team have created a powerful and compelling suite of products which Western Australians clearly look forward to seeing launch and then participating in.

The team continued to conduct lotteries in South Australia and Victoria on behalf of people in those states living with MS. Both markets continue to be heavily contested in the home lotteries space, evidenced by both Game Changer (SA) and Dream Home (Vic) not selling all tickets. Reassuringly, results for both lotteries were better than the previous year. This, combined with the sell-out of each State's car lotteries, means we were able to deliver increased contributions to help support South Australians and Victorians living with MS.

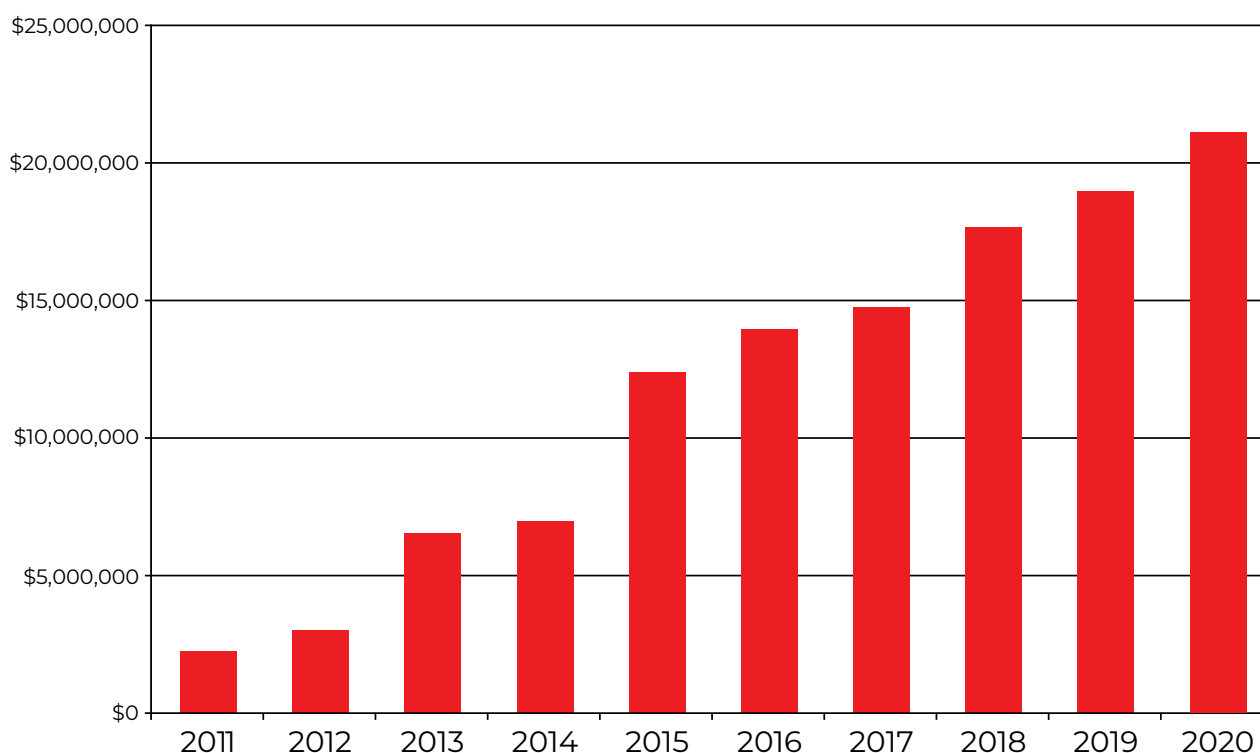
LAST YEAR WAS A GAME OF TWO HALVES FOR OUR FUNDRAISING EVENTS.

The year's events calendar started strongly, with close to 1,500 riders taking part in *Ocean Ride* – an increase of 8% over the previous year. In November we launched MSWA's newest event, *The SensAtion Gallery*, which ran over the summer school holiday period.

Collaborating with local artists and influencers, our Events team created an interactive exhibition focused on showcasing the five senses. Over 12,000 people of all ages experienced the Gallery over the season, with over a million more seeing it through social media.

Unfortunately, the unfolding situation of COVID-19 from February this year meant we had to take the strong but necessary action to cancel the remaining events on our 2020 calendar. This decision was not taken lightly, knowing the impact it had to our team, our supporter community and our fundraising efforts. I would like to acknowledge Gail Szabo, our Events Manager, and her team for showing such resilience and continuing to work as part of the broader BM&S team to support our overall fundraising efforts. A true demonstration of MSWA values.

NET FUNDRAISING INCOME



NB: 2011 have been adjusted to exclude abnormal income.

Whilst their individual events were somewhat curtailed by COVID-19 this year, we are extremely appreciative of the efforts of all our community fundraisers, and would like to especially acknowledge the Luca family, the Ruggiero Foundation, Brad Wright, Michelle McGillivray, Dione Vann-Stanicic, Amelia Darrell and Pharmacy 777.

REACHING NEW AUDIENCES

After a hiatus of several years, MSWA re-introduced the *MS Readathon* to Western Australia in August 2019. Our research indicated many people held positive memories – often remembered as participating themselves as kids! The results were extremely encouraging, with 81% of our participating families being new supporters to MSWA.

CONTINUED FOCUS ON CUSTOMER SERVICE

Our Sales & Service Operations team, home to MSWA's 40-seat contact centre, underpins all BM&S activity and provides important services across the organisation – from fundraising to managing our NDIS enquiry line. The continued focus on strong customer service resulted in MSWA welcoming a new client this year, Cahoots, with MSWA managing all of its inbound services enquiries.

Our NDIS enquiry line, now well established, saw a lift in call volume of 118% compared to last financial year. A strong demonstration of how both the message and the reputation of MSWA's service provision continues to grow in the community.

STAYING CONNECTED

Communication is always important, especially when dealing with a pandemic. Our Brand & Communications team worked tirelessly, liaising with senior management, to keep our Customers and staff informed as the situation unfolded.

The team's ongoing efforts to connect our brand with the general public, raising awareness of our organisation and what we do, led to a lift in our key metrics of awareness (both general brand and as a disability service provider) and understanding (supporting all neurological conditions).





WE ARE READY FOR THE YEAR AHEAD

In what has been a particularly challenging year, our team have produced some outstanding work and results. I would like to acknowledge every member of the Brand, Marketing & Sales team including General Manager Paul Cavanagh and his leadership team of Michael van Oudsthoorn, Peter Biasin, Gail Szabo, Libby Cassidy, Shelly Thompson and Linda Cheong.

Thank you also to all our incredible volunteers who support us in so many ways throughout the year. I take this opportunity to acknowledge our MSWA ambassadors Josh Kennedy and Livinia Nixon.

I would also like to acknowledge the MSWA Board and the members of our Fundraising Committee for their support over the year.

Finally, thank you to our loyal fundraising community. Whether you buy tickets, participate in an event or donate your time or money, your ongoing support of MSWA enables us to continue doing what we do.

Our fundraising calendar for the new financial year may be amended throughout the coming months as the COVID-19 situation continues to unfold. With our people, I know we are ready to adapt and respond to any challenges that may lie ahead, so we can continue to support Western Australians living with neurological conditions.



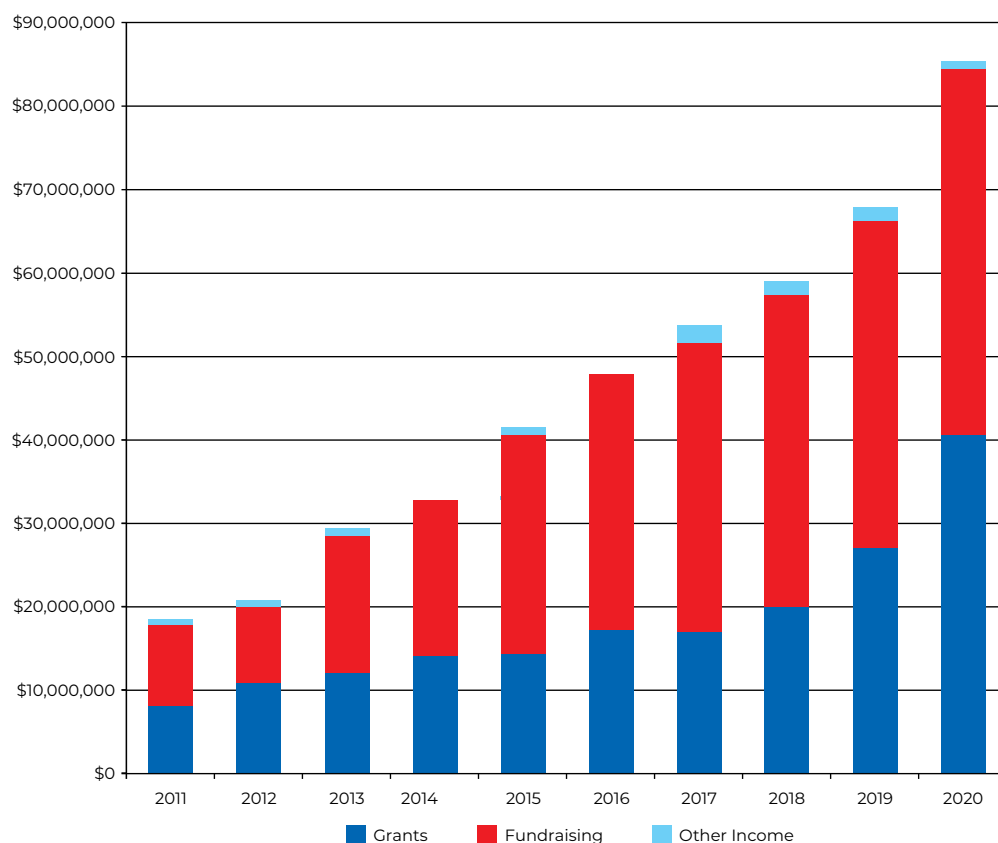
TREASURER'S REPORT

HORST BEMMERL

As the Treasurer of MSWA, it is with great pleasure I present the financial report together with the audited financial statements for the year ended 30 June 2020. In an evolving COVID-19 environment, I am proud to report MSWA faced this challenge in a measured and thoughtful manner.

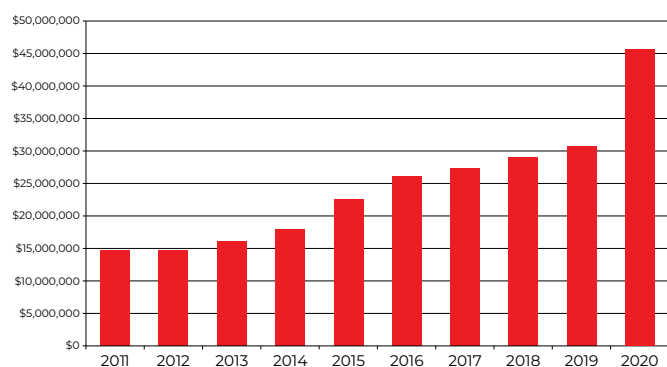
I am delighted to inform, both the fundraising campaigns and the NDIS campaigns have been extremely successful, allowing MSWA to be in the fortunate position of posting a surplus for the year of \$12,817,519 and achieving a record revenue of \$85,581,089. The total income from Brand, Marketing and Sales was \$44,269,353. Expenditure on services to neurological Customers was \$46,480,894, including a record research contribution of \$4,000,000.

TOTAL INCOME

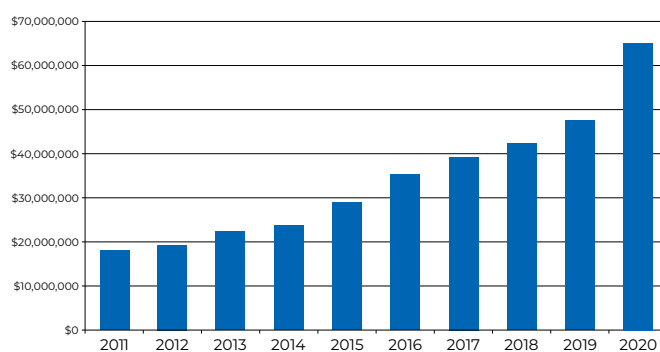


The MSWA balance sheet reflects a very healthy increase in net assets to \$45,734,007 and total assets increased to \$64,298,872. At MSWA we seek to establish guidelines and procedures to manage our assets in a way which creates long-term value. Our financial strength has been achieved through strategic planning, risk management, budgetary control, cost control, liquidity management, investment management, internal audit, management information systems and information security.

NET ASSETS



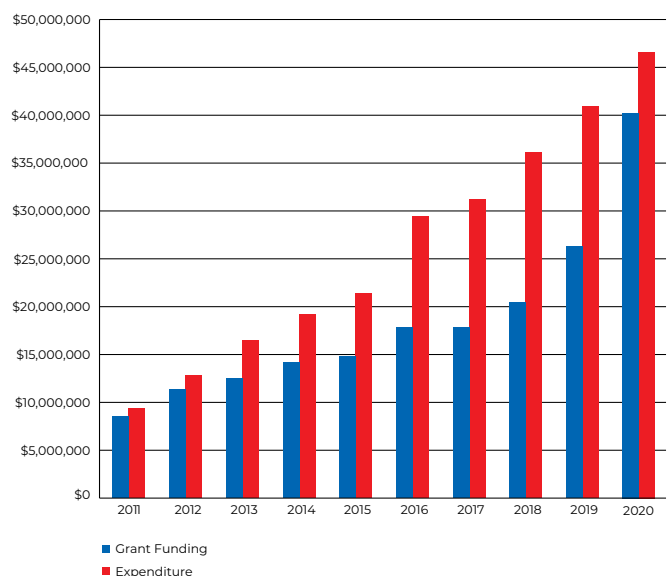
TOTAL ASSETS



Brand, Marketing and Sales saw a substantial increase in net surplus of 14% year on year. Once again, the Mega Home Lottery and Luxury Lottery delivered an outstanding result. The Multi-Choice Raffle has also shown significant growth compared to last year.

The net cost of services provided in community care increased by \$1,069,181 (6%), and the accommodation centre services increased by \$1,358,388 (20%). Due to the success in the Brand, Marketing and Sales division, and the growth of the National Disability Insurance Scheme (NDIS) income, we were able to increase the services provided across the board, especially to community care and high-support accommodation. The following chart and cost allocation provides a clear picture of this.

TOTAL SERVICES GRANT FUNDING & EXPENDITURE

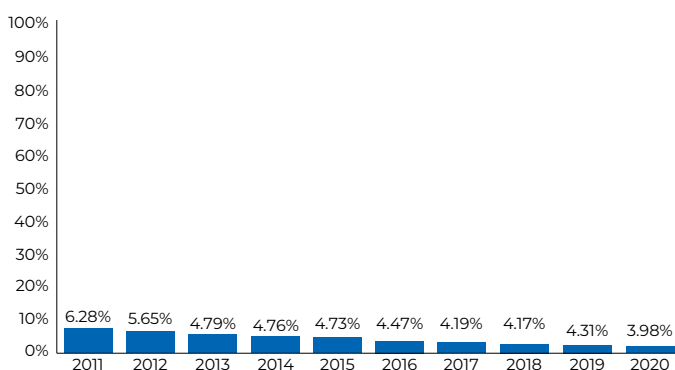


HOW CUSTOMER SERVICES COSTS ARE ALLOCATED

41% Individual options (in-home care)	3% Counselling
18% High-support accommodation	2% Speech
9% Research	1% Social work and support work
6% Physiotherapy and massage	1% Admin and information services (including Bulletin and country trips)
3% Occupational therapy	3% Customer engagement
3% Respite	1% Community centre support
5% Facilities	1% Staff development
3% Community nurses, etc.	

ADMINISTRATION EXPENSE

The following chart shows the percentage of administration and centre costs (excluding corporate, non-cash and abnormal items). This is an excellent result, showing MSWA has maintained these costs consistently below 5% over the last eight years, reflecting prudent cost management and the benefits of increased scale.



NB: The administration cost excludes internal management charges



AUDIT & RISK COMMITTEE REPORT

LIAM ROCHE

I am pleased to have this opportunity as Chair of the Audit & Risk Committee to present this Report. I would also like to thank and acknowledge my fellow committee members for their significant contribution.

The role of the Audit & Risk Committee is to assist the Board in fulfilling its responsibilities in overseeing MSWA's financial reporting, internal control system, and compliance with legal and regulatory requirements, assessing risk parameters and oversight of the risk management and control framework. The Committee is responsible for the external and internal audit programs and reviews the annual financial statements prior to their consideration by the Board.

During the year, the Audit & Risk Committee addressed the following key areas:

REVIEW OF RISK AND CONTROL FRAMEWORK

The Committee engaged William Buck Consulting (WA) Pty Ltd to conduct an internal audit of the Risk & Control Framework. The objective of the internal audit was to determine whether MSWA's Risk and Control Framework identifies and records all relevant risks and to review internal MSWA documentation. The review determined whether MSWA documents the controls in place for managing specific risks, the assessment of risks, progress against action plans for managing risks and any new or emerging risks. The MSWA Risk Management Framework was examined to ensure all relevant risks are identified in line with the requirements of AS ISO 31000:2018 as better practices.



The final report was reviewed by the Audit & Risk Committee and it was very pleasing to note a number of positive findings of good practice detailed during the review of the Risk Management Framework. There were no negative findings requiring attention and the minor issues noted for improvement have been reviewed by management. The Committee is satisfied that the Risk Management and Control Framework is comprehensive and will enable management to effectively deal with uncertainty and associated risk and opportunity, enhancing the capacity to build value.

COMPLIANCE SCHEDULE - GOVERNANCE

MSWA is committed to the achievement of compliance with regulatory and statutory requirements. To assist with the ongoing monitoring, a Compliance Schedule is reviewed at every Audit & Risk Committee meeting. This document provides a high-level dashboard view of the status of all tasks associated with achieving compliance with the legislative, regulatory and quality standards MSWA is obligated to uphold to be considered a best practice organisation. The Compliance Schedule includes indicators for legislation, regulations, governance, quality assurance, licences, insurances, and audits. The Compliance Schedule utilises a 'by exception' approach where traffic light dashboard indicators are used and issues of material importance have detailed commentary.

REVIEW OF NETWORK AND SECURITY INFRASTRUCTURE

The Committee engaged Empired, information technology specialists, to conduct an audit of MSWA's network and security infrastructure. The scope of engagement included internal and external penetration testing and an audit of the firewalls and password controls. The review identified a number of low and medium level findings with associated recommendations which have all been actioned by management. Overall, Empired was very impressed with the level of security at MSWA and highlighted a number of positive findings of good practice.

MSWA will conduct technology infrastructure vulnerability scans on a quarterly basis with reports provided to the ICT team for review. In addition, annual internal and external penetration testing will be conducted along with an audit of firewalls. The Audit & Risk Committee will receive an annual report on the above activities to review.

INTERNAL AUDIT PROGRAM

Internal Audit is a key element of governance in any organisation and a valuable tool to manage risk effectively. The Internal Audit Program provides the Audit & Risk Committee, Board of Directors, Chief Executive Officer, senior executives and stakeholders with an independent view on whether an organisation has an appropriate risk and control environment.

The Committee has put in place a risk-based rolling plan of internal audit engagements that reflects a program of audits over a 3-year period. This approach is designed to allow flexibility to meet the needs of the organisation and ensures continuity of the internal audit function on an ongoing basis. The plan will maintain a mix of financial reporting control audits and those of an operational or strategic nature.

FINANCIAL REPORTING

The Committee has reviewed the annual financial statements with management and the external auditors. The Committee has discussed the application of MSWA's accounting policies, major transactions and any accounting issues with the external auditors. The Committee is satisfied as to the appropriateness of the policies adopted, the materiality of the judgments used and that they have been applied accurately. The Committee is pleased to advise there were no matters to report to the Board in relation to MSWA's internal controls.

The Committee is satisfied an ethical culture has been embedded throughout the organisation, internal controls have been operating as designed, MSWA's assets have been adequately safeguarded and the internal and external auditors have been effective and independent throughout the period. The Committee is supportive of a current initiative by management to implement a Whistleblower Policy as an important component of good corporate governance. MSWA is committed to the highest standards of conduct in all our activities and supports a culture of honest and ethical behaviour.



CORPORATE GOVERNANCE COMMITTEE REPORT

BILL HASSELL AM JP

The MSWA Board has for many years appointed annually a Corporate Governance Committee and relied on that Committee for guidance and input in several areas.

The Board places importance on the operations of the Committee in seeking to ensure MSWA operates within 'best practice' principles in its own Board and in the governance of MSWA.

The Charter of the Corporate Governance Committee is as follows:

CHARTER - CORPORATE GOVERNANCE

1. To review/revise Board and Committee Charters to ensure they are appropriate for the good governance of MSWA and to meet organisational objectives.
2. To consider and review organisational policies and receive reports on the policies operating in MSWA, and to recommend policies to the Board.
3. To provide relevant advice and recommendations to the Board on the Constitution.
4. Determine the independence of Directors and monitor the ongoing status of such Directors.
5. Consider questions of possible conflict of interest arising for Directors, review existing behaviour and ethical guidelines for Directors and recommend changes for adoption by the Board.
6. Oversee the process for the annual review by the Board of the Chief Executive Officer.
7. To keep abreast of developments in the corporate governance field and annually review/assess the corporate governance practices of the Board, recommending any proposed changes to the Board for approval.

With a number of complex issues confronted by MSWA it has been necessary and appropriate for MSWA's CEO to seek advice, guidance and input from MSWA's solicitors, relieving the Corporate Governance Committee of responsibility in those matters.

The Committee meets from time to time as required.

The Committee is currently dealing with the following business:

- / The periodic review of/updating of/and introduction of new policies, and
- / Finalising a question raised about a possible conflict of interest by a Board member – determined not to be a conflict.

The Committee is always mindful that its role is to advise the Board.



RESEARCH COMMITTEE REPORT

ROS HARMAN

MSWA continues to set records. The MSWA Board and management are very proud to be the highest contributor to neurological research in Western Australia again this year.

In 2019, MSWA contributed \$3.5 million to research into neurological conditions.

We are pleased that – in addition to national and international contributions – we continue to fund research right here in Western Australia. We have allocated \$400,000 to MS research projects at Western Australian organisations, such as Edith Cowan University and Curtin University. In addition, we have allocated \$1 million to those same WA institutions, and also the Perron Institute, for research into other neurological conditions. All this research will help us better understand the causes of these conditions, develop better treatments, and ultimately work towards finding a cure.

As well as being able to support WA research, we donated \$2.1 million to the national research body, MSRA, requesting \$1.4 million be distributed to Australian research projects, and \$700,000 to the International Progressive MS Alliance.

The total of \$3.5 million was allocated as 77% to MS research and 23% to research into other neurological conditions.

I'm delighted to announce that, in this financial year, our total contribution to research has increased to \$4 million.

People living with a neurological condition require two things: treatments that work, and ongoing research into knowing more about their condition and working towards a cure. MSWA can hold its head up high in the work it does in these areas.

We thank the people of WA for their support of MSWA through buying Mega Home Lottery tickets, raffle tickets, and supporting our events so that we can provide funds to improve the lives of people living with a neurological condition.



SPONSORS AND PARTNERS

MSWA is able to better deliver our core purpose of supporting Western Australians living with neurological conditions, through our continued focus on working with research bodies, businesses and government. Whether supporting our fundraising initiatives or delivery of our disability services, we thank each and every one of these organisations for their direct financial or in-kind support.

RESEARCH PARTNERS

We are committed to improving the lives of people with neurological conditions through continued neurological research both on a local, national and international level.



KEY SPONSORS

Thank you to all these organisations, MSWA is extremely appreciative for the ongoing support you provide.



TAKE A BREAK IN THE SOUTH WEST.



MSWA

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WHATEVER YOUR NEURO, WHATEVER YOUR NEEDS, WE ARE READY.

Whether you or a loved one need a break from daily routine, we have a range of rooms with 24-hour care at MSWA Treendale Gardens Respite for a much-needed break.

Call us on 1300 097 989 or visit mswa.org.au/residentialrespite to find out more.

WE ARE READY

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WHATEVER YOUR NEEDS,
WE ARE READY
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flexible NDIS services available in
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