



ANNUAL REPORT 2021-22



WE KNOW NEURO

In the spirit of reconciliation, MSWA acknowledges the Traditional Custodians of the many lands and language groups of Western Australia and their connections to land, sea and community. We pay our respect to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

NAVIGATION MENU

OUR IMPACT

PRESIDENT'S WELCOME

HORST BEMMERL

It is with great pride that I write this note as we celebrate 50 years of supporting people with MS and more recently other neurological conditions. Our purpose has remained steadfast throughout the decades –

to empower people living with neurological conditions to live their best lives.

Over this time, we have provided services and support, Outreach, community care, purpose-built supported accommodation, and respite to so many people living with neurological conditions and their families.

It has been an incredible journey. What humbly began as The MS Society, established by a group of individuals with MS to bring like-minded people together in support, is now MSWA; an organisation that cared for more than 2700 Clients, employed 1,000 staff and saw a turnover of more than \$115m under government funded NDIS and Aged Care Schemes in the past financial year.

Over the last year, we said goodbye to Marcus Stafford after 19 years of vision and leadership and welcomed Melanie Kiely as our new CEO. We also sadly farewelled Ros Harman, as President and long-serving MSWA Board member. Adapting to these changes alone have been no small feat. I am incredibly proud of how our Clients, the Board, the leadership team and all of our staff have risen to these challenges to end the year in excellent shape.

Our achievements this year included the investment of \$5m into vital research,

covering areas of treatment, diet, lifestyle, support models and the never-ending search for cures. We have also invested in future developments to secure supported living accommodation, respite, and services for the future.

We could not have achieved this without the support of people with neurological conditions we provide services to,

our staff, the medical and research fraternity, MS Australia, government funding and last, but not least, the wonderful people in Western Australia who support MSWA.

Thank you all – we couldn't do it without you.

Looking ahead, we intend to keep our focus on our purpose and drive greater impact by supporting more of the people we exist to serve, in a safe and sustainable way.

To do this, we need to re-examine our structures and constitution, adapting for future impact and ensuring it is fit-for purpose and legally compliant today and into the future.

We must listen to the changing needs of people with neurological conditions, while establishing the governance required for an organisation of our size.

In doing this, the Board and the leadership team look forward to starting a wide consultation process to define what this looks like moving into our future.

I know that the Board, leadership team and I, are deeply passionate about building on strong foundations as we look ahead to the next 50 years.

“ I look forward to meeting with many of you over the next year to collaborate on this important work. I feel a great sense of pride for everything we have achieved together over our 50-year history.”



FROM OUR CEO MELANIE KIELY

It is an honour to introduce the MSWA Annual Report, marking our 50 – year milestone and my first as CEO.



It has been a challenging year for the team, but one we should be proud of. Most importantly, we have managed to keep our Clients and staff safe and cared for during COVID-19 and have continued to provide services and support with, at times, very restricted staffing.

My focus with the team this year was to find clarity and cohesion on our purpose, and agreement on our strategic direction.

There is no doubt that under the leadership of the Board and the previous CEO and staff, MSWA is in good health.

We do however need to take stock of how we build on this solid foundation and seek to understand what remains challenging for the people we support.

This will guide how we structure and focus ourselves for the next 50 years.

Half a century ago, MSWA started as a small society of people with MS coming together to support each other and provide services in an environment where very few were available. Today we are a much larger and more complex organisation.

Growth brings with it the need for a more disciplined governance approach, without losing the personal and community touch which has made us so strong.

In forming our strategy, our collective focus has been to connect back to our core purpose; to empower people with neurological conditions to live their best lives.

To do this, we need to get closer to the people we exist to support, and truly listen to what they want and need.

We must rebalance from a corporate approach to a more connected and community focus.

Research, advances in care and government funding have all changed and needs will change with these developments. Assuming we can keep providing the same solutions is flawed and lacks the connection to the people we are trying to support.

I am excited to be working with the Board and the leadership team to deliver our new strategy and refine it as we listen to our Clients and stakeholders.

I am personally grateful for the constant support from the Board, the leadership team and all of our amazing staff.

The dedication is evidence of their total commitment to what we do and the people we aim to help. Thank you.

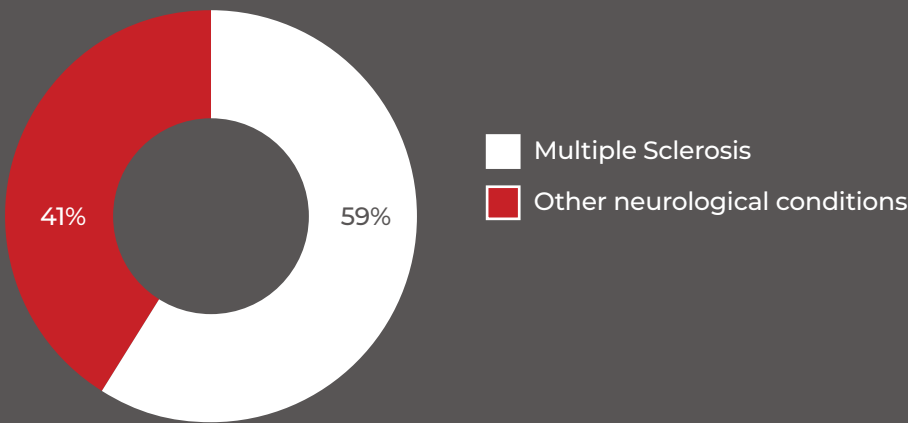
We look forward to sharing more openly with you where we invest the money we receive and the impact it has on the amazing people we support.

“To all our Clients, donors, ticket buyers, volunteers and supporters, thank you for making a difference.”

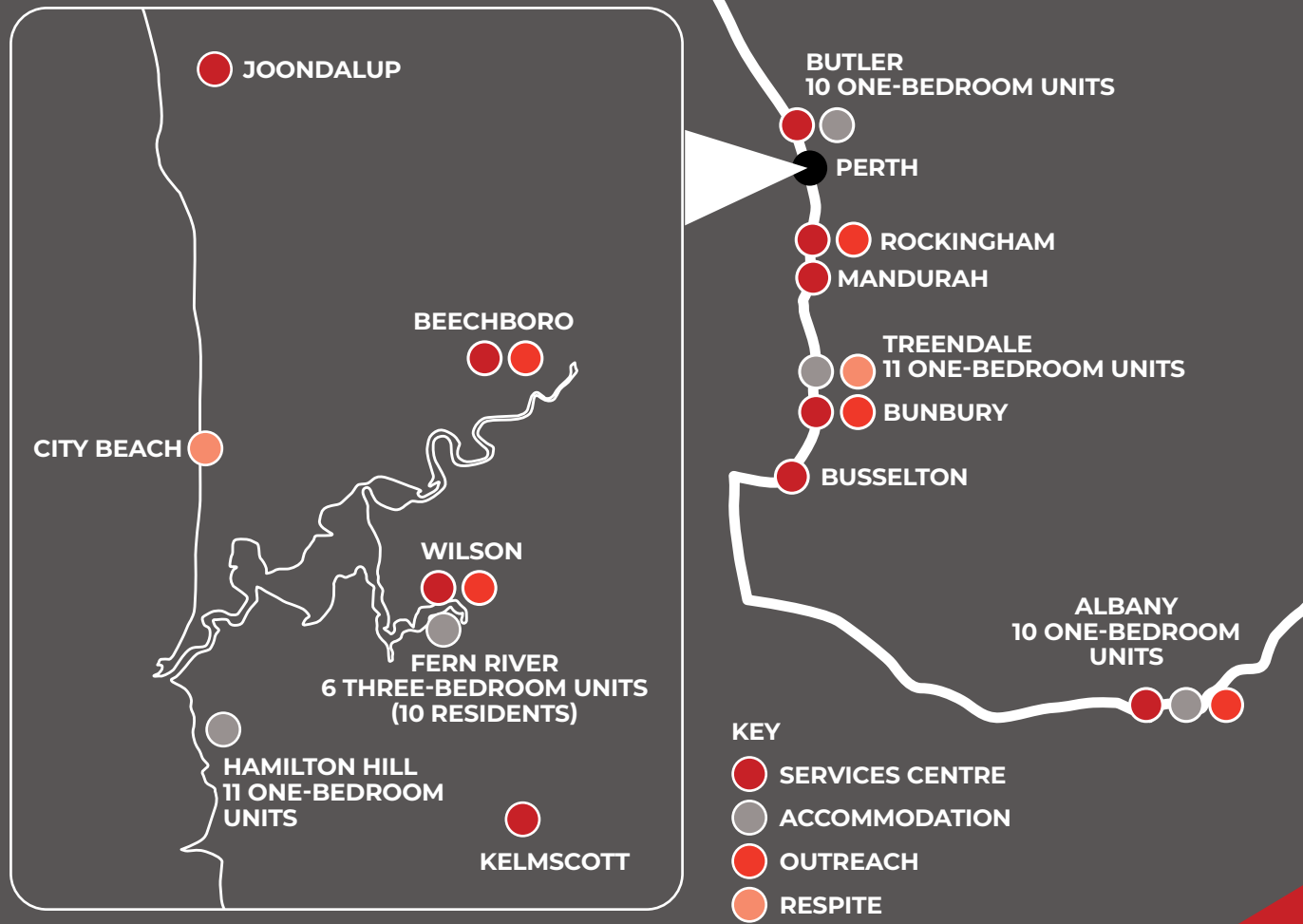
OUR COMMUNITY IMPACT



OUR FOCUS



OUR FOOTPRINT



OUR COMMUNITY SUPPORTERS

Thank you
WA

Our fundraising community had another bumper year raising awareness and funds to support the work we do to improve the wellbeing and quality of life for people living with neurological conditions.

We continue to be amazed by your passion, drive and commitment to our cause.

TEAM MSWA

EVENTS
24

MONEY RAISED
\$210,000



MSWA

OCEAN RIDE

PARTICIPANTS
2,487

MONEY RAISED
\$491,000



MSWA

STEP UP

PARTICIPANTS
1,003

MONEY RAISED
\$233,000



MSWA

ALBANY RIDE

PARTICIPANTS
178

MONEY RAISED
\$42,300



MSWA

ALBANY SWIM

PARTICIPANTS
60

MONEY RAISED
\$21,600

BEQUESTS

TOTAL NUMBER OF BEQUESTS
13

TOTAL FUNDS RAISED
\$337,472

VOLUNTEERS

TOTAL NUMBER OF VOLUNTEERS FOR FY 21/22
980

DONATIONS

TOTAL NUMBER OF DONATIONS
1028

TOTAL FUNDS RAISED
\$131,056



MSWA

MEGA HOME LOTTERY

2 SOLD OUT LOTTERIES

NUMBER OF WINNERS
34,027



MSWA

Luxury LOTTERY

5 SOLD OUT LOTTERIES

NUMBER OF WINNERS
15



MSWA

MULTI-CHOICE RAFFLE

4 RAFFLES

NUMBER OF WINNERS
12

KEY SUPPORTERS

CENTRAL PARK

City of Joondalup

Wilson Parking

Government of Western Australia Department of Communities

retraVision

A+ CITY OF Albany

GOVERNMENT OF WESTERN AUSTRALIA

ALTRAD

SOUTHERN PORTS ALBANY BUNBURY ESPERANCE

ROAD SAFETY COMMISSION

WB WEBB & BROWN-NEAVES

Pharmacy 777

lotterywest

Government of Western Australia Department of Health

MORE THAN \$64.5M RAISED THROUGH LOTTERIES

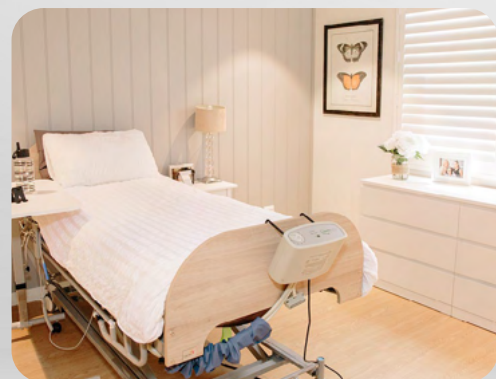
OUR IMPACT

PLACES TO CALL HOME

This year our impact expanded across WA as we proudly opened the doors of a new High-Support Accommodation Facility to the local community in **Albany**. This includes a new state-of-the-art Services Centre to provide even better support for people with neurological conditions in the Great Southern.

Investing in our collective future is important. With this in mind, we have created a reserve fund for future capital investments. We have two capital projects in the pipeline. **Shenton Park** will be a 20-bed High-Support Accommodation facility. Meanwhile, a High-Support Accommodation and Service Centre is planned for **Golden Bay**.

MSWA also provides respite homes built to meet the needs of people living with neurological conditions. They are a 'home-away-from-home', comfortably appointed with on-site 24/7 care and support.



DENISE AMATO

"Everyone that buys a ticket in the MSWA Mega Home Lottery contributes towards changing the lives of individual people living with neurological conditions in WA, because the money raised allows MSWA the opportunity to provide facilities like this beautiful new facility in Albany."



NEIL CUMMING

"Living at MSWA allows Neil to have a normal life and the biggest thing we've gained is peace of mind because if anything happens to us, we know he's safe and sound."
– Neil's parents



OUR IMPACT

RESEARCH FOR A BRIGHTER FUTURE

Our commitment to research remains a key focus as we strive to improve the lives of the people we support, while also searching for a cure. We proudly announce that in the 2022/23 financial year, we are committing a further \$5 million to neurological research. This new contribution means MSWA has contributed over \$34 million to local, national and international research over a decade.

OUR RESEARCH PROJECTS:



ELUCIDATING DIET IN MS

CURTIN UNIVERSITY - LED BY ASSOCIATE PROFESSOR LUCINDA BLACK

This research is built around the need for high-quality evidence on the influences of diet on MS. Goals include the development of educational resources and rigorous protocols for diet-related clinical trials.

“There is a really positive feeling in WA now about research in MS and other neurological conditions because we have such great local funding from MSWA. The research projects start here so it will always involve people with MS in WA.”

“We hope to get something that people with MS will engage with so they can lead their best lives.”

Learn more about the research [here](#).



SYSTEMATIC PROFILING IN NEUROLOGICAL CONDITIONS (SPIN) RESEARCH PROGRAM

EDITH COWAN UNIVERSITY - LED BY PROFESSOR MOIRA SIM

Translating research into practice, this multidisciplinary team are identifying markers in individuals that will assist with developing and delivering more targeted therapeutic interventions for Stroke, Huntington's, Parkinson's, and MS. Ultimately, these researchers are improving quality of life and outcomes by providing evidence-based information and application.

Innovations include light therapy glasses promoting more effective sleep and reducing fatigue, and the MindPod exoskeleton for upper limb rehabilitation.

“Our focus is understanding what it means to live with a condition and co-designing interventions that help people to live better now.”

Based on priorities set by people living with neurological conditions, we have developed interventions that are aimed at improving fatigue, mood, movement and understanding of conditions and treatments.

Learn more about the research [here](#).



NEUROPROTECTION AGENT

PERRON INSTITUTE - LED BY PROFESSOR BRUNO MELONI

This exciting project is the ongoing development of a neuroprotection agent for use in acute stroke and subsequent efficacy testing that will ultimately lead to clinical trials. This new treatment could potentially improve outcomes for patients after stroke, and possibly acquired brain injury, by reducing brain damage in the time-critical acute phase.

Learn more about the research [here](#).

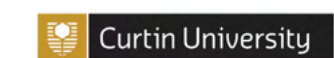
TRACEY HOCKEY

“It excites me to know that the services and support I’m receiving are new and cutting edge. MSWA’s research funding makes sure that we with neuro conditions have the most up-to-date information, care and technology available. New ways of living, knowing, thinking and being.”

RESEARCH PARTNERS



INTERNATIONAL
PROGRESSIVE MS ALLIANCE
CONNECT TO END PROGRESSIVE MS



OUR IMPACT

SUPPORTING YOU TO LIVE YOUR BEST LIFE

SERVICES

As we responded to another challenging year of COVID-19 our Client Services team delivered an incredible **868,925 hours of service**. That's the equivalent of 36,205 full, around-the-clock days.

This includes a huge range of life-improving services provided by our passionate and experienced team. Our staff are trained to focus on the whole person, not just the condition. We tailor each individual's program of services and support to meet their physical and emotional needs and maintain or improve their quality of life.

Our fundraising efforts give us the ability to provide our Clients with cutting-edge equipment, technology, and treatments made possible through our investment in research.

View our full list of services [here](#).

OUTREACH

Our Outreach centres provide a comfortable and engaging environment, where Clients can visit and socialise with their peers, or even enjoy a game of Chair Ping – a modified version of Table Tennis invented by one of our very own Clients.

Care support staff join each session to assist with personal needs and to promote a positive environment, whether it is a simple conversation over a cuppa, helping our Clients to get creative or a laugh over lunch.

RESPIRE

Our respite homes are purpose built to be a 'home-away-from-home' for people living with neurological conditions, while providing invaluable relief for families and carers. Comfortably appointed with 24/7 care and support, our residential respite offers the chance to rest, recharge and connect with others.



ROS HARMAN

"I have met some lovely people here [in respite]. The staff are gorgeous, and some of the other residents are very interesting too. Margaret Doody House is a nice place... everything is wheelchair accessible and staff are always there to help one with anything that is needed."



BOB MASEK

"My OT, Physiotherapist and Exercise Physiologist look after me very well. Physiotherapy is really beneficial and important. For example, I was given exercises for a sore shoulder and after a week I no longer had to take painkillers. I could name a number of similar examples in my years with MS."



ROBERT CRIDGE

"From day one they have been supporting me. They have fostered this positive attitude I have towards MS and made it even better. From a personal perspective I could not get any more support from MSWA in achieving some life goals."

JASMIN FRANKLIN

"The Outreach staff are incredible and so positive, it's always such a happy place to go to and they support me so much with my artwork. I go to the Wilson Outreach and also attend a coffee club. There are so many amazing people out there who are just doing life with neurological conditions."



OUR IMPACT

RETAINING THE MEANING OF WORK

In 2021/22 we introduced Employment Support Services to our portfolio, assisting Clients to remain meaningfully employed or find employment.

The MSWA Employment Support Service is the only specialist employment service for people living with multiple sclerosis in Western Australia.

This is a free service for Clients living with MS, funded by the Department of Education, Skills and Employment.

The team includes allied health professionals and an employment consultant with a specialised knowledge of MS.

Our aim is to extend this service to people with other neurological conditions in the 2022/23 financial year.



WHAT WE OFFER:

JOB SEARCH:

- Resume and application writing
- Job seeking assistance
- Interview preparation

WORK ASSIST:

- Disclosure discussions and advice
- Workplace advocacy and support
- Clinical interventions, such as mobility and ergonomic assessments
- Assistance to obtain equipment for your workplace

BEN CHENERY

“Not knowing where to get support was the biggest hurdle I faced in the first 6 - 12 months. If it wasn’t for MSWA’s Employment Support Service, I probably would have given up on a few things.”

INVESTING FOR THE FUTURE

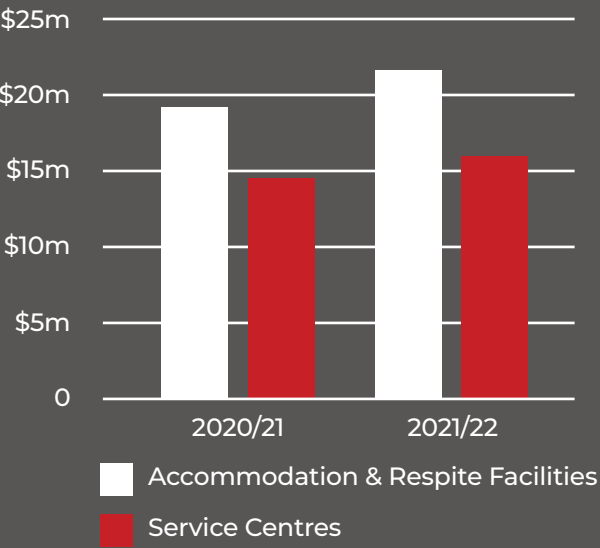
REINVESTING FOR FUTURE NEEDS

OUR FINANCES

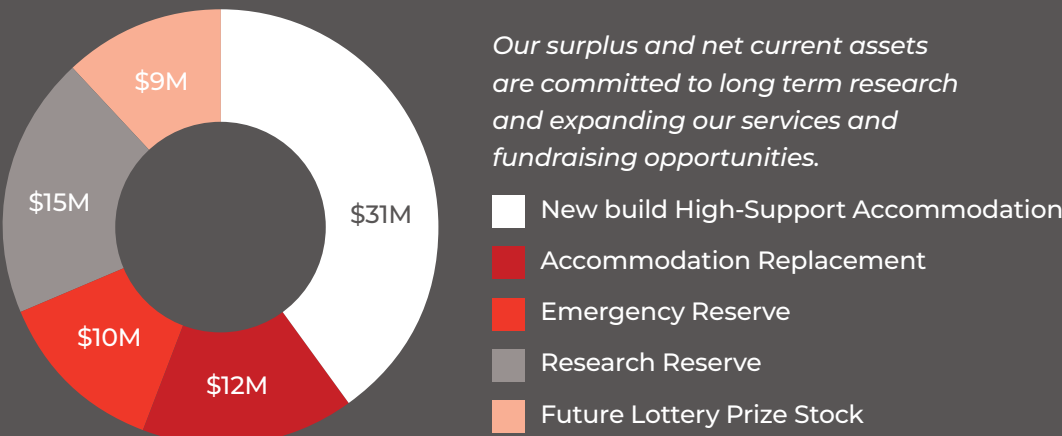
| | FY 20/21 | FY 21/22 |
|---|---------------|---------------|
| REVENUE | \$112,459,567 | \$115,248,148 |
| EXPENSES | -\$87,515,730 | -\$95,574,555 |
| NET GAIN/LOSS ON FINANCIAL ASSETS AT FAIR VALUE | \$1,613,183 | -\$881,238 |
| SURPLUS | \$26,557,020 | \$18,792,355 |
| NET ASSETS | \$72,291,027 | \$91,083,382 |
| NET CURRENT ASSETS | \$35,437,367 | \$49,150,143 |

FIXED ASSETS

The increase in fixed assets reflects the increasing investment in facilities.



INVESTMENTS FOR THE FUTURE (3 YEARS)



Our surplus and net current assets are committed to long term research and expanding our services and fundraising opportunities.

CAROLINE CLARKE-SMITH

“In the times when you are having a really bad day, you can just ring MSWA up and someone is always willing to take the time to chat to you and see if they can help you in any way. Now we have services here in Albany, it is much easier to knock on someone’s door and have a chat.”



OUR FUTURE TOGETHER

Shifting our focus to the journey that lies ahead of us, our new strategy will focus on five key areas:



SERVICES PEOPLE WANT

Understanding what the people we support want and need and deliver our services in a way that delivers that – this may mean challenging our overall service approach.



QUALITY AND SAFETY

A quality and safety culture that is core to how we think and act with everybody thinking, reporting, and improving the way we do things to keep everyone safe and well.



THE BEST PEOPLE

Attracting and most importantly keeping the best staff and investing in their training and support. The key is to foster long-term Client and staff connections.



FINANCIAL STEWARDSHIP

Ensuring we will be around for another 50 years.
This means planning to invest today's surpluses deliberately and transparently for future capacity and needs.



PARTNERSHIPS

Create movements that are bigger than us and drive greater impact by partnering with experts in their fields, including research, governments, services and most importantly partnering to design solutions with the very people we exist to support .



PEOPLE SUPPORTED BY MSWA

OUR PEOPLE

BOARD MEMBERS



Horst Bemmerl
Acting President



Jason Brotherson
Vice President



Ros Harman
(departing FY21/22)



Bhavesh Morar
Treasurer



David Jones



Liam Roche



Michael Fay



Mike Linto
(departing FY21/22)



Andrew Strelein



Professor Bill Carroll AM



Jessica O'Neil

To learn more about our board, [click here](#).

EXECUTIVE TEAM

Melanie Kiely – Chief Executive Officer

Asanka Dissanayake – Chief Financial Officer

Nicola Washington – Chief Client Operations Officer

Tony Millar – Chief Marketing Officer

Julie Fairweather – Chief People & Culture Officer

Alison Cox – Senior Manager, Quality, Safeguarding & Risk

To learn more about our executive team, [click here](#).

