



Annual  
Report  
**2017  
/18**











## Who we are

Mpower has been serving south-west Victoria as an accredited community-based agency since 1975 when a small group of families, concerned about lack of support for children with disabilities, decided to take action.

It is now widely recognised for high-quality professional services demonstrating innovative, responsive and contemporary practice.

This past financial year has been a milestone with the phasing in of the National Disability Insurance Scheme (NDIS) which puts us into a competitive market. We have retained most previous clients as well as attracting new families to our services and at the end of the reporting year were providing supports for 334 NDIS participants.

We have worked hard to ensure we had appropriate systems and structures for strong governance, streamlined reporting and information and robust financial management.

Our services are provided by skilled teams of professional workers including teachers, therapists, administration and direct support staff, based in

offices in Warrnambool, Hamilton and Portland with outreach programs to Camperdown, Lismore, Geelong and other regional centres. This positioning of offices supports our commitment to being a locally-based, family / client centred service provider.

Mpower is firmly focused on remaining sustainable in an ever-changing operating environment with evolving needs and high cost pressures.

We take pride in promoting new learning which encourages personal development, innovative thinking and identifying creative solutions. We want to be seen as the contact for services, resources and information to help families and individuals to have meaningful connections to their communities. Mpower works closely with communities, corporate entities, councils, and governments to achieve quality disability and carer services that offer real choice and control.

## Our Patron



### Mr Geoff Handbury AO

Mr Geoff Handbury AO has been Patron of Mpower since 2010. Mr Handbury promotes the mission, values, aims and objectives of the organisation and Mpower is delighted to have him as our Patron.

We acknowledge Mr Handbury's continued generosity in donating \$10,000 towards Mpower's cause.

# Board of Management



## **David Beggs** President

BVSc MVS FAVA  
Cert IV in Training and Assessment, PhD Candidate  
Veterinarian – Warrnambool Veterinary Clinic  
Faculty of Veterinary and Agricultural Sciences, The University of Melbourne  
Joined the board in 2005



## **Neil Ballard** Vice President

B Ec, Dip Ed  
Rural Access Project Officer – Warrnambool City Council  
Member of the Finance and Audit Sub Committee  
Member of the CEO Performance Management and Remuneration Sub Committee.  
Joined the board in 2011



## **Rhys Boyle** Treasurer

B.Bus  
Grad. Dip. Health Service Management  
Member of Finance and Audit Sub Committee  
Joined the board in 2015



## **Helen Bayne**

B.Comm  
Cert IV in workplace training and assessment, Masters in Ed (in progress)  
Senior partnership broker  
South West Local Learning & Employment Network  
Member of CEO Performance Management and Remuneration Sub Committee  
Joined the board in 2013



## **David Beard**

Diploma of Management, Bachelor of Education  
Secondary Teacher – Emmanuel College  
Joined the board in 2013



## **Adam Kempton**

LL. B , B. Ec.  
Lawyer, Company Director, Business  
Proprietor, Not For Profit Board  
Memberships  
Joined the board in 1997



## **Kerrie Hughson**

Bachelor of Commerce (Deakin),  
Member of the Institute of Chartered Accounts of Australia (ICAA)  
Associate & Managing Accountant at Sinclair Wilson.  
Joined the board in 2017



## **Michele Downs**

B.A. (Hons) L.L.B  
Solicitor – Farrelly Legal Pty Ltd.  
Joined the board in 2017

# CEO & President's Report

Our vision is 'a community inspired and empowered by people of all ages, abilities and differences'. All the services we provide and the work we do is aimed to achieving this vision.

It is a pleasure to take time to reflect on the 2017-18 year to provide this report. Mpower is pleased with its outcomes for a year which has been both trying and satisfying. It is important to note that in the reporting year we have been part of the biggest social change in disability service provision many of us will see in our lifetime. While Mpower began its transition to the NDIS (National Disability Insurance Scheme) in October 2017, the NDIS has been and continues to be all consuming. Thus, the journey began, and we continue to work toward the destination.

*".....NDIS is the right reform for Australia, but warns that the scale and complexity of implementation is placing great pressure on stakeholders, including service providers"*  
– David Moody Victorian Manager, National Disability Services (NDS).

Financially the year was positive, with the return of a modest surplus which was an excellent outcome given the commencement of NDIS required the budget to be set with 'guesstimates' for nine months of the reporting year.

The modest surplus is particularly pleasing given we have undergone a write down in the value of Mpower House, undertaken a redevelopment of the office at 71 Koroit Street, entered into lease agreements on new offices in Hamilton and Portland and a short-term lease on a residential property for service provision for a three-month period.

The renovations to the reception and administration areas of our Warrnambool offices during the reporting year were within our strategy of 'transforming our workplace and culture'. The outcome on time and on budget, has given us a very functional, attractive and modern entrance and a much larger conference room at the front of the building providing easy access for our service users and stakeholders.

Mpower met its strategic aims for preparation to move into NDIS having trialled many of the systems for the new market driven services prior to transition. Despite this preparation, the huge scaling up following the transition was intense and required the full dedication of a 'one Mpower' approach.



The enormous adjustments demanded by the NDIS has required transformational change across all levels of the organisation, from management to service delivery. Staff have been positive in the face of continuous new learning and have been amazingly resilient despite having to work in an uncertain world of 'open ended change'.

*"Despite almost two years of preparation for NDIS, we are struggling with the changes we need to quickly make across so many areas to ensure ongoing high standards of care and financial viability of our business"*  
– Disability Service Provider, Disability Services in The State of the Disability Sector Report, 2017.

Mpower prides itself on being a learning organisation and has tried to maintain this value through the year despite the challenge of little funding for training under NDIS. Specific training required and provided by DHHS was undertaken by 12 disability support workers who completed a 4-day course covering 'Working with trauma affected clients' and 'Providing residential care'. This was a huge imposition on our staffing but mandatory for agencies providing residential care. While the cost of this training was covered by DHHS, NDIS pricing allows little to no funding to provide training, supervision, team meetings with staff. This is an ongoing concern in the face of striving to maintain quality services. Our HR Manager successfully negotiated with Western District Employment Access some very generous terms for our key disability support workers to undertake the Cert IV in Disability, with in-house course work support fortnightly. This has seen these workers successfully undertake this valuable training.

# CEO & President's Report

*The sector is undergoing substantial change and growth simultaneously. Both actions require significant investment in new infrastructure, human resources, marketing and other areas. As most organisations are not-for-profit and have evolved their business models to fit previous government policies, they must consume existing assets or borrow to fund investment.'*

State of the Disability Sector Report, 2017. Ken Baker, CEO NDS noted that in 2017 34% of NFP made a 4% profit (just breaking even – not enough to reinvest in growth).

Attendance at the NDS National Annual CEO Conference in December, 2017 resulted in recognition that the most important issue for Mpower for future success was the need for a culture change to have a data driven organisation. 'Data validates change' is a new concept for the community sector that has arguably been 'unaccountable' and paid for quantity not quality by governments. For staff to see the need to continue to change and do things differently we must collect data that shows at the least, we aren't just busy, but we are making a profit.

Mpower's investment in Marketing during the preparation period appeared to have paid off as we found business to be booming after the NDIS launch. Within two months of operations we had secured 90 clients plans totalling \$750,000. Of these an estimated 85-90% were existing clients with the additional 10-15% new clients choosing Mpower for their NDIS service provision. Demand has required the opening of Mpower offices in both Hamilton and Portland to provide a base for services to these communities. The demand and subsequent change to our business practices required a new strategy to guide us moving from a government funded agency to a business generating 65% of its income. To achieve this, staff, managers and the Board worked together to develop a new strategic plan to guide our work from 2018-20.

The rapid growth in demand for therapy services instigated by the NDIS has required careful management. After due consideration we imposed a temporary cap on the age of people receiving therapy services from 0-12 years. It is in this area particularly that staff numbers remain a growing

pressure as we strive to meet the increased demand for services. Against the trend, Mpower has been successful in attracting therapists now employing a team of 15; up from a low base of 3-4 in 2016.

*As at 30 June 2018, participants aged between 0 and 14 years comprise 38% of participants with approved plans. (NDIS Quarterly report), April-June 2018.*

Throughout the year we have continued to provide many of the NDIS disability services from our residential rental property to meet the demand for a range of age groups requiring respite services, and to accommodate Out-of-Home Care services, which were provided for a large part of the reporting year.

Workforce and cultural changes continued to be a strong feature for the year as the organisation positioned itself and transitioned to the NDIS. The new structure introduced during the previous year recognises the two service streams of the future - NDIS Services and Community Services. Managers were appointed to these positions, supported by program team leaders reporting to each division. A new executive team has been developed, creating a close working relationship between the two key managers, Accountant and the CEO. This structure allows quick and flexible decisions to be made with the ability to reference organisational needs.

Mpower's membership of National Disability Services (NDS) disability services peak body is enhanced with the CEO's continued membership of the NDS State Committee. Mpower staff and Board members have continued to avail themselves of many opportunities for training and information updates and learning and development opportunities offered through NDS.

Through the State Committee role, the CEO accepted a role on the Sector Transition Funding (STF) Project Control Group (PCG). This requires oversight of the expenditure of STF \$4.85mil provided by the Victorian State Government over 15 months, to ensure a smooth transition by service providers and clients to NDIS. Projects under the STF cover two key areas: Sector Engagement and Information provision, along with Capacity Building. The PCG has been funded by DHHS until June, 2019.



*To meet the forecast increase in demand for disability support services, the national disability services workforce will need estimated additional 70,000 workers by 2019. NDIA Corporate Plan 2017-21.*

This state committee role also facilitated the CEO's invitation to a round table event, hosted by the Minister for Training Skills, Gayle Tierney, and Victorian Skills Commissioner in July, 2017 which was a precursor to a series of events in the southwest. The CEO provided information on the skills requirements in our sector, specifically in this region, with the onset of NDIS. This is a two-pronged issue as the large growth in funding in the sector equates to an increase in staff requirements, particularly in the allied health sector, where there is a lack of trained professionals.

Mpower has moved to the ISO 9001 Quality Management System Standards for its quality assurance from the commencement of the 2017-18 financial year. The initial accreditation to ISO 9001 was granted in January, 2018 following a full audit in October, 2017 against ISO 9001:2015 and Human Services Standards which resulted in a positive outcome. The ability to maintain and demonstrate quality is a growing requirement in the NDIS environment with new National Quality and Safeguarding Legislation being rolled out in Victoria in 2019.

To assist the organisation to maintain its ongoing value of quality, a focus group has been established with a group of interested community members and service users lead by Mpower's Deaf Access Co-ordinator who works in the community building area. This group has given their time to meet and discuss various areas of Mpower's services providing structured feedback for the organisation to consider and implement as desired.

To ensure we provide connected services to the community, we continue to develop and nurture new and existing partnerships across the community sector. Mpower's membership of Community South West strengthens our strong relationships with other community based organisations, providing the capacity for an extended range of services to people in our communities.

Mpower is thankful for the support of a dedicated group of skilled volunteers providing direction for the organisation on our Board of Management. This group continues to give their time and knowledge generously to the ever changing requirements commanded by the rate of disruptive change in the sector.

We also have several generous volunteers providing program assistance and community transport. Mpower is indebted to these people for their generosity and commitment. Mpower's Community Transport program is completely reliant on volunteers drivers and we offer a special thank you to this group who are extremely important in the lives of those they drive for.

Amongst all this disruptive change the staff must be congratulated for their dedication to providing wonderful, supportive service to our clients and families. The essence of our staff is passion for their client service and their values, which puts Mpower in good stead for the new competitive environment.

*"The Association of the future has the purpose and values of a non-profit organisational mission, coupled with the enterprising and business-like nature of a corporate, to create prosperity, growth and progress for its members, markets and its own mission and goals." The future of associations by Omer Soker, 2018. [www.theassociationspecialists.com.au](http://www.theassociationspecialists.com.au)*

**Kerry Nelson CEO**  
**David Beggs President**



# NDIS rollout: Huge team effort scored goals

The National Disability Insurance Scheme was rolled out in the South West Region on 1 October 2017. The result was enormous change to the way that disability supports are funded in the service system. These significant changes have required many hours of time and extra effort to learn new systems and processes. Staff have been resilient, focused and dogged in trying to solve complex problems and they are to be commended for their efforts.

A total of 334 new clients registered their NDIS plans with Mpower since the rollout in October 2017. Supports have been funded through NDIA-managed, plan-managed and self-managed plans.

Our Early Childhood Intervention Service (ECIS) and Disability Services teams continue to provide much-needed programs. ECIS is a home and community-based program for children with disabilities aged 0-7 years and their families. Therapy is also provided for primary school-aged children. Services are made available as required by the families in homes, kindergartens, community settings and/or at Mpower.

Pleasingly, clients who were already using our services have chosen to remain with Mpower under the new scheme. In addition, requests for ECIS and therapy services come at an average of five new participant referrals each week. Mpower has decided to cap therapy referrals to participants aged 12 and below as a means of managing demand. NDIS plans often include a key worker, speech pathology, occupational therapy and behaviour consultant services.

Our successful ECIS work includes play-based programs such as a pre-kinder group and play-and-learn sessions. Some families were provided with support in kindergarten settings.

There is high demand for behaviour support, but not a lot of services available in this part of the region.

The Helping Children With Autism and Better Start (HCWA) programs funded by the Department of Social Services (Commonwealth) were phased out with the transition to NDIS.

Our Disability Services team welcomed new support workers to handle the NDIS workload.

School holiday programs, which we are looking at extending due to popular demand, operate in Warrnambool during the year and for three weeks in January.

Youth Group/High Flyers programs provide teenagers opportunity to, socialise and have fun with peers. The popularity required the development of Junior Youth Group/ Junior High Flyers catering for children between six and 12 years.

Nine weekends of respite are offered to carers to take a break. In August last year we began utilising Sturgeon View, Mpower's purpose built holiday house in The Grampians which proved hugely successful.

Twelve adults from the Warrnambool area participate in recreation programs through their NDIS funding with support from Mpower disability workers.

Mpower also provides support to two people via TAC/Workover funding.

Outside agencies contact our Disability Service Co-ordinators to purchase services for participants who don't have their own funding and we are engaged by child protection agencies to provide care for young people with disabilities when needed.





# Community Services

## SUPPORTING CARERS

This reporting period was continuously busy in our Carers Support Program which facilitates a variety of activities across the region to support volunteer carers in their demanding role.

As well as regular community outings, highlights included Carers Week in October and the Mpower Christmas in December.

The Carers Big Day Out and the 'Two Ports Perusal' in Port Fairy and Portland, along with a stage show Tribute to Cash, Monroe and Elvis in Warrnambool were well attended and thoroughly enjoyed.

A Christmas in July celebration at Panmure and a demonstration of aides and equipment were also popular.

Day trips to Dunkeld provided carers with an insight into the opportunity for accommodation at Sturgeon View with or without their care recipient.

Warrnambool carers play an active role in advocacy and self learning, and represent the voice of regional/ rural carers.

Many Warrnambool carers attended the 'Elder Abuse Prevention Focus Group' in March, followed by an April forum on care.

The Warrnambool group has had numbers increase to 25 carers each month.

Terang's Carer Support group attendances rose to an average of 10 carers each month while Hamilton's group had an average of 5-6 carers registered with Mpower as well as those not yet registered.

At Casterton, the group was re-formed by the local hospital with support from Mpower.

## SPEAKING UP FOR THE DEAF

Our Deaf Access Co-ordinator Erica Smith, who covers the Barwon South West region, has been focusing on improving effective communication for people with a hearing disability.

Her work is aimed at helping them contribute to leading, shaping and influencing their community, to provide better access and understanding of hearing loss.

A new component was the introduction of Auslan classes in Warrnambool, Hamilton and Portland.

Half of the attendees were professionals who wanted better communication skills when working with deaf or hard of hearing people.

Others were community members with an interest in communicating with deaf people.

Subsequently, Western District Health Service used interpreting for the first time for a medical assessment of a deaf person.

Ms Smith is encouraging agencies to book interpreters for events across the Barwon South West.

Of particular relevance in the reporting period was the assistance to deaf and hard-of-hearing people accessing assistance through the NDIS. Many did not realise they were entitled to the scheme.

Issues around community acceptance of assistance dogs were also tackled.

Meetings with dog owners and Lions hearing dog co-ordinators discussed access issues and strategies to assist when conflicts occur.

# Community Services

There has been a noticeable decline in the number of businesses querying or objecting to guidance dogs and owners reported feeling more confident.

Other activities included lobbying Southern Grampians Shire to ensure that public events were accessible for the deaf.

## INTEGRATED FAMILY SERVICES

Integrated Family Services is a vital program for vulnerable families and Mpower staff are committed to its growth and quality.

In October, 2017, Mpower was successful in obtaining further funding to address outcomes from the Roadmap to Reform and inquiry recommendations. This funding has now been secured until 2020.

Our team continues to exceed the DHHS benchmark for client contact hours. This can be attributed to the complexities of clients being serviced and Mpower's high level of commitment to empowering clients. This reporting period has recorded the most successful outcomes for clients with 90 per cent of client targets receiving services and the highest throughput recorded for Mpower since the new service model implementation in 2012.

We continue to provide a significant number of hours of service to (41%) clients outside of Warrnambool.

A key family program is TAP (Totally Awesome Parents) where participants have an identified learning difficulty or intellectual disability.

The group meets fortnightly and for social events where parents and children come together to share their experiences and learn new strategies to assist in parenting.

## STRENGTHENING PARENT SUPPORT

The Strengthening Parent Support Program (SPSP) support parents and carers of children who have a disability or developmental delay. The SPSP Co-ordinator has worked closely with parents to establish peer support groups and provide individual support. With the assistance of the Co-ordinator, parents and carers have established support networks with other families in their local community.

The program has assisted 11 groups of parents to organise peer support sessions, 5 of those facilitated by SPSP Co-ordinator. In total 71 parents attended a peer support group gathering this year. Eight parents also took up the option of attending 5 education sessions. The program also provided 10 parents with individual support.







# The Year in Review

**Mpower values provide the framework for our practice. Here are highlights from the past year, showing how our values are reflected in our work.**

## QUALITY

– professionalism and quality  
in everything we do.

Despite extreme challenges and massive workloads with the introduction of the National Disability Insurance Service (NDIS) we continue to provide high-standard services.

In all departments we are handling larger case loads from clients, not only in south-west region, but interstate.

The Integrated Family Services had its highest throughput this reporting period since the new service model implementation in 2012.

It also achieved its most successful outcomes hitting 90 per cent of client targets and exceeded government targets for meeting client contact hours.

A total of 6,485 direct support hours were provided by the IFS team, 1,300 hours higher than the 2016-17 figure.

We successfully passed our three-year auditing to gain recertification to the Human Services Standards (HSS) and certification of our Quality Management System.

All policies and procedures have been reviewed to ensure they are in line with the NDIS requirements and a general change to the policy and procedure framework.

We were successful in applications for several grants namely \$35,000 from DHHS for the Elder Abuse Prevention Network, \$2000 from William Angliss

for general purposes and \$350 from the Geelong Seniors Festival for our DAV hearing dog talk series.

We secured offices in Portland and Hamilton this year. Visiting staff provide services by appointment from The Woolpress at 3 Henty Street, Portland. Two ECIS staff based in Hamilton, as well as visiting staff, provide services by appointment from office space at Western District Employment Access, 82 Brown Street, Hamilton.

We are working to revive interest in our Community Transport following the shift of funding last year from the Victorian Government to the Commonwealth Home Support Program.

The Carelink+ mobile system, which was rolled out recently, enables services to be scheduled and fully approved electronically at the completion of a service or shift via signatures on the touch screen of mobile devices.

This process automatically stores the information thereby fulfilling NDIS requirements of evidence for claiming.

We received a "good" rating after an unannounced performance audit of residential care services (Out of Home Care) against the HSS Standards over three days in early May 2018. The audit was of 71 Koroit Street and 84 Koroit Street and gave pleasing results.

Our website has been restructured with an Events button added to the front page. 'Events' is the 'go to' place for information on Mpower services with the newsletter moving to quarterly release. The changes have been gladly received by users.

## EMPOWERMENT

– person and family directed services  
recognising individuals' strengths

An additional 733 hours were allocated to Integrated Family Services projects across our region.

Significant complex family issues including drug and alcohol, mental health and financial hardship were the common trends.

Of the 93 families supported this reporting year there were 54 children identified with significant behavioural issues.

Six of the families serviced had a parent with an identified disability, while five families were identified as having youth with a drug or alcohol issue and 12 adults, including primary care givers, had a drug or alcohol issue.

Underdeveloped parenting skills were identified in 69% of families supported and alarmingly 25% of families had current exposure to family violence with another 35% having had exposure to family violence in the past.

A total of 86 cases received 64 hours of non-substantive support.

Client direct support hours had a significant increase this reporting period. This can be attributed to the increase in funding hours and intensive support being provided to six families under the new model.

Forty eight long-term clients received more than 40 hours of service including 13 clients who received more than 110 hours. Six of these received 200 hours of support in this reporting year.

Referral sources included 48% child protection, 12% self, 8% mental health services and 6% family services.

More than 120 hours of support were provided to 17 children with autism predominately through speech pathology and behavior in just one quarter of the year.

There was a significant increase in referrals at the beginning of 2018. We responded to this demand by recruiting more therapists.

These new therapists will be spending more time in Hamilton and Portland as well as in and around Warrnambool to meet regional demand.

Our early childhood intervention (ECIS) program provides home and community-based services for children with disabilities aged 0-8 years and their families.

We have 275 active NDIS participants including 102 through the ECIS aged seven and below, 173 in disability services aged eight and above and 59 financial intermediary clients.

Therapy services are also offered for primary school-aged children, as the NDIS identifies children with a disability or developmental delay as eligible to receive support.

The 19 staff on the team consist of three Early Intervention Teachers, seven speech pathologists, six Occupational Therapists, a Behaviour Consultant and two Therapy Assistants. Three of the staff are based in our Hamilton office and work across the Hamilton and Portland regions.

There are in-home and in-childcare programs being delivered across the region. However, services to the outer edges of the region continue to be challenging to deliver due to travel costs and time.

Disability services programs have again been popular in particular the school holiday programs, Youth Groups, High Flyers, out-of-home sessions, Weekend Getaways and recreation programs.

## RESPECT

– beliefs, feelings and values of individuals  
are acknowledged

Our Carer Support program provided a total of 4894 contact hours through the program last financial year to 179 carers.

The program provides support, information and referral to carers of people who are 65 and older who are frail, aged, have a chronic illness, disability or of any age if they suffer from dementia.

Carers from across the region who are registered with Mpower Carer Support Program have enjoyed many opportunities for social connectedness, respite and education through a variety of activities.

There are groups based in Warrnambool, Casterton, Terang and Hamilton.

Our Totally Awesome Parents (TAP) group for parent support that meets fortnightly at the Warrnambool Neighbourhood House continues to be popular.

Group participants, who have an identified learning difficulty or intellectual disability, are involved in planned events, including guest speakers and social activities.

Activities have included whale watching, a visit to Cheeseworld, making pencil holders at the Warrnambool Men's Shed, celebrating AFL grand final week at Lake Pertobe, making sundaes at Timboon Ice Creamery, a picnic lunch at Berry World and tenpin bowling.

A variety of activities were conducted at the community house regularly through the year.

Mpower's Deaf Access worker for Barwon/south West Victoria, Erica Smith, has been busy covering



the region to improve communication for the deaf and hard of hearing.

Her aim is to enable people with a hearing disability to participate in and benefit from the same community activities as everyone else.

She has run Auslan courses in Warrnambool, Portland and Hamilton, lobbied agencies to book interpreters for events across the region and worked hard to improve acceptance of assistance dogs in retail precincts.

Information sessions were held to help hearing-impaired residents understand the NDIS and how they could be eligible for assistance.

### **NEW LEARNING** – encouraging personal development and innovative thinking

Our budget allocation for training last financial year was \$45,000 and all staff were encouraged to update their skills and knowledge base.

Topics for new learning included Carelink+, SharePoint, strategic planning, NDIS implementation and process development, CALD (culturally and linguistically diverse), marketing and health and wellbeing.

Autism training included the picture exchange communication system and pragmatic language and social skills, while the early years allied health workers travelled to the Royal Children's Hospital in Melbourne for training.

Our integrated family services training involved sessions in Warrnambool, Melbourne, Hamilton, Geelong and Ballarat.

The carer support program team received training and learning opportunities including a Sydney conference, team meetings, working groups, and marketing and promotions.

Staff also received a total of 366 hours of supervision and reflective practice sessions which are vital to maintain high quality staff output.

Community education links included support groups for Parkinson's Disease and dementia, the combined health services network and carer support.

Our staff engage with the community to promote Mpower services and develop further positive working relationships.

We held information sessions at the Sungold Field Days in February, network group meetings in May for Wimmera and South-West providers and various NDIS community group talks and information sessions.



# Snapshot

**334**

participants  
with active NDIS  
plans using  
Mpower

**102**

Early Childhood  
intervention  
Service clients  
(aged 7 and under)

**173**

Disability  
Services clients  
(eight years and  
above)

**31,201**

service hours  
for NDIS clients

**59**

NDIS financial  
Intermediary  
plans

**25**

new staff  
appointments

**450+**

Facebook  
followers

**\$37,500**

philanthropic  
trust allocations

**1042**

hours of Schools Out  
after school social activities

**25%**

of families  
had current  
exposure to  
family violence

**3**

new therapists  
based in  
Hamilton

**179**

carers  
supported

**4894**

hours in  
carer support  
programs

**733**

hours were allocated to Integrated  
Family Services projects across our  
region

**48**

long-term clients  
received more than 40  
hours of service from IFS.

**13**

clients received more  
than 110 hours of service  
from IFS

**6**

clients received 200  
hours of support from  
IFS

Strengthening Parent Support Program (SPSP) assisted 11 groups of parents in organising peer support sessions. In total 71 parents attended a peer support group gathering this year.

**52**

participants used 6841.75  
direct 1 to 1 supports

**101**

participants used 4368 hours of  
group based supports





## Girls, Girls, Girls

Mpower's Girls Social Group is a weekly two-hour program to bring girls together to form friendships, learn new skills and have fun.

The group is run by Ayesha Albarwani (Speech Pathologist) assisted by Cheryl McKinnon adapt activities to the girls' interests.

Activities undertaken this year include meeting the Maremma dogs, mini golf, feeding the ducks, visiting Lake Pertobe, swimming at Aquazone and a games night.

## Toy Story Hero

Lyndy Boyle knows toys probably better than most in the community having worked for the past 24 years in the Warrnambool Toy Library operated by Mpower.

She has gathered a treasure of memories and gained great satisfaction in being able to supply appropriate resources for the enjoyment and development of children and adults with special needs.

Lyndy has a vast array of fun toys, equipment, books and other items in the library collection.

Borrowing is available for all ages as well as schools, pre-schools, play groups and community groups.

## Learning to play

Kindergarten and school-based services took place in various locations including Lismore, Dunkeld, Hamilton, Allansford, Warrnambool, Portland, Port Fairy, Timboon, Terang and Camperdown.

Pre-kinder groups on Tuesday are designed to develop independence in children and help them to follow group routines within an educational setting.

The Play and Learn (PAL) program runs on Thursday mornings designed to be a welcoming entry point for families, encourage developmental play and

familiarisation with Mpower services.

It is an environment in which therapists and key workers can engage and plan for any intervention required.

Families attending the playgroups indicated they value the group highly through their comments and consistent attendance.

These groups provide an effective avenue for parent-to-parent support.

# Feedback

Here are some testimonials from parents whose children use Mpower services.

We asked them why they chose Mpower, what they like about the service and the NDIS programs and if they would recommend Mpower to others.

## Happy High Flyer

My son is on the autism spectrum, with a number of other issues - eyesight, eating, dyslexia, anxiety and as he says: "you know I don't like people."

He was diagnosed in his early teens and missed out on early intervention. When he was diagnosed through Child and Adolescent Mental Health Services (CAMHS) they had told me Mpower had a youth group, specifically for kids on the spectrum.

Since starting High Flyers he has made friends who understand him and for the first time had a friend over to our house.

I love it that he is happy, respected and not pressured. He looks forward to going every fortnight and always asks "what's on tonight", and takes his 'yu gi oh' cards to play with his friends.

I recommend High Flyers to other people.

– Mother

## Family approach to NDIS

Brothers Cody, 11, needs assistance with fine motor skills and speech therapy while Bailey, eight, needs assistance with his behaviour (how to remember, listen and do what is asked)

I chose Mower mainly because I know everyone there and it's where Cody started when he was three and a half.

When NDIS began we came back to Mpower again for therapies. Everyone is friendly and helpful.

The NDIS manager (Louise) and staff are accessible and willing to work with you when you contact them.

With NDIS, both boys continue to access disability services as well as therapies.

I would certainly recommend Mpower to others.

– Vanessa Grandell, Mum of Bailey and Cody

## Support is the difference

My son Paddy is autistic and has an intellectual disability.

I discovered Mpower during a Google search while I was in Queensland six years ago and they were our first port of call. I was used to having no services in Queensland.

We like Mpower because of the friendliness and the information available. I was very impressed with Mpower's Active Oceans program and it is their support that was the difference for us.

NDIS has increased services available to us, in particular funding for after-school and holiday care that would have otherwise impacted on my ability to work. Special thanks to Penny for her support and encouragement to seek a plan review as the initial plan was insufficient.

Paddy loves the staff, particularly Trent, James and Tom. With each of the kids they find a niche or connection and work hard and enthusiastically with them.

I would certainly recommend Mpower to others.

– Liza Carty, Mum of Patrick Wilks

## Young energetic staff

Paul and Tyler have a learning disability and behaviour problems.

After hearing good reports from other families, we decided to try Mpower. I would certainly recommend Mpower to others.

Paul prefers Monday night with one-on-one sessions and the brothers enjoy and look forward to the School Holiday Program.

I feel this has a lot to do with the younger energetic Mpower staff who know what the younger kids like.

Everyone at Mpower is friendly and when things get busy they follow up with you.

– Dawn Torney, Carer of Paul and Tyler



## *Jesse finds purpose, says Mum*

"Jesse" is a three-year-old boy who was diagnosed with non-verbal autism spectrum disorder at the age of two.

He requires speech therapy, occupational therapy, behaviour management and other core support and positive communication activities.

Jesse needs assistance with everyday settings such as sitting at a table to eat, not absconding while out and toileting.

He is on a controlled diet to help him concentrate and have less autistic behavior episodes.

Communication is difficult without PECS cards and unless he receives constant one-on-one support he may not reach his full potential. He learns best from observing and interacting with children at daycare and kinder.

Fortunately Jesse was able to be linked in with Mpower services which have provided expert care and support through therapists and teachers who are now provided under his NDIS package.

I am very happy with the therapies he is receiving, but wish he could be having more regularly.

Jesse has amazing teachers and therapists. He now has more communication and the more frequent the therapy, the more words and communication will come.

He is very excited every time he sees a therapist, teacher and support worker.

Jesse loves interacting with people and learning new things.

He currently attends the three-year-old kinder program.

Mpower was recommended to us by organisers of the Tony Atwood lectures on autism in 2017.

– Jesse's Mum

## *New world opens for Patrick*

Five-year-old Patrick has autism spectrum disorder (ASD) and Mpower was recommended by his pediatrician.

We couldn't be happier with the support and services that Mpower have offered us.

They have been extremely supportive to Patrick and our family, from speech therapy, occupational therapy, pre-kinder program, playgroup, behavioural techniques and general emotional support.

The NDIS has allowed us to continue to use these services which has made a remarkable difference for our whole family.

We couldn't recommend Mpower highly enough – all the staff are amazing. We are so lucky to have Eve as our key worker.

Mpower has taught our family some amazing strategies to assist Patrick with his daily routine.

They have also educated us as parents about ASD.

Patrick especially loves it when he gets visits to kinder from Lyndy, Eve and Natalia.

He also loved the pre-kinder program last year – it was an amazing stepping stone and we believe it helped him settle into four-year-old kinder.

The hardest thing about taking him to Mpower is trying to avoid the toy library.

We thank our lucky stars we came across you all.

– Clare, mother of Patrick





# Our Services

## NDIS SERVICES

Early Childhood Early Intervention Services (ECEIS)

ECEIS aims to improve the lives of infants and children zero-7 with a disability or developmental delay and their families through the provision of specialised early intervention support.

A range of services are provided including speech and occupational therapy, behaviour support, skill development groups, developmental assessments, family service co-ordination and, support to early childhood and care settings to promote access and meaningful participation.

## THERAPY SUPPORTS

This program for children 7-12 years aims to facilitate skill development in a range of domains to ensure that children are successful in obtaining outcomes and meeting goals identified by families and in the participant's plan. A range of services are provided including: speech and occupational therapy, behaviour support, social skills programs and skills-based groups.

## DISABILITY PROGRAMS

These programs are designed to enable participants to take part in Mpower activities based in Mpower house, the community and other community activities of choice. They are available for families of children, young people and adults with disabilities.

The programs include:

- School Holiday Programs
- Weekend Getaways
- Active Oceans
- Youth Group High Flyers
- Skill development groups
- Individual skill development supports

## COMMUNITY SERVICES

### Carer Support Program

The Carer Support Program provides support, information and referral to carers of people who are frail aged 65+, 50+ indigenous, have a chronic illness or disability or people of any age with dementia.

## INTEGRATED FAMILY SERVICES

Integrated Family Services (IFS) provides a range of supports and interventions for vulnerable children, youth and families experiencing difficulties in their family relationships and environment. IFS aims to enhance the safety, stability and development of children and adolescents by focusing on strengthening the capacity of parents to provide basic care, ensure safety and promote their child's development.

Actions may include:

- counselling
- parent education
- household management
- outreach
- case management

## STRENGTHENING PARENT SUPPORT PROGRAM

Strengthening Parent Support Program is for parents and carers of children from birth to 18 years who have a disability or developmental delay. The program operates to establish peer support groups and provide individual support and information to parents and carers to support them in their parenting role.

## COMMUNITY TRANSPORT

Community Transport provides flexible transport arrangements for those who are disadvantaged accessing transport to allow them to attend health or community support services

# Our Services

## DEAF ACCESS VICTORIA

The deaf Access program assists community organisations and services to work more effectively with deaf and hard-of-hearing people by raising awareness in the local community about their needs and the problems they experience.

Information relating to deafness or hearing loss is provided for deaf and hard-of-hearing people, their families or carers, services that work with deaf and hard-of-hearing people and for the general community.

## OTHER

Sturgeon View Holiday House

Available for rent, Sturgeon View Holiday House situated at Dunkeld has been designed to cater for people with a wide range of disabilities.

## TOY LIBRARY

The special needs toy library provides information for parents and lends play materials and educational toys and equipment to facilitate the growth and development of infants and children with disabilities. Borrowing is available for people of all ages.

## Staff as at 30th June, 2018

### ADMIN

Mark Barling  
Helen Conheady  
Tracey Jennings  
Dianne McFadden  
Kerry Nelson  
Donna Newell  
David Skinner  
Daniel Osmond  
Shona Waller  
Sarah Zerbe

### INTAKE

Penny Ryan  
Rachel Savery  
Danielle Sheppard

### CARERS

Robyn Carroll  
Jason Gilmour  
Yvette Wilkinson

### DISABILITY SERVICES

Rianna-Lea Bourke  
Gary Brereton  
Prue Clancey  
Betty Dwyer  
Herlinda Eykels  
Ruby Fitzgerald  
Amber Flowers  
Janine Gapes  
Debbie Harman  
Trent Harman  
Angela Hoskins  
Catherine Howarth  
Belinda Jarvis  
Sandra Joyce  
Amanda Kearney  
Rachel Malady  
Ashley Nice  
Melissa O'Keefe  
James Reid  
Nelson Reason  
Thomas Reeve  
Narelle Ryan  
Maria Svent  
Colin Wastell  
Michael Wright

### FAMILY SERVICES

Katrina Carrod  
Kirsty Jones  
Patrina Markey  
Justin Roberts  
Kirsty Sutcliffe

### EARLY INTERVENTION

Ayesha Albarwani  
Lyndy Boyle  
Heather Clue  
Danili Dwyer  
Abby Fraser  
Jami Giles  
Jennifer Gleeson  
Naomi Hill  
Louise Jellie  
Natalia Mendes  
Cheryl McKinnon  
Genevieve McLeod  
Susan McNaughton  
Rachel Peters  
Eve Tamer  
Edda Thomson  
Nicky Trussler

### DEAF ACCESS

Erica Smith

### SOUTH WEST CARER NETWORK

Wendy Jones  
Judy Mutsaers

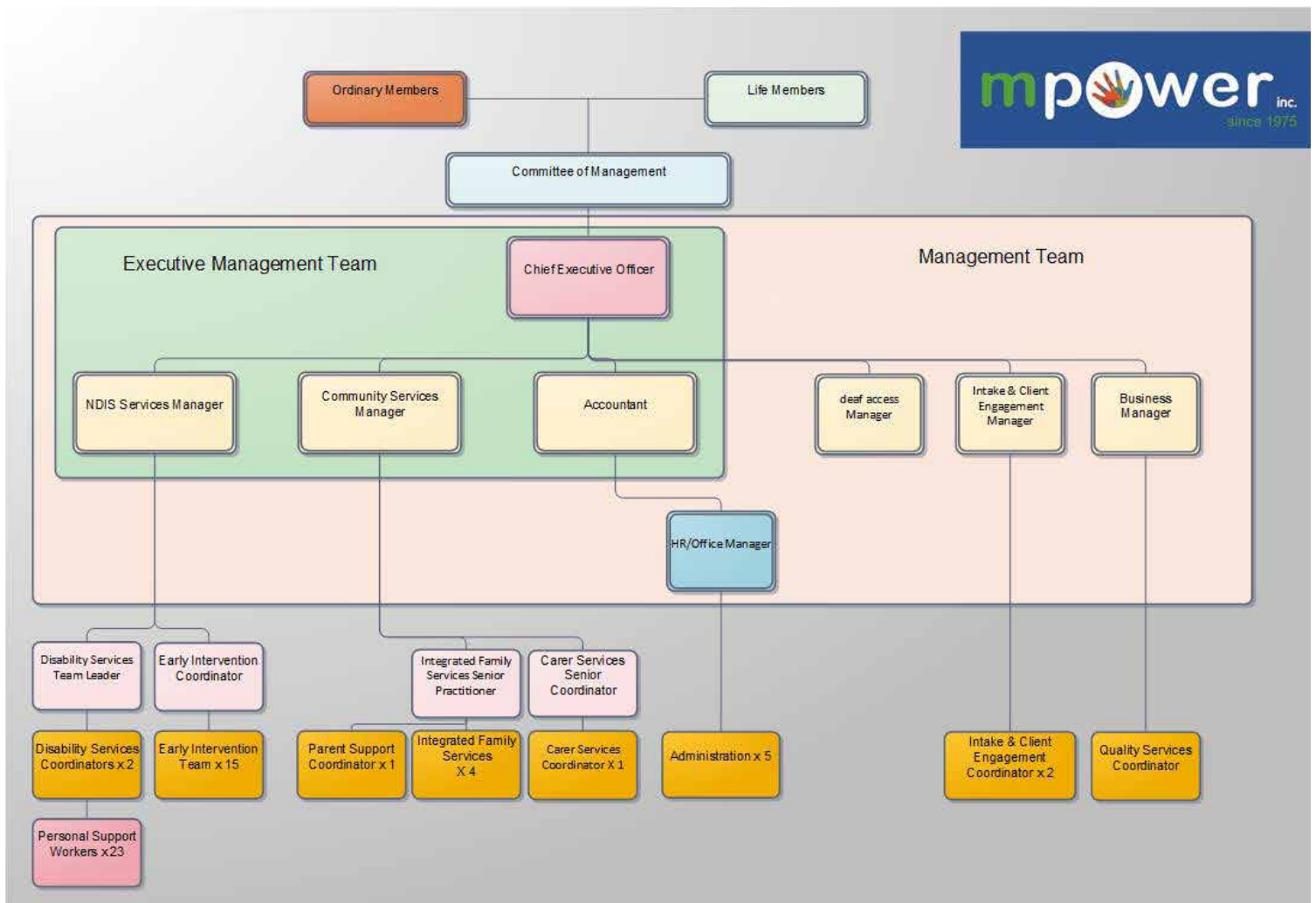
### RESIGNED 2017/18

Nicole Nield  
Patricia McLean  
Leah Patterson  
Virginia Arbuthnott  
Hannah Fleuchar  
Erin Haynes  
Maurice O'Brien  
Brendan Steele  
Joy Vicary  
Jenny McMahon  
Kirsty Parkinson





# Organisational Structure



## Volunteers

**Volunteers are a highly valued and essential part of the Mpower workforce, particularly through the Community Transport and Totally Awesome Parents programs.**

Mpower staff and management would like to thank all volunteers contributing throughout the year including.

Chris Carroll  
David McDonough  
Judith Brian  
Avis Patten  
Greta Perry  
Paul Hanlon  
Roy Clarke  
Leanne Ryan



# Financial Report

## The Year in Review:

Mpower Inc. presents a surplus for the 2017/18 financial year of \$21,651.

2017/18 was a year of huge change for Mpower. The introduction of the National Disability Insurance Scheme resulted in approximately two thirds of annual income becoming fee for service type income. Transitional income provisions applied so the programs affected by the NDIS continued to receive reduced levels of block funding as participants transitioned. The Community Service Programs offered by Mpower received growth in overall funding in line with service delivery targets. With all the change in funding there has been a strong focus on cost management and this focus has contributed greatly to the surplus result reported.

Mpower's focus to provide quality services continued throughout the year within an everchanging landscape. The pace of change has been extraordinary for both Mpower and their clients. Through dedicated staff across all programs Mpower has worked together with clients to travel this learning curve and provide support and assistance.

## Income:

Mpower's total income for the year totalled \$4.54M compared to \$4.15M the previous year, an increase of \$392k.

The funding received from the NDIS for services provided offset the reduced block funding received from the Department of Health and Human Services and the Department of Education and Training as both the Early Childhood Intervention Services Program and the Disability Services Program transitioned to full rollout of the NDIS.

Out-of-Home-Care Services were provided during the year which resulted in funding of \$573k an increase of \$507k on the previous year.

Other funding increases were received from the Department of Health and Human Services in the Integrated Family Services program with new funding granted to the alliance which Mpower successfully applied and received additional targets.

Donations received in the 2017/18 were down on the previous year due to the fundraising effort in 16/17 for the respite house at 84-86 Koroit Street.

## Expenditure:

Expenditure is monitored against budget at each program level and at the organisational level by the Board.

Total expenses for the year were \$4.52M. This is an increase of \$370k on the previous year's total of \$4.15M.

Staff costs were up \$704k in 2017/18 over the previous year. Staff numbers were increased across several programs to meet the demand for services in the Early Childhood Intervention Program and the Disability Services Program due to the NDIS. The Disability Services program also provided Out-of-Home-Care services around the clock for most of the year which required additional staffing levels. Additional staff were employed in the Integrated Family Services Program to meet the increased targets in line with funding.

Operating Costs were down in 2017/18 as there was the abnormal Asset Impairment expense incurred in 2016/17 to report the fair value of 84-86 Koroit Street.

Program costs were up in 2017/18 due to the Plan Management services offered under the NDIS. This expense item is offset by a correlating income account.

## Balance Sheet Position:

Mpower has maintained its strong financial position with Net Assets in excess of \$3.87M and cash reserves in excess of \$2.6M at the end of the financial year. All funds not required for day-to-day operations are invested into term deposits across three financial institutions. The investment across the three banks/ credit unions reduces the exposed risk to Mpower. The Board has a clear policy that these funds are not to be used to meet day-to-day operational needs and budgets are set accordingly.



### Financial Management:

Mpower is very disciplined in its financial management. The Management Team review their program results monthly and the Finance, Audit & Risk Committee review detailed financial results and policies on a quarterly basis. Financial reports are submitted to and reviewed by the Board on a monthly basis. Program Managers are involved in the setting of budgets and monitoring of costs and this has resulted in the strong performance recorded in 2017/18.

Mpower is now certainly fully entrenched in the NDIS environment and the business which goes with it. Combined with the Community Service Programs Mpower is focused on providing excellent standards of service to all clients across all programs. The investment that has been made in staff, IT infrastructure and building facilities will continue to assist Mpower going forward. Mpower members can be confident that this work will continue to be done thoroughly, diligently and with empathy for all involved.

**Helen Conheady**  
**B,Bus (Acc)**  
**Accountant**











2017-2018

# Financial Statements

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# Mpower Inc.

ABN 39 491 685 563

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FOR THE YEAR ENDED 30 JUNE 2018

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# Mpower Inc.

ABN 39 491 685 563

## COMMITTEE'S REPORT

FOR THE YEAR ENDED 30 JUNE 2018

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Your committee members present the financial report of the Mpower Incorporated for the financial year ended 30 June 2018.

### Committee

The names of the committee members throughout the year and at the date of this report are:

David Beggs	President
Neil Ballard	Vice President
Rhys Boyle	Treasurer
David Beard	
Helen Bayne	
Adam Kempton	
Kerrie Hughson	
Michele Downs	

Committee members have been in office since the start of the financial year to the date of this report unless otherwise stated.

### Principal Activities

The principal activities of the association during the financial year was to provide support and counselling services for Aged and Disability impacted persons.

### Significant Changes in the State of Affairs

No significant change in the nature of these activities occurred during the year.

### Operating Result

The result from ordinary activities for the financial year amounted to a surplus of \$21,651 (2017 - surplus \$539).

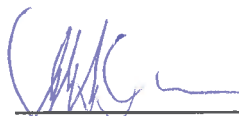
### After Balance Date Events

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the association, the results of those operations, or the state of affairs of the association in future financial years.

Signed in accordance with a resolution of the Committee:



Mr David Beggs  
President



Mr Rhys Boyle  
Treasurer

Dated at Warrnambool,      September 2018.

# Mpower Inc.

ABN 39 491 685 563

## STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2018

	Notes	2018 \$	2017 \$
Revenue	2(a)	4,232,900	3,449,237
Other income	2(b)	298,253	690,861
Profit on sale of non-current assets		6,731	6,191
Accountancy		-	(3,594)
Advertising & promotion		(24,956)	(8,360)
Audit and legal charges		(24,520)	(21,350)
Bank charges		(1,224)	(1,291)
Catering		(6,941)	(5,354)
Cleaning		(19,080)	(14,292)
Consultants fees		(48,409)	(34,620)
Depreciation		(164,833)	(153,811)
Insurance		(6,516)	(6,320)
Maintenance and repairs		(123,895)	(110,331)
Impairment of non-current assets	6(a)	-	(511,695)
Motor vehicle expenses		(59,885)	(55,906)
NDIS transition costs		-	(98,708)
Postage		(4,142)	(6,158)
Printing & stationary		(14,362)	(12,533)
Program costs		(508,927)	(346,826)
Respite House		-	(117)
Employee Benefits		(3,379,705)	(2,675,516)
Security		(2,534)	(1,442)
Subscriptions		(12,777)	(12,549)
Sundry expenses		(51,506)	(12,450)
Telephone		(30,812)	(28,143)
Utilities		(31,209)	(24,384)
<b>Net current year surplus</b>		<b>21,651</b>	<b>539</b>
<b>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</b>		<b>21,651</b>	<b>539</b>

The accompanying notes form part of these financial accounts.



# Mpower Inc.

ABN 39 491 685 563

## STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2018

	Notes	2018 \$	2017 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash on hand	3	2,602,544	2,790,590
Accounts receivable	4	366,961	91,163
Other assets	5	15,353	12,890
<b>Total current assets</b>		<b>2,984,858</b>	<b>2,894,643</b>
<b>Non-current assets</b>			
Property, plant & equipment	6	1,900,818	1,872,726
<b>Total non current assets</b>		<b>1,900,818</b>	<b>1,872,726</b>
<b>TOTAL ASSETS</b>		<b>4,885,676</b>	<b>4,767,369</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Accounts payable and other payables	7	264,037	309,911
Employee provisions	8	350,305	273,876
Other liabilities	9	337,760	287,174
<b>Total current liabilities</b>		<b>952,102</b>	<b>870,961</b>
<b>Non current liabilities</b>			
Employee provisions	8	61,568	46,053
<b>Total Non current liabilities</b>		<b>61,568</b>	<b>46,053</b>
<b>TOTAL LIABILITIES</b>		<b>1,013,670</b>	<b>917,014</b>
<b>NET ASSETS</b>		<b>3,872,006</b>	<b>3,850,355</b>
<b>EQUITY</b>			
Retained earnings		3,872,006	3,850,355
<b>TOTAL EQUITY</b>		<b>3,872,006</b>	<b>3,850,355</b>

The accompanying notes form part of these financial accounts.

# Mpower Inc.

ABN 39 491 685 563

## STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 30 JUNE 2018

	Retained Earnings \$	Total \$
Balance at 1 July 2016	3,849,816	3,849,816
Surplus attributable to the entity	539	539
Balance at 30 June 2017	<u>3,850,355</u>	<u>3,850,355</u>
Surplus attributable to the entity	21,651	21,651
Balance at 30 June 2018	<u>3,872,006</u>	<u>3,872,006</u>

The accompanying notes form part of these financial accounts.



# Mpower Inc.

ABN 39 491 685 563

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 30 JUNE 2018

	Notes	2018 \$	2017 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from customers		4,198,095	3,997,236
Payments to suppliers and employees		(4,257,209)	(3,513,718)
Interest Received		57,262	60,526
<b>NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES</b>	10	<b>(1,852)</b>	<b>544,044</b>
<b>CASH FLOWS FROM INVESTING ACTIVITIES</b>			
Proceeds from sale of property, plant and equipment		16,800	30,783
Purchase of property, plant and equipment		(202,994)	(449,431)
<b>NET CASH (USED IN) INVESTING ACTIVITIES</b>		<b>(186,194)</b>	<b>(418,648)</b>
NET INCREASE/(DECREASE) IN CASH HELD		(188,046)	125,396
CASH AT BEGINNING OF FINANCIAL YEAR		2,790,590	2,665,194
<b>CASH AT END OF FINANCIAL YEAR</b>	3	<b>2,602,544</b>	<b>2,790,590</b>

The accompanying notes form part of these financial accounts.

# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2018

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The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Reform Act 2012* and the *Australian Charities and Not-for-profit Commission Act 2012*.

The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historical costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

The following significant accounting policies, which are consistent with the previous period unless stated otherwise, have been adopted in the preparation of these financial statements.

### **a. Income tax**

No provision for income tax has been raised as the association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997

### **b. Property, plant and equipment (PPE)**

Assets are carried at cost less any accumulated depreciation.

The depreciable amount of all PPE, is depreciated on a straight line basis over the assets useful life commencing from the time the asset is held ready for use.

### **c. Accounts receivable and other receivables**

Accounts receivables are recognised initially at the transaction price (i.e cost) and are subsequently measured at cost less provision for impairment. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

At the end of each reporting period, the carrying amount of accounts receivable and other receivables are reviewed to determine whether there is any objective evidence that the amounts are not recoverable. If so, an impairment loss is immediately recognised in the statement of comprehensive income.

### **d. Accounts payable and other payables**

Accounts payable and other payables represent the liabilities at the end of the reporting period for goods and services received by the association that remain unpaid. Accounts payable are recognised at their transaction price. Accounts payable are obligations on the basis of normal credit terms.

### **e. Employee benefits**

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows.

# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

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### **f. Cash on hand**

Cash and cash equivalents comprise of cash on hand, demand deposits and short term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

### **g. Revenue and other income**

Revenue is recognised when the amount of revenue can be measured reliably, it is probable that economic benefits associated with the transaction will flow to the entity and specific criteria relating to the type of revenue as noted below, has been satisfied.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt. If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services tax.

### **h. Impairment of assets**

At the end of the reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the statement of comprehensive income.

### **i. Goods and Services Tax (GST)**

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

### **j. Comparative Figures**

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.



# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>Note 2: Revenue and other income</b>		
<b>(a) Revenue</b>		
Department of Health and Human Services - State Government Victoria	1,812,798	2,340,847
Department of Education and Training - State Government Victoria	537,480	734,516
National Disability Insurance Scheme	1,027,050	56,635
Department of Social Services - Australian Government	125,819	162,916
DHHS Out of home care package funding - State Government Victoria	572,930	66,251
DHHS Target care package funding - State Government Victoria	49,679	42,291
Department of Health - Australian Government	107,144	45,781
	<b>4,232,900</b>	<b>3,449,237</b>
<b>(b) Other income</b>		
Donations	19,017	109,458
Fee for service	51,892	101,338
Other Grants	-	4,955
Interest received	60,796	60,526
Program activity fees	48,924	30,147
Sundry other income	117,624	114,437
Department of Health and Human Services Capital Grant	-	270,000
<b>Total revenue</b>	<b>4,531,153</b>	<b>4,140,098</b>
<b>Note 3: Cash on hand</b>		
Cash on hand	1,600	1,100
Cash at bank	2,600,944	2,789,490
	<b>2,602,544</b>	<b>2,790,590</b>
<b>Note 4: Accounts receivable</b>		
Accounts receivable	261,360	91,163
Other receivables	105,601	-
	<b>366,961</b>	<b>91,163</b>
<b>Note 5: Other assets</b>		
Accrued income	8,730	6,314
Prepayments	6,623	6,576
	<b>15,353</b>	<b>12,890</b>

# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018 \$	2017 \$
<b>Note 6: Property plant &amp; equipment</b>		
<b>Land</b>		
Land at cost	503,000	503,000
<b>Total land</b>	<u>503,000</u>	<u>503,000</u>
<b>Buildings</b>		
Buildings at cost	1,406,486	1,232,824
Accumulated depreciation	(351,706)	(316,530)
Work in progress	2,085	38,999
<b>Total buildings</b>	<u>1,056,865</u>	<u>955,293</u>
<b>Plant and equipment</b>		
Plant and equipment at cost	683,067	616,820
Accumulated depreciation	(435,932)	(357,622)
<b>Total plant and equipment</b>	<u>247,135</u>	<u>259,198</u>
<b>Motor vehicles</b>		
Motor vehicles at cost	275,977	302,701
Accumulated depreciation	(182,159)	(147,466)
<b>Total motor vehicles</b>	<u>93,818</u>	<u>155,235</u>
<b>Total property, plant and equipment</b>	<u><u>1,900,818</u></u>	<u><u>1,872,726</u></u>



# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

### (a) Reconciliation of the carrying amounts of each class of asset:

	Land	Buildings	Plant and Equipment	Motor Vehicles	Total
	\$	\$	\$	\$	\$
Balance at 1 July 2017	503,000	955,293	259,198	155,235	1,872,726
Additions	-	136,748	66,246	-	202,994
Disposals	-	-	-	(10,069)	(10,069)
Depreciation	-	(35,176)	(78,310)	(51,347)	(164,833)
<b>Carrying amount at 30 June 2018</b>	<b>503,000</b>	<b>1,056,865</b>	<b>247,134</b>	<b>93,819</b>	<b>1,900,818</b>

	Land	Buildings	Plant and Equipment	Motor Vehicles	Total
	\$	\$	\$	\$	\$
Balance at 1 July 2016	503,000	1,406,481	38,547	165,365	2,113,393
Additions	-	351,140	30,845	67,446	449,431
Disposals	-	-	-	(24,592)	(24,592)
Impairment of non-current assets	-	(511,695)	-	-	(511,695)
Transfers	-	(246,786)	246,786	-	-
Depreciation	-	(43,847)	(56,980)	(52,984)	(153,811)
<b>Carrying amount at 30 June 2017</b>	<b>503,000</b>	<b>955,293</b>	<b>259,198</b>	<b>155,235</b>	<b>1,872,726</b>

# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
<b>Note 7: Accounts payable and other payables</b>		
Accounts payable	50,129	74,245
Accrued salaries and wages	131,883	111,642
Other payables	6,848	15,257
Statutory payables - GST and PAYG	75,177	108,767
	<b>264,037</b>	<b>309,911</b>
<b>Note 8: Employee provisions</b>		
<b>Current</b>		
Employee provisions		
Annual leave	185,478	157,032
Long service leave	149,636	111,156
Time owing in lieu	15,191	5,688
	<b>350,305</b>	<b>273,876</b>
<b>Non-current</b>		
Employee provisions		
Long service leave	61,568	46,053
	<b>61,568</b>	<b>46,053</b>
<b>Note 9: Other liabilities</b>		
Income in advance	337,760	287,174
	<b>337,760</b>	<b>287,174</b>

# Mpower Inc.

ABN 39 491 685 563

## NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$
<b>Note 10: Cash Flow Information</b>		
<b>Reconciliation of cash flows from operations with net current year surplus:</b>		
Surplus for the year	21,651	539
Non-cash flows in result:		
Depreciation	164,833	153,811
Impairment of non-current assets	-	511,695
Profit on sale of non-current assets	(6,731)	(6,191)
Changes in assets and liabilities:		
(Increase)/decrease in accounts receivable	(275,798)	(41,543)
(Increase)/decrease in other assets	(2,463)	(9,224)
Increase/(decrease) in accounts payable and other payables	(45,874)	11,330
(Increase)/decrease in employee provisions	91,944	(35,580)
(Increase)/decrease in other liabilities	50,586	(40,793)
Net cash used in operating activities	<u>(1,852)</u>	<u>544,044</u>

### Note 11: Commitments

Operating lease commitments

Non-cancellable operating leases contract for but not recognised in the financial statements.

Payable - minimum lease payments:

- not later than 12 months	44,527	-
- between 12 months and five years	25,218	-
- later than five years	-	-

Total operating lease commitments

69,745

-

### Note 12: Contingencies

On 15 November 2016, Mpower Inc. received funding from DHHS of \$270,000 for the redevelopment at 84 - 86 Koroit Street Warrnambool, being the Respite and Therapy Centre.

A funding deed was entered into between DHHS and Mpower Inc. with a ten year expiry date, which may require Mpower to pay DHHS their relevant interest, if the property is not utilised for its permitted use.

The entity is unaware of any contingent assets at 30 June 2018. (2017: Nil)

### Note 13: Events after the reporting period

The committee is not aware of any significant events since the end of the reporting period.



## Mpower Inc.

ABN 39 491 685 563

### NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2018

	2018	2017
	\$	\$

#### Note 14: Related party transactions

No related party transactions noted during the 30 June 2018 financial year. (2017: Nil)

#### Note 15: Retained earnings

Opening balance	3,850,355	3,849,816
Surplus for the year	21,651	539
Closing balance	<u>3,872,006</u>	<u>3,850,355</u>

#### Note 16: Entity details

##### The registered office of the entity is:

Mpower Inc.

71 Koroit Street

Warrnambool, Vic, 3280

Mpower Inc.

ABN 39 491 685 563

**STATEMENT BY MEMBERS OF THE COMMITTEE  
FOR THE YEAR ENDED 30 JUNE 2018**

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The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial statements :

1. Presents a true and fair view of the financial position of Mpower Incorporated as at 30 June 2018 and its performance for the year ended at that date
2. At the date of this statement, there are reasonable grounds to believe that Mpower Incorporated will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee of management and is signed for and on behalf of the committee of management by:



Mr David Beggs  
President



Mr Rhys Boyle  
Treasurer

Dated at Warrnambool,      September 2018.

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF MPOWER INC.**

**Opinion**

We have audited the financial report of Mpower Inc. (the entity), which comprises the statement of financial position as at 30 June 2018, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and statement by members of the committee.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the entity as at 30 June 2018, and its financial performance and its cash flows for the year then ended in accordance with the financial reporting requirements of the *Associations Incorporation Reform Act (VIC) 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*.

**Basis for Opinion**

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

**Emphasis of Matter – Basis of Accounting**

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committees' financial reporting responsibilities under the *Associations Incorporation Reform Act (VIC) 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

**Responsibilities of Management and Those Charged with Governance for the Financial Report**

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, the *Associations Incorporation Reform Act (VIC) 2012* and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as management determines 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.

In preparing the financial report, management is responsible for assessing the entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the entity's financial reporting process.

**Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.



As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

#### **Independence**

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

*McLaren Hunt.*

**MCLAREN HUNT**

**AUDIT AND ASSURANCE**

*C.J. Kol*

**C.J. KOL**  
**PARTNER**

Dated at Warrnambool; <sup>26</sup> September 2018.



# Acknowledgements

**Mpower acknowledges the generosity of individuals, businesses, community groups, trusts, grants and government departments who support our work to assist children and families and strengthen the community.**

## **Federal Government**

- Department of Social Services
- Department of Health
- Department of Social Services
  - National Disability
  - Insurance Agency



## **Victorian State Government**

Mpower acknowledges the support of the Victorian Government

- Department of Education and Training
- Department of Health and Human Services

## **Local Government**

- Warrnambool City Council
- Corangamite Shire
- Glenelg Shire
- Moyne Shire
- Southern Grampians Shire
- Surf Coast Shire
- City of Greater Geelong
- Colac Otway Shire

## **Community Program Partners**

- Nestles Rowing club
- Port Fairy Yacht Club
- Warrnambool Angling club
- Warrnambool Netball Association
- Warrnambool Surf Lifesaving club
- South West Sport
- Daktari Surf School
- Bunnings
- Let's Dance
- Warrnambool Indoor Tennis
- Great Ocean Road Ten Pin Bowling
- Lyndoch Living
- Meals on Wheels
- Dennington Bowls Club
- Capital Theatre
- Salvation Army
- Active Sportz

## **Key Business and Community Partners**

- Darrian Office Choice
- Enhanced Resources
- Gunners Office Equipment
- McLaren, Buzolich & O'Keeffe (MBO)
- SED Advisory
- South West Credit
- Star Printing
- Tasty Plate
- Warrnambool Toyota

## **Donors**

The William Angliss Charitable Fund  
Mr Vern Robson  
South West Health Care  
Dyspraxia Awareness Group  
Geoff and Helen Handbury Foundation  
Gordon Curran  
Blue Illusion  
Warrnambool City Council  
Mrs Lorraine Sharrock  
Mr Gordon Curran



# Other Disclosures

**The Carers Recognition Act 2012 promotes and values the role of people in care relationships and formally recognises the contribution that carers and people in care relationships make to the social and economic fabric of the Victorian community.**

Mpower has taken all practicable measures to comply with its obligations under the Act.

Mpower has promoted the principles of the Act to people in care relationships who receive our services and to the wider community by:

- distributing printed material about the Act at community events or service points
- providing links to state government resource materials on our website
- providing digital and/or printed information about the Act to our partner organisations.

Mpower has taken all practicable measures to ensure our staff have an awareness and understanding of the care relationship principles set out in the Act by:

- developing and implementing a staff awareness strategy about the principles in the Act and what they mean for staff
- induction and training programs offered by the organisation include discussion of the Act and the statement of principles therein.

Mpower has taken all practicable measures to consider the carer relationships principles set out in the Act when setting policies and providing services by:

- reviewing our employment policies such as flexible working arrangements and leave provisions to ensure that these comply with the statement of principles in the Act
- developing a satisfaction survey for distribution at assessment and review meetings between workers, carers and those receiving

# Notes







A community inspired and empowered by people of all ages, abilities and differences

Mpower Inc.  
71 Koroit Street  
Warrnambool 3280



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**w:** [www.mpower.org.au](http://www.mpower.org.au)

