

mpower inc.

since 1975

Annual Report | 2020/21



● Casterton

● Dunkeld

● Skipton

●  Hamilton

● Penshurst

● Heywood

● Mortlake

● Darlington

● Macarthur

● Camperdown

● Terang

● Cobden

● Koroit

● Port Fairy

●  Portland

●  Warrnambool

● Panmure

● Timboon

● Simpson

● Port Campbell

Our Vision

A community inspired and empowered by people of all ages and abilities.

Our Mission

Take the lead in providing quality services that build the capacity of people to reach their potential and empower people to have meaningful connections to their communities.

Our Values

- **Respect** – Value the diversity and contribution of all individuals.
- **Empowerment** – Provide person and family directed services which recognise and develop individual strengths.
- **Quality** – Embrace professionalism, excellence, and integrity in everything we do.
- **New Learning** – Encourage personal growth and innovative thinking.





Who we are

Mpower has a rich history serving South West Victoria. From modest roots which began around a kitchen table with some local parents who wanted to access services in their own community for their children with disabilities, to the accredited community-based agency it is today, it certainly has been a journey.

Employing over 80 people across South West Victoria in a range of occupations and roles, Mpower has become a key employer in the region. With a reputation for providing high quality and values driven services, Mpower is continuing to provide supports in a growing number of communities.

With 442 clients accessing Plan Management Services and a further 770 accessing Community Services and NDIS supports, we are thrilled to support 1212 clients across our region.

Our services are provided by skilled teams who work out of offices, as well as in homes, schools and kindergartens throughout the region. We operate from seven premises, including two Out of Home Care houses, two program and respite houses and offices in Warrnambool, Hamilton and Portland. This positioning of offices supports our commitment to be a locally based, family and client-centred service provider.

Mpower's quality service delivery is supported by the professional expertise achieved through our diverse employment of teachers, speech pathologists, occupational therapists, social and welfare workers, disability support staff, administration and specialist corporate functions such as finance, people and culture and quality and risk.

With community at the centre of everything we do, Mpower is always looking for innovative ways to meet the needs of our participants and their families. This past year has been challenging for everyone, but our employees have worked harder than ever to ensure continued service provision to the most vulnerable members of our community.

Partnering with local services, corporate businesses, councils, governments and the communities we serve enables us to achieve quality services that offer real choice and control.

With the NDIS fully embedded into our service provision, we are able to think laterally to ensure our clients get the most out of their packages to achieve great personal outcomes.

Mpower now operates across multiple sectors providing Early Childhood Intervention and Disability NDIS Services and DFFH (formerly DHHS) funded programs including Carer Support, Integrated Family Services, Parent Support, Targeted Care Packages and Out of Home Care. These services operate across all age groups and are not confined to the disability sector. Working across two service areas creates increased governance and auditing requirements which enable Mpower to safely deliver evidence-based supports for our clients.

2020/2021

Life Members

Cath Lourey
Glynis Purcell
Gail Horne
Phyllis McLeish

Vern Robson
Sue Henry
Adam Kempton





Rhys Boyle

President Report

Year in review

It is with a great sense of pride that I reflect on the past year of service delivery and community support at Mpower. COVID-19 placed incredible challenges upon us, but our team quickly responded to the changing environment in order to maintain safety standards and provide high quality service delivery. Despite COVID-19 having significant impact on our services, particularly for those accessing Early Childhood Intervention Services, Disability Support, Family Services and Carer Support, we are proud of the flexibility shown by every employee. The dedication of all teams ensured that Mpower's services were provided to the most vulnerable members of our community. Mpower's outcome-approach facilitated resilience, making staff adaptable to the changing nature of workplace operations.

Accreditation

Amidst the challenges, there have been many triumphs. In February 2021, Mpower was successfully reaccredited for the next three years through to September 2024. This was a fantastic effort across the organisation and brought together by our Manager of Quality and Risk, Tricia Hughes.

Allied Health project

Mpower engaged in a workforce development project, which entailed training Allied Health Assistants (AHA) in a newly developed in-house model. The project funded through the Victorian Regional Readiness Fund (\$130,000), aims to use trained AHAs to build workforce capacity in rural and regional communities. The findings from the project will be used to support the development of training of AHAs across the sector.

The success of the project has culminated in Mpower being considered a 'stand-out example' and our Executive Manager NDIS Louise Jellie being requested to provide a presentation to the statewide AHA project steering committee.

Education partnerships

Mpower have partnered with SWTAFE to provide trauma training to current employees and placement opportunities to SWTAFE students for

our Out of Home Care (OoHC) houses. This was a successful initiative as it provided an opportunity for the course to be developed within the region, met our needs and supported local providers. We have had great success with our recent intake of placement students, with the majority offered employment at Mpower.

Out of Home Care

Our OoHC service officially became operational on 20 August 2020, with the children in this home flourishing. Our OoHC Coordinator, Deb Harman, is now part of the State consultation committee for the Improving Care Initiative.

Staff Wellbeing

To manage and support staff wellbeing, Mpower have engaged the services of an additional Employee Assistant Program (EAP) contractor. This measure provides employees with a greater choice of counsellors when seeking assistance through Mpower's EAP program. In addition, Mpower launched the 2021 Health and Wellbeing program, which aims to provide employees with a range of initiatives across mental and physical health, as well as financial wellbeing to improve individual and overall morale. Whilst restrictions prevented some activities from occurring, Mpower successfully commemorated International Women's Day, held workshops with our Superannuation fund and celebrated International Doughnut Day.

Service Expansion

Due to the sustained growth and expansion of our services, Mpower invested in infrastructure and increased our vehicle fleet.

With the growth in Portland, an additional office space has been sourced within the existing rental building. The Portland-based employees now have a dedicated office, with the existing space now being used for therapy and client sessions.

In response to service growth, Mpower actively investigated our current and future physical needs regarding infrastructure. With consultant architects, we evaluated the constraints of our primary building stock and progressed towards

formulating a Fabric Master Plan to meet our needs now and into the future. The Board anticipates signing off on this plan in the near future. The Board also revisited its previously held service development assumptions and initiated a formal review of the organisation's Strategic Plan to ensure that Mpower's priorities align with the needs and expectations of both our clients and the wider community. This process will be completed in the first half of the next financial year.

Board risk review and appetite setting

Input from the Board has been included into a framework which will be used as the basis for internal strategic and operational planning and assessment. Such feedback will also be used to help guide the work of the Quality and Risk sub-committee.

Machinery of Government changes

The Victorian State Government advised that, as of 1 February 2021, the Department of Health and Human Services (DHHS) would be divided into two departments. This led to the establishment of the Department of Families, Fairness and Housing (DFFH), which encompasses the current DHHS portfolios of Child Protection, Prevention of Family Violence, Housing and Disability. Additionally, the Department of Health was also inaugurated, which embodies Health and Ambulance services, the Mental Health and Aging portfolios and leads the Victorian Government's public health response to COVID-19. All existing contracts with the DHHS will be continued and honoured under the new departments.

Our People

We saw significant change in Mpower's leadership and its corresponding management structure this past year. Of note was the departure of longstanding CEO, Kerry Nelson, who retired toward the end of the year. On behalf of the Board, I take the opportunity to thank Kerry for her dedication to the leadership of the organisation over her tenure, and for the lasting legacy that she has overseen. We wish Kerry well in her much-deserved retirement.

During the year, we also saw a newly developed organisational structure across the organisation with a restructured leadership team to oversee growth and the expansion of our service diversity.

We farewelled two employees who had been with us for five years; Eve Tamar, Speech Pathologist and Edda Thomson, Occupational Therapist. We also had a further two employees who had been with us for eight years, Rachel Peters, Occupational

Therapist and Wendy Jones, Coordinator SW Carer Respite Network. We sincerely thank them all for their contribution to Mpower and wish them all success in their future roles.

Despite some departures, Mpower's workforce has grown, with 83 staff members employed as of June 2021. I take this opportunity to welcome all our new employees to Mpower and wish them well in their roles here with us.

Incoming CEO

After an extensive recruitment process, we were extremely fortunate to appoint Kevin Mills as our new Chief Executive Officer and welcomed him in April.

Kevin had previously held CEO and executive appointments in both the public and private sectors, most recently successfully leading Rural Northwest Health for a number of years.

Together with the Executive team, the Board have full confidence that Mpower's history of providing exceptional outcomes for its clients, their families and the broader community will flourish.

The Board

The review year presented multiple new challenges for the Board. Adapting to Zoom meetings; considering service and infrastructure planning issues; and overseeing the successful transition of the organisation's leadership, added to the complexity of the task. I take the opportunity to sincerely thank each member of the Board for their support and commitment during what has been an interesting period of time.

In Conclusion

On behalf of the Board, I would like to acknowledge our community, DFFH, the Victorian Government and the Federal Government for supporting us in the delivery of disability and community services to our community.

Finally, the Board thank all staff for their ongoing commitment to Mpower, especially for their preparedness to be innovative and flexible during tough times and for ensuring that the quality of our services and the care we delivered was not compromised.

We are proud to present to you the 2020-2021 annual report.

Rhys Boyle
President



Louise Jellie – Executive Manager

NDIS Services

One of the greatest achievements for this 20/21 COVID-19-affected year was that teams continued to work towards achieving great outcomes for children and families.

Families showed much resilience by continuing to access programs and therapy while juggling work and home schooling.

The innovative Allied Health Assistant project, funded through the Victorian Regional Readiness Fund, was completed in December, with our learnings from this project being shared with representatives of the Victorian State Government funding body. Findings were also presented to the State-wide Allied Health Assistant Workforce Plan project team and were shared with researchers at the University of the Sunshine Coast. The project was innovative in that it looked at the viability of using a traineeship model to increase the number

of Allied Health Assistants available in the service system. It underlines the importance of focussed learning in a hands-on role, for outcomes when training Allied Health Assistants in the disability field.

The NDIS focus for the previous year was responding to COVID-19 and maintaining essential services in the most appropriate way possible. This year, we maintained continuity of supports by putting into practice our learnings from the previous year. We ensured effective and outcome-based supports were available to all, for as many hours as possible, and that families could access these services when needed. A highlight for the Girls' Group participants was the home delivery of activity packs to enable activities to continue at home. The artwork that was produced during the year was outstanding and attendance at the group saw some very strong friendships emerge.



ECIS Teacher, Heather Clue was chosen to be featured in videos, demonstrating and discussing how the early childhood intervention model operates.

During the times when we could be in the centre, it was so lovely to hear happy voices in and around Mpower as children attended the various group-based social and learning opportunities provided by the Mpower NDIS teams. Speech and Occupational Therapy (SPOT) group was popular, and it was a pleasure to see the children participating and consolidating their learning from individual sessions.

Our siblings' groups were much appreciated by the children and families who were able to participate. This group has created a space where siblings of NDIS participants can join in and be part of something special and fun at Mpower.

Kidz in the Community groups were treated to some new excursions and the focus was 'fun in the community'. There were many happy faces returning from activities, with the Cobden Railway outing being a particular highlight. It was tricky running group activities with COVID-19 causing last minute cancellations, but the teams were ready to get groups up and running as soon as they were permitted. Our teams understand the value in attending social activities with friends.

A service that was able to continue to operate as an essential service throughout the year was Mpower's Short Term Accommodation (STA) program, which operated from Mpower House and our other property in Jackman Avenue. STA provides opportunities for participants to experience overnight stays away from home, take a break from usual routines, build independence, and enjoy social outings in Warrnambool and its surrounds. The focus is always on using NDIS funding to support successful outcomes for participants and families, whilst having fun in a safe and supportive environment.

Early Childhood Intervention Services (ECIS) provided by Mpower follow guidelines for best practice in the ECIS field. We use a transdisciplinary, key worker model to provide allied health and early childhood intervention in partnership with families. This year I participated in a project with Early Childhood Intervention Australia (Vic/Tas) to produce best practice modules for use across the service system to train new and existing practitioners in the most effective ways to provide early childhood supports.

Mpower ECIS Teacher, Heather Clue was chosen to be featured in videos demonstrating and discussing how the early childhood intervention model operates, is effective, and builds strong parent/carer and worker partnerships to promote the best possible outcomes for children with disabilities. Invitation to participate in this project recognises Mpower's long experience in providing Early Childhood Intervention supports, which started almost 30 years ago with playgroups and has since grown to embody a diverse team of ECIS staff who provide vital supports across South West Victoria. We are very pleased to be recognised as leaders in the field.

One of the best things about the Mpower's NDIS programs is the long-term relationships that we build with children and families, sometimes over an extended period of time. This is unique, as there are not many agencies that provide the range of programs that Mpower covers for children and young people. For those on the team who have been at Mpower for a long time, we might have had the privilege of seeing a child who we first met at two years of age, still be a part of the Mpower family by attending the Youth Groups and High Flyers. It is so heartening to see the children who once attended Early Childhood Intervention programs grow and develop. Some of these children may have had great difficulty communicating, but fast forward a few years and they are now talking and laughing with peers through these group programs. The dedicated NDIS teams are privileged to be a part of the great outcomes achieved through client participation in Mpower's therapeutic, social and skill-building activities.

Louise Jellie
– Executive Manager
NDIS Services





Zoe has certainly enjoyed the workers company as much as she has the other girls.

Zoe, by Mum Georgina

Girls Group

Zoe is a very social, happy little girl, though struggles quite a bit with conversational skills.

She is visited regularly by a speech pathologist to work through goals centered around improving her conversation skills and to provide her with strategies to improve social interactions. She has attended the Girls Craft Group for over 12 months, which runs each week at Mpower for two hours per week during term times.

The purpose of the group is to provide a safe environment for children to explore creativity whilst increasing positive interactions with peers and adults and to make new friends. The group also aims to teach educational and cognitive processes of design and provide visual, tactile and sensory experiences whilst developing imagination, fine motor, social and language skills.

Although interrupted by lockdowns, the group has continued via Zoom sessions, with packages containing craft supplies delivered by mail to enable participation, and Zoe has loved it. Although the Zoom sessions were not as engaging for her, they kept her in the loop and feeling connected, whilst lockdowns were in place. Zoe loves school – mainly for the social aspect and being with her friends, so the online Zoom sessions were a way to keep in touch with the other girls in the group whom she formed a friendship with when she couldn't see all her friends at school. The Girls Craft Group is great, as it gives her an outlet other than school to be working on her communication

skills, with therapists there on hand to help in an informal way.

The group has given her more confidence to approach kids she doesn't know and hopefully learn to ask others about themselves and get out of her comfort zone a little.

Cheryl and Jasmin from Mpower have been wonderful. Zoe has certainly enjoyed their company as much as she has the other girls. They have done a number of very creative, very "girly" activities and craft projects which were catered to the likes of the group, which Zoe has really enjoyed. They had special afternoon tea snacks and drinks and made cupcakes and biscuits together.

What has also been great for Zoe is that each term there have been a slightly different group of girls. This has provided Zoe with opportunities to meet new peers in a supportive environment that fosters the development of her relationship building skills.

We have had an eight-and-a-half-year relationship with Mpower, starting with Zoe's nearly 13-year-old brother. Zoe came to Mpower with me when Ben was in the playgroup, when she was less than a week old! Anyone we have ever met and had anything to do with at Mpower has been fantastic, always willing to help and lend a shoulder to cry on when things have been tough. I would never hesitate to recommend Mpower to anyone who needed support.



"Jasmin is a fantastic, friendly and a helpful support who is able to engage and encourage Max to do more things than we (his parents) can".

Fiona explained

Max achieving new found confidence

Therapeutic Supports

Max's mum Fiona describes Max as a happy, friendly, confident and funny only-child.

Max describes mum as a helicopter parent, in the most loving of ways. Max has been seeing Mpower Speech Pathologists for the past 18 months. Following initial sessions with Mpower Team Leader Eve, Max was referred to Jasmin for the specialist expertise she has in Max's area of need. Jasmin is trained in a specific feeding therapy called Sequential Oral Sensory (SOS) and has been able to offer support to Max with feeding related difficulties. Seeing Max in different settings, including at home and at school ensures he is seen in his natural environment. Natural environments are where children and their support systems (family and teachers) participate in everyday routines and activities. Within these environments, therapists can identify and foster opportunities for key learnings and skill practice. One of the primary benefits of visitations in these environments is promoting skill development in

the same location that Max will be using it in. This also enables people who support Max on a day-to-basis, in his familial environments, to be part of the learning journey too.

Max is now beginning language speech therapy at school. Jasmin visits Max in his classroom and supports language development in his everyday environment. Seeing Max interact with his teachers and peers also provides Jasmin the opportunity to identify any facilitators and barriers to Max's learning.

Looking back to where Max began, Fiona said, "Initially Max did not want to put food to his mouth, did not want to touch or taste or lick food. Following 18 months of working with Jasmin, Max is now eating little bits of food and trying to chew." His achievements now see him with the confidence to try new foods. Fiona says, "It's a slow road, but we are very happy with Max's progress and have hope he will reach his goal one day."



The IFS team assisted

106

families

3116
hours of group
respite provided
to carers



34602
hours of supports
for 395 NDIS
participants



Provided
supports to

269

carers in
total



7544
hours
of residential
respite



7533
hours of
Short-Term
Accommodation

The IFS team
provided
5809
Service hours



10183
hours
of Early
Childhood
Intervention
supports



442
Plan
Management
Clients



Plan
Management
Revenue
increased by

26%



Overall
organisation
financial surplus
up by

34%





My first impression so far is that there is a great team of friendly staff. Mpower strikes me as a big business with a small business feel.

2020/2021

New Employees

Catherine Cope

Quality and Risk Officer

I began with Mpower in May 2021 in the role of Quality and Risk Officer. I began my career as a legal secretary and assistant and worked for a law firm for 11 years. Following on from there, I spent 20 years as the administrator of joint business entities.

When I saw this role being advertised, I believed I had a lot of transferrable skills that I could bring with me, such as problem solving, organisation, time management and quality improvement. However, I was also looking forward to learning new skills and working in a larger organisation.

I have always loved helping others and volunteering through sporting clubs, my own children's events and the school advisory council, which I have been a member of for four years. In line with my own personal values, I was led to wanting to work in a not-for-profit organisation. I am new to the role, but looking forward to ways in which Mpower can grow and expand on the great services it offers and how I can play a part in ensuring our services are compliant and risks are mitigated to the best of our abilities.

My first impression so far is that there is a great team of friendly staff. Mpower strikes me as a big business with a small business feel.



Daniel Carey

Gardener

I'm Daniel Carey, I am a really tall person (I'm 6 foot 9"), I am an outgoing individual that loves interacting with people. I love anything outdoors, bushwalking, beaches and road trips. I am a father of two beautiful girls which is the best job in the world. (My job at Mpower being second best). I'm a very family orientated guy.

I grew up loving professional wrestling, which was my dream career, and in 2003 I stepped into the sport professionally. I unfortunately got an injury which ended that dream, but I still accomplished what I set out for and have no regrets.

I have had many roles in my life and I will give anything a go. I had been in retail for ten years, I've done fruit picking and worked as a gardener/landscaper for about

four years which I thoroughly enjoyed. This led me to my role at Mpower which I started in July 2020. I love trying different things and love the different people I meet along the way. I am very creative when I do gardening and landscaping; I try and make things a bit different and unique.

I love working at Mpower because I have been able to combine my passion of meeting new people, working outdoors and creating new things. I love that what I do, brings smiles to the faces of the children, parents and employees that access Mpower.

But the best thing I like about Mpower is working in a place where it feels like a family environment, not a workplace. Everything I do is appreciated, and I appreciate everything the other employees do as well. I feel very welcome every day I come to work.



Jenny Hill

Residential Support Worker

I have been a foster carer for the past 11 years. In that time I have cared for approximately 17 children in kinship care, respite, short term and long term care. I have looked after young people from birth to 13. I am passionate about looking after young people and providing them the best start to life. I made the decision to try something a little different and enrolled in some additional study that enabled me to continue doing what I love; supporting children and young people with their daily needs, to reach their goals and develop life skills.

I commenced my role as a support worker with Mpower in March 2021 whilst completing a Cert IV in Child Youth and Family Intervention at SWTAFE. I work in the Out of Home Care Team

(OoHC) who care for a group of children in a home environment. My role includes most things that would be done in any household with a group of young people, preparing meals, school drop offs and pick-ups, going to after school activities, having fun on the weekends and being there for life's everyday ups and downs.

I absolutely love working at Mpower, I am working in a team environment rather than being the primary carer of foster children. This has been a huge change for me, but with the dedicated OoHC team to support the children and young people (and new staff like me), the transition has been made easy. I enjoy all aspects of my role. I am passionate about helping develop life skills and enjoy cooking and baking with the children and young people. Outside of work I have 5 children and 2 grandchildren who I love to spoil and spend time with.



'I feel my work here has transformed the way I think and enabled me to grow so much as a paediatric clinician.'

Amanda Adamson

Occupational Therapist

Hi, I am Amanda and I started as an Occupational Therapist (OT) here at Mpower in April 2021. Some fun facts about me... I LOVE nature, an adventure and a good dress up party! In 2000, I came to Australia with my family from Warwickshire, England when I was 18. In 2005, I began my OT degree at James Cook University, Townsville, before starting my career in 2009. Beginning in community mental health working for a non-government organisation, I supported and facilitated several therapy groups including art, animal and equine therapy as well as managing a client caseload.

I took six years' leave to create our beautiful family and to support my children Aida and Arthur to grow and learn. My children are my world, I adore and am most proud of them both. Whilst not working, I invested much of my time in our local community of Hamilton. I continue to be a very passionate community member advocating and volunteering within different community groups including GenR8 Change, the Australian Breastfeeding Association (coordinator of our nature play group) and facilitating the Parent Child

Mother Goose program at the Uniting Church, Hamilton. Returning to the workforce in 2018, I joined the team at WDHS, Hamilton, working in both Community Paediatrics and Aged Care.

In April 2021, I took a leap of faith to follow my passion for paediatrics. Starting at Mpower has been a steep learning curve in regards to understanding the NDIS, however I feel my work here has transformed the way I think and enabled me to grow so much as a paediatric clinician. I am SUPER passionate about OT, our diversity as a profession to be innovative, adaptive and holistic when supporting people wherever they are on their journey. All of this I feel fits within our values as an organisation here at Mpower. The team here are brilliant, passionate, resilient, dynamic, patient and tremendously hard working. I am so inspired by them, their incredible depth of knowledge and kindness, which they have shared to achieve the best possible outcomes for the families we work with.

I am a big believer in working as a team to strengthen our community and this is why I love being at Mpower.

Joshua Alexander

Disability Support Worker

My name is Joshua Alexander, I grew up in Camperdown, moved to Warrnambool in 2008 and I am 25 years old. I enjoy playing sports like basketball and tennis, I follow the Essendon Bombers and watch every match where possible. I enjoy playing video games and listening to music. I also enjoy playing board games and hanging out with friends. I have worked in many different areas throughout my life, these include Telstra as a Salesman, EB Games, Kmart, ALDI and now finally here at Mpower.

The reason I started my Cert IV in Disability was because I wanted to start working as a support worker and wanted to give back to the community

I've grown up in. During the course of my study, I was led to working at Mpower which gave me practical experience while I studied. My main goal being, to help empower and support individuals within my local community.

The work I do at Mpower is 1 on 1 support with clients, after school program and school holiday programs with groups. I really enjoy working with kids in the group activities. I love helping to make sure the people I work with have a great time while I support them, provide them choice and being there to help empower them.

The team I work with is great and always there to lend a hand if needed. The stand out moments for me so far have been seeing how much the kids enjoy getting out and participating in activities within the local community.

The reason I started my Cert IV in Disability was because I wanted to start working as a support worker and wanted to give back to the community I've grown up in.







Trudy Marr – Chief Operating Officer

Corporate Services

In April 2021, following vacancies in key leadership roles, a review was undertaken to ensure we had the most appropriate positions leading the teams. From this, a Chief Operating Officer position was formed and filled in early June 2021, replacing the previous Chief Financial Officer position. I am thrilled to have been appointed in this role to work closely with the service provision teams to enhance our service delivery and meet the growing demand across the region.

This past year has been an interesting one for Mpower with big changes in the way we work. We have grown to 83 employees and expanded our service delivery across some great new programs.

Some modifications were made to the existing office space at 71 Koroit Street to meet the needs of our growing service. We have now reached capacity on the number of people we can seat in our main office and have begun the process of looking for a new site to temporarily move a portion of our teams to, while we take the time to plan for the future. In addition to the main office space, Mpower has a total of six additional sites which includes one new Out of Home Care house as of May 2021.

People and Culture

Mpower have invested heavily into the People and Culture function which now has a team of two.

Our values are central to how we foster the right culture, and guide how we think and act. They underpin our exceptional service provision, equipping our workforce to provide best practice services to our clients, participants, families, carers and community.

Our success is led by our great people, that is why Mpower's recruitment is based on merit, local knowledge and cultural fit. We are always on the look-out for individuals who are aligned with our values and long-term thinking.

Mpower continues to advocate that each person is integral to the ethos of the organisation. This reporting year we have increased our workforce to 83 with 28 onboarded in the last 12 months, reflecting an increase of 7.1FTE in the past two years.

Mpower have also made considerable efforts to ensure job security in the previous 12 months with a move from casual employment to part-time and full-time working arrangements, with 70% of our workforce now on permanent contracts.

The finalisation of our organisational structure in September 2021 places us in an opportune position to expand our service capability with a supported corporate services structure.

Key appointments in 20/21:

- CEO
- COO
- Manager Business and Plan Management
- Coordinator ECIS
- Coordinator South West Carer Respite Network
- Occupational Therapist
- Three key workers in newly funded programs
- 13 support workers

The environmental impact of COVID-19 has required Mpower to be more agile in all facets. The impact of our people working from home and finding new pathways to maintain a collegial network and achieve business outcomes has been difficult. Mpower's Health and Wellbeing calendar was launched in February 2021, its purpose being a focus on individual mental health, workforce connectivity and united wellbeing. As a workforce, we have implemented financial wellbeing sessions hosted by Care Super; and celebrated NAIDOC Week and International Donut Day with delicious treats from local bakery, Jane Dough.

Plan Management

The Plan Management team has the largest client base of all services provided by Mpower, with our dedicated team currently working with 442 clients. The service is continuing to grow, with Plan Management revenue increasing by 26% compared to FY19/20 as a result of a 46% increase in funds managed by the Mpower Plan Management team.

Quality and Risk

Quality and continuous improvement are central to the services provided by Mpower throughout the year. The safety of our participants is of the utmost importance and preventing harm through quality checks and internal auditing processes is paramount to the value of our supports.

Quality Standards

The NDIS Practice Standards outline the quality standards to be met by all registered NDIS providers to provide supports and services to NDIS participants. The Human Services Standards represent a single set of service quality standards for Department of Families, Fairness and Housing funded service providers and department-managed services. These Standards are brought into practice through ISO 9001:2015 which ensures Mpower has appropriate policies and procedures in place.

Re-accreditation

Mpower successfully achieved re-accreditation in February 2021, to the NDIS Practice Standards, Human Services Standards and ISO 9001:2015. This process involved months of preparation and an independent external audit conducted by HDAA over five days. Although preparation and responding to auditors was difficult during COVID-19 lockdowns, Mpower as a whole came through the process to achieve accreditation for a further three years.

MYP

Continuous improvement through innovation is an important value held by Mpower. Listening to our participants and employees' feedback, we review all our services and practices on an annual basis. This financial year saw the implementation of MYP, an organisation-wide software system that allows efficient processing of claims in plan management and faster onboarding for participants. Participants and their carers can also see their plans and budgets live online through a personalised log in, providing transparent and up-to-date information.

Information Technology

Mpower have put a great emphasis on IT infrastructure over the past 12 months to arm all employees with devices and technology that will make working with clients and the broader community more efficient. Whether that is iPads for outreach workers, or large screens for the finance teams, each device has been tailored to meet the needs of individuals and team operations.

Volunteers

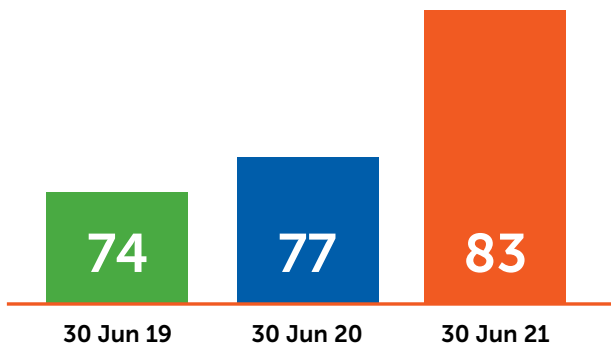
Due to restrictions, our wonderful volunteers have been unable to contribute to Mpower's operations during the last 12 months, however, work is being done to get the Community Transport program back up and running after it took a break during COVID. We are onboarding new volunteers and are always on the lookout for more to drive our fabulous community members of the community to appointments, into town for some shopping or to run a few errands.

The Future

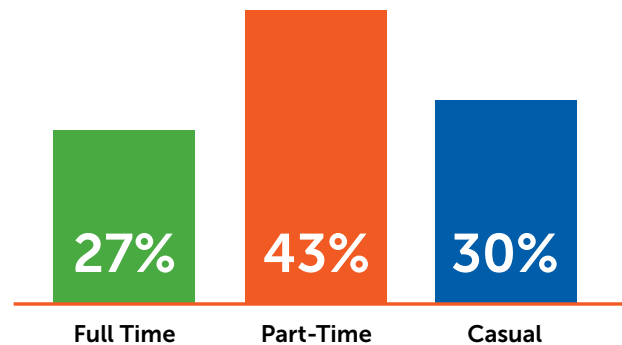
Looking ahead, I am eager to see what awaits Mpower in this significant time of change to best meet the needs of our clients, their families and the broader community.

I would like to take the opportunity to thank the Corporate Services team for all they do to ensure Mpower's service teams work efficiently in order to provide quality services to our participants and their families.

Number of Employees



Employment Type



Staff as at 30/6/2021

Executive

Kevin Mills
Trudy Marr
Cherieanne Carmichael
Louise Jellie

Rianna-Lea Bourke
Justin Bourke
Lyndy Boyle
Ruby Bradshaw
Nadia Brown
Daniel Carey

Cloe Hilliam
Catherine Howarth
Trent Hughes
Vicky Hughson
Molly Hutt
Belinda Jarvis

Claire Prentice
Jasmin Prewett
Lisa Psomas
Ali Raza
Mitchell Reason
Nelson Reason

Leadership Team

Deb Harman
Pattrina Markey
Judi Mutsaers
Kait Brown
Penny Ryan
Tricia Hughes
Dianne McFadden
Sandya Ranaraja

Katrina Carrod
Robyn Carroll
Heather Clue
Catherine Cope
Sarah Davey
Teisha Davis
Maggie Down
Joelyn Gibson
Jami Giles
Jennifer Gleeson

Tracey Jennings
Kirsty Jones
Vicki Kearney
Gail Kent
Bo Lehmann
Paige Lloyd
Ashlee McCullagh
Cheryl McKinnon
Susan McNaughton
Tracey Meade

Thomas Reeve
Justin Roberts
Luke Robertson
Rachel Savery
Brooke Siegle
David Skinner
Kirsty Sutcliffe
Maria Svent
Sean Verdon
Shona Waller
Benjamin Warren
Dionne Wilson
Peter Wohar
Sam Worden
Sarah Zerbe

Employees

Amanda Adamson
Joshua Alexander
Mark Barling
Gordon Bentley
Amber Boers

Letitia Gunn
Lynda Haddow
Jessica Hall
Trent Harman
Naomi Hill
Jenny Hill

Tomas Murphy
Rebecca Nevin Berger
Kellie New
Yasmin Nurmohamed
Beth Parkin
Jessica Pimblett

Service at Mpower

Mpower is proud to employ over 80 skilled and experienced staff. We acknowledge their dedication and hard work to achieve Mpower's vision of providing quality services that empower people to have meaningful connections to their communities throughout South-West Victoria.

At Mpower's AGM each year, we celebrate staff service to the organisation and recognise their years of service in five yearly increments.

This year we congratulate the following employees for five years of service;

Amber Boers

Disability Support Worker

Rianna-Lea Bourke

Disability Support Worker

Catherine Howarth

Team Leader Disability Services

Financial Report

Mpower generated a surplus of \$1,007,780 from overall activities in FY 20/21, a 34% increase on our previous year.

Revenue

Our total income for FY 20/21 was \$11,144,867, an increase of 25% on our previous year. NDIS funding made up 66% of the total income, while income generated from government grants made up 28%. Program and other income made up 6% of the total income.

Expenses

Staff costs resulted in 49% of the organisational total expenditure of the year, followed by 41% for program expenses.

Assets & Liabilities

Our overall cash and cash equivalents increased from \$1,158,784 at the end of FY19/20 financial year to \$1,989,788. As a result of a strong financial position, a decision was taken to open a new term deposit to facilitate funding for future projects.

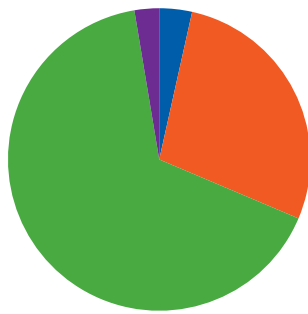
Property plant and equipment increased by \$1,722,738 after the value of land and building rose following on from a revaluation of assets. Total liabilities increased only by \$1,720 compared to FY19/20.

Mpower has continued to accelerate systematic change which will have long term benefits in our community sector. Investment in new IT systems and a new CRM package (MYP) allows efficiency in our service provision and improved services to our valued clients. We are actively involved in supporting our community and are continually looking to reinvest back into the community to provide best practice and much needed services within our region.

Trudy Marr
– Chief Operating Officer

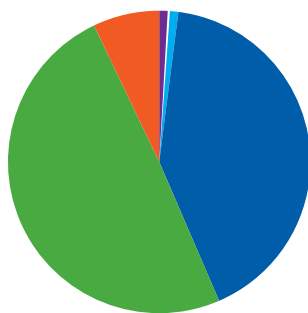


Income



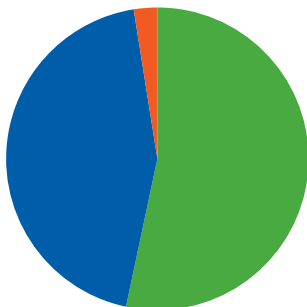
Program Income	\$389,511	3%
Government Grants	\$3,107,025	28%
NDIS Income	\$7,354,870	66%
Other Income	\$293,461	3%

Expenses



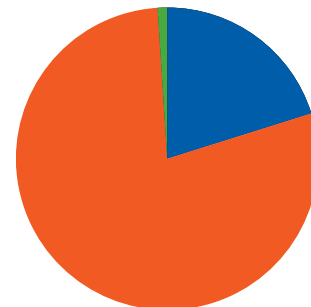
Administration	\$90,787	1%
Advertising & Marketing	\$23,375	0%
Facilities Management	\$91,424	1%
Program Expenses	\$4,206,409	41%
Staff Costs	\$5,005,705	49%
Other Expenses	\$719,386	7%

Assets



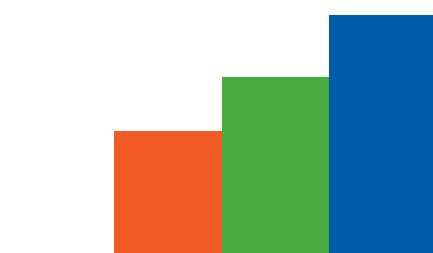
Fixed Assets	\$4,797,263	53%
Cash and Cash Equivalents	\$3,972,593	44%
Trade and Other Receivables	\$225,745	3%

Liabilities



Trade and other payables	\$255,305	20%
Current liabilities	\$998,740	79%
Non - Current liabilities	\$12,832	1%

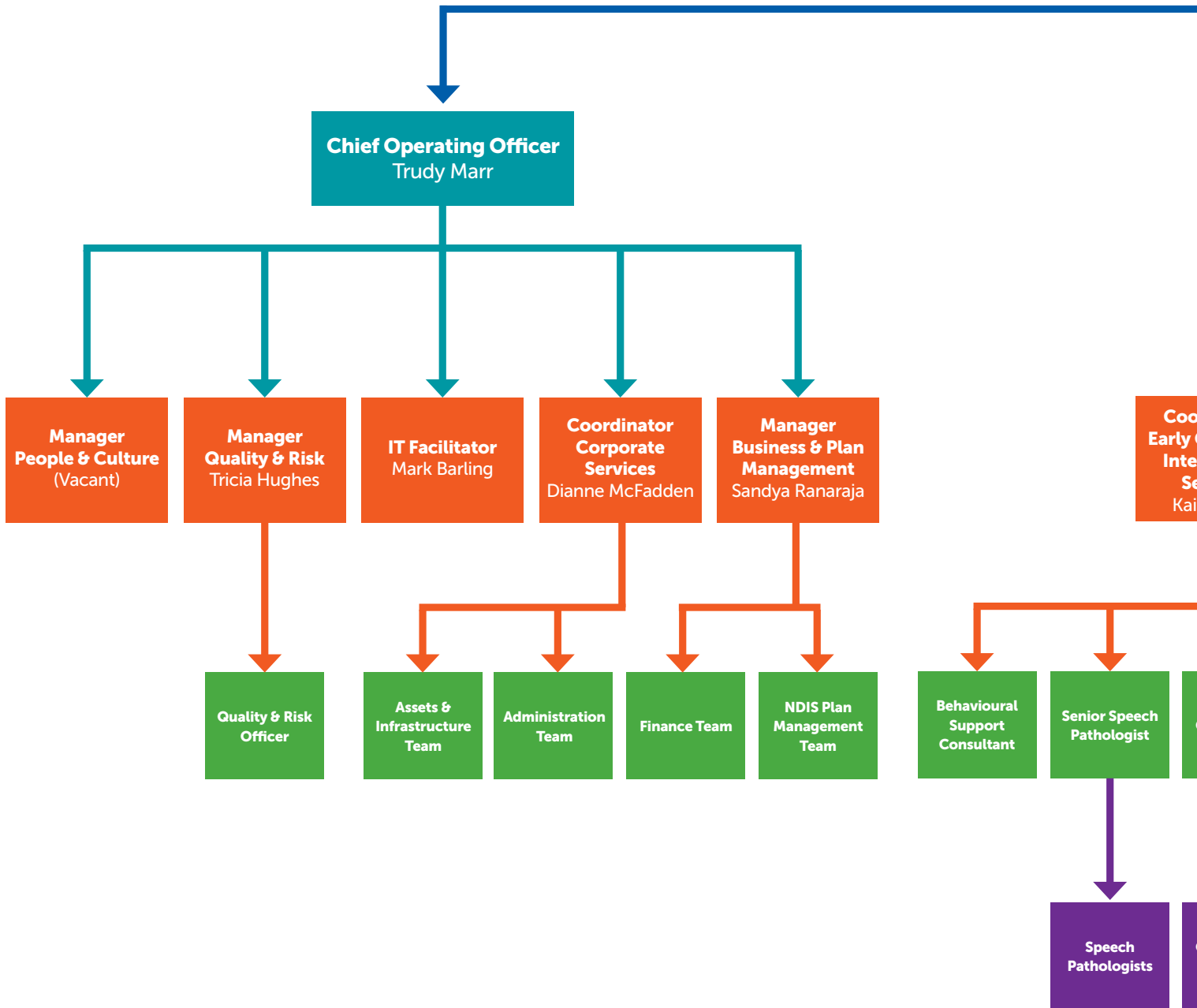
5 Year Snapshot - Net Surplus

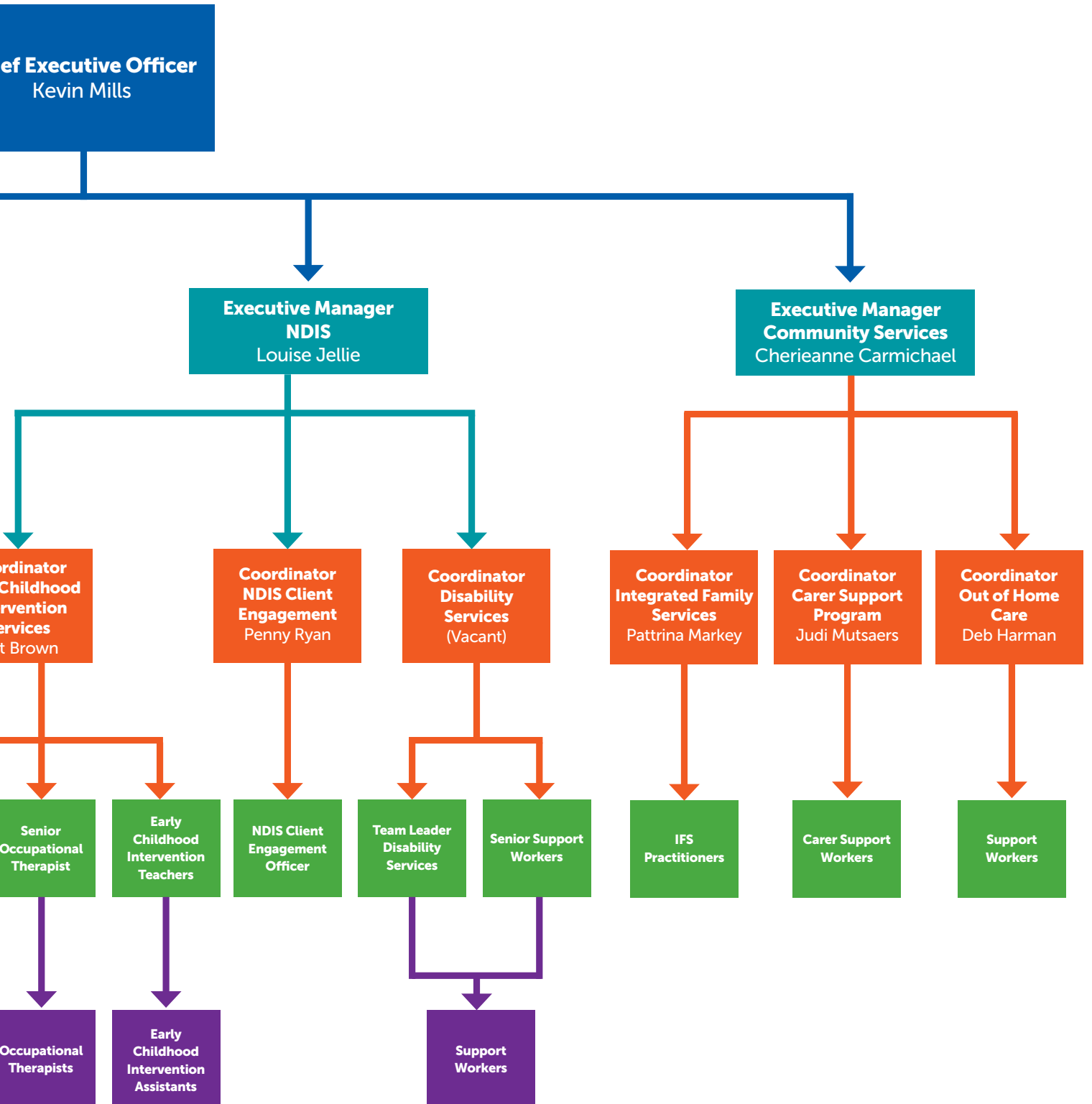


Year	Net Surplus
2016-17	\$539
2017-18	\$21,651
2018-19	\$523,823
2019-20	\$751,721
2020-21	\$1,007,780

Organisational Structure

as at 30/6/2021







It started with sibling support

Nelson Reason – Senior Disability Support Worker

My journey with Mpower began long before I worked here, I have two younger brothers, Seth and Zane who both have an intellectual disability and autism.

Growing up, I was always really close with them. Watching them grow up and seeing the different supports they needed over the years really grew my passion for working with people with a disability, people like my brothers.

They had been accessing Mpower's services since they were very young, particularly those in Early Intervention.

Louise Jellie, who is now my Executive Manager, used to be their speech therapist and Penny Ryan, who was their support worker, is still a valued colleague today. My brothers used Mpower services for years, and from that, I became part of the sibling support group about 10-12 years ago. We used to go to Geelong or Colac for day trips once a month with a group of people who were all in similar situations to me by having siblings with disabilities. The siblings group was pretty cool and I met some great people.

After school, I started working where most kids do, at Maccas, and then started working as a butcher. While I was there, I did my Cert IV in Disability and thought, 'I need to get out of this line of work and do what I love', so I applied for a few jobs and got some calls to interviews. There was a need for support workers everywhere. One of the reasons I had applied to work with Mpower was because I was familiar with their services and workers and I knew it would be a great place to work.

I started with Mpower four years ago, when I was 21. There were plenty of shifts, as the need for Disability Support Workers had grown in the region.

I was able to jump straight into work and I was pretty lucky with my first fortnight. I started at the perfect time of year and was put straight into the school holiday program. Back then, we worked with a large group of kids across a range of ages which gave me a massive insight into all types of disabilities. It also gave me the opportunity to work with a great group of experienced support workers to watch and learn from.

My work as a support worker has evolved over time, working 1:1 with clients, residential care and doing groups sessions with both kids and adults.

Over the past couple of years I have been working as the Key Worker to one particular person who lives with us at Mpower. I am responsible for her medication, dietary needs and making sure her social and educational goals are worked towards. This includes training new support workers to support this person as well.

Most recently, I have taken on a role as a Senior Support Worker. I am still finding my feet in this role but love the work I have done so far, including setting up new programs and organising activities. I am ready for this new challenge and believe my great insights, having worked on the floor and knowing what the kids like, has really helped me.

So far, I have lots of great memories. My fondest moment, the one I hold closest, was about three years ago working with a participant. Mum wanted him to get a job so that he could work towards some independence, ready for potentially leaving home the following year to go to university. We sat down and discussed job opportunities, how we could work towards trying to organise university and setting himself up on his own. Both mum and the participant wanted to work towards the same goal, but they just didn't know how to get there.

Initially, we sat down and wrote up a resume. During our next time together, we walked around and handed them out. Within a week, he had received five phone calls for interviews, at which point he started to panic a little about the interview process. We focussed hard on preparing, practiced some questions and wrote down some key points. From those five interviews, he got three job offers and after some discussion about where he could get the best training and support to get him 'real world ready', he chose his role. He worked there successfully for one year before moving out of home and going to university. He is now in his second year of study and going really well. This is just one example of the fantastic supports we can offer the people we work with.



"I love Mpower as an organisation, and like I mentioned, seeing the great outcomes we can get with valuable 1:1 supports makes for a very rewarding career."

Celebrating 30 years of service

Dianne McFadden – Co-ordinator Corporate Services



February 2021 saw the clocking up of 30 years of service at Mpower for Dianne McFadden. A hard-working individual with a can-do approach, Dianne is highly regarded by all staff and integral to Mpower's day-to-day operations.

When she began working with South West Region Disability Service, as Mpower was formerly known, in 1991, advocacy, a special needs Toy Library and Holiday House was the full complement of services on offer, vastly different to the extensive range of services Mpower offers today.

'I could never have imagined the enormous growth that would occur at Mpower over time. Mpower staff achieve amazing outcomes every day, and I am proud to have played a part in supporting them within the various roles I have held over the past 30 years.' One of Dianne's key highlights was the encouragement and support she received to complete further study and receive higher qualifications. Mpower is extremely grateful for Dianne's contributions, as well as the breadth of knowledge and experience she brings to the organisation. We express our sincere thanks to Dianne for her commitment and dedication to the growth and success of Mpower over the past three decades.



Kevin Mills – Chief Executive Officer

CEO Report

My first few months at Mpower have been an absolute pleasure. We are moving into an exciting phase, with a change in leadership and successful recruitment of a large number of highly skilled team members.

I am delighted to have this opportunity to be part of and lead Mpower. It's a privilege to join such an extraordinary agency, with dedicated staff who deeply care about our mission and the people they work with. I wish to extend my thanks to the Board, Executive and the whole team at Mpower for such a warm welcome to such a great organisation.

As we start a new phase of our journey together, I wanted to share some background on myself and what inspires and motivates me.

I've been married for 18 years to Melissa, and we have two boys, Cooper and Archer. Like anyone else, a lot of what I do and how I think has been shaped by my family and my overall life experiences. I grew up in regional Victoria and know first-hand the benefits and challenges to living and working in rural and regional areas. Many who know me say I am also defined by my leadership, sense of community, competitiveness (usually on a sports field), teamwork and problem-solving skills.

Many organisations aspire to make real change in peoples' lives, but very few have all the elements required: talent, resources, and perseverance. Mpower has proven that it has all three in abundance. Add to this the opportunity to develop a new strategic plan, we truly have an amazing opportunity to drive the organisation forward to deliver amazing outcomes for our community. As the new CEO, I can't ask for a better foundation.

We need to prioritise innovation and advocacy that is centred on our core values of Respect, Empowerment, Quality and New Learning. This means looking for what our clients and participants most need and finding new ways to ensure we can deliver.

Next, every one of us needs to do our best work, lead and help drive positive culture. We sometimes underestimate what we can each do to make things happen and overestimate what others need to do to move us forward.

Finally, I truly believe that each of us must find meaning in our work. The best work happens when you know that what we do is not just work, but rather, it is something that will improve other people's lives. This is the opportunity that drives each of us at Mpower.

Here's to the beginning of a great new chapter.

Kevin Mills – CEO

I was drawn to Mpower simply by what we do. Mpower's Mission, "take the lead in providing quality services that build the capacity of people to reach their potential and empower people to have meaningful connections to their communities" really hits home to me.





Cherianne Carmicheal – Executive Manager

Community Services

Everyone has suffered hardship over the past year due to the COVID-19 pandemic, but especially those already experiencing disadvantage in our community.

Our Community Services programs support some of the most vulnerable people in our community and over the past year we have had to be innovative in the way we provide these supports.

The Community Services team deliver the following programs:

- Integrated Family Service
- Family Preservation and Reunification Program
- Children with Complex Disabilities Program
- Specialist Disability Practitioner Program
- Residential Care Services
- Targeted Care Packages
- Strengthening Parent Support Program
- Support for Carers Program

It has certainly been a difficult and challenging year, but through it we have been determined to deliver the best possible services. To date, we have weathered the storm and become stronger and more adaptable as a result.

When COVID-19 hit, our team did not have the luxury of time and were required to be proactive and quickly devise ways to support families and carers. Utilising video conferencing, organising in-person visitations for emergency situations and distributing food parcels, petrol vouchers, clothing and household items, our team were able to provide invaluable supports to those most impacted by COVID-19. One positive learning experience from the pandemic was the immediate face-to-face communication that we could have with families and carers via video conferencing.

During times that we were able to visit families and carers face-to-face, both staff and clients appreciated the benefits of being in the same room as one another, something that we have previously taken for granted.

Our IFS program delivered high quality, inclusive services to vulnerable families and in 2020-21, we introduced some new programs.

We launched the Children with Complex Disability Support Needs (CCDN) Program which focuses on families who have children with complex disability needs, and aims to prevent those children being placed into care. The program has only been in place for six months, but already there have been some fantastic outcomes;

I have been a part of the Children with Complex Disability Needs (CCDN) Program for a few months now. I was reluctant at first as my daughter has had a few workers in place from different services, with no progression in her behaviours. I was proven wrong as my worker has been able to pull together services to get them to work together, organising Care Team Meetings (where there were none) and engaging with not only my daughter, but the family as a whole. The program has offered support that has been invaluable in communications between services, ongoing appointments with both my daughter and I, and being able to offer a different perspective. I have found it very difficult to find a service that understands my daughters' needs while supporting my family to stay together. This program has allowed this and enabled me to explore all options available to my family and I. Programs like the CCDN are greatly needed in the community, not only for my family, but for others as well. I have felt supported, heard and valued, which is unfortunately hard to find when you have a child with complex needs.

'Thank you both for the great care you took of us all and for a trip that "amazing" doesn't do justice to.'
– Carer

In addition to this, the Family Services Specialist Disability Practitioner Program assists vulnerable families to navigate the NDIS system. Partnering with Brophy Family and Youth Services and Bethany, Mpower also delivers the Family Preservation and Reunification Response program to help keep children out of residential care and to reunify them with their families.

'It's one place where I can let down the facade and be honest about the realities of how challenging it is raising a child with ASD.'
– Carer

This year our IFS team assisted 106 families. One of the focuses was to ensure that children had access to on-line learning. When assisting families, we worked with their strengths to provide supports to achieve their goals.

Each family that we assist has their own unique story, which we respect by delivering tailored supports to develop their skills and build a brighter future.

Our residential care homes provide home-based care for children/young people with a disability when they can no longer live with their families or carers. With the increased need for residential care, Mpower has expanded its services and introduced an additional home to care for two additional children. We provide culturally safe, trauma-informed care in a warm and homely environment. We actively support the young people to re-engage and strengthen their relationships with their family where appropriate. We are committed to providing accessible services and opportunities to the children and young people who live in our homes to live the life they choose. We are proud that all the children we care for are receiving education and pursuing extra-curricular activities in the community such as gymnastics and boxing.

Working in residential care presents our staff with many challenges. Exacerbated by the challenges presented by COVID-19, this was a year out of the box. Our employees are committed to the young people in their care, which was steadfast in a rapidly changing environment. The changes came thick and fast, and they included remote learning, wearing of personal protective equipment, rigorous cleaning arrangements and strict protocols when entering and leaving the houses, as well as helping the children understand COVID-19 and the effects it would have on their lives. Our team professionally accepted these changes and implemented them in a very short time frame.

The Carer Support Program provided support to 79 new carers, bringing the total to 256 Carers. During the summer months, our team were able to organise some face-to-face events in line with COVID-19 protocols such as lunches, carers meetings and an overnight trip to Halls Gap, which the carers were very eager to be involved with.

This is what one of our carers had to say;

I'm a mum to two children with ASD aged seven and eleven. Like many kids with ASD, my children struggle at times with anxiety, particularly around uncertainty and change, and so do I.

During lockdown I reached breaking point. I knew I needed a break, but I didn't think my kids would cope with any more changes, so when Judi rang from Support for Carers and offered to provide some respite, I declined.

Over the weeks and months, Judi, Robyn and Trent kept in touch, chatting and listening without judgement or pressure, and eventually I accepted a few hours of respite for the very first time.

To my surprise it went well, which gave me the confidence to do it again and when lockdown ended, to take an even bigger step.

In May this year I went on an overnight trip to Halls Gap with the Support for Carers Program. Everything about this trip terrified me, leaving my children overnight for the first time ever, mixing with strangers, being so far from home, but it was something I knew I needed to do.

It didn't all go smoothly for me or my family. There was guilt and anxiety, panic and tears, but I was surrounded by encouragement and support. I got through it, and it was life changing. I have more confidence in myself now, and in my husband and kids to cope without me. I'm more resilient. I'm even working again! Life is good.

Even though many of our usual face to face activities were thwarted due to COVID-19, the team introduced social activities online. The Carers were invited to participate in online social days such as baking and art days. This involved our team delivering the necessary ingredients or art supplies to our Carers' doorsteps. Feedback was that Carers really enjoyed these online get togethers, which was reinforced by the high levels of continual attendance and participation. Our team also delivered care packages and petrol and grocery vouchers to our carers in a contactless manner.

'Couldn't have come at a better time, so thanks again for all your help.'
– Carer

The team have recently undertaken training in the 'Triple P Stepping Stones Program' to increase capacity to support parents of children with a disability and are excited to deliver this program in 21/22 and beyond.

After advocating to DFFH for a Support for Carers Provider network to inform practice, share knowledge and ideas and facilitate peer support, Mpower are now working with Carers Victoria to establish a regional Support for Carers network.

It is envisaged that the network will include neighbouring regions, increasing Mpower's knowledge of services and resources available in those areas, and increase the capacity of the team to support carers in isolated communities right across South West Victoria.

This has been a year of great learning and resilience for the community services team and the people that we assist, and we have all grown stronger as a team because of it.

Cherieanne Carmicheal
– Executive Manager
Community Services





A Time to Reflect

Kerry Nelson

The Mpower Annual report for the 20/21 year brings a very different task for me, as I come to contribute my thoughts, not only for this year, but across the last 20 years. From a personal perspective, this year has been truly momentous, as I decided the time was right for me to retire from my role as CEO at Mpower.

When I commenced in the role, Mpower employed 14 staff and had a \$600,000 budget. Today, turnover is above \$8 million and over 80 employees support more than 800 clients.

Despite the massive growth, some things haven't changed. As a community-based organisation, Mpower remains loyal to its original foundations by ensuring that the interests of people with disabilities and their families are kept at the fore.

Amazingly, there have only been two CEOs in the 47-year history of Mpower, as I took over from founder, Cath Lourey. A handover to the new CEO, Kevin Mills, at the end of April saw the next stages of Mpower's history being made.

Joining Mpower in February 2001 set the scene for achieving my career goal of being a CEO in the community sector. It was an extremely exciting time as there was so much to do, guiding the small organisation through the next stages of development. Leading Mpower through its first accreditation set it up for steady growth into the mature and professional organisation it is today.

Today's main building at 71 Koroit Street is vastly different from the Koroit Street headquarters in 2001, which at that time were recently acquired and quite empty. The situation was managed by leasing spaces to like-minded providers, but today Mpower owns three additional buildings in Warrnambool and is almost at capacity. Mpower also has offices in Hamilton and Portland.

I am proud that over the years the expansion has been 'organic growth.' We never had a big push to develop; we just grew with the needs of the community and continued to utilise our strengths. Mpower has been a lovely place to work, as agencies like Mpower attract the type of person who has a caring attitude and looks out for best interests of the families we work with. Mpower's strengths have always been about being community focused, accepting people of all abilities and looking to build a society that is much more inclusive.

There have been several highlights over the past two decades at the helm, including the late Geoff Handbury becoming Mpower's patron in 2011 and his \$100,000 donation to kick-start community fundraising for the Mpower House respite and therapy centre which opened in 2015.

While it is time to start exploring the next part of my life, I will continue to follow Mpower's progress.

The NDIS was an enormous challenge which we prepared for well by establishing a detailed three-year strategic plan prior to the scheduled roll-out. Mpower's successful transition was very much the result of the dedication of its highly skilled staff, who committed to the challenging work and change management required.

Mpower's growth has certainly accelerated because of the NDIS. The whole disability services landscape was changed forever with its introduction and consumer choice of services. This was certainly one of the milestones during my 30-year career in community services.

After vast amounts of soul searching and thought, my decision to retire is at a particularly suitable time for Mpower. I am leaving whilst Mpower is thriving and growing from strength to strength. We have built up a high-quality team of staff, by establishing new specialist roles in corporate services and developing a novel staff structure to support the growth and maturity of the organisation. We now have in place experienced executives, newly appointed leadership teams and a dedicated, diverse, skills-based Board of Management, thus the timing is right for me to move on.

On reflection, my 20 years' service at Mpower has been the perfect culmination of prior skills, experience, and training. It has a strong future with continued steady growth, possibly even more rapid than in recent years. I wish Kevin every success as he takes the helm of a much-loved organisation.

Board of Management



Rhys Boyle
– President

I am particularly proud to be associated with an organisation whose focus is squarely on meeting the needs of our community in such innovative and progressive ways. Through being a Board member of Mpower, I have the opportunity to contribute relevant knowledge and governance skills developed over a 30-year career in business, finance and the aged care sector.

- Member of CEO Performance & Remuneration Sub Committee
- Member of Finance & Audit Sub Committee



Kerrie Hughson
– Vice President

I am proud to be part of a knowledgeable Board who genuinely care about the unique services that Mpower provide to the community. I have personally learnt a lot from my time on the Board and am proud to play a part in providing these important services to the community. I decided to become a Board member because of how Mpower's Carer Support Program helped my Nana. Even though she is no longer involved due to my Pop passing away some time ago, she still regularly catches up with friends she made during her time at Mpower and has fond memories of the program. Professionally I am a Chartered Accountant / Partner at Sinclair Wilson and bring strong financial knowledge to the Board.

- Member of CEO Performance & Remuneration Sub Committee
- Member of Finance & Audit Sub Committee



Michael Crothers
– Treasurer

I am pleased to be a Board member of an organisation that has such a profound and positive impact on participants and their families. As a parent of a child navigating the NDIS system, I understand the participant's journey through the system and the link between participant-centred practice and positive participant outcomes. I admire the professionalism of Mpower staff and have a strong appreciation of the important role Mpower plays in the community. Employed as Manager of Data and Business Performance with SED Advisory, I recognise the importance of governance in developing a strong organisation culture and strategic direction.

- Member of CEO Performance & Remuneration Sub Committee
- Member of Finance & Audit Sub Committee



Neil Ballard

I have had links with Mpower since the late 1980s and have watched the organisation grow and develop over time. It is satisfying being part of an organisation that makes a difference and remains true to its mission as a community-based organisation, building the capacity of people to reach their potential and have meaningful connections to their communities. My extensive experience working in community services, particularly in the disability sector, and thorough knowledge of the service system in the South West Victoria led me to being invited to join the Board in 2011.



David Beggs

As a strategic thinker, I bring skills and experience in governance to the Board to help make a difference in the lives of people with a disability. I joined the Board in 2005 after experiencing first-hand the quality services provided by Mpower. Professionally, I am a vet in Warrnambool and an Associate Professor at Melbourne Veterinary School with a PhD in Animal Welfare. Outside of work, I am active in the animal welfare space and gave a TedX talk on the subject.

- Member of Finance & Audit Sub Committee



Helen Bayne

It gives me great satisfaction to play a small role in supporting the talented, caring and passionate staff at Mpower. They are an exemplary team who make a positive difference to clients, their families and the wider community. Mpower's community-focused approach and commitment to achieving equality for people with a disability honours its grassroots origins and inspired me to join the Board. I bring an independent voice to the Board and a wealth of knowledge in both business and social responsibility. I am committed to improving health and social outcomes for vulnerable people, their families, carers and communities.

- Member of Quality & Risk Sub Committee



Michele Downs

As a practicing Solicitor, I am passionate about guardianship, protecting the rights of people with a disability to determine their lives, and ensuring that vulnerable adults and children remain protected and free from exploitation. I believe Mpower plays a pivotal role by making resources available to families to divert young people from the court system and lessening the risk to both the individual and the community. My strong interest in disability and family law grew from lived experience in my family, which also led me to join the Board in 2017.

- Member of Quality & Risk Sub Committee



Delna Plathottam

Both my genuine interest in empowering clients and passion for the vision of Mpower led me to join the Board in 2020. My role contributes in a small way to what Mpower does so splendidly. Mpower's professional and committed staff support clients and families through high quality service delivery and innovative practices to maintain Mpower's focus on community, inclusivity and empowering individuals. Professionally, my experience in health, quality and risk management and volunteering assists me to ensure the Mpower Board remains true to its mission. I am proud to articulate Mpower's accomplishments to the wider community and garner support from the community through advocacy.

- Member of Quality & Risk Sub Committee



David Beard

I have had the pleasure of working with and using Mpower services both professionally and personally. My affiliation with Mpower has given me invaluable insights into the needs of individuals and families living with disabilities. Mpower's reputation for providing quality services to members, individuals and families is paramount to my role as a Board member. I take pride in the fact that Mpower remains client focussed and keeps this central in both its operations and service provision. As an educator of 35 years, I enjoy working with a Board who maintain a client-centric approach and act with great integrity to help Mpower reach its goals and objectives.



Acknowledgements

Mpower acknowledge 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

- National Disability Insurance Scheme

Victorian Government



Mpower acknowledges the support of the Victorian Government

- Department of Families, Fairness and Housing
- Department of Health
- Department of Education

Donors

- Geoff and Helen Handbury Foundation
- William Angliss Charitable Fund
- VG & F Robson

Partnerships

- Brophy Family and Youth Services
- Bethany Community Support
- WDEA Works
- Southern Melbourne Primary Care Partnership
- Barwon Community Legal Services

Local Government

- Warrnambool City Council
- Corangamite Shire
- Glenelg Shire
- Moyne Shire
- Southern Grampians Shire

Community Program Partners

- Warrnambool City Bowls Club
- Warrnambool Art Gallery
- Warrnambool Mini Golf
- The Union Station Hotel, Woolsthorpe
- Cobden Miniature Railway
- Baptist Church Community Dance Group
- Cudjee Wild-Life Park
- Macey's Bistro
- Rafferty's Tavern
- RSL Warrnambool
- Aquazone
- Nestles Rowing Club
- Port Fairy Yacht Club
- Warrnambool Angling Club
- Great Ocean Road Ten Pin Bowling
- Meals on Wheels
- Dennington Bowls Club
- Capital Theatre
- Active Sportz

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 care.



mpower inc.
since 1975

2020-2021

Financial Statements

Mpower Inc.

ABN 39 491 685 563

**BOARD OF MANAGEMENT REPORT
FOR THE YEAR ENDED 30 JUNE 2021**

The board members present the financial report of the Mpower Incorporated for the financial year ended 30 June 2021.

Board

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

Rhys Boyle	President	Michelle Downs
Kerrie Hughson	Vice President	Delna Plathottam
Michael Crothers	Treasurer	
Neil Ballard		
David Beard		
David Beggs		
Helen Bayne		

Board 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 services to vulnerable 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 \$1,007,780 (2020: \$751,721).

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 Board:

Kerrie Hughson
Vice President
on behalf of



Mr Rhys Boyle
President



Mr Michael Crothers
Treasurer

Dated at Warrnambool, 30 September 2021

Mpower Inc.

ABN 39 491 685 563

STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2021

	Notes	2021 \$	2020 \$
Revenue	2(a)	10,661,720	8,565,285
Other income	2(b)	483,146	368,396
Advertising & promotion		(23,375)	(21,937)
Audit and legal charges		(29,536)	(16,655)
Bad debts		(4,310)	(1,845)
Bank charges		(1,232)	(2,992)
Catering		(17,209)	(10,546)
Cleaning		(45,598)	(13,774)
Consultants fees		(93,436)	(77,609)
Depreciation		(198,464)	(190,753)
Insurance		(13,195)	(9,272)
Maintenance and repairs		(278,947)	(147,039)
Motor vehicle expenses		(76,524)	(78,630)
Office supplies		(24,992)	(22,153)
Program costs		(4,209,803)	(3,079,872)
Staff costs		(109,312)	(51,904)
Salaries & wages		(4,421,639)	(3,915,213)
Superannuation		(398,855)	(373,900)
Security		(2,247)	(2,046)
Subscriptions		(24,743)	(16,590)
Sundry expenses		(9,416)	(11,729)
Telephone		(32,436)	(23,267)
Utilities		(45,918)	(35,114)
Workcover		(75,899)	(79,120)
Net current year surplus		1,007,780	751,721
Other comprehensive income			
Gain on revaluation of land and buildings		1,574,098	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR		2,581,878	751,721

The accompanying notes form part of these financial accounts.

Mpower Inc.

ABN 39 491 685 563

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2021

	Notes	2021 \$	2020 \$
ASSETS			
Current assets			
Cash and cash equivalents	3	1,989,788	1,158,784
Accounts receivable	4	166,269	190,536
Other financial assets	5	1,983,105	1,957,878
Other assets	6	59,129	28,648
Total current assets		4,198,291	3,335,846
Non-current assets			
Property, plant & equipment	7	4,799,599	3,076,861
Total non current assets		4,799,599	3,076,861
TOTAL ASSETS		8,997,890	6,412,707
LIABILITIES			
Current liabilities			
Accounts payable and other payables	8	458,764	241,857
Employee provisions	9	457,579	418,215
Other liabilities	10	339,287	588,222
Total current liabilities		1,255,630	1,248,294
Non current liabilities			
Employee provisions	9	12,832	16,863
Total non current liabilities		12,832	16,863
TOTAL LIABILITIES		1,268,462	1,265,157
NET ASSETS		7,729,428	5,147,550
EQUITY			
Retained earnings		6,155,330	5,147,550
Reserves		1,574,098	-
TOTAL EQUITY		7,729,428	5,147,550

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 2021

	Revaluation reserve	Retained Earnings \$	Total \$
Balance at 30 June 2019	-	4,395,829	4,395,829
Surplus for the year	-	751,721	751,721
Balance at 30 June 2020	-	5,147,550	5,147,550
Surplus for the year	-	1,007,780	1,007,780
Other comprehensive income	1,574,098	-	1,574,098
Balance at 30 June 2021	1,574,098	6,155,330	7,729,428

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 2021

	Notes	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		11,164,956	9,136,716
Interest received		4,177	47,549
Payments to suppliers and employees		(9,965,798)	(8,384,129)
NET CASH PROVIDED BY/(USED IN) OPERATING ACTIVITIES	12	1,203,335	800,136
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of property, plant and equipment		(347,104)	(722,681)
Purchase of other financial assets		(25,227)	(1,351,661)
NET CASH (USED IN) INVESTING ACTIVITIES		(372,331)	(2,074,342)
NET INCREASE/(DECREASE) IN CASH HELD		831,004	(1,274,206)
CASH AT BEGINNING OF FINANCIAL YEAR		1,158,784	2,432,990
CASH AT END OF FINANCIAL YEAR	3	1,989,788	1,158,784

The accompanying notes form part of these financial accounts.

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTSFOR THE YEAR ENDED 30 JUNE 2021

Note 1: Statement of Significant Accounting Policies**Basis of preparation**

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not-for-profits Commission Act 2012 and the Associations Incorporation Reform Act 2012. The Board have determined that the accounting policies adopted are appropriate to meet the needs of the members of Mpower Inc.

The Board has determined that the Association is not a reporting entity.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not-for-profit entities.

Critical accounting estimates**Key Estimates****Impairment**

The Association assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the Association that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporates various key assumptions.

Key Judgements**Provision for impairment of Receivables**

Management has completed an assessment of receivables outstanding and conclude that no provision is to be recognised.

Employee Benefits

For the purposes of measurement, AASB 119: Employee benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after the end of the annual reporting period in which the employees render the related service. As the Association expects that all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, the Association believes that obligations for annual leave, time in lieu and purchased leave entitlements satisfy the definition of short-term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

Mpower Inc.

ABN 39 491 685 563

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2021***Key Judgements (cont.)**Lease term and option to extend under AASB 16*

The lease term is defined as the non-cancellable period of a lease together with bond periods covered by an option to extend the lease if the lessee is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if the lessee is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that the Association will make. The Association determines the likeliness to exercise the options on a lease-by-lease basis looking at various factors such as which assets are strategic and which are key to future strategy of the Association.

Performance obligations under AASB 15

To identify a performance obligation under AASB 15, the promise must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the promise is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature/type, cost/value, quantity and the period of transfer to the goods or services promised.

(a) Revenue and other income

The Association has applied AASB 15: Revenue from Contracts with Customers (AASB 15) and AASB 1058: Income of Not-for-Profit Entities (AASB 1058) using the cumulative effective method of initially applying AASB 15 and AASB 1058 from 1 July 2019.

Operating grants, donations and bequests

When the Association receives operating grant revenue, donations or bequests, it assesses whether the contract is enforceable and has sufficiently specific performance obligations in accordance with AASB 15.

When both these conditions are satisfied, the Association:

- identifies each performance obligation relating to the grant;
- recognises a contract liability for its obligations under the agreement; and
- recognises revenue as it satisfies its performance obligations.

Where the contract is not enforceable or does not have sufficiently specific performance obligations, the Association:

- recognises the asset received in accordance with the recognition requirements of other applicable accounting standards;
- recognises related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from contract with customer); and
- recognises income immediately in profit or loss as the difference between the initial carrying amount of the asset and the related amount.

Mpower Inc.

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

Capital grants

When the Association receives a capital grant, it recognises a liability for the excess of the initial carrying amount of the financial asset received over any related amounts (being contributions by owners, lease liability, financial instruments, provisions, revenue or contract liability arising from a contract with a customer) recognised under other Australian Accounting Standards.

The Association recognises income in profit or loss when or as the Association satisfies its obligations under the terms of the grant.

Interest Income

Interest income is recognised using the effective interest method.

(b) Income Tax

As the incorporated Association is a charitable institution in terms of subsection 50-5 of the Income Tax Assessment Act 1997, as amended, and is therefore exempt from paying income tax.

(c) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short-term deposits and highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value. Term deposits with a maturity of greater than 3 months are classified as other financial assets.

(d) Trade and other receivables

Trade and other receivables are recognised at amortised cost, less any provision for impairment.

(e) Property, plant and equipment

Plant and equipment is stated at historical cost less accumulated depreciation and impairment. Historical cost includes expenditure that is directly attributable to the acquisition of the items.

Land and buildings are stated at fair value, based on regular independent valuations. Land and buildings were revalued as at 30 June 2021.

Depreciation is calculated on a straight-line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Buildings	40 years
Plant and equipment	3-10 years
Motor vehicles	4 years

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date. The Board have adopted an independent valuation as at 30 June 2021, which represents the fair value of held Land and Buildings. An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the incorporated Association. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS**FOR THE YEAR ENDED 30 JUNE 2021**

(f) Trade and other payables

These amounts represent liabilities for goods and services provided to the incorporated Association prior to the end of the financial year and which are unpaid. Due to their short-term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

(g) Employee benefits***Short-term employee benefits***

Liabilities for wages and salaries, including non-monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

Other long-term employee benefits

The liability for long service leave not expected to be settled within 12 months of the reporting date are measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date. Consideration is given to expected future wage and salary levels, experience of employee departures and year's of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

Portable Long Service Leave

Employees entitled to the portable long service leave scheme will have their Long Service Leave entitlement held by the scheme from 1 July 2019.

(h) Fair value measurement

When an asset or liability, financial or non-financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. Valuation techniques that are appropriate in the circumstances and for which sufficient data is available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

(i) Goods and services tax (GST)

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

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 tax authority is included in other receivables and other payables in the statement of financial position.

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable.

(j) Leases

At inception of a contract, the Association assesses if the contract contains or is a lease. If there is a lease present, a right-of-use asset and corresponding lease liability are recognised by the Association where the Association is a lessee. However, all contracts that are classified as short-term leases (lease with remaining lease term of 12 months or less) and leases of low value assets are recognised as an operating expense on a straight-line basis over the term of the lease.

Initially the lease liability is measured at the present value of the lease payments still to be paid at commencement date. The lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, the Association uses the incremental borrowing rate.

Lease payments included in the measurement of the lease liability are as follows:

- fixed lease payments less any lease incentive;
- variable lease payments that depend on an index or rate, initially measured using the index or the rate at the commencement date;
- the amount expected to be payable by the lessee under the residual value guarantees;
- the exercise price of purchase options, if the lessee is reasonably certain to exercise the options;
- lease payments under extension options if lessee is reasonably certain to exercise the options; and
- payments of penalties for terminating the lease, if the lease term reflects the exercise of an option to terminate the lease.

The right-of-use assets comprise the initial measurement of the corresponding lease liability as mentioned above, any lease payments made at or before the commencement date as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

All leases held by the Association are either short term or low value leases.

(k) New Accounting Standards and Interpretations not yet mandatory or early adopted

As at 30 June 2021, the following standards and interpretations had been issued by the AASB but were not yet effective. They become effective for the first financial statements for reporting periods commencing after the stated operative dates as detailed in the table below. Mpower Inc. has not and does not intend to adopt these standards early.

Standard / Interpretation	Summary	Applicable for reporting periods beginning on	Impact on the Annual Statements
AASB 2020-1 Amendments to Australian Accounting Standards – Classification of Liabilities as Current or Non-Current	This Standard principally amends AASB 101 Presentation of Financial Statements and AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors. The amendments refine and clarify the definition of material in AASB 101 and its application by improving the wording and aligning the definition across AASB Standards and other publications. The amendments also include some supporting requirements in AASB 101 in reporting periods beginning on or after 1 January 2023 instead of 1 January 2022, with earlier application	1 January 2023	The standard is not expected to have a significant impact on Mpower Inc.

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021 \$	2020 \$
Note 2: Revenue and other income		
(a) Revenue		
Department of Health and Human Services - State Government Victoria	3,252,820	2,788,198
National Disability Insurance Scheme	7,354,870	5,659,165
Department of Health - Australian Government	54,030	117,922
	<u>10,661,720</u>	<u>8,565,285</u>
(b) Other income		
Government Grants	136,316	24,685
Donations	12,100	22,264
Fee for service	37,193	73,240
Interest received	4,177	47,589
Program activity fees	16,176	8,873
Other Revenue	277,184	191,745
Total Other Revenue	<u>483,146</u>	<u>368,396</u>
Note 3: Cash and cash equivalents		
Cash on hand	300	1,600
Cash at bank	1,989,488	1,157,184
	<u>1,989,788</u>	<u>1,158,784</u>
Cash and cash equivalents includes cash on hand, deposits at call, and other highly liquid investments with original maturities of 90 days or less, net of outstanding bank overdrafts.		
Note 4: Accounts receivable		
Accounts receivable	166,269	189,384
Security deposits	-	1,152
	<u>166,269</u>	<u>190,536</u>
Note 5: Other financial assets		
Term deposits	<u>1,983,105</u>	<u>1,957,878</u>
Note 6: Other assets		
Accrued income	53,554	21,437
Prepayments	5,575	7,211
	<u>59,129</u>	<u>28,648</u>

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
Note 7: Property plant & equipment		
Land		
Land at valuation	1,810,000	826,000
Land at cost	-	259,000
Total land	<u>1,810,000</u>	<u>1,085,000</u>
Buildings		
Buildings at Valuation	2,480,000	1,294,993
Buildings at cost	-	749,407
Accumulated depreciation	-	(363,901)
Total buildings	<u>2,480,000</u>	<u>1,680,499</u>
Plant and equipment		
Plant and equipment at cost	723,595	638,758
Accumulated depreciation	(560,551)	(477,865)
Total plant and equipment	<u>163,044</u>	<u>160,893</u>
Motor vehicles		
Motor vehicles at cost	541,013	360,854
Accumulated depreciation	(230,050)	(210,385)
Total motor vehicles	<u>310,963</u>	<u>150,469</u>
Work in progress	35,592	-
Total property, plant and equipment	<u>4,799,599</u>	<u>3,076,861</u>

Valuation of land and buildings for properties located at 71 Koroit Street, 84-86 Koroit Street, 65 Kelp Street and 13 & 1/13 Jackman Avenue were undertaken by Ludeman Real Estate as at 30 June 2021. Land and buildings are valued at fair value, being the amounts for which the assets could be exchanged between willing parties in an arm's length transaction, based on current prices in an active market.

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

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

	Land	Buildings	Plant and Equipment	Motor Vehicles	Work in progress	Total
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2020	1,085,000	1,680,499	160,891	150,471	-	3,076,861
Additions	-	1,267	84,838	225,407	35,592	347,104
Revaluation	725,000	849,098	-	-	-	1,574,098
Depreciation	-	(50,864)	(82,685)	(64,915)	-	(198,464)
Carrying amount at 30 June 2021	1,810,000	2,480,000	163,044	310,963	35,592	4,799,599
	Land	Buildings	Plant and Equipment	Motor Vehicles	Work in progress	Total
	\$	\$	\$	\$	\$	\$
Balance at 1 July 2019	826,000	1,348,600	196,087	174,246	-	2,544,933
Additions	259,000	376,448	49,938	37,295	-	722,681
Depreciation	-	(44,549)	(85,134)	(61,070)	-	(190,753)
Carrying amount at 30 June 2020	1,085,000	1,680,499	160,891	150,471	-	3,076,861

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
Note 8: Accounts payable and other payables		
Accounts payable	205,741	50,479
Accrued salaries and wages	69,952	43,209
Statutory payables	183,071	148,169
	<u>458,764</u>	<u>241,857</u>
Note 9: Employee provisions		
Current		
Employee provisions		
Annual leave	267,310	229,209
Long service leave	141,043	141,944
Other entitlements	49,226	47,062
	<u>457,579</u>	<u>418,215</u>
Non-current		
Employee provisions		
Long service leave	12,832	16,863
	<u>12,832</u>	<u>16,863</u>
Note 10: Other liabilities		
Income in advance	41,592	351,783
Unearned income	297,695	236,439
	<u>339,287</u>	<u>588,222</u>

Note 11: Impact of COVID 19 pandemic on Mpower Inc.

On 30 January 2020, COVID-19 was declared as a global pandemic by world health organisation. Since then, various measures have been taken by all three levels of Government in Australia to reduce the spread of COVID19. The COVID-19 pandemic has created unprecedented economic uncertainty. Actual economic events and conditions in the future may be materially different from those estimated by Mpower at the reporting date. As responses by government continue to evolve, management recognises it is difficult to reliably estimate with any degree of certainty the potential impact of the pandemic after the reporting date on Mpower, its operations, its future results and financial position.

COVID-19 has impacted Mpower in 2020/21 on the following areas:

- The reduction in revenue in some programs
- The use and application of government funding
- Use of property, plant and equipment
- Occupational health and safety resources
- Restrictions to service provision including face-to-face, group and offsite services
- Using technology to re-design service delivery

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

	2021	2020
	\$	\$
Note 12: Cash flow information		
Reconciliation of cash flows from operations with net current year surplus:		
Surplus for the year	1,007,780	751,721
Non-cash flows in result:		
Depreciation	198,464	190,753
Changes in assets and liabilities:		
(Increase)/decrease in accounts receivable	24,267	250,584
(Increase)/decrease in other assets	(25,227)	(14,118)
Increase/(decrease) in accounts payable and other payables	211,653	(704,872)
Increase/(decrease) in employee provisions	35,333	37,750
Increase/(decrease) in other liabilities	(248,935)	288,318
Net cash used in operating activities	<u>1,203,335</u>	<u>800,136</u>

Note 13: 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	31,020	11,540
- between 12 months and five years	-	-
- later than five years	-	-
Total operating lease commitments	<u>31,020</u>	<u>11,540</u>

Note 14: Contingencies**Contingent liabilities**

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 2021. (2020: Nil)

Mpower Inc.

ABN 39 491 685 563

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 30 JUNE 2021

Note 15: Events after the reporting period

No matters or circumstances have arisen since 30 June 2021 that has significantly affected, or may significantly affect the Association's operations, the results of those operations, or the Association's state of affairs in future financial years.

Note 16: Related party transactions

No related party transactions noted during the 30 June 2021 financial year. (2020: Nil)

Note 17: 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 BOARD FOR THE YEAR ENDED 30 JUNE 2021

The board 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 board the financial statements :

1. Presents a true and fair view of the financial position of Mpower Incorporated as at 30 June 2021 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 board of management and is signed for and on behalf of the board of management by:

Kerrie Hughson
Vice President
on behalf of



Mr Rhys Boyle
President



Mr Michael Crothers
Treasurer

Dated at Warrnambool, 30 September 2021

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 2021, 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 2021, 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

Cristof K.

C.J. KOL
PARTNER

Dated at Warrnambool: 30th September 2021

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Notes





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

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