mpower inc.
since 1975



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

CELEBRATING 50 YEARS mpower

2024–25
ANNUAL REPORT

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Who We Are

Mpower began in 1975 around a kitchen table in Warrnambool, where a group of local families came together to address the lack of support for children with disabilities. Their grassroots initiative laid the foundation for what has become a leading community-based organisation in south-west Victoria.

Today, Mpower is an accredited not-for-profit agency and a registered NDIS provider, delivering high-quality, values-driven services across Early Childhood Intervention, Disability Services, Plan Management, Carer Support, Family Services, Parent Support, Residential Care and Out-of-Home Care. We also own and operate North Edge Early Learning, a not-for-profit early childhood education and care service in Warrnambool.

We support individuals and families from birth through to older age, with services tailored to meet diverse needs and life stages. Our team of over 120 dedicated staff, including allied health therapists, educators, social workers, disability support workers, and corporate professionals, operate from multiple locations across the region, including Warrnambool, Hamilton and Portland. Our reach extends from Casterton to Camperdown, ensuring local, accessible support for more than 1,400 clients and families.

Our vision is a community inspired and empowered by people of all ages and abilities. We strive to build inclusive, connected communities where everyone has the opportunity to thrive. Mpower is not just a service provider, we are a trusted partner, advocate and collaborator.
In our 50th year, we honour our founders' legacy and continue to grow steadily across the region, expanding access to the services our communities need, strengthening partnerships, and building a future where everyone belongs.



Acknowledgement of Country

Mpower acknowledges the Traditional Custodians of the lands on which we gather and work, namely, the Gunditjmara People and the Peek Whurrong People of the Eastern Maar Nation. We pay our respects to Elders past and present, and honour the world's oldest continuing cultures and their enduring connection to Country, community, and culture.

Our Vision

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

Our Purpose

To support Individuals and communities to reach their full potential.

Our Role

- Support children, young people, and adults with a disability to build confidence and independence.
- Create a connected and inclusive community by supporting carers, families and individuals.

Our Priorities



Our Values

Respect

Value the diversity and contribution of all individuals.

Continuous Learning

Encourage personal growth and innovative thinking.

Quality

Embrace professionalism, excellence and integrity in everything we do.

Empowerment

Provide person and family directed services which recognise & develop individual strengths.

President's Report
Rhys Boyle



The 2024–25 year has been one of both significant challenge and meaningful progress for Mpower. While the first half of the year was marked by leadership disruption and governance transition, the second half has seen a strong consolidation of direction, renewed confidence and tangible improvement across the organisation.

This year brought several changes to our Board. We would like to thank Myriam Franjic and Janet Collins, who both resigned during the year. We also acknowledge and extend our deep appreciation to Kerrie Hughson, who concluded her service after nine years of dedicated involvement. Kerrie was a highly engaged and respected member of the Board, having held a number of key roles including Vice President, as well as a member of the Board Executive Sub Committee. Her leadership, insight, and long-standing commitment have been greatly appreciated and will be genuinely missed. We thank all three individuals for their time, passion and service to the organisation and wish them all the very best for the future.

We were also pleased to appoint three new Board members being Anthony Boyle, Andrea Hogan and Barbara Moll who bring high-level skills in finance, business development, communications, stakeholder engagement, executive leadership and public policy. Their appointment strengthens the Board's capacity to guide Mpower through an evolving external environment.

One of the Board's most significant responsibilities this year was navigating a leadership transition. Following the departure of the CEO, the Board took the opportunity to reassess Mpower's strategic direction, with a strong focus on financial sustainability and organisational stability.

In May 2025, after a rigorous recruitment process, the Board was very pleased to appoint Janette Lowe as permanent CEO. Janette's clear alignment with Mpower's values, her commitment to client outcomes and her demonstrated strategic and operational leadership will position the organisation well for the future.

This year marks a notable financial milestone for Mpower. After two consecutive years of operating deficits, I am very pleased to report that Mpower reported a healthy surplus for the year. This is a step forward that reflects the success of our financial recovery efforts and renewed discipline in financial management.

The Board also completed a thorough review of its own performance, and through that process identified areas for its ongoing improvement. The resultant development plan adopted gives the Board confidence in its governance capabilities to oversee the strengthening and consolidation of the organisation across all facets of our service going forward.

President's Report

In reviewing progress against our Strategic Plan, we noted strong achievements and alignment with our organisational goals. These insights have shaped the priorities set out in our 2025–26 operational plan, including a focus on service system improvement, workforce retention, and continued financial sustainability.

Completing its second full year of operation, North Edge Early Learning continues to provide safe, high-quality care and education. We are confident in the service's ability to meet the needs of families and young children, while also maintaining a sound business foundation.

The Board continues to monitor national reforms to the National Disability Insurance Scheme (NDIS) closely. These reforms have major implications for providers like Mpower. Our focus remains on ensuring we deliver high-quality services and provide equitable access to supports across south west Victoria regardless of where people live and maintain long-term financial viability.

Finally, I want to acknowledge the substantial time, expertise, and commitment that each Board member voluntarily contributes to Mpower. Their dedication underpins the strength of our governance and the outcomes we are achieving for the people we serve.

On behalf of the Board, I extend our sincere thanks to the management team, staff, and community partners for their resilience, professionalism, and care throughout this year of renewal. As we enter the new financial year, we do so with optimism, shared purpose, and strong confidence in Mpower's future.

Mpower is amazing. We took our 2 year old there weekly for a few years as non verbal till 4 years old and having an aid with him at school. Now, he is 18 years old, drives his own car and works as an offsider's driller in a mine in WA. Could not thank Mpower enough".
Jacquie Abbott speaking about her son Dominic Abbott

Life Members

We recognise the valuable contribution of our life members and acknowledge their significant service and input into Mpower's journey.

David Beggs
Gail Horne
Adan Kempton
Cath Lourey
Phyllis McLeish
Glynis Purcell
Vern Robson

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.

Chair of Board Executive Sub Committee



Michele Downs, Vice President and Mpower Communities Board Chair

As a practising solicitor, I am passionate about protecting the autonomy of people with a disability to determine their lives and participate fully in the community. I believe Mpower plays a pivotal role by making resources available to families to support young people engaged in the court system thereby lessening the risk of harm to both the individual and the community. My strong interest in disability grew from lived experience in my own family and a decade of experience in Family and Children's Law, led me to join the Board in 2017.

Member of Board Executive Sub Committee
Member of Quality & Risk Sub Committee
Chair of Mpower Communities Board



Michael Crothers, Treasurer

I am very grateful 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-centered 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. I am very excited to see the organisation continue to broaden its positive community impact throughout southwest Victoria over the coming years. I recognise the importance of governance in developing a strong organisation culture and strategic direction and enjoy contributing my extensive experience in driving and informing strategy and direction through data and statistical analysis.

Member of Board Executive Sub Committee
Chair of Finance & Audit Sub Committee
Member of Mpower Communities Board



Andrea Hogan

I am honoured to join the Mpower Board and contribute to an organisation that makes such a profound impact in our community. With over 25 years' experience in communications, marketing, and community engagement, I have dedicated my career to fostering inclusivity, promoting well-being, and driving social impact. My background includes senior leadership roles in both corporate and not-for-profit sectors, including disability support services. I am passionate about strengthening community connections, advocating for diversity, and creating opportunities for meaningful collaboration. I look forward to supporting Mpower in its mission to empower individuals and families and to ensure its programs continue to meet the needs of the community. Together, we can create a more inclusive and supportive future for all.

Member of Mpower Communities Board

Board of Management



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 purpose 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, along with my thorough knowledge of the service system in the South West Victoria led me to being invited to join the Board in 2011.



Anthony Boyle

I am pleased to join the Mpower Board having first handedly experienced the services and support for my family 15 years ago.
Having the lived experience as a parent, being involved with other like-minded organisations, and over 30 years in business, I look to bring these skills to support the wonderful team and help guide them to ensure these vital services are here to support our community for many years to come.

Member of Finance & Audit Sub Committee



Barbara Moll

My purpose is to help others to be the best they can be.
I feel honoured that the knowledge and experience I have gained as an allied health clinician, educator and coach can add to the Board's collective wisdom. My learning from governance and leadership in healthcare contributes to the Mpower board capabilities. I'm inspired by the wonderful services provided to the community by Mpower's skilled and dedicated staff and humbled to be a part of what we do.

Member of Quality & Risk Sub Committee



Delna Plathottam

My genuine interest in empowering clients and passion for Mpower's vision led me to join the Board in 2020. My role supports Mpower's exceptional work—where dedicated staff deliver high-quality services and innovative practices, championing community, inclusivity, and empowerment. My experience in health, quality, risk management, and volunteering helps the Board stay aligned with its purpose. I'm proud to share Mpower's achievements with the community and advocate for its support.

Chair of Quality & Risk Sub Committee



Kathryn Tanner

With 30 years of experience as an educator, I value the positive impact our profession has on young people, helping them develop skills and knowledge to contribute meaningfully to society. Each child brings a unique personality, shaping the school community. My passion for equity drives me to ensure every child has the tools needed to succeed. This commitment led me to join the Mpower board, where I aim to support programs that make a real difference for children and families in need.

Member of Mpower Communities Board

Chief Executive Officer's Report

Janette Lowe



As I reflect on the 2024–25 year, it's clear that it began with its fair share of challenges. Shifts in funding levels placed financial pressure on our organisation, and we experienced changes in key leadership roles within a short timeframe. Our immediate focus was on stabilising both our staff and leadership team, while also navigating the financial landscape with care and agility.

I was honoured to step into the role of Interim Chief Executive Officer (ICEO) during this time, and I remain deeply grateful to the Board for their trust and support. Rather than reacting hastily, the Board took a considered approach, allowing six months for a thorough review of our financial position and future direction. This collaborative effort, completed in early 2025, affirmed Mpower's financial sustainability and laid the groundwork for strategic changes to improve efficiency and support sustainable growth.

One of the most significant changes was a restructuring of our management structure. We streamlined the executive level, removing the two positions to create a flatter structure that fosters stronger connections between leadership and frontline staff. As CEO, I am now supported by five Department Managers and a Centre Director at NEEL, which has led to faster communication and deeper client insights informing our organisational decisions.
As we moved into the Christmas period, we welcomed talented new staff into our refreshed structure. We began 2025 with renewed energy and a clear focus on what matters most our clients.

Early in 2025, we made the decision to bring all Warrnambool-based staff together under one roof at 71 Koroit Street. This move has enhanced cross-team collaboration and communication, ultimately improving the services we provide. We also relocated our Portland office to Pioneer Plaza, placing us in a central hub alongside other disability support providers.

I want to extend my heartfelt thanks to our dedicated management team: Louise Jellie (Manager, Therapy Services), Jo Brown (Manager, Community Services and Development), Agatha Ganda (Manager, Disability & Accommodation Services), Paul Trounce (Manager, Finance Operations), Paul Lougheed (Manager, Corporate Services and Engagement), Nicole Collins (Centre Director at NEEL) and the incredible Sonya Graham (Executive Assistant). Their commitment, leadership, and support have been invaluable throughout this year of transformation.



Chief Executive Officer's Report

As we step into Mpower's 50th year, we do so with pride and a deep sense of purpose. This milestone is not just a celebration of our history, it's a tribute to the families who gathered around a kitchen table decades ago to advocate for better support for their children with disabilities. Their vision laid the foundation for the organisation we are today, and their legacy continues to inspire us.

Our 50th year will be marked by celebrations that honour our past, recognise our present, and look boldly toward the future. We will be inviting our community to join us in reflecting on the journey and sharing in the stories that have shaped Mpower.

Looking forward, we are committed to sustainable growth in our disability service provision, particularly within the Portland and Hamilton communities. These regions are central to our commitment to ensuring access to services across south west Victoria, and we are actively investing in expanding our reach and deepening our impact.

We also recognise that the landscape around us is evolving. National Disability Insurance Scheme (NDIS) reforms, Early Childhood and Education reforms, and Victorian Government Family Services reforms are reshaping the way services are delivered. At the same time, emerging technologies, especially artificial intelligence are opening new possibilities for improving both our work and the lives of our clients.

Mpower is embracing these changes with optimism and readiness. We are exploring how AI can enhance service delivery, streamline operations, and empower our clients in new and meaningful ways. Our commitment remains the same: to provide high-quality, person-centred support that adapts to the needs of our community.

I am privileged to lead Mpower into this exciting chapter. Thank you to the families and clients who trust us, and to the team who make our work possible every day.



Acknowledgements

Mpower acknowledges the generosity of individuals, businesses, community groups, trusts, grants and government departments who support our work to assist individuals and communities to reach their full potential.

Community Program Partners

Aberlea Timboon
Active Sportz
Camperdown Community House
Capitol Cinema
Casterton Old Court House Community Centre
City Memorial Bowls Club
Cobden Miniature Railway
Flagstaff Hill
Great Ocean Road Ten Pin Bowling
Hotel Warrnambool
Mortlake Community Health Service
Mortlake Road Fire Department
Rafferty's Tavern
Rotary Club of Warrnambool Daybreak
Timboon and District Healthcare Service
Union Station
Warrnambool Squash & Racquetball Centre
Warrnambool Table Tennis Association
Warrnambool Wheelchair Basketball Association
Warrnambool Wildlife Encounters Cudgee

Federal Government

National Disability Insurance Agency
Department of Health and Aged Care
Commonwealth Home Support Program

Victorian Government

Department of Families, Fairness and Housing
Department of Health and Human Services
Department of Education

Partnerships & Networks

Thriving South West
Carers Victoria
National Disability Services
Centre for Excellence in Child & Family Welfare
South West Disability Network

Donors

Kids Under Cover Studio
Loved and Shared
Our Village
VG & F Robson
Wannon Water
Western District Food Share
William Angliss Charitable Fund

We had spent months getting the runaround from different services... If it wasn't for my family services worker, we'd likely still be going from service to service. She's been nothing short of amazing."
Client supported through Family Services

Us at a Glance



The IFS team assisted

196

families

17,565

hours of respite provided to carers





49,496

hours of support provided to NDIS participants



Provided supports to

618

carers in total



1040

NDIS participants

21,060

Early Learning places provided



The IFS Team provided

8817

Service hours





9,781

hours of Early Childhood Intervention supports

669

Plan Management Clients



Completed

482

service agreements



84

Children on average receiving early childhood education & care at NEEL





North Edge Early Learning Report
Nicole Collins, Centre Director

This year has been one of growth, learning, and connection across our service, with a strong focus on professional development, student support, community engagement, and continuous improvement.

The highlight of the year was successfully passing the accreditation audit against the National Quality Standards and successfully achieving "Meeting National Quality Standards" rating against all areas of the standards. This reflects our commitment to maintaining high standards across the service. This is an outcome that all staff can be very proud of. In addition, we successfully passed other audits this year, including both kitchen and kindergarten reviews.

We welcomed 66 new children to our service this year, including new families and siblings of current children. Our team has also grown with the addition of 10 new educators across casual, part-time, and full-time roles. We also celebrated a significant milestone this year: Cindy McSween reached 10 years of service, a testament to her dedication and contribution to our community.

Throughout the year our team has actively participated in a broad range of professional development and training opportunities to enhance knowledge and strengthen practice. Staff completed training in:

- Body Safety (with sessions for both children and parents)
- Recognition and Reporting of Safety concerns delivered by The Orange Door
- Supervision Training
- Food Safety Training
- Safe Sleeping Practices
- Engagement and Interaction
- Emotional Regulation, presented by South West Healthcare
- Epilepsy Awareness and Response



Several educators have taken steps to upskill, with staff completing or working toward qualifications at Certificate III, Diploma and Bachelor levels. We continue to work in partnership with Are-able, TAFE and Deakin University to support these pathways.
We are proud of our team's commitment to ongoing learning, ensuring we continue to deliver high-quality education and care.

An important part of our program is providing support for future educators. Throughout the year, we have supported numerous students on placement from Deakin University, South West TAFE and local secondary schools. These experiences are valuable for students and enriching for our team, who share their knowledge and mentor the next generation of educators.

Leadership and team development have been promoted by introducing bi-monthly sessions led by Room Leaders. This shift has provided valuable leadership opportunities and strengthened collaboration and confidence across the team.

North Edge Early Learning Report

Our service grounds and learning environments have seen meaningful improvements. New sand was added to our outdoor areas, and we've benefited from the talents of a local retired farmer who upcycled key items such as chairs, easels, dividers and wooden toys. Additionally, another community member built several backyard features from recycled pallets, including a truck, train, and multiple mud kitchens, enhancing our outdoor play and sustainability practices.

Children participated in a variety of enriching excursions and incursions, including:

- Dental Screening
- Body Safety Program
- A visit to the Lighthouse Theatre to see The Gruffalo
- Fire Station Tour
- Walks to the local park

In addition, each room has participated in a weekly music program every Tuesday, designed and led by our kindergarten teacher. The children have really enjoyed the sessions which support learning, creativity and engagement.

We came together as a community to recognise and celebrate a range of special days and causes, including:

- Epilepsy Awareness
- PJ Week in Support of Foster Carers
- Book Week
- Autism Awareness

To close out 2024, we hosted a whole-service Christmas lunch in the foyer, where all rooms came together to share a festive meal around large communal tables, a warm and joyful end to a rewarding year.

I would like to express my appreciation for staff in the nursery for their fun, enthusiastic energy and calm and loving nature. Staff always greets us on arrival and stops everything They're doing to see how my child is so that she can personalise his care for the day. At the end of the day they tell me how my child's day was, anything he's achieved and any struggles they've had throughout the day. They are the one that posts all the photos of my child's and keeps me at ease throughout the day. I know if he's a little unsettled they'll give a little phone call for a heads up. I can see how much they pour their heart into giving my child the nurturing a mother would hope for in leaving their child in daycare and I'm very appreciative of their hard work".

Child Care Family Feedback



Staff Achievements

Congratulations to Jenna Martin, Kirsty Brittain and Caitlyn Coates for successfully completing their Diploma of Early Childhood Education and Care with South West TAFE.



Empowering Minds | A snapshot of our day

Early childhood educators are at the heart of quality early learning experiences. Through their commitment, our early childhood educator team plays a vital role in laying the foundation for lifelong learning and wellbeing.

NEEL educators typically begin their day before the centre opens, arriving as early as 7:00 am to complete safety checks, prepare learning environments, and review individualised plans for the children in their care. This crucial preparation ensures a safe, engaging, and inclusive space for each child.

As children begin to arrive, the educators greet families warmly, noting any important updates about health, mood, or routines. While they support children with separation transitions they could also be tending to individual families' needs which at times can range from providing breakfast to ensuring their child gets dressed for the day ahead.

Throughout the morning there is communication between educators allowing all educators to be up to date with each child's day.

A morning spent playing is a wonderful way to start the day. NEEL's commitment to play based learning fosters creativity and social development. From approximately 9:00 am, educators implement structured, play-based experiences aligned with the Victorian Early Years Learning and Development Framework (VEYLDF), Belonging, Being and Becoming Early Years Learning Framework (EYLF V2.0), National Quality Framework (NQF). Activities may include group storytelling, sensory exploration, pretend play or music and movement. These indoor and outdoor sessions are carefully planned to support learning outcomes while responding to the interests and developmental stages of each child



Empowering Minds | A snapshot of our day



What's to eat? A range of midmorning and afternoon snacks as well as lunch are usually prepared by our fabulous in-house chef Maureen. Our menus are designed using the Healthy Eating Advisory Service menu planning guidelines for long day care and are checked using the FoodChecker to ensure our delicious, healthy and nutritious food meets daily requirements. Using both these processes allows us to be Smile4Miles accredited. Around midday, educators supervise and assist with meals ensuring compliance with dietary needs and fostering independence through self-help routines. Hygiene practices, such as proper handwashing and safe food handling, are consistently reinforced.

Rest time offers a period of quiet and calm. While some children sleep, others engage in quiet activities. During this time, educators often document observations, reflect on the day's learning, and prepare future programming. This behind-the-scenes work is vital for monitoring progress, meeting regulatory standards, and engaging families in their child's development.

The afternoon brings more opportunities for exploration, typically incorporating outdoor play, group games, or creative arts. Educators facilitate active learning experiences that support gross motor skills, collaboration, and resilience.

As families begin to return for pick-up, educators provide feedback, sharing milestones and memorable moments from the day also happens using our xplor Playground software program. This ongoing communication strengthens partnerships between educators and families, reinforcing trust and collaboration.

By 6.15pm, educators have ensured all areas are cleaned and sanitised in accordance with health and safety protocols. A final review of the day allows the team to reflect on what worked well, address any challenges, and plan ahead for continuous improvement.

What is evident when you visit, is the passion that our educators have, it is reflected in the happy engaged children whose emotional, social, physical, and cognitive development is blossoming.



Educator
Cindy McSween

My career as an early childhood educator began in an unexpected but deeply meaningful way. It all started when my daughter asked if I'd be interested in taking on her role as an educator at her family daycare while she was on maternity leave.

Knowing how important the families were to her and how much she cared for the well-being of the children she looked after I didn't hesitate to say yes. I understood how vital it was for those children to continue receiving consistent care in the purpose-built daycare they were already familiar with, surrounded by routines, people, and a space they felt safe in.

To do this properly, I needed to get my Certificate III in Early Childhood Education and Care. Although the thought of going back to study after more than 30 years and being a mature-age student was daunting, my fears were soon allayed under the guidance of my TAFE lecturer, Gen Mack. She was incredibly supportive and encouraging, and I'll always be grateful for her reassurance during those early steps. Coinicidentally Gen Mack currently works at Mpower and shares those attributes with families she supports in her key worker role.

After I had fulfilled my commitment to my daughter, it was actually Gen who suggested that I register my name with Elizabeth, the director at North Edge Childcare Centre. That simple suggestion turned out to be life-changing and it's how my ten-plus years at North Edge Early Learning began. I truly credit Gen Mack for helping shape the path of my early childhood education career.

What started as a short-term favour for my daughter quickly grew into a passion. I discovered how fulfilling it is to support children as they learn, grow, and explore their world. Every day I spend with the children reinforces how important the early years are not just for learning, but for building confidence, resilience and a strong sense of self.



Each day, as I drive home from work to Terang, I reflect on my day and all the positives achieved throughout it. Just like the children learn from me as their educator, I just as often learn from them. It's a shared journey of growth, wonder and connection that continues to inspire me every day.



Community Services & Development Report



Jo Brown

Now in my second year as Manager of Community Services and Development, I continue to feel privileged to work alongside the dedicated Mpower Community Services and Development teams. This year has reinforced that in an ever-changing environment, challenges and opportunities often go hand in hand. Through adaptability, commitment, and shared purpose, our team remains guided by Mpower's values.

The Family Services team continues to support families (almost 200 this year) navigating complex and evolving circumstances from rising living costs to serious concerns such as family violence, substance misuse, school attendance, and access to support systems. Their commitment to continuous learning is evident, with staff participating in training including Trauma Transformative Practice, School Engagement, Managing Wellbeing, and Recognising Vicarious Trauma. I was also fortunate to attend the Family Services Symposium with our Coordinator Pattrina Markey, gaining insights into sector innovations via The Centre for Excellence in Child and Family Welfare.

We acknowledge the contributions of external programs such as Our Village who supported over 120 families, Food Share (more than 2,000 food hampers), and Wannon Water, whose support ranging from resources and food hampers to donated laptops has made a tangible difference. The Kids Undercover Project also provided a backyard studio for a young person facing homelessness, ensuring a safe and secure home.

Collaboration remains central to our work. Mpower continues to be a proud member of the South West Child and Family Services Alliance, a network of over 10 agencies funded by DFFH. We also work closely with the Wimmera South West Family Violence Partnership to strengthen our response to family violence and improve outcomes for local families.

Our Carers Program continues to stand beside carers often the quiet achievers whose roles are vital yet frequently unrecognised. The mental load of caring, the constant planning and organising, often leaves little room for self-care. Helping carers find that space, even briefly, is a key aim of our program. We are grateful for the Carers Team (Judi, Tracy and Trent) whose empathy and kindness shine through in their work. Carers groups remain well attended, and retreats offer connection, support and much-needed respite.

Under Acting Coordinator Helen Lynch's leadership, Mpower Plan Management has exceeded expectations, growing from 555 to 675 participants. I'm grateful for our skilled and adaptable staff, and Helen Lynch will share more in the Plan Management report.

Staff changes in the Coordinator Community Development role brought challenges, but we were thrilled to welcome Ali Kemp briefly before she moved interstate. Our new Coordinator Natalie McArlein brings enthusiasm and expertise to the Elder Abuse Prevention and CarerConnect programs. I encourage you to read more in the Elder Abuse Prevention section.

I'm proud of the dedication, compassion, and professionalism shown by our team. Their work continues to exemplify our agency's values and helps build stronger, more connected communities.

Plan Mangement Growing Together

This year, Mpower's Plan Management team experienced remarkable growth, an increase of 120 participants, representing a 21.6% rise from the previous year. That growth speaks volumes about the trust our community places in us and the strength of our reputation for delivering participant-focused support. A lively Facebook campaign in January sparked new interest, and radio outreach in February and April helped us reach families who might not otherwise have heard about our services.

But growth wasn't just about numbers. The NDIS environment continued to shift, bringing in new support lists and changes to funding periods that affected how participants access and manage their plans. These reforms have added layers of complexity, and for many, they've been confusing and even overwhelming. Our team stepped up, not just to interpret the changes, but to walk alongside participants as they navigated them.

We've spent countless hours in conversation, helping people understand what the changes mean for their funding, their goals, and their choices. Whether it was explaining new terminology or helping families adjust to shorter funding cycles, our focus remained on making the NDIS feel more accessible and less intimidating.

Through it all, our team's empathy and professionalism have shone. They've been a steady hand during a time of transition, offering not just answers, but genuine support. Every interaction has been an opportunity to empower someone, to help them feel heard, informed, and in control of their journey.

As we look ahead, we're excited to keep growing, adapting, and delivering services that are personal, dependable, and grounded in community. Thank you to everyone who's been part of this journey, we're privileged to be able to provide services to you.



Strengthening Foster Care for Children with Disabilities

When Mpower was invited to lead a local initiative aimed at improving outcomes for children with disabilities in foster care, we knew we had both the expertise in disability and the commitment to community collaboration needed to drive meaningful change. We also recognised that this project would only succeed through genuine partnership. While our organisation brings deep knowledge of disability, we understood that other local agencies hold invaluable expertise in foster care. It was clear: to improve outcomes for children with disabilities, we must work together.

Before seeking solutions, we needed a shared understanding of the local foster care system specifically for children with disabilities. A report by *The Centre for Excellence: Fostering Children with a Disability* provided useful context at a state-wide level but we needed a more nuanced understanding of local barriers and enablers.

Foster care for children with disabilities is inherently complex. It involves a web of systems, stakeholders and lived experiences. This complexity required a thoughtful, inclusive approach that went beyond quick fixes. To unpack this complexity, we used a participatory process called Group Model Building, a method grounded in Community-Based System Dynamics (CBSD). This approach acknowledges that those with lived experience and direct service knowledge must be central to identifying both problems and solutions. Mpower is lucky to have two staff experienced in the facilitation of the Group Model Building process (Jo Brown and Janette Lowe) to bring together local partners to explore the core question: *"What are the barriers and enablers to a positive foster care experience for children with a disability?"* Using a series of structured workshops, participants shared their stories, insights, and expertise. Through these conversations, key themes and factors emerged.

These factors were captured and visually mapped using STICKE (Systems Thinking in Community Knowledge Exchange) software. The result was a detailed systems map that depicts the many interconnected elements of foster care for children with a disability locally. Though complex in appearance, this map is a powerful tool. It allows us to clearly see opportunities for action, alignment and improvement.

Armed with a clearer understanding of the system, we are now co-designing a program in partnership with local agencies entitled *Thrive Together: A Stepped Approach to Confident Caring*. This program will use a staged implementation model, promoting continuous learning and improvement through an embedded feedback loop. Phase one will focus on building foundational knowledge among foster care agency staff through targeted education and training. The next stage will work closely with families during foster care transitions using a coaching model. This phase ensures tailored, individualised strategies to support both children and carers. Lastly ongoing learning and feedback mechanisms will support continuous refinement of practices, helping deepen understanding and improve outcomes over time.

We are proud to be leading this collaborative effort and deeply grateful to our partners: Department of Families Fairness and Housing (DFFH), Child Protection Unit and MacKillop Family Services who are equally committed to creating a stronger, more inclusive foster care system. Together, we are building a future where children with disabilities in foster care are not only supported - but truly thrive.

Everybody's Business

South West Elder Abuse Prevention Network

Mpower leads the Southwest Elder Abuse Prevention Network (EAPN) because we know that it is Everybody's Business to prevent elder abuse and that together we can make a difference. This year we acknowledge the work of partners and collaborators forming a new collaborative network. The network aims to increase awareness about elder abuse and its drivers, by enhancing community understanding of elder abuse, awareness of ageist language and reducing ageist attitudes towards older people.

Over the past year, the EAPN has facilitated a range of initiatives across the South West, beginning with the development of a series of short films featuring three local women sharing their personal experiences of ageing and ageism. These films were launched in May, accompanied by a compilation piece that received an overwhelmingly positive response from the audience. We extend our heartfelt thanks to the stars of the films (Shirley, Janet and Jill) as well as to Dr. Becky Nevin , who workshopped the concept with a group of local women, and to Colleen Hughson (First Ladies Productions) for their role in developing the project. This film can be viewed on our website www.mpower.org.au

In partnership with Archie Graham Community Centre, Meli, and Wannon Water, the EAPN participated in "Asking for a Friend" sessions aimed at addressing difficult conversations. During these sessions, we shared important information about financial wellbeing, signs of financial abuse, welfare and general wellbeing, as well as guidance on where to seek help and support.

The Spirited, Wise and Wonderful Photographic Exhibition held to celebrate World Elder Abuse Awareness Day (WEEAD) in June acknowledged and celebrated the achievements, contribution and spirit of older adults of the South West region in order to challenge negative stereotypes and perceptions of ageing.

Nine local photographers proudly displayed their work for 8 days at the Warrnambool Library and a "peoples choice" of 44 voters determined the overall Adult winner, George El-Hage and the Junior winner, Adelyn Toulmin. Accompanying the exhibition was our themed "Paint the town purple" celebrations for WEAAD. Local businesses were invited to participate by displaying materials distributed through WEEAD information packs. The network "yarn bombed" statues around town with purple scarves while Archie Graham Centre and the Lighthouse Theatre lit up purple at night.

In Australia 1 in 6 (15% or 598,000) people experienced elder abuse in the past year. This number is likely to increase over time with Australia's ageing population. While 17% of people in Australia were aged 65 and over in 2021, projections indicate that this group will make up around 21% of the population by 2066 (ABS 2018; 2021).

Elder abuse prevention is everybody's business, and by working collaboratively with our partners and the community, we are making a meaningful difference—one step at a time. A huge thanks to Coordinators Ali Kemp and Natalie McArlein and Project Officer Tracy McKendry.





Partnerships

Supporting Food Share – A Collective Effort to Help Local Families



When the opportunity arose to support Food Share, our team responded with generosity and care. What started as a small staff-led initiative quickly grew into a meaningful contribution suport families in our community experiencing food insecurity.

Across the organisation, staff donated pantry staples, fresh produce and grocery gift cards. From rice and pasta to breakfast cereals and canned goods, the donations reflected a shared commitment to helping others. Some teams even organised their own mini collections, adding to the overall impact.

This effort was a simple but powerful example of what can happen when people come together with a common purpose. We're proud to have played a part in supporting Food Share and helping ensure that local families had access to the essentials they needed.

Spreading Christmas Cheer – A Community Toy Drive

One of the most heartwarming moments of the year was the success of the Christmas Toy Drive and Community Donation Campaign, a true collaboration between Clinton Baulch Motor Group, their generous customers, and the wider Warrnambool community. Together, they rallied to support children and families doing it tough during the festive season.

The campaign saw a ute filled to the brim with colourful, thoughtful gifts, all donated with love and care. These were delivered to Mpower, where our team ensured they reached children experiencing hardship or disadvantage, bringing joy, dignity, and a little Christmas magic into their homes.



Beyond toys, the community also contributed gift cards, essential items, and a monetary donation from Clinton Baulch Motor Group, helping us respond to real, immediate needs for local families. The generosity shown was overwhelming and deeply appreciated.

This initiative powerfully demonstrates how a community united by kindness can create a lasting impact. Mpower was proud to be the conduit for these donations, ensuring they made a meaningful difference in the lives of the children and families we support. Thank you to Clinton Baluch Motor Group for their commitment to community and choosing Mpower.

Disability & Accommodation Services Report

Agatha Ganda

The past year has been both rewarding and challenging for the Disability and Accommodation Services (DAS) department. Thanks to the unwavering dedication and support of our team of Support Workers, we have continued to deliver high-quality, person-centred supports. Some of the most meaningful and valuable aspects of our work has been seeing the participants strive towards and achieving their personal goals across all our services. That journey of growth with each participant continues to be at the heart of what drives the Mpower DAS team to continue providing compassionate, impactful support and care for all our participants each day.

We welcomed the introduction of a Client Support Officer role, that was filled by our long term staff member Mitchell Reason. This role has enhanced our ability to build strong relationships with participants, schools, and external services, which ultimately improves outcomes for the participants and young people we support.

We were also proud to see our Out of Home Care (OoHC) team, along with the South West Residential Care Collective, receive the 2024 Victorian Protecting Children Award. This prestigious recognition highlights the incredible work and dedication of everyone involved, ensuring young people in residential care are engaged in education or employment pathways and that the voices of young people are heard. Congratulations to the entire DAS team for being an integral part of this achievement.

Across our group programs, we observed fluctuations in group program attendance, but a steady increase in our 1:1 supports over the past six months. This reflects a growing demand for individualised, flexible support.



In response to that, we continue to evolve towards a more participant-driven model of support delivery, ensuring that the needs of our participants shape the way we deliver group programs and individual supports.

Our Supported Independent Living (SIL) home continues to support one participant and currently remains a single-occupancy residence, it has provided a stable and nurturing environment, allowing the participant to grow in independence with the support of a consistent and familiar team of support workers.

Our son has come so far with his social skills, and we are so grateful to the Mpower team for their support over the years. I think he is ready for the next step. Thanks so much."

DAS Parent Feedback

Disability and Accommodation Services Report

We delivered more than seventy days of Short-Term Accommodation (STA) and emergency accommodation, highlighting our responsiveness to urgent and unplanned needs in the community.

In Out of Home Care, we have seen a significant enhancement with the introduction of the therapeutic uplift which has brought both increased supports for children and training for staff. We now have a Therapeutic Specialist and an Educational Specialist working closely with the team and within the home. Staff also participate in six-weekly reflective practice sessions and are actively involved in care team meetings. These changes have strengthened the therapeutic focus of the support we provide and improved consistency across the team.

This year, our residential care house was home to three young people. We also supported the transition of a young person who had been living in a seperate residential care house and had been a long-term resident with Mpower to a new placement. The team's ability to remain focused, provide a high level of care and support throughout the transition was a testament to their professionalism and commitment supporting children through complex and sensitive times.

I want to take this opportunity to thank our Coordinators and Support Staff across DAS. Your commitment, professionalism, and consistency have been the foundation of everything we have achieved this year. This team continues to ensure our participants and children are well supported and safe whether through direct support, behind-the-scenes coordination, or simply showing up each day ready to do and give their best. You continue making a difference in the lives of our participants and young people.



Celebrating Dedication

Deb Harman Named Finalist in Residential Care Leadership Awards

This year, Mpower was proud to see Deb Harman recognised as a finalist in the Leadership category of the 2024 Residential Care Awards, an initiative by the Centre for Excellence in Child and Family Welfare that honours outstanding contributions to residential care across Victoria.



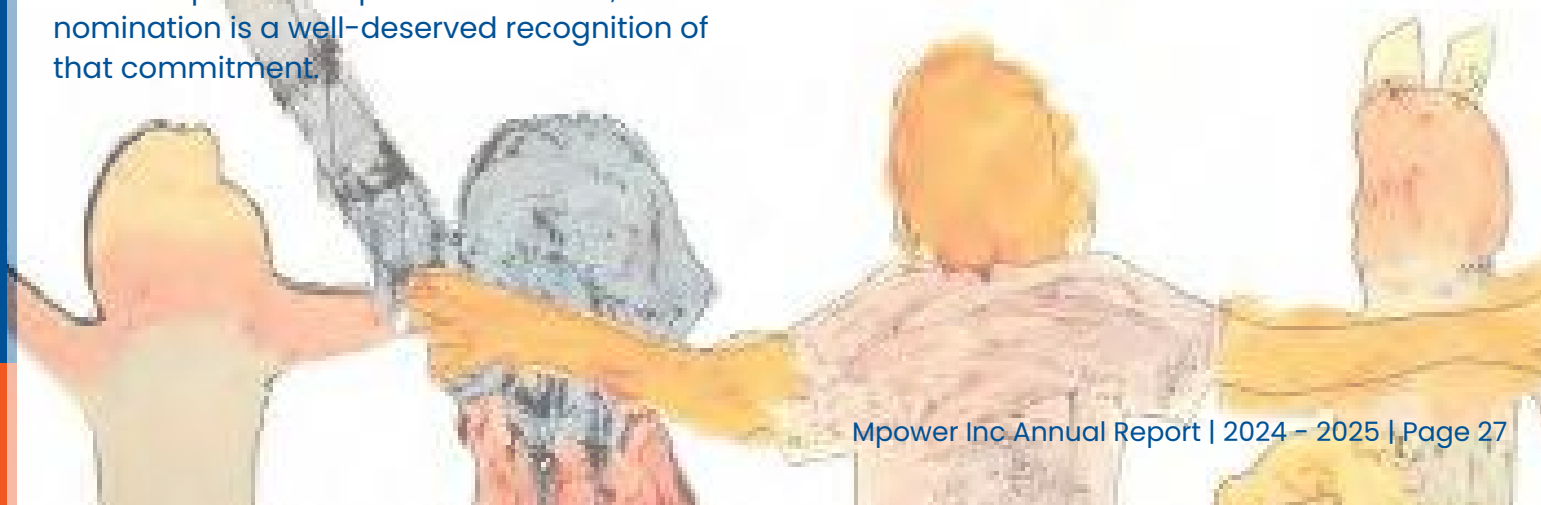
Deb has been part of Mpower's residential care team for over 17 years, quietly making a profound impact on the lives of children in Out of Home Care. Her approach is grounded in consistency, compassion, and a deep belief in every child's potential. She's known for creating a sense of home, where children feel safe, valued, and part of something meaningful.
"I don't do this for recognition," Deb says. "I just want the children to feel safe and supported while they're with us."

Her nomination reflects the trust and respect she's earned from colleagues and the young people she supports. Whether it's helping a child through a tough day, celebrating a milestone, or simply showing up, day after day, Deb's presence has been a steady source of comfort and care.

The work is not without its challenges. Saying goodbye to children after years of care is never easy, and the emotional toll is real. But Deb sees these moments as part of the journey, proof of the deep connections formed and the importance of the role she plays.

Her story is a powerful reminder of the difference one person can make. Through her leadership, Deb has helped shape a culture of care at Mpower that puts children first, and her nomination is a well-deserved recognition of that commitment.

Our son has come so far with his social skills, and we are so grateful to the Mpower team for their support over the years. I think he is ready for the next step. Thanks so much".
Disability & Accommodation Parent Feedback



Building Belonging through Community

James

When James moved to Warrnambool five years ago, it was a heartfelt decision to be closer to his brother, sister-in-law and their children. Family ties brought him to the region and soon, community connections began to deepen thanks to Mpower.

His brother discovered Mpower online, and the organisation's reputation for personalised support stood out. After just a few sessions, James felt really well supported by the team. The support was not only practical it was tailored to his interests, routines and goals.

A typical day with Mpower often begins with a friendly pickup from home, followed by a mocha and toastie enjoyed by the beach.

One of James's proudest weekly commitments is volunteering at Loved & Shared, where he is supported by an Mpower Support Worker. Afterward, they might stop by the supermarket, giving James more opportunities to engage with the local community.

Through volunteering, James has met new people and discovered the joy of helping others. His involvement in Mpower's Thursday night young adult social group has also been a highlight with dinners, activities and shared stories which have helped him build lasting friendships and enjoy the amazing social life Warrnambool has to offer.

Over the past two years, James has grown in confidence and independence. He's explored new places, discovered local causes in need of volunteers and embraced community life. Mpower's approach - supportive, flexible, and empowering has made all the difference.




TIMBOON
SINCE FINE 1999
·ICE CREAM·







Josh Alexander

Support Worker



Josh joined Mpower back in 2021, diving into group programs and 1:1 support with clients. Fast forward to today, and he's working nine shifts a fortnight, including sleepovers, while studying his Diploma of Community Services at South West TAFE. What stands out most? Josh's ability to build real, lasting connections. "When I walk in and see a client that I work closely with, it's very relaxed and the client knows what to expect and that consistency makes a big difference."

Josh's commitment to personal and professional growth extends beyond supporting his clients, he's actively building hands-on experience in case management and service delivery. With the support of Mpower's flexible rostering, he's been able to balance study, work, and placement opportunities, setting himself up for a strong future in the sector. He's also stepping into a new challenge: acting as Client Support Officer for several weeks and demonstrating his committment to learning and flexibility in the work place. What makes Mpower special? "It's the freedom to plan your day, the trust in the team and the respect we give each person. We're not just support workers, we're mentors, mates, and advocates."

A Safe Landing: Anna's Story

When four-year-old Anna was removed from her mother's care, she was placed directly into a foster care home. It was a sudden transition, and for a child with disabilities, the lack of preparation and support made it overwhelming. Within 24 hours, the placement broke down, leaving Anna distressed, confused, and without a stable place to stay.

That's when Mpower stepped in.

As a specialist organisation supporting children with disabilities and experiencing trauma, we were already involved in providing respite care for Anna. When the emergency placement was needed, our team was ready to offer her the structure, patience and understanding she needed.

Anna arrived unsettled and scared. She struggled to regulate her emotions, often lashing out with tears, shouting, and physical behaviour. Nights were especially hard, she'd wake frequently, crying and unable to settle. With little background information available, our team focused on what mattered most: helping Anna feel safe.

We introduced gentle routines, regular meals, playtime, quiet moments, and personal care, always guided by what made her feel calm and secure. We gave her choices, helped her name her feelings, and supported her to find ways to cope when things felt too big.

Slowly, the changes came. Her outbursts became less frequent. She began to play with joy and curiosity. She followed routines with ease. And, most beautifully, she started sleeping through the night.

Anna's time with Mpower was short, but the impact was lasting. With the right support, she was able to settle, feel safe, and prepare for a successful transition into home-based care. Her story is a reminder that no child, especially one so young, should be placed in out-of-home care system without the right supports in place. And it shows the difference a specialist, disability aware approach can make during moments of crisis.

Anna is not her real name.

Therapy Services Report

Louise Jellie



Our fabulous Therapy Services Team has continued to deliver high quality services across the year. They are to be commended for their passion and dedication to supporting children and families in the South West. Services were delivered in a mix of natural environments and at Mpower venues. The new Portland office was a welcome development with families, the visiting team and with our resident Portland Occupational Therapist (OT) Laura Kelly.

Survey feedback and internal reflections highlighted the value of cross-program collaboration. Many of our families access more than one program at Mpower and this wrap around service was highly valued.

This year saw the introduction of new groups in the Hamiton Team – The Construction Crew, Curious Minds and Group Language Programs aimed to build skills through including the participants' love of building, creating, curiosity about science and the natural environment and communicating with friends. This year also saw the groups in both Warrnambool and Hamilton continue through school holiday breaks to give much valued continuity for the children and families attending.

In January, the Strengthening Parents Support Program (SPSP) transitioned from the Mpower Carer Support Program to being delivered by the Therapy Services Team. Parents showed strong interest, a new group was offered and a fortnightly play group/parent support group was launched.

It was a year of change for the Speech Pathology team, we were very fortunate to build our Hamilton-based Speech Pathology team with the addition of Kerrie Groves, who works three days a week and provides visiting services to Portland, and we welcomed Scarlett Palmer in March this year to a full-time position in the Warrnambool team. Sadly, Christy Fenn left us to take up a position at Southwest Healthcare. Two members of the team attended the Speech Pathology Australia National Conference, with key learnings shared broadly across the team. Collaboration with Deakin University was a highlight, with six OT students attending for a day placement and one OT student joinging us for a 6 week placment block. Speech Pathology students from Charles Sturt University and Federation University also completed placements across Warrnambool and Portland. Key staff also contributed to workshops for informing the design of Deakin's new Speech Pathology course.

Engagement with the broader sector continued through active participation in National Disability Services and Early Childhood Intervention Australia (VIC/TAS) forums. These sessions provided a platform for advocating and understanding key issues such as best practice and service sustainability.

Participation in the Foundational Supports Consultation provided valuable insights into plans for how the NDIS funding will operate in the sector in the future. Keeping abreast of developments is important for ensuring we can share current information with families. We are hoping to see the sector could return to more integrated, best-practice service models, with stronger support for inclusion and improved transitions to school.

All in all, a productive year for the team.

Jami Giles

Specialist Pathologist/Coordinator Early Childhood Team



Jami joined Mpower in 2018 after having worked for Western District Health Services. After starting as a Speech Pathologist, Jami enthusiastically took on the extra role of Coordinator when the Hamilton Therapy Services Team grew.

When asked about what she loves best about working in the Therapy Services team at Mpower Jami said that she loves working with such a talented, enthusiastic and passionate group of professionals. "Working as part of a team gives me the confidence to challenge myself, broaden my skills and strive to deliver the best supports we can to our little people and families." Jami's warm and enthusiastic nature is enjoyed and appreciated by her colleagues and children and families alike.

Jami's journey into speech pathology began with a simple childhood memory. At just five-years old, she met a Speech Pathologist during a school screening. "I never understood why I couldn't see the nice lady who liked listening to me talk again," she recalls. That early connection clearly left a mark and perhaps it was always meant to be.

Now, years into her career at Mpower, Jami finds meaning not in grand milestones, but in the everyday moments that shape her work. Her fondest memories come from the clinic: learning a new strategy from a colleague, or witnessing the joy on a parent's face when something finally "clicks" for their child. These small wins, shared with families and teammates, are what fuel her passion and purpose.



Sue McNaughton

Early Intervention Teacher and Key Worker

After a career teaching and overseeing early education centers in Hamilton, Sue joined the Mpower team in 2017 as an Early Intervention Key Worker. A visiting key worker from Mpower suggested she apply for the role, and whilst Sue feels she "fell into it", we think it was fate!

For this team member, the heart of working at Mpower lies in the one-on-one connections with children, families and the moments that matter most. Her passion is clear: supporting children to build skills and deepen their understanding of the world around them. "It's a privilege to be trusted with different aspects of family life," she says, reflecting on the relationships built through her work.

Her most cherished memories come from the children themselves - their curiosity, creativity and joy. Whether it's the way they solve problems or the excitement they express when she walks into the room, these moments are a constant reminder of the impact she's making.

Corporate Services & Engagement Report

Paul Lougheed



Established in January 2025, the Manager of Corporate Services and Engagement role was created through organisational restructuring. Paul Lougheed was appointed to lead teams across People and Culture, Intake, Administration, Quality, Compliance, Marketing and Engagement.

Throughout the year, the Corporate Services teams have focused on consolidation, continuous improvement, and strong support for Mpower's purpose and strategic direction. A major milestone was the March 2025 office relocation, bringing all corporate and service delivery teams together to improve collaboration and efficiency.

Mpower enhanced its quality framework with updated policies aligned to sector reforms and improved risk management processes. The organisation successfully completed both the NDIS re-accreditation audit (July 2024) and ISO 9001 maintenance audit (August 2024).

Engagement with National Disability Services, Early Childhood Intervention Australia and the South West Disability Network has supported ongoing quality improvement and peer collaboration.

Mpower's WH&S Committee has met regularly to review hazards, update procedures, conduct audits, consult with staff, conduct fire drills, review incident reviews, and develop emergency management plans, reinforcing a strong safety culture.

Our marketing and engagement is evident through our branding, social media, promotional material, networks, radio advertising, community involvement and in our staff's day to day interaction with clients and stakeholders.

Administration Coordinator, Andrea McPhan commenced in April and is supported in her role by Kimberley Dempsey and Gail Kent. The team ensures high-quality client service and internal support across the agency through information management, purchasing, marketing, fleet coordination and many other administration tasks.

Our Intake Team, comprising of Penny Ryan and Rachel Savery, supported 482 clients in 2024-25 providing accurate information, coordinating referrals, and completing service agreements. Their work ensures a positive, compliant entry into Mpower services.

Having it all arranged for me, not by me was an absolute gift".

Thank you, thank you, thank you for the much needed and very much appreciated break".

From carers attending an overnight trip to Daylesford

Corporate Services & Engagement Report

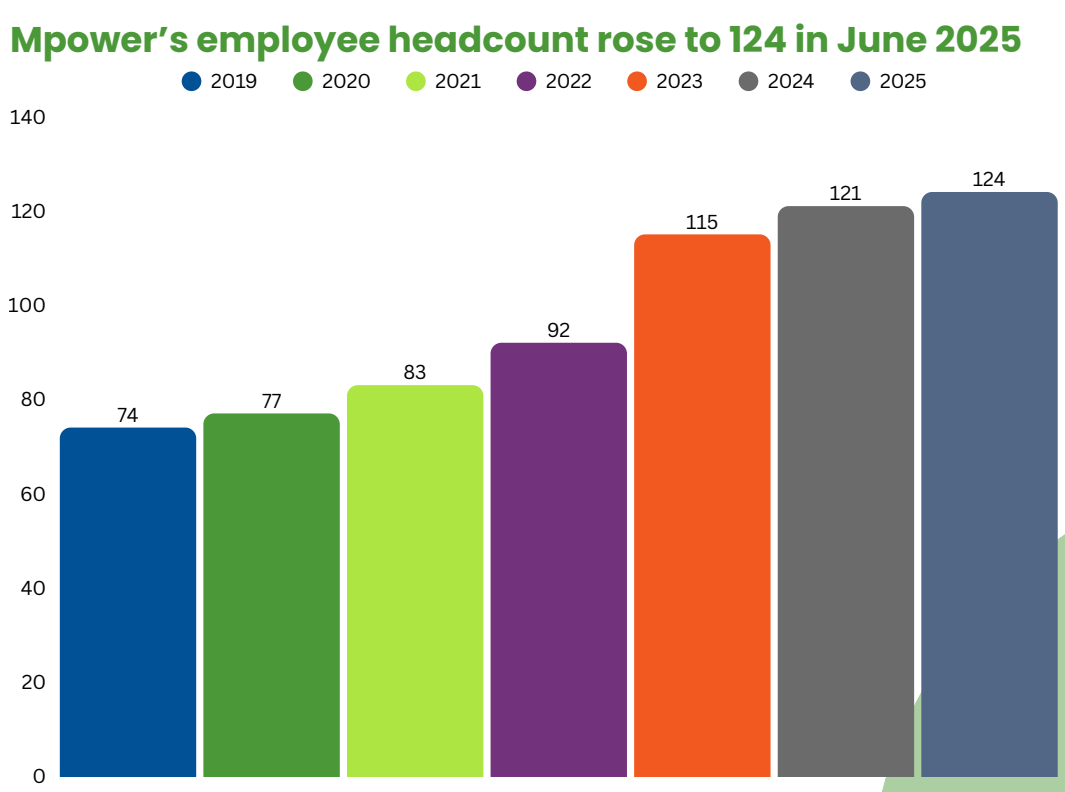
During the year, Sophie O'Keefe and Michalea Leris, the People and Culture Team, worked closely with Andrea McPhan to support workforce initiatives focused on wellbeing, retention, and professional development. Key actions have included policy updates, staff orientation, risk management, and learning and development coordination.

Mpower's People and Culture efforts have been further supported by the expertise of the are-able HR Team and Cooper Hardiman. We sincerely thank both businesses for their valuable partnership and support.

Mpower values continual learning by encouraging and supporting personal growth and innovative thinking. To recruit and retain the best people, Mpower seeks to nurture a highly engaged workforce through meaningful employee experience, driven by opportunities for continuous learning and development. Over the last 12 months Mpower has invested significantly in employee training for over 120 staff.

Training provided has included:

- Bridges out of poverty
- Bullying and discrimination
- Child care standards
- Cultural awareness
- Driver safety
- Emergency evacuation
- Fire safety
- First aid
- High intensity supports (e.g. enteral feeding, epilepsy management)
- Human rights
- Incident reporting
- Infection control
- LGBTIQ awareness
- Manual handling
- MARAM (family violence training)
- Mealtime management
- Medication administration
- NDIS Worker Orientation (Quality, Safety & You)
- Leadership training includes challenging conversations and resolving conflict
- Positive behavior support
- Safe driving
- Safe food handling
- Workplace health and safety



Client Feedback

At Mpower, we deeply value the voices of our clients. Feedback, whether it's a compliment, a suggestion, or a complaint, is a vital part of how we grow, adapt, and improve our services to better meet the needs of our community. We believe that listening is not just a courtesy, but a responsibility.

Over the past year, we've taken meaningful steps to make it easier for clients to share their experiences with us. We've enhanced our systems and policies to ensure feedback can be submitted more easily and that responses are timely and thoughtful. This commitment to open communication has led to tangible improvements across our services.

In 2025, we received:

- 28 compliments acknowledging the dedication and care of our staff
- 10 pieces of general feedback offering insights and suggestions
- 12 complaints, which we treated seriously and used as catalysts for change

Each piece of feedback, positive or critical, has contributed to service enhancements. We are especially grateful to those who took the time to share their concerns, as these help us identify gaps and strengthen our practices.

A cornerstone of our strategic plan is ensuring that service improvements and impact measurement are driven by quality data and client feedback. Our annual client survey is a key tool in achieving this. Distributed in April via email (to 1,070 participants) and hard copy (to 107 carers), we received 94 responses, an 8% response rate, more than double the previous year's 3.7%.

Key insights from the survey include:

- 93% of feedback was positive, with many clients expressing appreciation for our services
- 7% of respondents shared dissatisfaction, highlighting areas such as communication, planning, and follow-up on complaints
- 14% indicated that Mpower does not currently provide all the services they need
- Most referrals to Mpower came through agencies, family, friends, or word of mouth, with no respondents citing radio or newspaper

These findings reinforce the importance of not only delivering high-quality care but also ensuring our community knows who we are and how to access our services. We remain committed to providing holistic, responsive, and inclusive support, and that starts with listening. We sincerely thank everyone who participated in the survey and encourage all clients to continue sharing their feedback at any time via our website. Your voice shapes our future.

She made me feel very comfortable and made me feel strong. A super woman".

Absolutely blown away by the level of care, attention, and support. She always made sure we understood where we were at... nothing short of a blessing to me and my family".

I would 100 % recommend my family services worker. She really does go above and beyond... She is the best advocate".

Feedback from Family Services clients

Compliance Declaration

Mpower has taken all practicable measures to comply with its obligations under the multiple legislations, regulations and standards we are governed by.

We have promoted principles that are most relevant to the people who receive our services and to the wider community. We have also worked to ensure our employees have an awareness and understanding of those various legislations, regulations and standards. Additionally, we consider principles set out in those legislations, regulations and standards when setting and reviewing policies, procedures and service provision.

Key legislations, regulations and standards include:

- Australian Charities and Not-for-profits Commission Act 2012
- Association Incorporation Reform Regulations 2023
- Australian Human Rights Commission Act 1986
- Australian Privacy Principles 2019
- Australian Privacy Act 1988
- Australian Standard AS 1940:2004
- Bus Safety Act 2009
- Bus Safety Regulation 2020
- Carers Recognition Act 2012
- Child Information Sharing Scheme
- Child Safe Standards 2022
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Wellbeing and Safety Regulations 2017 (Vic)
- Children's Services Act 1996
- Children's Services Regulations 2020
- Children, Youth and Families Act 2005
- Commercial Passenger Vehicle Industry Regulations 2018
- Convention on the Rights of Persons with Disabilities (CRPD)
- Copyright Act 1968
- Corporations Act 2001
- Dangerous Goods Act 1985
- Dangerous Goods (Storage and Handling) Regulations 2012
- Disability Act 2006 (Vic)
- Disability Services and Inclusion Act 2023
- Drugs, Poisons and Controlled Substances Act 1981 (Vic)
- Drugs, Poisons and Controlled Substance Regulations 2017
- Enhancing Online Safety Act 2015
- Environment Protection Act 2017
- Equal Opportunity Act 2010
- Equipment (Public Safety) Act 1994
- Equipment (Public Safety) Regulations 2017
- Fair Work Act 2009
- Family Violence Information Sharing Scheme
- Financial Management Act 1994 (Vic)
- Freedom of Information Act 1982
- Hazardous Manual Handling Compliance Code 2018
- Health Records Act 2001 (Vic)
- Human Services Standards 2015
- ISO 9001:2015 Standards
- Juries Act 2000
- Labour Hire Licensing Act 2018 (Vic)
- Long Service Leave Act 2018 (Vic)
- Long Service Benefits Portability Act 2018 (VIC)
- Mental Health Act 2014
- National Disability Service Zero Tolerance Framework
- National Employment Standards 2010
- National Quality Framework
- NDIS Act 2013
- NDIS Complaints Management and Resolution Rules 2018
- NDIS Practice Guide 2019
- NDIS Practice Standards
- Occupational Health and Safety Act (2004)
- Occupational Health and Safety Regulations 2017
- Part 5A of the Family Violence Protection Act 2008
- Privacy and Data Protection Act 2014 (Vic)
- Surveillance Devices Act 1999
- Telecommunications Act 1997
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Victorian Social Service Standards
- Whistleblowers Protection Act 2019
- Workplace Relations Act 1996

The Mpower Group

Team Members as at 30 June 2025

Management Team

Janette Lowe
Agatha Ganda
Jo Brown
Louise Jellie
Paul Lougheed
Paul Trounce

Coordinators

Cathy Bligh
Deb Harman
Debra McAuliffe
Gen Mack
Helen Lynch
Jami Giles
Jasmin Prewett
Judi Mutsaers
Natalie McArlein
Nelson Reason
Pattrina Markey
Penny Ryan

Aanchal Anil Gupta
Alissa Holmes
Andrea McPhan
Anna Pike
Annalise Lyles
Ashley O'Brien
Beth Parkin
Bradley Parsons
Brooke Walsh
Carly McNulty
Casey O'Keefe
Casey Thompson
Damian Moloney
Daniel Carey
Dena Battistello
Elsa Popich
Emily Symons
Emma Lumsden
Gail Kent
Grace Bell
Jessica Necombe
Joelyn Gibson
Jorja Graham
Joshua Alexander

Kaleb McIlroy
Katrina Carrod
Keira Blain
Kellie New
Kerrie Groves
Kim McCosh
Kimberley Dempsey
Kirsten Beaton
Kirsty Jones
Kirsty Sutcliffe
Lacey Mae
Laura Kelly
Laurissa Folkes
Layla Boyd
Leah McConnell
Leonie Testro
Maddison Mahony-Gilchrist
Mark Barling
Mechelle Storer
Meera Khanal
Michaela Leris
Milan Neupane
Millie Shiells

Mitchell Reason
Olivia Grundy
Rachel Savery
Rosie Carlin
Roslyn Book
Sara Pope
Scarlett Palmer
Shannon Drysdale
Simone Turnbull
Sonya Graham
Sophie O'Keefe
Sue McNaughton
Tendai Mhasho
Thomas Reeve
Tracey Jennings
Tracy McKendry
Trent Harman
Tristan Dart
Ty Wood
William McNulty
Yasmin Nurmohamed-Callagan
Zoe Satchell

north edge EARLY LEARNING

Team Members as at 30 June 2025

Centre Director

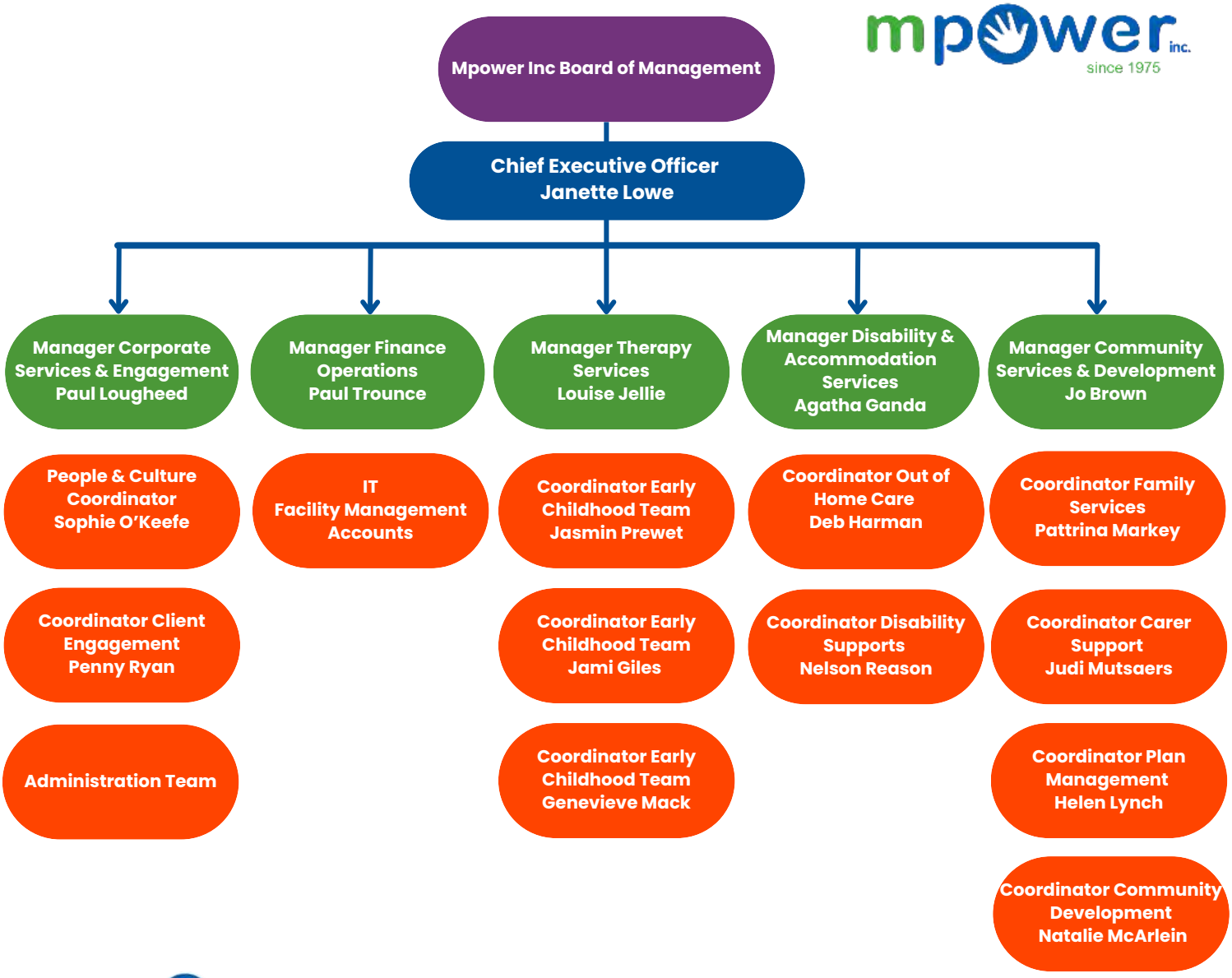
Nicole Collins

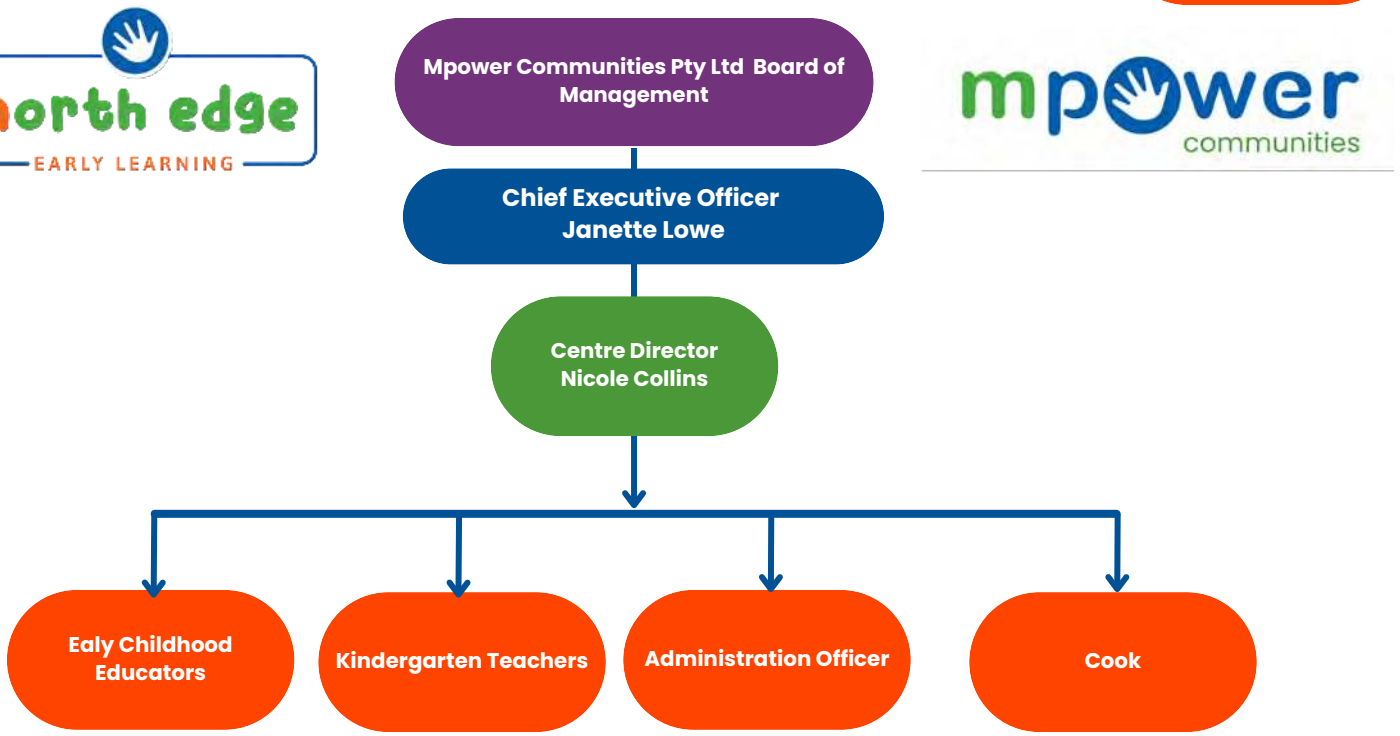
Aleisha Lawlor
Alissa Holmes
Anjali Anjali
Caitlyn Coates
Carolyn Brown
Charlotte Anderson
Chloe Quarrell
Cindy McSween
Debbie Sell
Eleni Savich
Emma Cornace
Emma Holcombe
Erika Stankovic

Isabella Hankin
Jasmine Holloway
Jasmine Hughes
Jessica Henriksen
Jessica Jones
Jessica Read
Jessica Thomas
Jodi Millet
Kalliope Dart
Kirsty Brittain
Krystal Toogood
Leesa O'Grady

Mackenzie Borland
Mark Gravolin
Maureen Anderton
Melissa Murrihy
Meneshiya Niruban
Millie Mahony
Nattasha Brown
Pushpinder Kaur
Skylie Morris
Susan Allan
Victoria Hodgson
Wahine Douglas

Organisation Structure





Service Awards

Mpower is proud to have a committed team of 124 skilled professionals whose dedication enables us to support individuals and communities across South West Victoria. Each year at our Annual General Meeting, we honour staff reaching service milestones in five-year intervals. Congratulations to this year's milestone recipients. We thank you for your continued contribution.

FIVE YEARS OF SERVICE

Daniel Carey
Support Worker



Jessica Henriksen
Educator



Joelyn Gibson
Support Worker



Kellie New
Family Services Practitioner



Krystal Toogood
Educator



TEN YEARS OF SERVICE

Cindy McSween
Educator



Wellbeing Crew

This year, we proudly launched our Wellbeing Crew - a passionate team dedicated to fostering a culture of care, connection and mental wellness across Mpower. The crew brings together staff from diverse roles to champion initiatives that support physical, emotional and social wellbeing.

Mpower is proud to champion days of recognition that celebrate inclusion, awareness, and community spirit. We value the meaningful partnerships we've built along the way—and we're honoured to support events that bring people together. Here are just a few we've been part of.



International Day of People with Disability (IDPwD)



RUOK?



White Ribbon Day / International Day for the Elimination of Violence Against Women



International Men's Day



Crazy Sock Day - World Down Syndrome Day



Speech Pathology Week



LGBTQIA+ Day



World Elder Abuse Awareness Day



International Women's Day






mPower


ening Communities
VICES
TION
71 Koroit



Manager Finance Operations Report

Paul Trounce



Throughout the year, Mpower maintained a strong financial foundation, ensuring the organisation's sustainability and resilience in a dynamic funding environment. We achieved this by upholding disciplined financial management practices, delivering timely and accurate reporting, and actively monitoring financial performance. Despite sector-wide changes in funding, we met all financial commitments in full. This financial stewardship has enabled Mpower to remain focused on its core purpose, delivering exceptional, high-impact services to the communities we support.

In addition this year has seen significant advancements in our IT environment.

At our Hamilton office, the implementation of a VPN has improved staff accessibility and usability. We have also upgraded our Microsoft 365 licensing and introduced enhanced DNS protection a cybersecurity measure that secures the domain name system. Our Endpoint Detection and Response (EDR) platform has been upgraded to a next-generation solution that collects and analyses endpoint data in real time, allowing us to detect and respond to suspicious activity more effectively. In addition, Identity Threat Detection and Response (ITDR) has been enabled. This approach strengthens our cloud security by detecting, analysing, and mitigating threats targeting identity systems and credentials.

Over the past year, the Facilities Team has played a critical role in supporting Mpower's operational needs through the effective management of key property transitions. Notable achievements include the successful establishment of the Portland Office in its own dedicated premises, and the strategic relocation of corporate staff from Glass House Plaza to 71 Koroit Street. This move consolidated all staff under one roof, enhancing collaboration and operational efficiency. The transition required careful planning and significant internal reconfiguration within 71 Koroit Street to accommodate the expanded workforce. Together, these initiatives reinforce our commitment to providing a secure and efficient IT environment.

> **Thank you so so much for all your support throughout the years. Without your support and Mpower I couldn't have managed my role as a carer. Please pass on my thank you on to the team".**
> *Feedback from a carer following the passing of her mother*

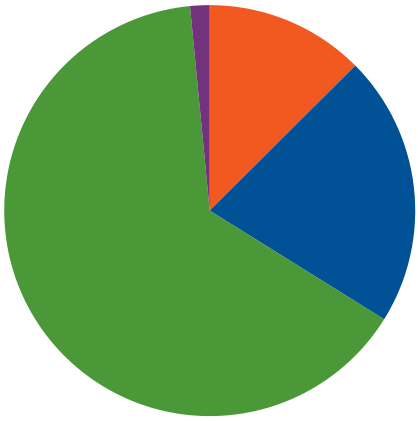
> **In 13 years of involvement with child protection, she is one of only five people I can truly praise. Her support was life-changing".**
> *Client supported through Family Services*

Financial Report

In the financial year 2024-2025, the Mpower Group, consisting of Mpower Inc. and Mpower Communities, generated a surplus of $303,585 which represents a significant improvement of $488,465 from the 2023-2024 deficit of ($184,880). This improvement in financial performance is attributable to several key factors including enhanced service delivery across multiple programs, notably within the NDIS Services, Childcare and Plan Management. Implementation of strategic cost management initiatives, including a comprehensive review of back-office operations, resulted in meaningful cost savings. Reduced interest expenses, driven by favourable economic conditions and a decrease in official interest rates by the Reserve Bank. These outcomes reflect the organisation's commitment to financial sustainability and operational efficiency.

Revenue

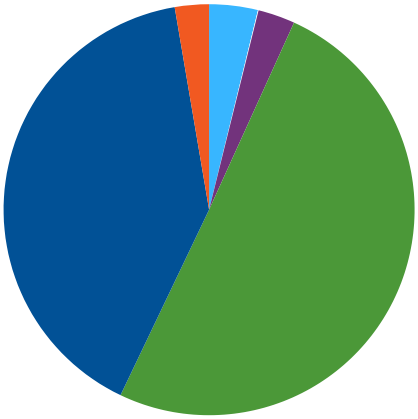
The total revenue for the group reached $23,210,828 marking a 8.31% increase from the previous year driven by growth within the NDIS, Childcare and Plan Management programs.



Program Income	$2,909,274
Government Grants	$4,952,255
NDIS Income	$14,994,128
Other Income	$355,171

Expenses

Total expenses for the financial year 2024-2025 totalled $22,907,243, an increase of 5.98% from the previous year. These increased costs were driven in part by higher wages costs as the business revenue increased additional staff were required to deliver this service. Program Costs also increased in line with increased revenue. Interest and Finance costs declined as the organisation focused on reducing debt and benefited from decreases in interest rates.



Administration	$875,675
Advertising & Marketing	$11,632
Facilities Management	$666,900
Program Expenses	$11,523,990
Staff Costs	$9,215,151
Other Expenses	$1,489,570

Financial Report

Net Result

In the financial year 2024-2025 the Mpower Group recorded a surplus of $303,585

6 Year Snap Shot - Net Surplus

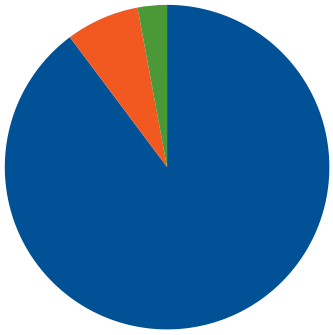


Year	Net Surplus
2019-20	$751,721
2020-21	$1,007,780
2021-22	$481,817
2022-23	-$251,068
2023-24	-$184,880
2023-24	$303,585

Assets & Liabilities

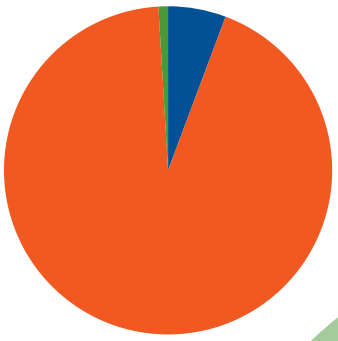
Assets & Liabilities remained in line with the previous year, with a notable decrease in the entities cash and cash equivalents balance. During the year the organisation utilised excess working capital to decrease its loan with the CBA. This loan is due to be renegotiated during the coming financial year with the expectation that the increase in financial performance will yield more competitive refinancing terms.

Assets



Fixed Assets	90%
Cash and Cash Equivalents	7%
Trade and Other Receivables	3%

Liabilities



Trade and other payables	7%
Other Current Liabilties	91%
Non - Current liabilities	2%



2024 - 2025

Financial Statements

mpower inc.
since 1975

Mpower Inc.

BOARD OF MANAGEMENT REPORT

FOR THE YEAR ENDED 30 JUNE 2025

The board members present their report, together with the consolidated financial statements, on the consolidated entity (referred to hereafter as the "Group") consisting of the parent entity Mpower Incorporated (referred to hereafter as the 'parent') and its controlled entity being Mpower Communities Py Ltd (referred to hereafter as the 'subsidiary') for the financial year ended 30 June 2025.

Board

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

Rhys Boyle	Anthony Boyle - appointed 17 December 2024
Michael Crothers	Barbara Moll - appointed 17 December 2024
Neil Ballard	Andrea Hogan - appointed 17 December 2024
Michele Downs	Kerrie Hughson - resigned 23 April 2025
Delna Plathottam	Janet Collins - resigned 2 August 2024
Kathryn Tanner	Miryam Franjic - resigned 2 July 2024

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 Group during the financial year were 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 $303,585 (2024: deficit of $(184,880)).

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 Group, the results of those operations, or the state of affairs of the Group in future financial years.

Signed in accordance with a resolution of the Board:



Mr Rhys Boyle
President



Mr Michael Crothers
Treasurer

Dated at Warrnambool, 30 September 2025

Mpower Inc.

INFORMATION ON MPOWER IN CORPORATED CONSOLIDATED CONCISE FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2025

The concise financial report is an extract from the full financial report for the year ended 30 June 2025. The financial statements and disclosures in the concise financial report have been derived from the 2025 Financial Report of Mpower Incorporated. A copy of the full financial report and auditor's report will be sent to any member, free of charge, upon request.

The discussion and analysis is provided to assist members in understanding the concise consolidated financial report. The discussion and analysis is based on Mpower Incorporated consolidated financial statements and the information contained in the concise consolidated financial report has been derived from the full 2025 Consolidated Financial Report of Mpower Incorporated.

Income Statement

The organisation recorded a consolidated surplus of $303,585 for the financial year ended 30th June 2025, representing a significant turnaround of $488,465 compared to the prior year's deficit of $(184,880).

This improvement in financial performance is attributable to several key factors including enhanced service delivery across multiple programs, notably within the NDIS and Childcare. Strategic cost management initiatives, including a comprehensive review of back-office operations, which resulted in meaningful cost savings. Reduced interest expenses, driven by favourable economic conditions and a decrease in official interest rates by the Reserve Bank. These outcomes reflect the organisation's commitment to financial sustainability and operational efficiency.

Balance Sheet

During the financial year, the Group recorded a net reduction in total assets of $823,824, alongside a decrease in total liabilities of $1,127,409. These movements were primarily driven by a one-off $1 million repayment made to reduce the organisation's loan facility with the Commonwealth Bank of Australia (CBA). Aside from this strategic debt reduction, asset and liability balances remained relatively stable compared to the prior year, reflecting consistent financial management and operational stability.

Cash Flow Statement

The entity's cash balance decreased by $726,891 over the financial year. This movement includes a one-off additional loan repayment of $1 million to the Commonwealth Bank of Australia (CBA), aimed at reducing the organisation's debt position. This strategic repayment was made in recognition of the greater long-term economic benefit derived from lowering interest-bearing liabilities, compared to the relatively modest returns available on surplus funds held in savings accounts. Excluding financing and investing activities, cash flow generated from core operations remained strong, reflecting the continued financial resilience of the organisation's underlying business activities.

Mpower Inc.

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2025

	Group 2025 $	Group 2024 $
Revenue	23,210,828	21,430,431
Program expenses	(11,523,990)	(10,289,148)
Employee benefits expense	(9,215,151)	(9,084,384)
Depreciation expense and amortisation	(443,562)	(564,556)
Finance costs	(582,480)	(609,036)
Other expenses	(1,142,060)	(1,068,187)
Result for the year	**303,585**	**(184,880)**
Total comprehensive income for the year	**303,585**	**(184,880)**

The accompanying notes form part of these financial statements

Mpower Inc.

CONSOLIDATED BALANCE SHEET

AS AT 30 JUNE 2025

	Note	Group 2025 $	Group 2024 $
CURRENT ASSETS			
Cash and cash equivalents		1,313,562	2,040,452
Trade & other receivables		550,152	370,125
Other financial assets		24,750	24,750
Other assets		41,337	36,725
TOTAL CURRENT ASSETS		1,929,801	2,472,052
NON-CURRENT ASSETS			
Property, plant and equipment	2	12,524,750	12,891,746
Right of use asset		197,055	111,632
Intangible assets		4,218,611	4,218,611
TOTAL NON-CURRENT ASSETS		16,940,416	17,221,989
TOTAL ASSETS		**18,870,217**	**19,694,041**
CURRENT LIABILITIES			
Trade and other payables		709,437	652,663
Employee provisions		770,916	668,510
Other liabilities		199,584	277,573
Other financial liabilities		8,329,000	9,647,000
Lease liabilities		79,891	86,853
TOTAL CURRENT LIABILITIES		10,088,828	11,332,599
NON-CURRENT LIABILITIES			
Employee provisions		94,347	86,067
Lease liabilities		129,779	21,697
TOTAL NON-CURRENT LIABILITIES		224,126	107,764
TOTAL LIABILITIES		**10,312,954**	**11,440,363**
NET ASSETS		**8,557,263**	**8,253,678**
EQUITY			
Retained earnings		6,504,784	6,201,199
Reserves		2,052,479	2,052,479
TOTAL EQUITY		**8,557,263**	**8,253,678**

The accompanying notes form part of these financial statements

Mpower Inc.

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY

FOR THE YEAR ENDED 30 JUNE 2025

	Revaluation Reserve	Retained Earnings	Total
	$	$	$
Group balance at 30 June 2023	**2,052,479**	**6,386,079**	**8,438,558**
Deficit for the year	-	(184,880)	(184,880)
Group balance at 30 June 2024	**2,052,479**	**6,201,199**	**8,253,678**
	-		
Surplus for the year	-	3 03,585	303,585
Group balance at 30 June 2025	**2,052,479**	**6,504,784**	**8,557,263**

The accompanying notes form part of these financial statements

Mpower Inc.

CONSOLIDATED STATEMENT OF CASHFLOWS

FOR THE YEAR ENDED 30 JUNE 2025

	Group 2025 $	Group 2024 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	22,916,365	21,734,551
Interest received	42,324	22,125
GST received	10,010	7,235
Payments to suppliers and employees	(22,184,116)	(20,802,007)
Net cash provided by / (used in) operating activities	784,583	961,904
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(180,867)	(204,115)
Proceeds from sale of property, plant and equipment	87,183	103,439
NET CASH (USED IN) INVESTING ACTIVITIES	**(93,684)**	**(100,676)**
CASH FLOWS FROM FINANCING ACTIVITIES		
Repayment of borrowings	(1,318,000)	(303,000)
Repayment of lease liabilities	(99,790)	(94,918)
NET CASH (USED IN)/PROVIDED BY INVESTING ACTIVITIES	**(1,417,790)**	**(397,918)**
NET INCREASE/(DECREASE) IN CASH HELD	(726,891)	463,310
CASH AT BEGINNING OF FINANCIAL YEAR	2,040,453	1,577,143
CASH AT END OF FINANCIAL YEAR	**1,313,562**	**2,040,453**

The accompanying notes form part of these financial statements

Mpower Inc.

NOTES TO THE CONCISE CONSOLIDATED FINANCIAL REPORT

FOR THE YEAR ENDED 30 JUNE 2025

Note 1: Basis of Preparation of the Concise Financial Report

The concise financial report is an extract from the full consolidated financial report for the year ended 30 June 2024. The concise consolidated financial report has been prepared in accordance with Accounting Standard AASB 1039: Concise Financial Reports, the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*.

The consolidated financial statements, specific disclosures and other information included in the concise consolidated financial report are derived from, and are consistent with, the full consolidated financial report of Mpower Incorporated. The concise consolidated financial report cannot be expected to provide as detailed an understanding of the financial performance, financial position and financing and investing activities of Mpower Incorporated as the full consolidated financial report. A copy of the full consolidated financial report and auditor's report will be sent to any member, free of charge, upon request.

The consolidated financial statementshave beenprepared forthepurposesofcomplying withthe *AustralianCharities andNot-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 users. The group is a non-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Going Concern Basis

At 30 June 2025, the Group reported a surplus of $303,585 and have budgeted for a surplus for 2025/26. The current asset ratio was 0.2 (excluding the CBA loan current ratio is 1.09). The loan is due for renewal in December 2025. The financials have been prepared on a going concern basis on the expectation of the Board that the loan will be renewed in December 2025.

Should this not occur, the Group may not be able to realise its assets and settle its liabilities in the ordinary course of business. The Board have considered the going concern matter, and based on the compliance with bank covenants and expectation that this loan will be newed by CBA, the Board have a reasonable expectation that the association has adequate resources to continue in operational existence for the foreseeable future. For these reasons they continue to adopt the going concern basis in preparing the financial report.

Mpower Inc.

NOTES TO THE CONCISE CONSOLIDATED FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2025

	Group 2025 $	Group 2024 $
Note 2: Property, Plant and Equipment		
Land at fair value	4,068,455	4,068,455
Buildings at fair value	8,568,630	8,519,923
Accumulated depreciation	(495,202)	(280,844)
Total buildings	8,073,428	8,239,079
Plant and equipment at cost	386,220	375,815
Accumulated depreciation	(258,758)	(188,655)
Total plant and equipment	127,462	187,160
Motor vehicles at cost	608,774	604,868
Accumulated depreciation	(489,502)	(441,801)
Total motor vehicles	119,272	163,067
Leasehold improvements at cost	372,695	366,980
Accumulated depreciation	(309,863)	(236,731)
Total leasehold improvements	62,832	130,249
Work in progress	73,301	103,736
Total property, plant and equipment	**12,524,750**	**12,891,746**

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 2022.Land and buildings arevalued atfair 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.

Note 3: Events after the reporting period

No matters or circumstances have arisen since 30 June 2025 that has significantly affected, or may significantly affect the Group's operations, the results of those operations, or the Group's state of affairs in future financial years.

Mpower Inc.

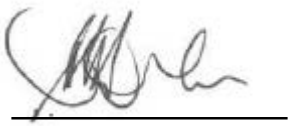
DIRECTORS DECLARATION

The board of Mpower Incorporated declare that the Concise Consolidated Financial Report for the year ended 30 June 2025, including the Statement of Comprehensive Income, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows and Notes to the financial report;

(a) comply with Accounting Standard AASB 1039 *Concise Financial Reports*; and

(b) is an extract from the full consolidated financial report for the year ended 30 June 2025 and has been derived from and is consistent with the full consolidated financial report of Mpower Incorporated.

This declaration is made in accordance with a resolution of the Board of Management.



Mr Rhys Boyle
President



Mr Michael Crothers
Treasurer

Dated at Warrnambool, 30 September 2025

McLAREN HUNT
AUDIT AND ASSURANCE

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF MPOWER INC. AND CONTROLLED ENTITY Opinion

We have audited the concise consolidated financial report of Mpower Inc. (the Parent) and its controlled entity (together the consolidated Group), which comprises the balance sheet as at 30 June 2025, and the comprehensive income statement, the cash flow statement, statement of changes in equity for the year then ended, and related notes, derived from the consolidated financial report of Mpower Inc for the year ended 30 June 2025.

In our opinion, the accompanying concise consolidated financial report, of Mpower Inc., complies with AASB 1039 *Concise Financial Reports*.

Basis of 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 Group in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia, and we have 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 – Going concern basis

I draw attention to Note 1 to the financial report, which describes the material uncertainties around the Board's use of the going concern basis of accounting. My opinion is not modified with respect to this matter.

Concise consolidated financial report

The concise consolidated financial report does not contain all the disclosures required by the Australian Accounting Standards in the preparation of the financial report. Reading the concise consolidated financial report and the auditor's report thereon, therefore, is not a substitute for reading the financial report and the auditor's report thereon.

The Financial report and Our Report Thereon

We expressed an unmodified audit opinion on the financial report in our report dated 1 October 2025.

Responsibilities of the Directors for the Concise Consolidated Financial Report

The board are responsible for the preparation of the concise consolidated financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports*, and the *Australian Charities and Not-for-Profits Commission Act 2012*, and for such internal control as the board determine is necessary to enable the preparation of the concise consolidated financial report.

Auditor's Responsibilities for the Audit of the Concise Consolidated Financial Report

Our responsibility is to express an opinion on whether the concise consolidated financial report, in all material respects, complies with AASB 1039 *Concise Financial Reports* and whether the discussion and analysis complies with AASB 1039 *Concise Financial Reports* based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Mclaren Hunt

MCLAREN HUNT
AUDIT AND ASSURANCE

NARELLE MCLEAN
PARTNER
Dated at Warrnambool; 1 October 2025

mpower inc.
since 1975

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