Registered NDIS Provider

mpower inc.

since 1975



Annual Report 2023-2024

Enhancing Abilities • Supporting Families • Strengthening Communities

Strategic Plan

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.

Who we are

From humble beginnings around a kitchen table, Mpower is now recognised for our enduring presence and history in the region. In our 49th year, we stand as a testament to what collective vision and commitment can achieve.

Founded by local parents to address a gap in community support for children with disabilities, Mpower has grown into a tri-sector, community-based organisation. We now operate across Early Childhood Education, Disability, Therapy, Carer Support, Family Services, Residential Care and Kindergarten services, providing dedicated support. With a team of 121, including teachers, therapists, and support staff, we deliver quality, client-centered services that span generations.

Mpower Communities, our not-for-profit subsidiary, has successfully supported community goals since 2023..



Acknowledgement of Country

Mpower acknowledge the traditional custodians of the land on which we meet today, the Peek Whurrong People of the Maar Nation. We pay our respects to the world's oldest continuing cultures, and to Elders past and present.

Rhys Boyle
President Report



In the 2023-24 financial year, Mpower Group, consisting of Mpower Incorporated and North Edge Early Learning continued to thrive and evolve, driven by a commitment to delivering high-quality services to the community, expanding our offerings, and overcoming challenges through strategic growth. The year saw an emphasis on infrastructure improvements, staffing developments, and impactful partnerships, all while maintaining a strong focus on quality and financial sustainability.

Mpower experienced significant growth across multiple programs. Our Integrated Family Services team expanded its support to the Hamilton community thanks to targeted funding and strategic recruitment. This growth has strengthened our ability to support families in the region. Plan Management also saw notable growth, with over 500 participants benefiting from the program, and new team members contributing to enhanced service delivery. Our Disability and Therapy Services continued to grow, with the recruitment of specialists in Behaviour Support and the expansion of therapy offerings, helping us better serve children and young adults across various needs.

Mpower's Out of Home Care services further cemented their reputation as leaders in the field. Our team's dedication to creating a safe and supportive environment for children in crisis situations has positioned us as a trusted partner for the Department of Family Fairness and Housing (DFFH). Mpower also took steps to enhance our infrastructure, including significant renovations at our various facilities. The development of our sensory pathway at Koroit Street was a highlight, providing a therapeutic space for children. Additionally, we completed necessary updates at our residential facilities to improve living conditions for clients

North Edge Childcare was rebranded to North Edge Early Learning (NEEL), to recognise and further embed our passion for early childhood development. The team at NEEL played a key role in designing the new logo and felt it important that it reflected a real connection to Mpower which has been achieved through its colour palette.

NEEL has gone from strength to strength in its first full year as part of the Mpower Group, increasing its enrolment numbers by 30% supported by an additional 11 new staff members.

The year presented a number of unanticipated challenges which negatively impacted our financial performance. In collaboration with external consultants, the management team developed for Board adoption, a detailed and broad ranging Financial Sustainability Plan that identified and focused attention on critical areas for improvement, which have positively influenced our operating performance with minimal impact on our service delivery model. Our financial reforecasting in collaboration with key stakeholders in part helped address these challenges, while initiatives like restructuring leadership and exploring new revenue streams will support long-term stability into the future.

Mpower's workforce remains our greatest asset, and we are proud of the commitment shown by staff throughout the year. We undertook several recruitment drives, particularly in Disability Services and Out of Home Care, resulting in a more stable and well-equipped team. Our internal Employee Engagement and Wellbeing initiatives, including pulse checks and engagement surveys, helped us to identify and put in place actions to address team concerns and foster a culture of continuous feedback and improvement.

Our focus on professional development also remained strong, with several team members participating in leadership training and development programs. The introduction of targeted recruitment drives and internal promotions helped fill key leadership roles, ensuring continuity and excellence in service delivery.

Mpower strengthened its ties with the community through meaningful partnerships, such as our collaboration with Dementia Australia to deliver educational programs for carers. This year, we also worked with local organisations, to provide training opportunities and support workforce development across the region. These partnerships have not only expanded Mpower's service offerings but also strengthened our role as a trusted community leader.

Our outreach efforts extended to new marketing initiatives, including the successful launch of social media campaigns that spotlighted our services and team members. These efforts played a pivotal role in boosting community awareness and engagement, ultimately contributing to the growth of our programs.

Our strategic priorities will focus on further strengthening our workforce, exploring new service opportunities, and maintaining our commitment to financial sustainability. With the support of our dedicated team, engaged community, and strong leadership, we are confident in our ability to meet the challenges ahead and build on the successes of the past year.

Mpower's dedicated Board Directors have been instrumental in supporting the Mpower team as we assist individuals and the communities we serve to reach their full potential. Accordingly, I thank all Board Directors for their service. As a Board we acknowledge the continued support of community; the Department of Families, Fairness and Housing; the Victorian Government and the Federal Government in the delivery of Early Childhood, Community and Disability Services to the South West of Victoria.

Finally, on behalf of the Board I thank all staff for their ongoing commitment to Mpower. We know that your continued contribution and dedication to our services has a lasting positive impact in people's lives.

Rhys Boyle
Board President



As we look ahead towards Mpower's 50th Year, we are well-positioned to continue delivering outstanding services to our community.

Life Members

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

Mpower's Life Members

Cath Lourey, Glynis Purcell, Gail Horne, Phyllis McLeish, Vern Robson, Adam Kempton and David Beggs.

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

Victorian Government

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

Partners

Carers Victoria
National Disability Services
Centre for Excellence in Child & Family Welfare

Donors

Kids Under Cover Studio
VG & F Robson
William Angliss Charitable Fund

Our sincere thanks go also to our many partners and networks for their ongoing support in achieving great outcomes in the South West Victoria community.

Us at a glance



The IFS team assisted

172

families

17,756

hours of respite provided to carers





37,668

hours of support provided to NDIS participants



Provided supports to

542

carers in total



Mpower provides services to over

1640

clients and families

The IFS Team provided

8306

Service hours





9,138

hours of Early Childhood Intervention supports

555

Plan Management Clients



Completed

609

service agreements





491

NDIS participants

Sensory Pathway

Therapy, learning, and sensory regulation at Mpower begin as soon as a child and their family step onto our site. Our specialised sensory pathway enables children and families to engage in movement and sensory activities that foster learning. Imagine trying to follow instructions with loud background noise—it's nearly impossible to focus. Children with sensory processing disorders experience a similar struggle. They can't just "turn off the radio in their brain." Our sensory pathway is designed to help release tension, allowing kids to refocus.

The pathway guides children through movements like spinning, jumping, and hopping, marked by sensory stickers to engage sight, sound, and touch. These activities help kids burn off energy, build gross motor skills, and explore language concepts like colors, shapes and directions.

Sensory pathways support muscle tone, core strength, balance, motor planning, left-right coordination and visual-spatial skills. They can also aid concentration, emotional regulation, and memory skills. It was rewarding to collaborate with community professionals to develop a sensory pathway that truly meets the needs of the children and families we serve.

Our Sensory Pathway was made possible with generous funding support from Rotary Club of Warrnambool Daybreak





Trudy Marr
Chief Operating Officer



The past year has been one of growth, adaptation, and continued progress for Mpower's Corporate Services. Our team has worked diligently to support the organisation's operations and strategic goals, providing a strong backbone for our services, ensuring compliance, and delivering key operational outcomes. Through teamwork, innovation, and a focus on continuous improvement, the Corporate Services teams have played a critical role in the success of Mpower.

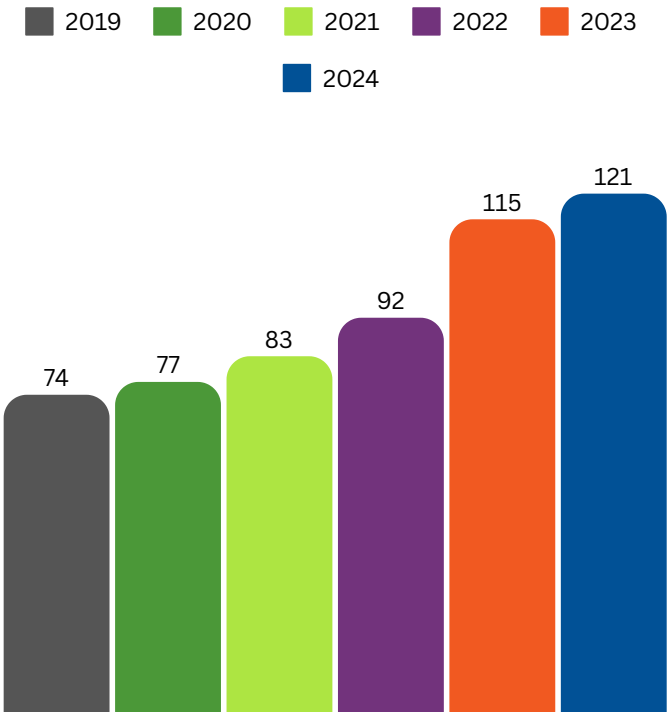
People and Culture

The People & Culture team supported workforce development initiatives focusing on staff well-being, retention, and professional growth.

Mpower invested over $100,000 in professional development activities for our Mpower team during the year.

Training and Development included

- Study leave for staff undertaking higher education
- First Aid and CPR refreshers and new qualifications across all programs
- Accidental counsellor training
- Governance and Strategy for Executives and Board members
- Enteral Feeding support
- The Birkman Method (leadership development) for all coordinators, managers and executive
- Speech Pathology Conference
- Autism seminars
- Understanding Neurobiology of complex trauma
- Using AI in marketing and business
- Training in rollout of PACE
- Diploma of Accounting
- Paediatric Feeding



Mpower's employee headcount raised to 121 in June 2024 and included appointments in the following positions:

- 13 support workers
- 5 manager and coordinator positions
- 3 Therapists
- 3 corporate services staff
- 4 community services team members
- 11 North Edge Early Learning employees

The number and calibre of applicants we continue to receive is a testament to the highly regarded reputation Mpower has in the community.

Financial Management

This year, we ensured the financial health and sustainability of Mpower by maintaining robust financial processes, delivering accurate reporting, and closely monitoring our financial performance. We, like many others in the sector, have navigated funding changes and ensured that all financial obligations were met, allowing the organisation to focus on delivering exceptional services.

Governance and Risk Management

Mpower's governance framework has continued to strengthen. We introduced new policies and procedures that align with sector reforms, ensuring that Mpower remains compliant with regulatory requirements. Risk management processes were also enhanced to better identify, assess, and mitigate risks across the organisation. Considerable resources were invested in both the NDIS re-accreditation Audit which took place in July 2024 and ISO 9001 Maintenance Audit in August 2024 which Mpower successfully completed.

Looking forward, we see opportunities to further improve operational efficiencies through digital transformation and enhancing our governance and compliance frameworks.

In the coming year, the Corporate Services teams will focus on continuing to support Mpower's strategic objectives by delivering excellence in governance, financial management, and operational support. We aim to further enhance our technology infrastructure, strengthen our risk management practices, and support staff development to ensure that Mpower remains agile and responsive to the needs of the community.

It has been a year of significant accomplishments, and we are proud of the role we have played in supporting the wider organisation. We look forward to continuing to provide the critical services that allow Mpower to thrive and make a lasting impact on the community.








Janette Lowe

Executive Manager Inclusive Communities



As I look back on the past year at Mpower, I feel a strong sense of appreciation for what we have accomplished together. It has been a year of growth, and meaningful impact, thanks to the commitment of our staff, the support of our community, and the trust placed in us by those we serve. Across our Community Services and Development, Disability and Accommodation Services, and Therapy Services teams, we have embraced opportunities, met challenges, and celebrated achievements that have made a real difference in people's lives.

Community Services and Development

This year, our Family Services team truly embodied the values of Mpower—empowering families to navigate their unique challenges and build a foundation for resilience and growth. In one particularly touching instance, a mother who had worked with us previously reached out, expressing her heartfelt appreciation: "You helped me recognise my strength as a mother. I doubt we'd be where we are today without your support." Stories like hers are reminders of why we do what we do—to offer hope and instill resilience.

Throughout the year, we observed an increase in the complexity of cases, including families dealing with significant loss and hardship. In one such instance, we supported a newly single mother, helping her secure a functional assessment to unlock essential resources for her and her children. Addressing sibling conflict in partnership with DFFH, we worked to ensure a safe environment and to rebuild trust and connection within the family.

This year, our Carer Support Program was a shining example of Mpower's commitment to honouring and uplifting those who give so much of themselves. Through educational sessions in Hamilton and Portland, carers learned to navigate the complexities of dementia care and aged care systems, finding not only practical solutions but also camaraderie and understanding. One carer shared how these sessions provided clarity and eased the anxieties of planning for their loved one's future.

The Carefoot Bowls Project, linking hidden carers with local support networks, exemplifies how small initiatives can spark meaningful connections. Among our many care support initiatives, two special events stand out.

The first event, 21 carers embarked on a trip to Melbourne to see Wicked the Musical, followed by an overnight stay in Geelong and a scenic return along the Great Ocean Road. Feedback was heartfelt, with one carer sharing, "I didn't realise how tired I was until I got away. Every detail made me feel so cared for." Another described it as the "best outing for carers so far!" These trips are not just about respite; they're about reminding carers of their value and giving them a chance to recharge among friends.

The Lady Bay Carers Retreat was another success, where carers and their partners enjoyed a weekend of relaxation with activities like the Deep Blue Hot Springs and group yoga. As one carer reflected, "It was a worthwhile break, and definitely needed." These moments of connection and rest are powerful reminders of the importance of caring for our carers, and it's a privilege to support them in these ways.

Our Plan Management team faced transitions this year but emerged stronger, continuing to deliver outstanding service to our clients. Auditors praised the team for their exceptional customer engagement, and I couldn't be prouder of their commitment to maintaining trust and quality in everything they do.

Disability and Accommodation Services

In our Disability and Accommodation Services team, we've seen the transformative power of placing participants at the centre of everything we do. One of the year's most rewarding achievements was helping a long-term Supported Independent Living (SIL) participant transition to her new home at Jackman Avenue. Her move not only brought her joy and comfort but also reduced restrictive practices, embodying our commitment to dignity and human rights.

Our Kids in the Community program once again lit up the faces of children across the region. Over 43 days during school holidays, participants enjoyed engaging activities ranging from table tennis to wildlife encounters. Seeing the smiles and hearing the laughter reminds us of the profound joy that inclusion and belonging bring to these children and their families.

However, it wasn't without challenges. The transition of a young person from our residential care contingency home, highlighted the emotional complexity of our work. Our team advocated tirelessly to ensure his best interests were prioritised, knowing the trauma such moves can bring. Despite these hurdles, the strength and compassion of our staff shone through, as they prepared for the changes with professionalism and care.

Therapy Services

For the first time in years, our Therapy Services team found themselves with more capacity than demand in some areas—a testament to the exceptional work they have done to build a strong, skilled team and improving access to services.

This year, we reintroduced our Behaviour Support services, addressing a vital need in the region. Families and children across the 0–18 age group have benefited from this addition, and the positive impact has been deeply rewarding.

Our team also embraced professional growth, attending workshops like the Rural Link and Learn conference to enhance their skills. Programs like the SOS feeding group and the Mpower Siblings Program demonstrated the breadth of our services, offering tailored support to families in innovative and engaging ways.

A Year of Resilience and Gratitude

I am constantly inspired by the dedication of our staff, who go above and beyond to ensure our participants and families feel seen, heard, and valued.

As we look ahead, I am excited about the opportunities on the horizon. Whether it's expanding our services to reach more rural communities, strengthening partnerships, or continuing to advocate for the needs of those we serve, I know that Mpower is ready to embrace the future with open hearts and steadfast determination.



To our participants, families, staff, and partners—thank you for allowing us to be part of your journey. Together, we are creating a more inclusive, empowered community, one story at a time.

Nicole Collins, Centre Director
North Edge Early Learning (NEEL)



This year North Edge Early Learning experienced significant growth, transformation, and continued alignment with the values of Mpower. Beginning as North Edge Childcare, the service rebranded to North Edge Early Learning, reflecting its dedication to providing professional early childhood education.

Staffing and Capacity Growth

NEEL successfully expanded its team, recruiting Bachelor and Diploma-qualified staff, which helped improve program delivery and increase the centre's capacity. By the end of the financial year, from when Mpower first purchased, NEEL had increased capacity of the centre by nearly 30% with some days the centre being at 92% capacity. The increase in three and four-year-old kindergarten offerings, including stand-alone free kindergarten and Childcare Subsidy-supported options, was a key driver of this growth.

Continuous Improvement & Community Engagement

NEEL focused on continuous improvement, conducting audits and making essential upgrades, and streamlining enrolment processes.

Off-site excursions were introduced, contributing to stronger community engagement—an area identified for improvement in a prior accreditation audit. NEEL also fostered partnerships with local institutions like South West TAFE, exploring trainee opportunities through "earn as you learn" programs.

Facilities and Infrastructure Enhancements

The centre made significant strides in improving its environment, addressing drainage issues, decluttering, and enhancing play areas. Investments in playground items, arts and educational supplies, and IT equipment—including iPads for better parent communication—further enriched the learning experience for children.

Supporting Vulnerable Families

In line with Mpower's purpose, NEEL provided support to vulnerable families, including those facing emergency situations. This work was done in partnership with organisations such as Child Protection, Gunditjmara and Mpower's Family Services Team, demonstrating NEEL's commitment to the broader community.



Kimochis® Program | Kimochi Training at NEEL

Eleven educators have completed Kimochi training (key-mo-chee), a program designed to help children regulate emotions and improve well-being. Educators use consistent phrases and strategies to support children in identifying and expressing their feelings.



What Are Kimochis®?

Kimochi means "feeling" in Japanese. This program helps children and adults recognise, manage, and express emotions in positive ways. By fostering emotional awareness, Kimochis® build social skills and strengthen relationships, creating a foundation for success in life.

NEEL staff are dedicated to ongoing professional development, with many actively engaging in on-the-job learning. Several team members are currently pursuing a Certificate III or Diploma in Education and Care, reflecting their commitment to excellence.

Joelyn Gibson
Support Worker

Joelyn Gibson joined Mpower in June 2020 and quickly became a standout in our team. Starting in group-based programs, she soon became a key leader in Friday night programs, known for her dedication and passion. Jo's ability to connect with clients and colleagues made her a cornerstone of these programs.

Her commitment to learning and high-quality care is evident in everything she does. Working primarily in one on one high-intensity support, Jo excels in advocacy and ensures personalised, top-notch care. Her attention to detail and client focus result in positive outcomes and deep trust with clients. More than a skilled support worker, Jo is a valuable team player, consistently supporting colleagues and contributing valuable insights.

Why become a Support Worker?

"My mother's fulfillment as a support worker inspired me. When I moved to Warrnambool in 2019, I chose to pursue my Cert 4 in Disability Support."

Best memory with Mpower?

"When my main client shares how much she loves all her workers. It shows she feels safe and cared for, making me proud of our organisation."



"I appreciate the managers at Mpower who understand that 'life happens' and value the flexibility that allows me to continue doing what I love." Jo

Carefoot Bowls

In November 2023, Mpower's Carers Team was awarded a Connecting Carers Locally Grant through Carers Victoria, which led to the creation of the Carefoot Bowls Project. This initiative was designed to reach "hidden carers" in rural communities—individuals in caring roles who may not see themselves as carers and are often unaware of available support. Mpower partnered with local bowls clubs in Timboon, Camperdown, and Coleraine to host “Carefoot Bowls” community events featuring bowling sessions, food, entertainment, and wellbeing activities, all aimed at fostering community connections.

In June, the Timboon Care Bears, Luera Warriors, and Coleraine Chargers came together for the first-ever Carefoot Cup in Warrnambool, with the Chargers emerging victorious. But beyond the friendly competition, Carefoot Bowls fostered new friendships and connections for around 50 carers—some who were new to Mpower’s support network and others who discovered they were not alone in their experiences..

Despite living in or near the same small town, many participants had never met before but have since become firm friends and continue to provide support to one another. Many have joined their local Carer Support Group, some have become involved in their local bowls club and all are looking forward to a rematch in 2025.

These connections have created lasting friendships and an enduring sense of community, with plans for a 2025 rematch already underway.







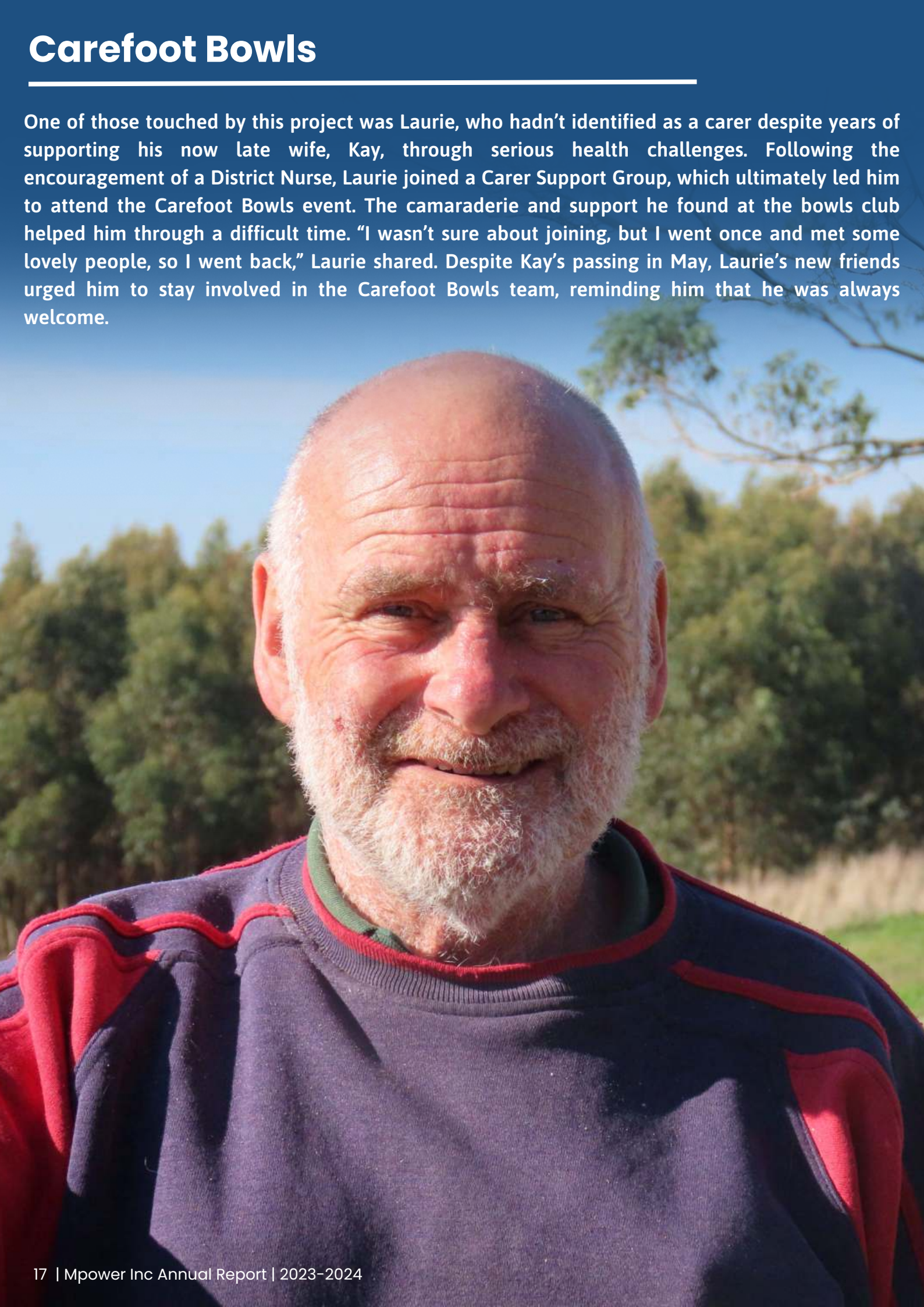
Through this journey, we’re reminded of the importance of connecting, supporting, and honouring all those who give so much in their caring roles.





Carefoot Bowls

One of those touched by this project was Laurie, who hadn't identified as a carer despite years of supporting his now late wife, Kay, through serious health challenges. Following the encouragement of a District Nurse, Laurie joined a Carer Support Group, which ultimately led him to attend the Carefoot Bowls event. The camaraderie and support he found at the bowls club helped him through a difficult time. "I wasn't sure about joining, but I went once and met some lovely people, so I went back," Laurie shared. Despite Kay's passing in May, Laurie's new friends urged him to stay involved in the Carefoot Bowls team, reminding him that he was always welcome.



Mitchell Reason

Case Management Officer & Support Worker



I began with Mpower's Disability Services team in January 2019 as a Support Worker, initially working in group programs, which provided valuable experience with diverse clients. I soon transitioned to one-on-one support for high-needs clients, deepening my understanding of individual needs and enhancing my care approach.

Later that year, I joined the Out of Home Care (OoHC) team, expanding my skills across disability supports and trauma informed practice. Over six years, I've seen clients grow, reunite with families, and I have built strong relationships with clients and colleagues.

In July, I stepped in as acting OoHC coordinator, boosting my leadership abilities and confidence.

For the past 11 months, I've been an OoHC case management officer, working proactively with clients to understand their evolving needs and coordinating with the DAS team to implement tailored support. I'm proud of my growth at Mpower and the connections I've built with clients and stakeholders.



Henry's "Boy's Club"

Building Skills and Epic Creations!



Many of our clients enjoy participating in groups at Mpower, and in our Hamilton team one of those groups is Skills4Life. One participant, Henry, enjoys coming every week to group, which he affectionately calls "Boy's Club".

Henry and his 3 mates in group work together to practice skills such as turn taking, using social language to encourage their peers, accepting winning and losing, working together on a common goal and problem solving together. This term they have enjoyed building their own life sized marble tracks, having puzzle races, building Jurassic Park out of playdough, building the Eiffel Tower from blocks, creating a Boy's Club Mascot and playing social skill dice games.

Henry's mother, Jaymie, discussed with the Therapy Services team that his younger sisters have gymnastics and play dates, but Henry doesn't get to participate in activities as easily as they do. "Boys Club" is his after school activity and his time to spend with his peers. Sometimes he has had a long day at school and might ask Mum if he can just stay home, but he always turns up with a smile on his face and is happy to see his mates. Henry is able to look to his new friends for support and help when he needs it, and is always full of friendly encouragement for them as well. Jaymie is grateful for the friendships he has built at group and the time away from home that he has to learn new skills and meet his social needs.





Ash O'Brien

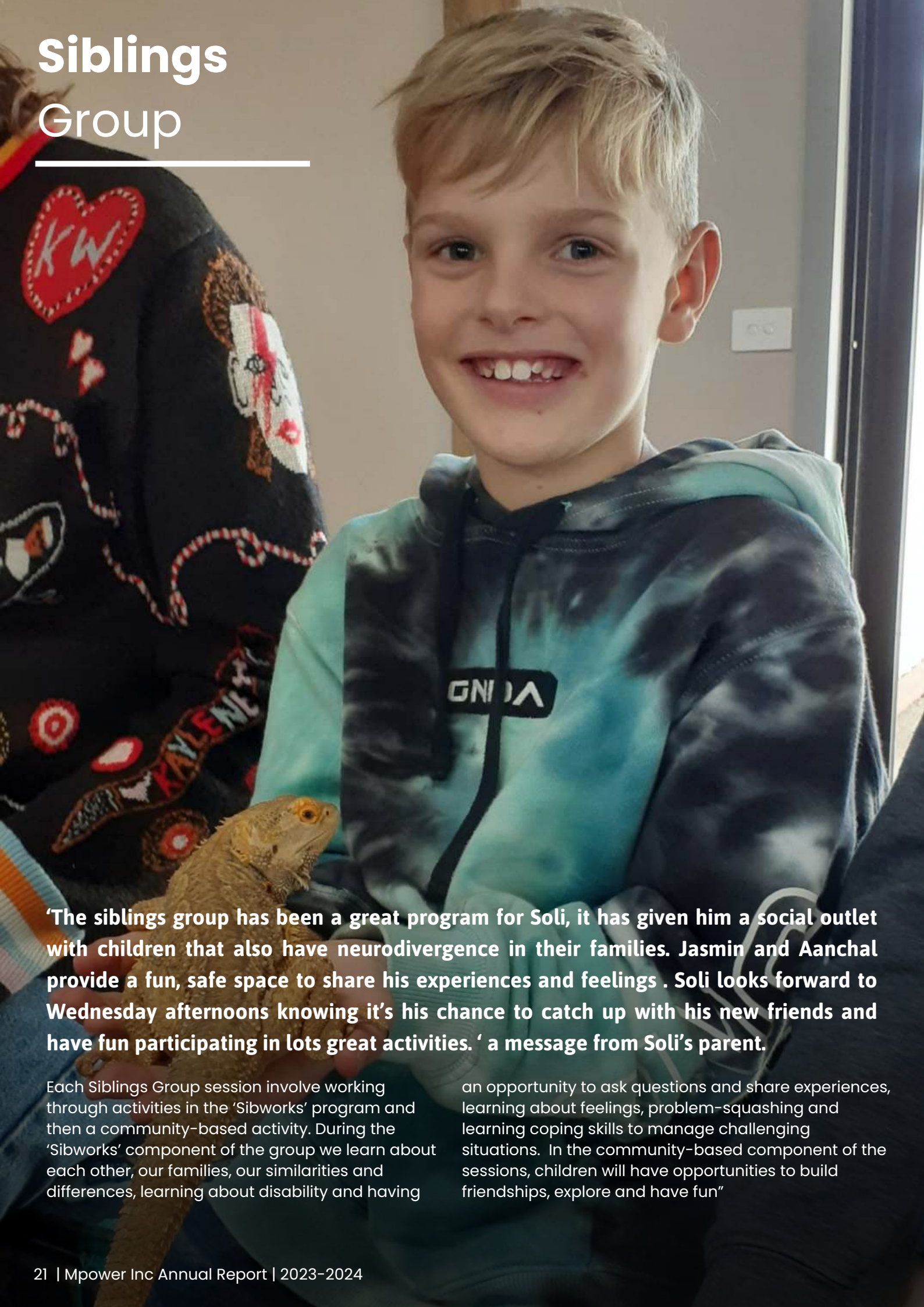
Finance Officer



I joined Mpower in November 2021 in a dual role as Plan Management Officer and Finance Officer initially working four days in Plan Management and one day in Finance. Due to workload demands, I shifted my focus to Plan Management to better support the team.

When North Edge Early Learning was acquired and changes occurred in the finance team, I applied for and secured a full-time Finance position. Transitioning was seamless, with support from the finance team, and I shared my Plan Management knowledge to improve NDIS understanding across the team. Under Adam, Manager of Finance Operations, I took on increased responsibilities, which helped me grow within Finance. My NDIS experience allowed me to transition smoothly. With Adam's guidance, I gained a deeper understanding of reporting for managers, the board, and compliance requirements.I'm currently studying for a Diploma of Accounting, an online, self-paced program, dedicating about four hours weekly and am halfway through this two-year course. Mpower has been very supportive, and I appreciate the chance to apply my learning to my role. In the future, I aim to pursue further studies and complete a Bachelor of Accounting.

Siblings Group



‘The siblings group has been a great program for Soli, it has given him a social outlet with children that also have neurodivergence in their families. Jasmin and Aanchal provide a fun, safe space to share his experiences and feelings . Soli looks forward to Wednesday afternoons knowing it’s his chance to catch up with his new friends and have fun participating in lots great activities. ‘ a message from Soli’s parent.

Each Siblings Group session involve working through activities in the ‘Sibworks’ program and then a community-based activity. During the ‘Sibworks’ component of the group we learn about each other, our families, our similarities and differences, learning about disability and having an opportunity to ask questions and share experiences, learning about feelings, problem-squashing and learning coping skills to manage challenging situations. In the community-based component of the sessions, children will have opportunities to build friendships, explore and have fun”


flagstaffhill
triton

Plan Management Team

Plan Management team has implemented significant improvements in processes and procedures to enhance the program. Recognising the need for increased communication with all stakeholders has been pivotal.

Effective plan management is rooted in strong communication strategies that substantially improve service delivery. By introducing regular check-ins with participants, we have been able to ensure that their needs are consistently met, and any concerns are addressed promptly. This proactive approach not only boosts participant satisfaction but also fosters a sense of community and support.

We successfully expanded our participant base by 56 participants, demonstrating our dedication to outreach and engagement. Establishing strong relationships with Local Area Coordinators (LACs), support coordinators, and participants has been crucial to our growth. By nurturing these connections, we have developed a network of trust and collaboration that promotes open communication and shared objectives. As a result, we are witnessing a significant increase in referrals, indicative of the positive reputation we are cultivating within the community. These relationships enhance our service offerings and enable us to tailor our support to meet the unique needs of each participant, further reinforcing our commitment to delivering high-quality, personalised service.

Additionally, to assist those who may struggle to attend in-person meetings, we have prioritised home visits, ensuring that every participant has access to the necessary resources and support, regardless of their circumstances.

The Plan Management team is eager to embrace the year ahead as we implement a structured strategy within Local Government Areas (LGAs) aimed at increasing participant engagement. Each Plan Management Officer will be assigned a specific LGA, where they will build and nurture relationships with stakeholders to enhance community connections.

Additionally, we are exploring opportunities for outreach programs that will provide support to both current and potential participants in navigating plan management and the National Disability Insurance Scheme (NDIS).







Speech Pathology Week



Speech Pathology Week is an annual event to highlight the importance of communication and the role of speech pathologists in helping individuals overcome communication challenges. The National Speech Pathology Week ran from 20 to 26 August 2023 and the theme was "Communicating with Confidence,"

During this event, several of Mpower's speech pathologists held a special information session at the Warrnambool Library on Friday, the 25th of August. This event offered families with young children and other interested community members the opportunity to connect with Mpower's speech pathologists, ask questions, and obtain information.

The speech pathologists made themselves available to families before, during and after story time, speaking to families in order to provide information and give general advice and input as to the stimulation and development of speech, language and communication.

We also took part in songs and rhymes, engaging with the community and handed out some pens, note pads as well as stickers. A number of families expressed that it was wonderful to have the opportunity for an informal discussion where they could ask anything.



Meet Edwin Bob



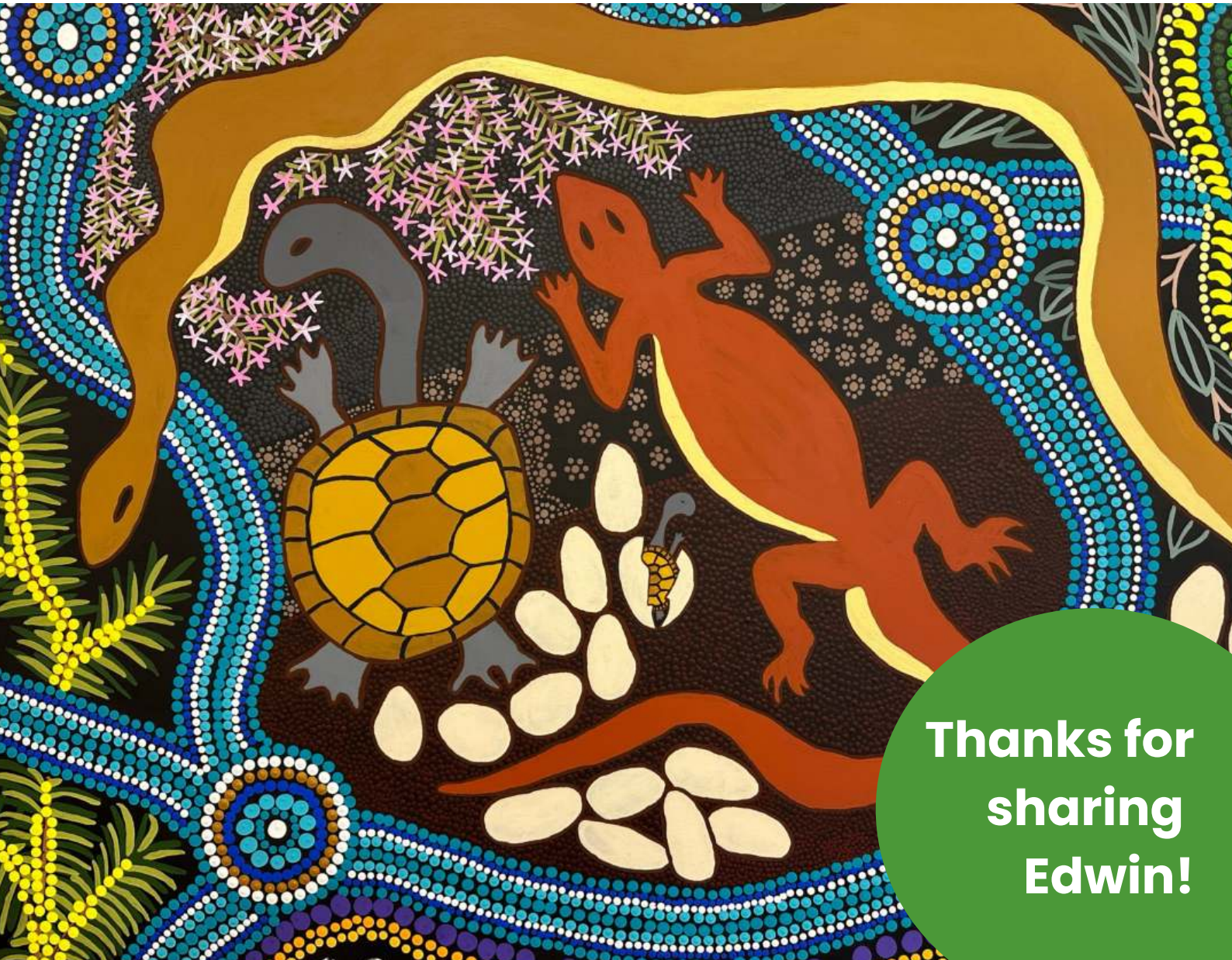
Edwin Bob, a proud Garawa man from Wandangula Outstation (near Borroloola) accessed Mpower Therapy Services during Year 12 to strengthen his reading, spelling and communication skills. Painting since the age of 12, Edwin drew deep inspiration from his grandparents—Isa McDinny, Nancy McDinny (sisters), and his grandfather Stewart Hoosan. Their storytelling and artwork sparked Edwin's passion for painting and connected him to his cultural roots.

During the COVID pandemic, Edwin and his younger brother, Zephaniah, collaborated with Stephanie Kosh and the Rotary Club of Sorrento to establish the Borroloola Children's Art Project initiative. Both brothers displayed 12 of their paintings, winning "Best in Show" for their respective age groups. Every artwork sold, showcasing the incredible talent of the young artists and their community.

Painting became Edwin's way of navigating the challenges of his teenage years, allowing him to teach others and share his love for art.

Today he works full-time and dreams of opening his own gallery to celebrate his culture and creativity.

Edwin's artwork is inspired by the rich storytelling traditions of his family, as well as the animals, landscapes, plants, and rivers that surround him. He enjoys experimenting with styles and techniques, now setting up his own art space in the family garage—a step up from years of working at the family kitchen table.



Thanks for sharing Edwin!

Kim McCosh

Family Services Practitioner



I joined the Family Services team in August 2023 as a Family Services Practitioner while studying for a Diploma in Community Services at SWTAFE. With only lived experience and 400 hours of volunteer placement, I didn't expect to secure the role, but Pattrina Markey, the Mpower Family Services Coordinator, believed in my potential. The team quickly felt like a second home, providing support, encouragement, and regular training that helped me gain proficiency in processes and systems.

After completing my two-year Diploma course—I gained valuable experience at SWTAFE (150 hours), supporting events like RU OK Day and NAIDOC Week, and at The Salvation Army Homelessness team (250 hours), where I learned about the homelessness crisis, including Warrnambool's challenges with over 400 people sleeping rough each night.

The families we support at Mpower come through The Orange Door or Child Protection referrals, with engagement being voluntary and client-led.

Clients set their goals, receiving support for challenges like family violence, financial issues, NDIS support, housing, mental health, and more.

I learn more each day about resources, grants, and services, supported by a knowledgeable, caring team. I feel incredibly fortunate to work alongside such exceptional colleagues and deeply appreciate the inclusion, support, and teamwork that enhance my journey.



Celebrating 20 Years of Service

Penny Ryan



This year, we recognise and celebrate Penny's truly remarkable 20-year service to Mpower. What an amazing achievement this is. Penny's unwavering commitment and invaluable contributions have not only helped shape Mpower as an organisation but have also had a profound impact on the families we support.

Throughout the past two decades, Penny has witnessed and guided Mpower through countless changes—both within our organisation and the broader sector. From starting with us as an early childhood intervention worker to her current role as Co-ordinator of Client Engagement, she continues to be an expert in her field.

With a background in Occupational Therapy, in her early role, Penny worked directly with young children, providing the essential support they needed during critical stages of development. Over the years, Penny has taken on new responsibilities, and today, she uses her substantial knowledge and skills to guide children and families through the intake process. Her compassionate approach and deep understanding of family needs have made her an indispensable part of the Mpower team.

Penny is known for her warm, responsive, and compassionate approach, always ensuring that the needs and wishes of families are met. Her interpersonal skills are exceptional, and her dedication to making a difference is evident in everything she does.

A particularly pivotal moment in Penny's Mpower journey was during the rollout of the National Disability Insurance Scheme (NDIS). During this period of uncertainty, Penny stepped up and worked tirelessly to help families navigate the complexities of this new system.

Penny and the Mpower team developed an educational package that broke down the key information families needed to know, delivering this critical support through after-hours parent information sessions across Warrnambool and the surrounding region. Penny's dedication ensured that countless families could make a smooth transition to the NDIS, easing what could have been an overwhelming process.

Even now, as the NDIS continues to evolve with new reviews, reforms, and guidelines, Penny remains at the forefront. She is always learning, teaching, and finding solutions to accommodate changes, ensuring that Mpower can continue to provide the best support for our families.

Penny has never lost sight of why we do this important work. She consistently goes above and beyond to achieve the best possible outcomes for those we serve. Simply put, we are incredibly fortunate to have her as part of our team.

As we reflect on the past two decades, it's clear that Penny has been an integral part of our success, contributing not only her skills but also her kindness and dedication. Penny has touched so many lives in her 20 years here, congratulations on this incredible achievement.



Retirement

Jenny Gleeson

In January 2024, Jenny Gleeson, our respected Early Childhood Intervention Teacher, retired after more than two decades of dedicated service at Mpower. Jenny was one of the longest-serving members of the Mpower team, having initially joined in 1998 as a Playgroup Assistant. She held this role until 2002 when she had a short break.



In 2003, Jenny returned to Mpower and again became an integral part of the organisation . Her transition from an Early Childhood Teacher in Kindergartens to an Early Intervention Worker marked the beginning of a journey that would see her play a pivotal role in the lives of countless children and their families. Throughout her tenure, Jenny witnessed and contributed to the many changes within the organisation as it grew from the small team in operations when she commenced, to the Agency providing a comprehensive range of services that it is today.

Jenny's expertise lay in her exceptional ability to connect with children and families. Her warm, caring demeanour and deep understanding of their needs allowed her to build strong, trusting relationships with both the children and their parents. Many staff members at 71 Koroit Street would often see Jenny gently guiding young children down the long corridor to the playroom, where she would engage them with skill and kindness.

As a mentor, Jenny shared her wealth of knowledge and experience with new staff members, ensuring that best practices were consistently upheld within the team. Her intrinsic understanding of the role of the Key Worker meant that she was always ready to offer guidance, support, and encouragement to her colleagues.

Jenny's career was defined by her compassionate approach and her unwavering belief in the importance of advocacy for children and families.

She championed their needs and experiences, always striving to achieve the best possible outcomes. Her dedication and commitment have left an indelible mark on the lives of those she worked with and the families she supported.

Mpower has been incredibly fortunate to have Jenny as part of the organisation for such a significant length of time. Her retirement marks the end of an era, but her legacy will undoubtedly continue to inspire and guide the work of Mpower for years to come.



The Mpower Group

Team Members as at 30 June 2024

Executive Team

Janette Lowe
Kevin Mills
Trudy Marr

Management Team

Adam Taylor
Agatha Ganda
Jo Brown
Kate Hogan
Louise Jellie

Coordinators

Cathy Bligh
Deb Harman
Debi McAuliffe
Gen Mack
Jami Giles
Jasmin Prewett
Judi Mutsaers
Nelson Reason
Pattrina Markey
Penny Ryan
Sue McNaughton

Aanchal Anil Gupta
Alissa Holmes
Amanda Adamson
Anna Pike
Ashley O'Brien
Beth Parkin
Bradley Parsons
Brett Davis
Carly McNulty
Casey O'Keefe
Charlie Blacker
Chloe Lowery
Christy Fenn
Cloe Folkes
Connor Johnson
Corey Evans
Cory Brebner
Damian Moloney
Daniel Carey
Ellen Kennedy
Elsa Popich
Emily Symons
Gail Kent
Grace Bell
Helen Lynch
Jake De Martin
James Mahony
Jaymee Bell
Joelyn Gibson
Joshua Alexander
Kellie New
Kim McCosh
Kimberley Dempsey
Kirsty Jones
Kirsty Sutcliffe
Laura Kelly
Laurissa Folkes
Layla Boyd
Leonie Testro
Lydia Ewing
Mark Barling
Mechelle Storer
Meera Khanal
Michaela Leris
Michelle Thorne
Mitchell Reason
Olivia Grundy
Olivia Wollermann
Phoebe Marris
Rachel Savery
Rosie Carlin
Samantha Lenehan
Sara Pope
Shae Anderson
Shannon Drysdale
Simone Cottee
Simone Turnbull
Sonya Graham
Sophie O'Keefe
Thomas Graham
Thomas Reeve
Tom O'Neill
Tracey Jennings
Tracy McKendry
Trent Harman
Yasmin Nurmohamed
Zoe Satchell

Team Members as at 30 June 2024

Centre Director

Nicole Collins

Aleisha Lawlor
Anjali Anjali
Caitlyn Coates
Carolyn Brown
Cindy McSween
Debbie Sell
Eleni Savich
Emma Cornace
Emma Holcombe
Erika Stankovic
Isabella Hankin
Jasmine Holloway
Jasmine Hughes
Jenna Martin
Jessica Henriksen
Jessica Jones
Jessica Read
Jessica Thomas
Jodi Millet
Kalliope Dart
Kelly McKenzie
Kirsty Brittain
Krystal Toogood
Lauren Morgan
Leesa O'Grady
Maureen Anderton
Meneshiya Niruban
Nattasha Brown
Nicole Coates
Pushpinder Kaur
Scarlett Hunter
Sonia Hughes
Victoria Hodgson
Wahine Douglas

Service Awards

We are proud of our dedicated team of 121 skilled professionals, whose hard work helps Mpower support individuals and communities in South West Victoria. At each Annual General Meeting, we celebrate our team's service milestones in five-year increments. Congratulations to this year's service milestone recipients.

FIVE YEARS

Beth Parkin
Speech Pathologist

Gail Kent
Assets & Maintenance Officer

Jasmin Prewett
Speech Pathologist & Coordinator Early Childhood

Judi Mutsaers
Coordinator Carer Support

Mitchell Reason
Case Management Officer & Support Worker

Victoria Hodgson
Kindergarten Teacher

Yasmin Nurmohamed
Family Services Specialist Disability Practitioner















TEN YEARS

Trent Harman
Carer Support Coordinator



FIFTEEN YEARS

Deb Harman
Coordinator Out of Home Care



TWENTY YEARS

Penny Ryan
Coordinator Client Engagement







Krystal Toogood

Educator



I've worked with North Edge for four years and love working with children. After my own child turned eight, I decided to pursue this field and began studying for my Cert III.

The best part of my job is watching children learn and achieve goals—their faces light up, and their joy is contagious. Creating a safe environment where children and families feel comfortable is incredibly rewarding. I enjoy engaging with each child, letting them show me who they are.

Being with the service for a while now, I've seen many children grow into independent learners, each unique. Hearing a child call my name with a smile brightens my day. Teamwork is essential, as I learn from how each educator approaches situations. I recently completed my Diploma of Early Years Education and Care, which deepened my understanding of programming and planning.

A good educator is caring, builds relationships with families and children, and knows how to have fun, be patient and stay kind.

I'm proud of my diploma, and I look forward to continuing to learn, improve my practices, and understand child development across all ages and abilities.



Compliance Declaration

Mpower has taken all practicable measures to comply with its obligations under the multiple Acts we are governed by.

We have promoted principles of the Acts 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 Acts. Additionally, we consider principles set out in those Acts when setting and reviewing policies and providing services.

We reference 50 pieces of legislation as listed below.

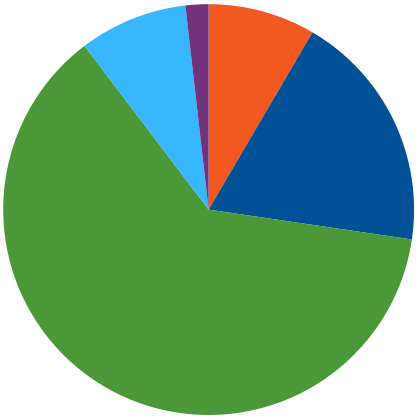
- Australian Human Rights Commission Act 1986
- Australian Privacy Principles 2019
- Australian Standard AS 1940:2004
- Bus Safety Act 2009
- Bus Safety Regulation 2020
- Carers Recognition Act 2012
- Child Information Sharing Scheme
- Child Safe Standards 2022
- Child Wellbeing and Safety Act 2005 (Vic)
- Child Wellbeing and Safety Regulations 2017 (Vic)
- Commercial Passenger Vehicle Industry Regulations 2018
- Copyright Act 1968
- Corporations Act 2001
- Crimes Act 1958
- Dangerous Goods Act 1985
- Dangerous Goods (Storage and Handling) Regulations 2012
- 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
- NDIS Complaints Management and Resolution Rules 2018
- NDIS Practice Guide 2019
- Occupational Health and Safety Act (2004)
- Occupational Health and Safety Regulations 2017
- Part 5A of the Family Violence Protection Act 2008
- Privacy Act 1988
- Privacy and Data Protection Act 2014 (Vic)
- Surveillance Devices Act 1999
- Telecommunications Act 1997
- Victorian Charter of Human Rights and Responsibilities Act 2006
- Whistleblowers Protection Act 2019
- Workplace Relations Act 1996

Financial Report

In the financial year 2023-2024, the Mpower Group, consisting of Mpower Inc. and Mpower Communities, incurred a deficit of $(184,880) which represents an improvement of $66,188 on the $(251,068) deficit for the previous year. The improvement in our financial performance is attributed to a full year of financial performance of Mpower Communities Pty Ltd and Mpower Group's commitment to align our organisation to the current economic influences. Further work will continue to be undertaken in the next financial year to further improve this position.

Revenue

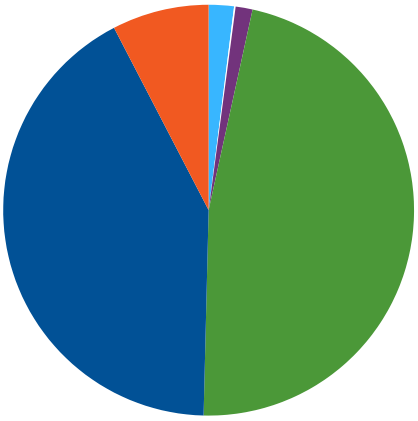
The total revenue for the group reached $21,430,431 marking a 22% increase from the previous year, up by 55% in two years, mainly driven by the inclusion of a full 12 months of Mpower Communities income.



Program Income	$1,808,638
Government Grants	$4,047,048
NDIS Income	$13,361,404
Child Care Subsidies	$1,825,998
Other Income	$387,343

Expenses

Total expenses for the financial year 2023-2024 amounted to $21,615,311, reflecting a 21% increase compared to the prior year. These increased costs were primarily attributed to factors including a full 12 months of Mpower Communities wages, increased interest rate on borrowings for Wangoom Road property purchase, cost of living and wage increase national workforce shortages in Allied Health and Disability Sector and a one off impairment charge in relation to leasehold improvements.



Administration	$428,035
Advertising & Marketing	$26,467
Facilities Management	$287,743
Program Expenses	$10,149,795
Staff Costs	$9,076,653
Other Expenses	$1,646,619

Financial Report

Net Result

In the financial year 2022-2023, the Mpower Group reported a deficit of $(184,880).

5 Year Snap Shot - Net Surplus



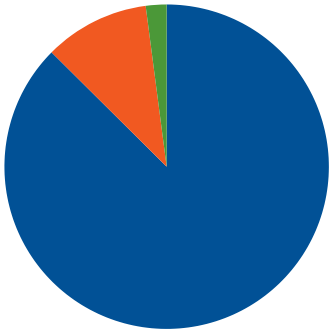
Year	Net Surplus
2019-20	$751,721
2020-21	$1,007,780
2021-22	$481,817
2022-23	-$251,068
2023-24	-$184,880

Assets & Liabilities

Current Assets remained in line with the previous year, with the notable shift in an increase in cash and cash equivalents and decrease in trade and other receivables.

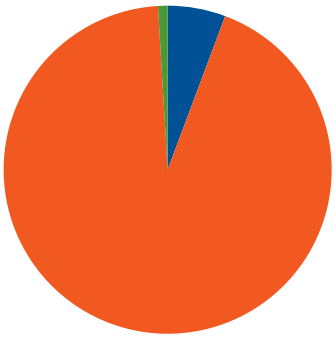
The increase in current liabilities of is due to the reclassification of the CBA borrowings from non-current to current, with the current loan due for renewal near the end of the FY. The loan at CBA is currently being re-negotiated and rates for refinancing remain competitive.

Assets



Fixed Assets	88%
Cash and Cash Equivalents	10%
Trade and Other Receivables	2%

Liabilities



Trade and other payables	7%
Other Current Liabilties	93%
Non - Current liabilities	1%

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
Member of Finance & Risk Sub Committee



Kerrie Hughson ,Vice President

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

Member of Board Executive Sub Committee
Member of Finance & Risk Sub Committee



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. A Board member since 2020, 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 & Risk Sub Committee
Member of Mpower Communities Board



Michele Downs, Mpower Communities Board Chair

As a practicing 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's experience in Family and Children's Law, led me to join the Board in 2017.

Member of Quality of Care Sub Committee
Chair of Mpower Communities Board



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.



Janet Collins

With 30 years of experience in state and local government and not-for-profit organisations, I understand the difficulties faced by families in rural communities. I have lived experience as the fulltime carer for my son who has an intellectual disability and is non-verbal. Professionally my skill set covers strategic management, risk analysis and stakeholder engagement. My corporate governance experience is across a range of not-for-profit organisations, including South West Healthcare and SWAN (Syndromes Without A Name) Australia. I am currently Chair of Deaf Children Australia and Treasurer of the Anglican Parish of Port Fairy. I am a Graduate of the Australian Institute of Company Directors (GAICD) and Principal Consultant at PA Strategy Consultants.

Member of Quality of Care Sub Committee

Miryam Franjic



My personal and professional experience is what led me to join the Mpower Board in 2023. I have over 20years' experience in early childhood education and care, which is complemented by a decade of working across community and corporate services in local government. Living and working in the South West, I am passionate about supporting regional communities to reach their full potential. Personally, I have lived experience through family members who rely on support services, and I understand the positive impact that inclusive, family-centered practices can make. I feel privileged to have this opportunity to play a part in supporting the great work of the dedicated Mpower team.

Member of Quality of Care Sub Committee
Member of Mpower Communities Board

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 of Care Sub Committee
Member of Finance & 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



mpower inc.
since 1975

2023 – 2024

Financial Statements

Mpower Inc.

ABN 39 491 685 563

BOARD OF MANAGEMENT REPORT

FOR THE YEAR ENDED 30 JUNE 2024

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 2024.

Board

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

Rhys Boyle	President
Kerrie Hughson	Vice President
Michael Crothers	Treasurer
Neil Ballard	
Michele Downs	
Delna Plathottam	
Janet Collins	
Kathryn Tanner	
Miryam Franjic	

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 is to provide charitable, benevolent relief for people with a disability, in poverty or distress in South West Victoria.

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 loss of $(184,880) (2023: deficit of $(251,068)).

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

MPOWER INCORPORATED

INFORMATION ON MPOWER INCORPORATED CONSOLIDATED CONCISE FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2024

The concise financial report is an extract from the full financial report for the year ended 30 June 2024. The financial statements and disclosures in the concise financial report have been derived from the 2024 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 2024 Consolidated Financial Report of Mpower Incorporated.

Income Statement

The consolidated deficit for the 2024 financial year is $(184,880) which represents an improvement of $66,188 on the $(251,068) deficit for the previous year.

The improvement in our financial performance is attributed to a full year of financial performance of Mpower Communities Pty Ltd. The net loss for 2024 is in part a result of increased interest rate on borrowings for Wangoom Road property purchase, NDIS income not being indexed in line with inflation, national workforce shortages in Allied Health and Disability Sector and a one off impairment charge in relation to leasehold improvements.

Balance Sheet

The increase in current liabilities of $9.5m is due to the reclassification of the CBA borrowings from non-current to current, with the current loan due for renewal near the end of the FY. The loan at CBA is currently being re-negotiated and rates for refinancing remain competitive.

The decrease in accounts receivable is due to the prior year including accrued childcare subsidiaries for a couple of months due to the change in ownership. All claims in the current year are completed on a timely basis. The right of use asset and associated liability have decreased on the prior year, with additional option periods on properties not be exercised.

Cash Flow Statement

The cash flow generated from our core operating activities has seen a significant increase due to operational cash flows from Mpower Communities for the year and a number of non-cash expenses included in the operating result. Cash flows from investing activities in the prior year included the purchase of the Childcare business and buildings, and the redemption of a number of financial assets. The current year includes the normal purchase and turnover of items of plant and equipment.

In 2024, Mpower have commencing repaying the loan for the purchase of the business, as indicated in the financing activities. The prior year included the recent of loan for this purchase.

As of 30 June 2024, our net cash position stands at $2,040,453. This figure represents our overall liquidity, reflecting the balance of cash inflows and outflows throughout the reporting period.

MPOWER INCORPORATED

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2024

	Group 2024 $	Group 2023 $
Revenue	21,430,431	17,533,773
Program expenses	(10,289,148)	(9,085,996)
Employee benefits expense	(9,084,384)	(7,107,546)
Depreciation expense and amortisation	(564,556)	(416,131)
Finance costs	(609,036)	(62,752)
Other expenses	(1,068,187)	(1,112,416)
Result for the year	**(184,880)**	**(251,068)**
Other comprehensive income		
Gain/(loss) on revaluation of land and buildings	-	(38,580)
Total comprehensive income for the year	**(184,880)**	**(289,648)**

The accompanying notes form part of these financial statements

MPOWER INCOPORATED

CONSOLIDATED BALANCE SHEET
AS AT 30 JUNE 2024

	Note	Group 2024 $	Group 2023 $
CURRENT ASSETS			
Cash and cash equivalents		2,040,452	1,577,143
Trade & other receivables		370,125	769,587
Other financial assets		24,750	24,750
Other assets		36,725	51,879
TOTAL CURRENT ASSETS		2,472,052	2,423,359
NON-CURRENT ASSETS			
Property, plant and equipment	2	12,891,746	1 3,357,387
Right of use asset		111,632	319,530
Intangible assets		4,218,611	4,218,611
TOTAL NON-CURRENT ASSETS		17,221,989	17,895,528
TOTAL ASSETS		19,694,041	2 0,318,887
CURRENT LIABILITIES			
Trade and other payables		652,663	616,552
Employee provisions		668,510	586,115
Other liabilities		277,573	341,906
Other financial liabilities		9,647,000	304,500
Lease liabilities		86,853	81,655
TOTAL CURRENT LIABILITIES		11,332,599	1,930,728
NON-CURRENT LIABILITIES			
Employee provisions		86,067	58,585
Other financial liabilities		-	9,645,500
Lease liabilities		21,697	245,516
TOTAL NON-CURRENT LIABILITIES		107,764	9,949,601
TOTAL LIABILITIES		11,440,363	1 1,880,329
NET ASSETS		8,253,678	8,438,558
EQUITY			
Retained earnings		6,201,199	6,386,079
Reserves		2,052,479	2,052,479
TOTAL EQUITY		8,253,678	8,438,558

The accompanying notes form part of these financial statements

MPOWER INCORPORATED

CONSOLIDATED STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2024

	Revaluation Reserve $	Retained Earnings $	Total $
Group balance at 30 June 2022	**2,091,059**	**6,637,147**	**8,728,206**
Deficit for the year	-	(251,068)	(251,068)
Other comprehensive income	(38,580)	-	(38,580)
Group balance at 30 June 2023	**2,052,479**	**6,386,079**	**8,438,558**
	-		
Deficit for the year	-	(184,880)	(184,880)
Other comprehensive income	-	-	-
Group balance at 30 June 2024	**2,052,479**	**6,201,199**	**8,253,678**

The accompanying notes form part of these financial statements

MPOWER INCORPORATED

CONSOLIDATED STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2024

	Group 2024 $	Group 2023 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Receipts from customers	21,734,551	17,046,765
Interest received	2 2,125	2 5,801
GST received	7,235	2 3,199
Payments to suppliers and employees	(20,802,007)	(17,082,898)
Net cash provided by / (used in) operating activities	961,904	12,867
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property, plant and equipment	(204,115)	(7,958,200)
Proceeds from sale of property, plant and equipment	103,439	-
Payments for intangibles	-	(4,249,707)
Purchase of other financial assets	-	49,604
Proceeds from other financial assets	-	1,996,856
NET CASH (USED IN) INVESTING ACTIVITIES	**(100,676)**	**(10,161,447)**
CASH FLOWS FROM FINANCING ACTIVITIES		
Proceeds from borrowings	-	9,950,000
Repayment of borrowings	(303,000)	-
Repayment of lease liabilities	(94,918)	(73,936)
NET CASH (USED IN)/PROVIDED BY INVESTING ACTIVITIES	**(397,918)**	**9,876,064**
NET INCREASE/(DECREASE) IN CASH HELD	463,310	(272,516)
CASH AT BEGINNING OF FINANCIAL YEAR	1,577,143	1,849,659
CASH AT END OF FINANCIAL YEAR	**2,040,453**	**1,577,143**

The accompanying notes form part of these financial statements

MPOWER INCORPORATED

NOTES TO THE CONCISE CONSOLIDATED FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024

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 statements have been prepared for the purposes of complying with the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Reform Act 2012*. The Board have determined that the accounting policies adopted are appropriate to meet the needs of the users. The group is a non-for-profit entity for financial reporting purposes under Australian Accounting Standards.

Going Concern Basis

During the year ended 30 June 2024 Mpower Consolidated Group had an operational deficit of $(184,880) (2023 operating deficit of $(306,252). The net loss for 2024 is in part a result of increased interest rate on borrowings for Wangoom Road property purchase, NDIS income not being indexed in line with inflation, national workforce shortages in Allied Health and Disability Sector and a one off impairment charge in relation to leasehold improvements.

At the commencement of the 2025 financial year, the Board adopted a 12 month operating budget which provides for a consolidated surplus in the 2024/25 financial year. A number of strategies have been assumed in the forecast, primarily focused on containing costs. As indicated in Note 18, subsequent to balance date the CBA loan has been re-financed for an additional year until 31 December 2025.

The Board have considered the going concern matter, and based on the future cashflow forecasts, after considering assumptions described above and improvement in performance year to date, 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 INCORPORATED

NOTES TO THE CONCISE CONSOLIDATED FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2024

	Group 2024 $	Group 2023 $
Note 2: Property, Plant and Equipment		
Land		
Land at fair value	4,068,455	4,068,455
Buildings		
Buildings at fair value	8,519,923	8,519,923
Accumulated depreciation	(280,844)	(66,612)
Total buildings	8 ,239,079	8,453,311
Plant and equipment		
Plant and equipment at cost	3 75,815	9 42,055
Accumulated depreciation	(188,655)	(679,022)
Total plant and equipment	187,160	263,033
Motor vehicles		
Motor vehicles at cost	6 04,868	6 02,829
Accumulated depreciation	(441,801)	(361,890)
Total motor vehicles	163,067	240,939
Leasehold improvements		
Leasehold improvements at cost	3 66,980	3 56,575
Accumulated depreciation	(236,731)	(70,113)
	130,249	286,462
Work in progress	103,736	45,187
Total property, plant and equipment	**12,891,746**	**13,357,387**

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 are valued at fair value, being the amounts for which the assets could be exchanged between willing parties in an arm's length transaction, based on current prices in an active market.

Note 3: Events after the reporting period

In October 2024, the board accepted a Letter of Offer from the bank to extend the repayment of the loan until 31 December 2025. The CEO also ceased employment in September 2024, and the board are currently in the process of recruiting a new CEO.

No other matters or circumstances have arisen since 30 June 2024 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 INCORPORATED

DIRECTORS DECLARATION

The board of Mpower Incorporated declare that the Concise Consolidated Financial Report for the year ended 30 June 2024, 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 2024 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, 29th October 2024

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 2024, 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 2024.

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 4 November 2024.

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; 4 November 2024

199 Koroit Street | PO Box 677 | Warrnambool VIC 3280
P: (03) 5562 3544 | F: (03) 5562 0689 | E: admin@mhfg.com.au
www.mclarenhunt.com.au

CHARTERED ACCOUNTANTS™
AUSTRALIA + NEW ZEALAND

Liability limited by a scheme approved under Professional Standards Legislation

mpower inc.
since 1975

www.mpower.org.au

admin@mpower.org.au

(03) 5561 8111

71 Koroit St, Warrnambool

Scan for more information

Follow us on:

Mpower Inc.

mpower_southwest

Mpower

HDAA CERTIFIED

ISO 9001

Enhancing Abilities • Supporting Families • Strengthening Communities