

2016 ANNUAL *Report*

A YEAR OF *Transformation...*



MDS

Macarthur
Disability Services



A YEAR OF *Transformation*

In 2016 I...



completed Graphic Design work experience with MDS Marketing



performed with the Signing Choir at the Speech Pathology Expo



learnt contemporary dance at new program DirtyFeet



transformed the College Road site with LendLease



exhibited my artwork at See Me Hear Me



completed work experience with Ken Shafer Auto Body

Transforming FOR THE NDIS



In preparation for the rollout of the NDIS (National Disability Insurance Scheme) MDS transformed our Head Office ground floor into an NDIS Information Centre. This relaxed meeting space has served as a central hub of information and resources for people and has already greatly assisted our participants to prepare and transition into the NDIS.

In addition we also created the positions of Intake and Engagement Officers (who are our NDIS specialists.) Their role is to support families and participants through their NDIA Planning meetings. Within the space of a few months our Intake and Engagement Officers had met with over 70 participants to commence their pre-planning.

And from December 2015 to mid-2016 MDS also held 9 informal, intimate and interactive NDIS Information sessions across the Macarthur where participants and their families could come learn about the NDIS and have their questions answered. Most notably our NDIS forum held at Wests Leagues Club in May brought together over 100 people to hear directly from MDS Staff about what the NDIS means to the local community and what options are available under it.



JOEL'S *Hard Work Pays Off*



When Joel expressed his interest in beginning work experience, MDS put an emphasis on finding a placement which worked with Joel's passion for art.

This resulted in Joel taking up a great opportunity at the Art Gallery Cafe, Campbelltown. His enthusiasm and work ethic was so well received by the Café staff and customers that Joel was offered a paid position at the cafe.

Joel says, "I love meeting the customers, they are so friendly. I wanted to earn money to go overseas, that's why I wanted a job."



CEO *Report*

Here we are at the end of another year. As I reflect upon the year, it is apparent that it has been a year of change and transformation. As we now know, the National Disability Insurance Scheme (NDIS) is being introduced to South West Sydney from July 2016. We also know that the NDIS represents the largest change in social policy since the introduction of Medicare in 1984. This year MDS has built on the foundations that were laid over the past 2 years in preparation for the introduction of the NDIS.

Because the NDIS represents such a significant change in the way supports are provided to people with a disability, during the year MDS conducted a series of information sessions for service participants and their families. These sessions were well attended and provided an opportunity for those present to share information, discuss concerns and develop an understanding of what actions they should take prior to the NDIS being implemented.

In February 2016, MDS opened its shopfront on Queen St Campbelltown. The shopfront provides a relaxed space for people with a disability and their families to access information about the NDIS and meet with our new "Intake and Engagement Officers" who are specifically tasked with supporting people to prepare for the NDIS.

This year MDS also examined its "back of house" functions to improve our customer service and make our systems more efficient. We introduced an on-line induction program to ensure that staff have access to consistent information regarding their work at MDS. I am pleased to say that all staff, including members of the MDS Executive Team have completed this program. The MDS Finance Team commenced working on the introduction of new electronic finance and accounting software that will enable MDS to meet the increasing number of transactions associated with the NDIS.



Despite this being a year of transformation and change, one thing that has not changed is MDS's commitment to delivering quality supports that are meaningful and enable people with a disability to achieve their goals and live a good life.

As always the task of selecting a shortlist of this year's highlights has been difficult, however a few that spring to mind are:

- Joel, a young person with a passion for art expressed an interest in gaining employment – with MDS support, he was able to secure a job at the Campbelltown Art Centre Café
- A group of service participants interested in performance, put on the inaugural “MDS End of Year Concert” before a packed Wests Leagues Auditorium and included a play that was written and performed by service participants and staff.
- Chantelle, who with support from the MDS Transition To Work (TTW) team was able to land her dream job as a veterinary nurse – she has since been nominated for a national award in recognition of her outstanding work.

All of these amazing achievements demonstrate what people with a disability can accomplish with the right encouragement and support.

Finally, I would like to thank the MDS Board of Directors for their ongoing support, commitment, guidance and vision. I would also like to acknowledge and thank the remarkable MDS team for the work that they have done this year in supporting people with a disability as well as the often painstaking work of transforming MDS into an organisation that is NDIS ready.

Jeff Scobie

CHIEF EXECUTIVE OFFICER



2016 Snapshots



We fundraised \$69,939 plus \$40,000 in in-kind support

We supported 20 Medical Student and 2 Occupational Therapist Student placements from Western Sydney University.

We also supported placements for 7 students studying a Cert III in Individual Support plus 2 students studying a Bachelor of Special Education and Bachelor of Disability Studies and 2 students studying a Diploma in Community Services.



Complete Property Services mowed 2370 lawns and grew their customer base to 181



MDS Training completed 560 hours of face to face training this year to 498 students



Our Partners in Recovery Team supported 350 people with a severe and persistent mental illness and successfully transitioned 165 people from the program

PRESIDENT'S Report

The wait is over and the National Disability Insurance Scheme is finally here with the Scheme being rolled out in South West Sydney earlier this year.

Prior to the roll out of the Scheme, MDS worked very hard to ensure that the organisation was ready for the roll out, both from the point of view of the organisation and in supporting our participants through the roll out and transition process.

There have been significant challenges presented by the roll out of the Scheme, however the previous work undertaken by MDS has meant that we have been able to meet those challenges and address them as much as possible during the initial roll out period. MDS continues to liaise with the relevant Government agencies, with the sector's peak body, and with Government directly to advocate on behalf of our participants in relation to the issues presented by the roll out.

The Board of Directors and the Management Team continue to work hard to ensure that the level of quality of service provided by MDS under the NDIS is maintained and that MDS will continue to play a leading roll in the sector, especially in the South West of Sydney, under the NDIS.

As well as dealing with the introduction of the NDIS, MDS has continued to grow and to develop new and better ways of providing services to participants. While this has meant some changes to the organisation, those changes will ensure that we are able to continue to thrive into the future for the benefit of all of our service participants.

All the while MDS has maintained its commitment to its core values which continue to underpin everything we do.



On behalf of the Board of Directors I would like to thank and congratulate CEO Jeff Scobie, his Management Team, and indeed all members of staff, for their consistent performance over the past year. The Management Team has again achieved some outstanding results and MDS continues to be one of Australia's leading service providers in the disability support sector.

I would also like to thank the Board of Directors for their personal support during the year and for the voluntary contribution they have made to the success of MDS.



Justin Thornton

PRESIDENT

The Board

Justin Thornton **PRESIDENT**

Diploma Law,

Accredited Specialist in Business Law

Justin is a qualified solicitor and is a partner of Marsdens Law Group with extensive experience in business and company law. Justin has an interest in providing opportunities, support and training for people with a disability.

Bill Kuchta **VICE PRESIDENT**

C.A. (Fellow)

Bill is a former partner of Pricewaterhouse Coopers with experience in emerging businesses and the global mobility of Human Resources. Since retirement in 2007, Bill has served as a board member in the non for profit sector, specifically in the medical research of brain diseases.

Daniel Kuchta **TREASURER**

B. Commerce (Accounting), C.A.

A Director since May 2009. Audit Partner of Kelly + Partners. Member of Institute of Chartered Accountants and a Director of Mater Dei Camden. Daniel provides financial audit and assurance services to a diverse range of businesses from large companies to the not-for-profit sector.

Kristie Leopardi

B. Arts,

B.Commerce

Kristie is a Senior Manager Human Resources with Westpac Group. At Westpac, Kristie is an executive member of the accessibility employee action group which drives education and awareness as well as identifying opportunities to enhance and embed greater accessibility for employees and customers. Kristie has an interest in social equity and in providing opportunities for community participation and employment for people with a disability.

Vanco DJoneski

B. Engineering (Electronics),

Postgraduate in Digital Telecommunications,

Dip. Community Services Work,

Business & Management

Vanco was a teacher/lecturer, engineer and the manager of a research laboratory for 18 years. He also was a community member of the Guardianship Tribunal / Guardianship Division of NCAT for 6 years. Vanco currently works as a Team Leader and an Advocate with a multicultural disability advocacy organisation that provides advocacy to people from diverse backgrounds with all types of disability and their families/carers.

Mark Kofahl

B. Ec (Accounting), Macquarie University, MAICD

Mark has an accounting background and is a Member of the Australian Institute of Company Directors. Mark has founded a number of successful companies in the I.T. Industry and specialises in digital and web technologies. Mark has particular interest in promoting social justice as well as delivering services and opportunities to the disadvantaged. Mark is also a Director of Mater Dei Camden, a school serving the needs of developmentally delayed children.

Krystle Wolthers

Diploma Law

Krystle is a Senior Associate with Marsdens Law Group practising in Estate Planning. Currently completing her Masters in Law, she is a volunteer solicitor with the NSW Cancer Council, the Macarthur Legal Centre and St Vincent De Paul. Krystle has an interest in human rights, social justice, assisting people with disabilities and volunteer work.

Daniel Murphy

B.App. Sci (Sports Ex Sc), M.Physiotherapy

Daniel is a Physiotherapist and Exercise Scientist, currently working as the Senior Physiotherapist at Bounce Back Physiotherapy in Narellan. Through his work and socially, Daniel has developed an interest in the correct care and social integration of people with a disability.

Thanks to THE GENEROUS
BUSINESSES THAT SUPPORTED US IN
2015/2016

Adams and Rofe Removals and Storage
AppClan
Around the Clock Pest Control
Ausure Insurance Brokers Macarthur
Bank of Queensland (Campbelltown)
Bella Arts
BRAS Networking Group
C91.3fm
Campbelltown Catholic Club/ Aquafit
Campbelltown Chamber of Commerce
Campbelltown Ladies Golf Club
Campbelltown Monarch Blues AFL Club
Chisholm & Turner Travel Associates
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Coutts Solicitors and Conveyancers
dVt Group
East Campbelltown Eagles Rugby
League Club
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McLaren Real Estate
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Samartha Information Systems
Stairway 2 Dreams
SunX Campbelltown
The Greater Narellan Chamber of
Commerce
Tony Wolf and Sons Quality Printers
Wakeling Automotive
Western Suburbs Leagues Club
Your Life Financial Services

TREASURER'S Report

Macarthur Disability Services adapted well to a year which served up a number of challenges, but was still able to manage to return a net surplus of \$551,931 compared to \$317,458 for the previous year.

While the amount appears to be a significant surplus it only represents 3.2% of current revenues. After adding back depreciation expense MDS spent 95.14% of current year revenues on delivering our quality service. The modest surplus will be applied in future years to help replace capital equipment as well as to continue to innovate our service delivery. The 5.99% revenue growth we experienced this year is a pleasing result and one of the highlights that the community, governments, benefactors and our participants believe in what we are doing and trust us with the community's finite financial resources. We take financial stewardship very seriously and ensure that the money we received is administered in a prudent way. Through sound financial management and good governance, MDS is exposed to very little risk. We trust that this one element along with everything else we do helps make MDS an attractive option to carers, people with a disability and funding bodies.

The challenges we are facing with the introduction of the NDIS is not lost on us. We have been planning for this moment for a long while and have dedicated a lot of time and modest financial resources to be ready to support people through this major transition. Besides the time spent on knowledge gathering and providing constructive feedback on the roll out we have been working hard behind the scenes to make sure MDS is ready for this fundamental change. We have been investing in IT infrastructure to get our back of house in better shape to support our front line people delivering our services. We have opened up a NDIS Information Centre to assist carers, participants and people new to MDS with questions and updates on the NDIS roll out. We continue to invest in new facilities and investigate new locations which are highly attractive and convenient for our team and participants.

MDS is largely a service driven organisation as evidenced by our employment expenditure which makes up more than 76.5% of our costs. We are one of the largest employers of people in the South



Western Sydney Region and are proud to offer career opportunities for people close to home and in their own community. While employment expenditure is strictly classed as an expense the people that we employ are not. They are assets to our organisation and are extremely committed to the community we service.

I would like to thank Jeff and the team of MDS people for their dedication, professionalism and commitment throughout the year and congratulations on a job well done. I would also like to thank Alan, our Financial Controller, for his assistance he has given to me throughout the year in my role as Treasurer.

I would like to thank all parties of government who are committed to the NDIS and have entrusted us with the responsibility of delivering this important program.

I would like to thank my fellow Board Members under the leadership of our President Justin Thornton for their time, efforts and constructive input into the oversight of the organisation.

Finally, I would like to thank the carers and people with a disability for choosing MDS and making it what it is today. We trust that you continue to look toward MDS as your service provider of choice and we look forward to working with you in the new era of the NDIS.



Daniel Kuchta
DIRECTOR & TREASURER

Financial Highlights

A summary of the significant items appearing in the financial report and the comparatives for the 2016 year are as follows:

Item	2016	2015	\$ Increase/ (\$ Decrease)	% Increase/ (% Decrease)
Total revenue	\$ 17,187,191	\$ 16,215,727	\$971,464	5.99%
Total expenses	\$ 16,635,260	\$ 15,898,269	\$ 736,991	4.64%
Net Surplus	\$ 551, 931	\$ 317,458	\$234,473	73.86%
Current assets	\$ 4,722,629	\$ 3,909,008	\$813,621	20.81%
Total assets	\$ 9,314,259	\$ 8,486,295	\$827,964	9.76%
Current liabilities	\$ 3,217,800	\$ 2,862,832	\$354,968	12.40%
Total liabilities	\$ 3,859,454	\$ 3,583,421	\$276,033	7.70%
Net assets	\$ 5,454,805	\$ 4,902,874	\$551,931	11.26%



BURIED In Treasure

Early 2016 MDS held a number of 'Buried in Treasure' support groups across Campbelltown, Wollondilly, Bankstown and Bowral. The 10 week program aimed to tackle the issue of hoarding and squalor from a cognitive behavioural therapy approach.

Hoarding is a complex mental disorder and is described as the persistent difficulty in discarding or parting with possessions and a perceived need to save items which ultimately causes a significant amount of stress and impairment in other areas of people's lives.

One of the Buried in Treasure participants, James, described how the hoarding overtook his home leaving him only a small patch of uncluttered space between his sleeping area on the couch and the front door. "There was mess all over the house, everything I had was all over the place and eventually I had to move out into the shed in my backyard. I started eating out all the time because I couldn't get into my kitchen to cook" he said. "It took a whole lot out of me and got to a point that it started affecting other areas of my life and I eventually became unemployed."

"I sought help when I realised I needed to stabilise myself and my life."

With the help of the Buried in Treasure Support Group, James was able to start re-building his life and begin the long process of cleaning up his home. Across the 10 week program James and his fellow participants learnt how to stop acquiring

items, stop clutter, challenge thoughts around hoarding, explore why they hoard and develop organisational skills and confidence to move forward. All of this was done in a safe and non-judgemental environment so that the participants were able to face their fears head on.

"I had a lot of success with the program and have started on my road to recovery" James said. Other participants experienced equally positive transformations from the program and were keen to share their feedback:

"These whole 10 weeks were invaluable to my life and that of my family. This course has freed me to breathe and live life again."

"The program helped me to understand some issues I have regarding my motivation and other life events that created these issues. I have gained the knowledge that I'm not alone in this and have formed constructive relationships with people with the same issue."

"Every week was a treasure as I have learned so much about my problem and how I can combat this hoarding problem – step at a time/little by little."

MDS END OF YEAR Concert



The music was pumping at the inaugural MDS End of Year Concert as our participants stormed the stage to put on one very awesome show!!!

Held at the end of 2015, the event was a live presentation of the performance arts our participants had been participating in across the year. The night included a bit of everything from Zumba, to hip hop dance, to signing choir, to drumming and even a 6 act play written and performed by our participants. The stage was certainly awash with colour, energy, enthusiasm and talent from start to finish.

A crowd of 400 family members, carers, MDS Staff and friends came along to see the show and they were certainly impressed, giving a standing ovation at the conclusion of the night.

A big congratulations to everyone who participated in our performance arts activities across the year and for a terrific End of Year Concert.





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Defying Boundaries