



Life not limits



Annual
Impact Report
2024-2025



Acknowledgement of Country

In the spirit of reconciliation, MSWA acknowledges the Traditional Custodians of the many lands and language groups of Western Australia and their connections to land, sea and community. We pay our respect to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

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A message from our Chair and CEO

A year of progress and challenge

As we close out another year with our amazing community of Clients, supporters and employees, it is hard to define this year in any one way, other than a mix of great progress and increasing challenges. Whilst it has brought new challenges, it has also been very rewarding to work together to find new solutions. We have come far as a community and organisation, and the foundations have been laid for a very exciting future.

Our focus throughout the year has been on our three defining pillars of strategy.

1. Innovative and coordinated care,
2. Expanding our community capability and engagement and
3. Investing in research that can be translated into better outcomes.

Together, we have driven some great progress and outcomes.

In terms of innovation and coordination of care, we have been shaping our **Client Connect program** to deliver better Client care through minimising cancellations, improving Client carer continuity, reducing the use of agency staff and communicating better in all respects.

Our **Client Committee focused on co-design** across the broader community and is working with several broader Client groups to define and test new ways to deliver care including self-service options and smaller neighbourhood models.

We have also been talking to our community about what services they really want MSWA to focus on and which could be done elsewhere by others with more expertise. Our goal has been to be open to change and new ways of working. **The coming year will allow us to test some of these in partnership with our Clients.**

Excitingly, we have **launched our NeuroConnect Nurse program** which has been kindly funded by donations from our corporate and community partners. This

initiative will provide invaluable, around the clock nursing support for Clients and one we hope to continue for years to come.

On the challenging side, the NDIS continues to change especially regarding allied health funding. The sector, (in particular the charitable providers who provide support that others don't) is increasingly under funding pressure with over 67% of providers making a loss. Whilst we recognise a sustainable scheme is in everyone's interest, we continue appealing to government to consider the consequences of these funding changes on the people the scheme was designed to assist. **We will continue to advocate for a better NDIS, so we can continue to provide our high-quality care in a sustainable manner.** It is vital we work together to make sure that MSWA continues to provide critical support for decades to come.

Our second pillar focused on **developing and expanding community capability and engagement**, has been particularly exciting as we have worked with our Client Committee and broader Client working groups to work out how to better connect and support our community in new and improved ways.

Excitingly, we have launched the **Neuro Collective** - our new community membership which offers information, benefits, support and connections for those in our neuro community. This will soon be followed by Synapse - a digital portal which will help you all connect and support each other in ways that are meaningful to you.



Horst Bemmerl
Chair



Melanie Kiely
Chief Executive Officer

We have also **expanded and reshaped our community events**, in particular the Art Without Limits exhibition in celebration of World MS Day, being bigger and better - and expanding into Bunbury. We have also launched the MSWA After Hours program, designed for the newly diagnosed and younger working professionals with neurological conditions. The group connects like-minded individuals in similar situations - already a big success and the beginnings of something great.

Thirdly, our pillar focused on **research and how we invest in areas that improve lives** and lay the foundations to continue to do so is equally as exciting. We have made great partnerships with new initiatives coming in the next financial year. We will continue to explore new avenues to conduct research and find ways to help you reduce the limits you may face and live a better life.

Underpinning all of this is you, our community. Without your support - buying tickets, donating funds, partnering with us and trusting us to support you, we would not be able to do the good we do.

Excitingly, the MSWA Mega Home Lottery 2025A with our biggest value prize pool ever, sold out early despite the current cost-of-living challenges. On top of this, many have chosen to donate funds in addition to buying a ticket, for which we are so grateful.

From a financial perspective, we are still a healthy organisation able to invest in projects like MSWA Shenton Park (Montario Quarter), financially assist services not covered by government funding and fund groundbreaking research through our Investment for Purpose initiative. However, we are feeling the pressure, as our funding is cut at the same time as compliance and payroll costs increase. We continue to look for ways to reduce costs without compromising care, but the support of our community has never been more valuable.

In short, it has been a wonderful but challenging year with you all. As we look ahead, we are excited to see how these foundations grow into exciting, focused and better ways of caring for those we exist to support.

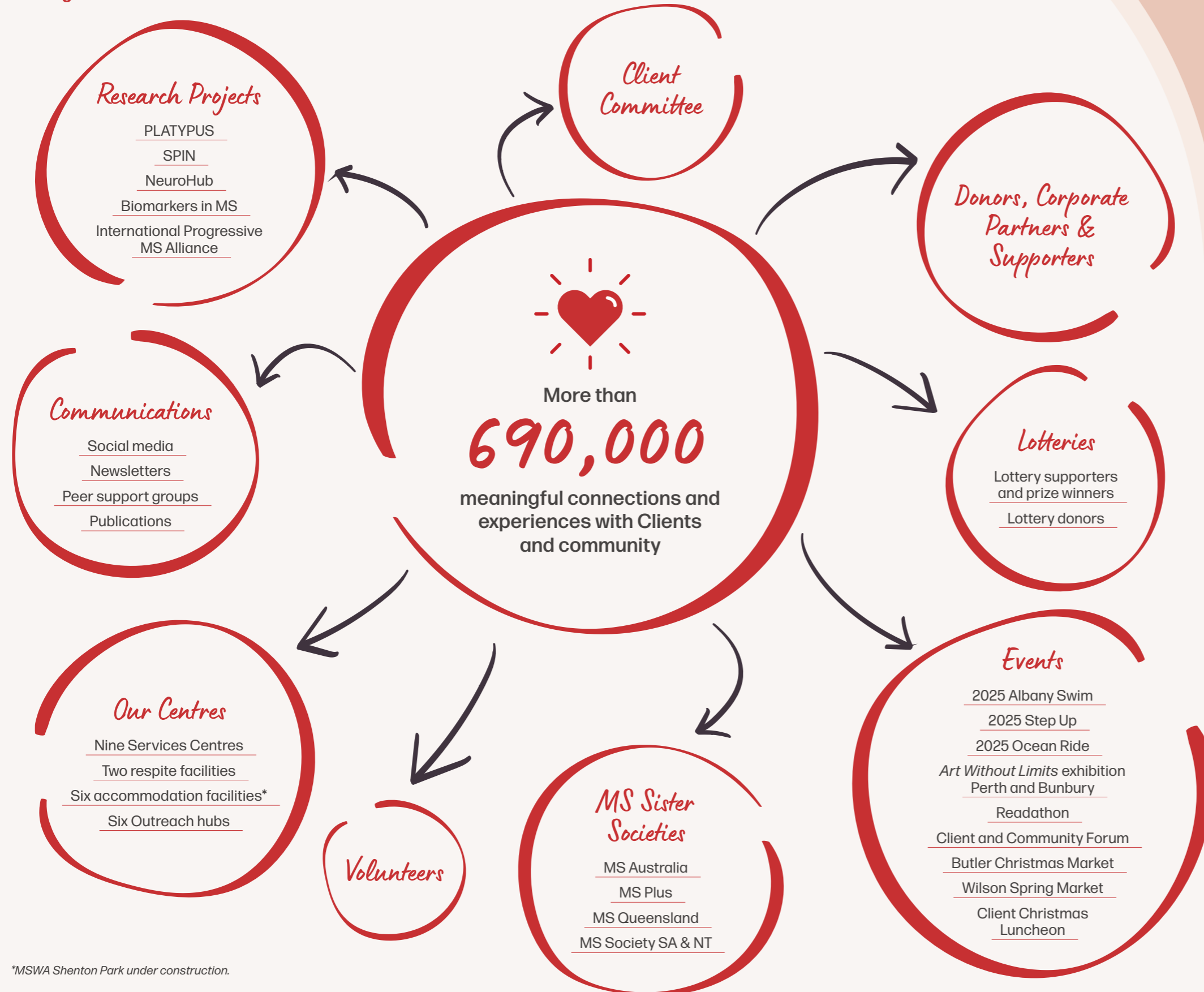
Thank you all for your support, patience and input.

Horst Bemmerl
Chair

Melanie Kiely
Chief Executive Officer

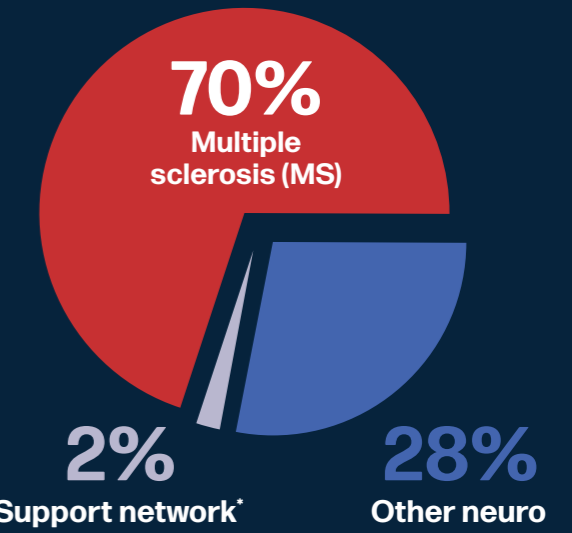
Our neuro community

Our neuro community refers to MSWA Clients, their carers and family members, people with a neurological condition (who aren't already MSWA Clients) and our supporters including volunteers, corporate partners, donors, the MSWA team, researchers, sister societies and other stakeholders who provide support and empower people with neurological conditions to lead fulfilling lives.



*MSWA Shenton Park under construction.

Our Clients



*This represents people such as carers or family members utilising services such as Counselling in relation to those with neurological conditions.



Other neurological conditions

If we look a little deeper into MSWA's Client group, we support a range of other neurological conditions.

- Parkinson's disease 7%
- Stroke 3%
- Motor neuron disease 2%
- Acquired brain injury 2%
- Huntington's disease 2%
- Other neurological conditions 12%

The MSWA impact at a glance



*Results from MSWA's quarterly Client Experience Survey.
 # NPS score measures willingness to recommend a company, product or service.

Strategic levers for impact

MSWA's Five Year Strategy for 2025-2029 aims to empower people with neurological conditions to live their best lives. We have continued to make significant strides in our key levers for impact to create the most impact and difference to the community[^].

Community Capability and Engagement

Getting back to our roots as a community for, with and by people with neurological conditions.

Innovative Coordinated Care

Looking at new and improved co-designed models that drive even better outcomes for our Clients and community.

Translating Research into Outcomes

Truly using our investment in research to change people's lives and their health outcomes for the better.

[^]Community refers to MSWA Clients, their carers, people with neurological conditions, and our supporters (including volunteers, corporate partners, donors, MSWA team, and other stakeholders who provide support and empower people with neurological conditions to lead fulfilling lives).

Investment for Purpose

Investment for Purpose (IFP) is MSWA's financial commitment which address critical funding gaps, supporting key initiatives and opportunities and investing in ground-breaking research, directed toward improving the quality of life and better access to treatments for people living with a neurological condition.

IFP initiatives are proactive investments that reflect MSWA's commitment to community, inclusivity, innovation and research and that directly benefit our Clients and neuro community.

This strategic approach not only drives meaningful impact but also sets MSWA apart from other providers in the sector.

Bridging the gaps in allied health and community engagement

This financial year, MSWA identified opportunities to support Clients where all other external funding options had been exhausted. These services are critical to supporting our Clients to live their version of best, helping them to access the support they need, when they need it.

MSWA, through IFP, supports a range of allied health services, including case management, assessments and report writing. This ensures clinicians have the time and resources needed to provide high-quality, evidence-based reports that help Clients secure the support and funding they require.

Further supporting MSWA's strategic pillar of Community Capability and Engagement, a significant Client-focused investment was made to MSWA's Outreach program - a service that, while underfunded by the NDIS, has a clear and lasting impact on Clients' social connections and community engagement.



MSWA Clients at Outreach.

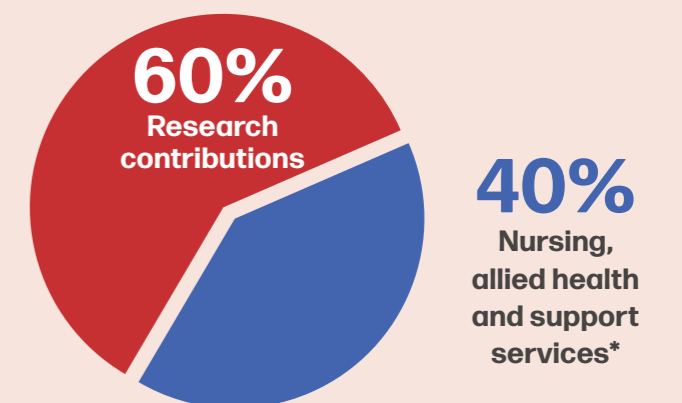
MSWA Shenton Park

Also recognised is a \$5.9M allocation in this financial year under the Department of Health Building Grant deed, reflecting the ongoing progress of construction at MSWA Shenton Park (Montario Quarter). This IFP contribution is in addition to MSWA's prior \$12.8M investment, supplemented by \$14M from the Department of Health which will provide residents with 24-hour care, seven days a week through our dedicated team to ensure top-tier support. MSWA gratefully acknowledges the Western Australian State Government's financial contribution to the project.



Digital render of MSWA Shenton Park.

Investment for Purpose



*Includes Nursing, Physiotherapy, Counselling, Occupational Therapy, Social Welfare, Speech Pathology, Dietetics and Community Support.

**The \$5.9M MSWA Shenton Park allocation is not recognised.



Hank Gidney's mural, I Found a Feather.

We all have the ability to express ourselves, we just need the freedom to do.

*- Hank Gidney,
MSWA Client.*

Community Capability and Engagement

Through our **Community Capability and Engagement** activities, we aim to build, support and nurture our neuro community, while continuing to listen, consult and collaborate with Clients and their carers.

Neuro Collective

Launched in May 2025, the Neuro Collective is a new community engagement program designed to foster meaningful connections, belonging and support for people living with a neurological condition, their carers and families.

Shaped in collaboration with Clients and stakeholder groups, the initiative fills a gap in community offerings by creating a safe space that extends beyond MSWA's Client base - welcoming carers, families and the broader neurological community.

The Neuro Collective provides registered members, known as 'Connectors', with exclusive benefits, event invitations and access to practical tools and resources.



Client Committee

The focus of the Client Committee this year was to train and upskill all Committee members in the co-design process, and to set a clear structure to ensure broader representation from across the neuro community.

In addition to advocating on the community's behalf, the committee will continue to oversee the co-design process, meet quarterly to table projects, clarify their scope, identify key stakeholders for working groups and provide updates on progress and outcomes.

Life not Limits and Art Without Limits exhibition

Building on the authentic stories underpinned in MSWA's Life not Limits campaign, MSWA Clients Holly Taylor, 'Trailblazer' and Hank Gidney 'Inquisitive Creative' were introduced.

Holly and Hank's inspiring stories demonstrate the often invisible symptoms that come from living with a

neurological condition and how they strive to tackle these challenges with resilience and determination to achieve life on their terms.

Further amplifying the campaign messaging, MSWA commissioned Hank to create an artwork with his interpretation of 'Life not Limits' which was transformed into a vibrant mural.

Leveraging the power of art and Hank's expertise as a mixed media artist, he was then invited to host multiple engaging art workshops that offered Clients an opportunity to participate and express themselves creatively.

These workshops were part of a broader suite of activities for World MS Day, which included the 2025 *Art Without Limits* exhibition with the neuro community invited to submit artworks that reflect their *Expression of Self*. For those Clients less keen to paint, create or draw, MSWA arranged a photographer to take portraits of Clients, showcasing their unique identity and personal stories through visual representation.

Held at Central Park Tower, Perth and for the first time at the Stirling Art Centre, Bunbury, the exhibition highlighted the power of connection, understanding and support.



MSWA Client Committee.



MSWA Clients Rhonda and Claire at the Art Without Limits exhibition.



MSWA Client, Brett's portrait for the Art Without Limits exhibition.

Community Capability and Engagement

Outcomes

Initiatives

| | |
|--|--|
| | <p>Client Committee</p> |
| | <p>Community Activations</p> <ul style="list-style-type: none"> » Art Without Limits exhibitions in Perth and Bunbury » Client Christmas Luncheon » Client and Community Forum The forum was revamped into a more engaging format, featuring a dedicated expo area showcasing MSWA services and local research, and for the first time the event was live streamed. » Perth lights up red for World MS Day » Nursing activations » Volunteer Week morning tea |
| | <p>Community Fundraising</p> <ul style="list-style-type: none"> » 2025 MSWA Ocean Ride » 2025 MSWA Albany Swim » 2025 MSWA Step Up » MSWA NeuroConnect Nurse Fundraiser » Lotteries and raffles The 2025 MSWA Mega Home Lottery comprised of the biggest Grand Prize Package in MSWA history, and resulted in an early sell out. |
| | <p>Corporate Partnerships</p> <ul style="list-style-type: none"> » Wildcats Open-Air Game supporting MSWA In a MSWA first, the organisation partnered with Perth Wildcats to raise awareness and funds for MSWA. » State Buildings partnership » Retravision partnership » Optus Stadium partnership » Central Park partnership |
| | <p>Outreach</p> <ul style="list-style-type: none"> » After a successful pilot program, Butler Outreach became a permanent fixture at MSWA's northernmost Services Centre. |
| | <p>Peer Support Groups</p> <ul style="list-style-type: none"> » MSWA continues to support various peer support groups across the state to foster community connections. » MSWA After Hours A new program for the newly diagnosed and younger working professionals with neurological conditions. |

| | | |
|--|--|---|
| <p>Earlier diagnosis</p> | <p>A sustainable model of care and funding that yields better outcomes</p> | <p>Quality support when and where it is needed leading to better outcomes</p> |
| <p>Improved quality of life and self-sufficiency over time</p> | <p>Increased functionality and slower decline</p> | <p>Future research funding secured</p> |

Innovative Coordinated Care

Introduced in the last financial year, our Innovative Coordinated Care lever enables MSWA to continually identify and address gaps in coordinated care, while driving improvements across our essential health services to deliver better outcomes for Clients and the broader community. With a strong understanding of the unique challenges faced by the neurological community, MSWA is well-positioned to adapt service models in response to feedback, best practice and Client insights.

Client Connect

This year, MSWA began planning a revised service model centred on the client journey, known as Client Connect. This initiative endeavours to redesign MSWA's approach to care by combining immediate tactical improvements with long-term service delivery changes, designed to enhance Client outcomes, improve staff experience and ensure financial sustainability. Co-designed with Clients and carers, Client Connect will launch three pilot programs, each harnessing technology to elevate the overall standard of care and Client experience.

The initiatives include trialling a **self-service appointment scheduling** program, designed to explore how giving Clients more control over their own appointments and support schedules can lead to better experiences and outcomes.

In addition, the team has planned a Butler **'neighbourhood' model**, connecting smaller groups of support workers with a defined group of Clients within a concentrated geographic area. This approach enables greater self-management and aims to enhance both Client and staff satisfaction.

The final pilot program focuses on **supporting high-risk Clients** by pairing them with more experienced support workers, with the goal of improving the Client experience and reducing incidents.

Client Connect will continue to be co-designed with the community, guided by clear sustainability parameters, while striving to meet community needs as far as possible.

NeuroConnect Nursing program

Thanks to the generous support through donors and philanthropic partners, MSWA was proud to announce the inception of the NeuroConnect Nurse program. This vital initiative addresses a critical service gap by providing individuals living with multiple sclerosis and other neurological conditions with 24/7 access to neurological nursing care, including overnight, weekend and after-hours support.

Previously, the MSWA Nursing team operated within standard business hours, with each individual nurse often supporting more than 200 Clients across a wide range of needs.

Looking ahead, the program aims to expand its reach and ensure that timely care is always accessible, no matter the time of day.

“The nursing staff and MSWA has been really beneficial in helping me get out into the community and simply enjoy life, I am happy where I am because of them.”

*– Nick Chapman,
MSWA Client.*



MSWA Client, Nick.



MSWA Senior Dietitian, Misty with MSWA Client, Holly Taylor.

Accommodation and Respite

Over the year, increased focus was placed on building and managing waitlists for MSWA High-Support Accommodation sites, while also communicating Respite opportunities more broadly, including giving carers valuable time to rest and rejuvenate, knowing their loved ones are in safe, professional care.

360 virtual tours

To allow accessibility for individuals unable to attend in-person tours of our Accommodation and Respite sites, we employed 360-degree camera technology to capture immersive visuals that highlight the features and comforts that make these spaces feel like home.

Importantly, this also gave carers valuable time to rest and rejuvenate, knowing their loved ones were in safe, professional care. The first phase of the campaign, which ran from 17 March - 30 June was a great success, generating 21 Respite bookings.

Additionally, MSWA hosted an exclusive Open Day across its High-Support Accommodation and Respite facilities, offering healthcare professionals a behind-the-scenes tour of the purpose-built homes.

Renovations

Treendale Gardens Accommodation and Respite underwent renovations, with upgrades to the flooring and individual apartment bathrooms, ensuring Clients continuously receive high-quality care in a comfortable and well-maintained environment.



Innovative Coordinated Care

Outcomes

Initiatives

| | |
|--|--|
| | <p>Client Connect</p> <ul style="list-style-type: none"> » MSWA is improving service continuity and reliability by developing and piloting new service delivery models. The initiative is aimed at delivering better care by leveraging technology and adapting a revised approach. |
| | <p>NeuroConnect Nursing program</p> <ul style="list-style-type: none"> » The NeuroConnect Nurse program addresses a critical service gap by endeavouring to provide Clients with 24/7 access to neurological nursing care including, overnight, weekend and after-hours support. |
| | <p>Accommodation and Respite renovations</p> <ul style="list-style-type: none"> » Treendale Gardens had improvements to bathrooms, living areas and flooring. |
| | <p>Neuro Impact Forum</p> <ul style="list-style-type: none"> » The MSWA Neuro Impact Forum connected Perth neurologists and GPs to share the latest MS and MND insights, news and research. |
| | <p>Allied health services streamlined</p> <ul style="list-style-type: none"> » Increased telehealth offerings. » Dietetics team reviewed and updated the menus at the High-Support Accommodation sites to ensure residents receive both variety and balanced nutrition. » Streamlined the Occupational Therapy and Physiotherapy teams to increase efficiency and provide holistic care for Clients. » Piloted Podiatry service at the MSWA Butler Services Centre. |
| | <p>Health workshops</p> <ul style="list-style-type: none"> » The Nursing team’s Continence Clinics were successfully held across multiple MSWA Services Centres to support Clients in managing urinary and bowel issues – helping them regain confidence and enhance their quality of life. |

| | | |
|--|--|---|
| <p>Earlier diagnosis</p> | <p>A sustainable model of care and funding that yields better outcomes</p> | <p>Quality support when and where it is needed leading to better outcomes</p> |
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Butler's High-Support Accommodation.

Translating Research into Outcomes

Building on MSWA's research principles, we worked collaboratively with research institutions to ensure funded projects align with these principles, enabling investments to be translated into outcomes in Western Australia, nationally and globally.

The following projects, which concluded MSWA funding in December 2024, demonstrated promising progress in neurological research.

Biomarkers in MS

Dr Marzena Fabis-Pedrini, Perron Institute for Neurological and Translational Science.

This study examined the interactions between three major risk factors contributing to the risk of MS (immune-related genes, environmental factors and other infection risk factors) and the potential of neurofilament light chain to be used as a biomarker of MS activity, using a simple blood test.

Harnessing neuroplasticity in the brain

Professor Jennifer Rodgers, Perron Institute for Neurological and Translational Science.

This study aimed to understand how electromagnetic stimulation leads to increased survival of oligodendrocytes, which are the myelinating cells in the brain and those that are lost in MS. Findings from this study were used to support clinical trials and community conversations about the use of non-invasive brain stimulation to harness brain plasticity in patients with neurological conditions.

Systematic Profiling of Neurological Conditions (SPIN)

Professor Simon Laws, Edith Cowan University.

The SPIN program facilitated personalised treatment and streamlined service delivery. This includes developing registries from an online longitudinal observational study, collecting biological samples, and developing and piloting innovative solutions in sleep health, mental health, fatigue and nutrition to address complex health challenges faced by individuals with neurological conditions.

Other MSWA funded research with investment concluding in December 2024:

- **MSBase Registry Support**
Professor Allan Kermode, Perron Institute for Neurological and Translational Science.
- **Gene-based drug development for chronic neurological diseases**
Professor Sulev Koks, Perron Institute for Neurological and Translational Science.
- **Quality of life in people with neurological conditions**
Professor Sulev Koks, Perron Institute for Neurological and Translational Science.

- **Phototherapy for Clinically Isolated Syndrome**
Dr Jonatan Leffler, Telethon Kids Institute.
- **Elucidating diet in MS to improve disease**
Professor Lucinda Black, Deakin University.
- **Co-design of an online health and research platform prototype for the neurological community**
Professor Simon Laws, Edith Cowan University.

Our research commitment

For the 2024-25 financial year MSWA invested \$5.6M into research, building on the organisation's \$47M contribution over the past decade - thanks to the support of the Western Australian community.

MSWA is committed to research investments focused on better health outcomes, ultimately to change the lives of people living with neurological conditions. In response to this, MSWA is proud to fund 10 new research projects which have undergone MS Australia's peer-reviewed process and are aligned to MSWA research principles. The funding commitment is approved for the next three years.

Recognising the importance of supporting research both nationally and internationally to accelerate progress in MS research, MSWA continues its annual commitment to MS Australia's national MS grants and the International Progressive MS Alliance. These investments enable a diverse array of projects from novel studies to multi-year investigations of MS.

Ultimately these investments are about getting us closer to cures, closer to better treatments and ensuring Australians living with MS stay stronger for longer so they can do what matters to them in life.

*- Melanie Kiely,
MSWA CEO.*

Our research principles



Encourage co-design and participation by the MS and other neurological conditions community



Foster collaboration amongst researchers, industries, organisations and Government for short and long term continuity and coordination



Strive for equitable outcomes for all Australians



Translation of findings to the community and into practice for better health outcomes



Demonstrated benefit for the community and sector



Building capacity in Western Australia



Greatest potential promise to make meaningful impact



Transparency and excellence in research and translation



Innovative and creative models of research to yield better outcomes

MSWA funded research projects commencing from 2025

| | Models of co-design and participation | Collaboration | Equitable outcomes for all Australians | Translation | Sustainability | Building capacity in Western Australia | Impact | Transparency and excellence | Innovation and creativity |
|---|---------------------------------------|---------------|--|-------------|----------------|--|--------|-----------------------------|---------------------------|
| <p>Testing a new approach to treating MS</p> <p>Professor Trevor Kilpatrick, The Florey Department of Neuroscience and Mental Health, The University of Melbourne.</p> <p>Testing a new approach to treating MS using MERTK, a protein which controls the immune system in the brain.</p> | ● | ● | | ● | ● | | ● | ● | ● |
| <p>The MS Australian Women's Midlife Years (MS-AMY)</p> <p>Professor Susan Davis, Monash University.</p> <p>Studying the impact of common life circumstances and menopause on the quality of life of women in MS.</p> | ● | ● | ● | ● | ● | | ● | ● | ● |
| <p>Exploring the role of immature white blood cells in MS and how they contribute to disease activity</p> <p>Dr Stephanie Trend, Perron Institute for Neurological and Translational Science, Telethon Kids Institute and the University of WA.</p> <p>Investigating the functions of immature white blood cell and how they respond to MS treatments.</p> | ● | ● | | | ● | ● | ● | ● | ● |
| <p>Translating knowledge to action: Co-designing exercise promotion programs for MS healthcare providers</p> <p>Associate Professor Yvonne Learmonth, Murdoch University.</p> <p>Co-designing an intervention and toolkit for MS healthcare professionals to promote exercise in people with MS.</p> | ● | ● | ● | ● | ● | ● | ● | ● | ● |
| <p>Multi-modal MRI for personalised MS progression prediction</p> <p>Dr Oun Al-iedani, The University of Newcastle.</p> <p>Developing an MRI model using artificial intelligence to monitor and predict MS progression.</p> | ● | ● | ● | ● | ● | | ● | ● | ● |
| <p>Ageing and changes in memory and speed-of thinking in MS</p> <p>Dr Daniel Merlo, Monash University.</p> <p>Using apps to measure changes in memory or thinking in people with MS who are over 50 years of age.</p> | ● | ● | ● | ● | ● | | ● | ● | ● |

| | Models of co-design and participation | Collaboration | Equitable outcomes for all Australians | Translation | Sustainability | Building capacity in Western Australia | Impact | Transparency and excellence | Innovation and creativity |
|---|---------------------------------------|---------------|--|-------------|----------------|--|--------|-----------------------------|---------------------------|
| <p>Are myelinating cells causing neuron loss in MS progression with tauopathy?</p> <p>Dr Kai-Hei 'Franki' Tse, Royal Prince Alfred Hospital.</p> <p>Investigating the relationship between abnormal levels of a protein called tau in the brain, myelin loss and nerve damage in progressive MS.</p> | ● | ● | ● | ● | ● | | ● | ● | ● |
| <p>Are myelinating cells causing neuron loss in MS progression with tauopathy?</p> <p>Dr Kai-Hei 'Franki' Tse, Royal Prince Alfred Hospital.</p> <p>Investigating the relationship between abnormal levels of a protein called tau in the brain, myelin loss and nerve damage in progressive MS.</p> | | ● | | | ● | | ● | ● | ● |
| <p>Disability evolution and treatment impact in relapsing MS</p> <p>Dr Valery Fuh-Ngwa, Menzies Institute for Medical Research, University of Tasmania.</p> <p>Developing new ways to analyse health outcomes, comparing the effectiveness of different treatments in active MS and studying progression of disability in people living with MS.</p> | ● | ● | ● | ● | ● | | ● | ● | ● |
| <p>Taking cellular therapy to treat MS toward clinical testing</p> <p>Dr Vivien Li, The University of Melbourne.</p> <p>Developing a new way to treat MS using a person's immune cells.</p> | ● | ● | | ● | ● | | ● | ● | ● |
| <p>Improving treatment use in people with MS and related diseases</p> <p>Dr Wei Yeh, Monash University.</p> <p>Studying the immune therapies that prevent relapses and disability in MS and myeline oligodendrocyte glycoprotein antibody-associated disease (MOGAD).</p> | ● | ● | ● | ● | ● | | ● | ● | ● |



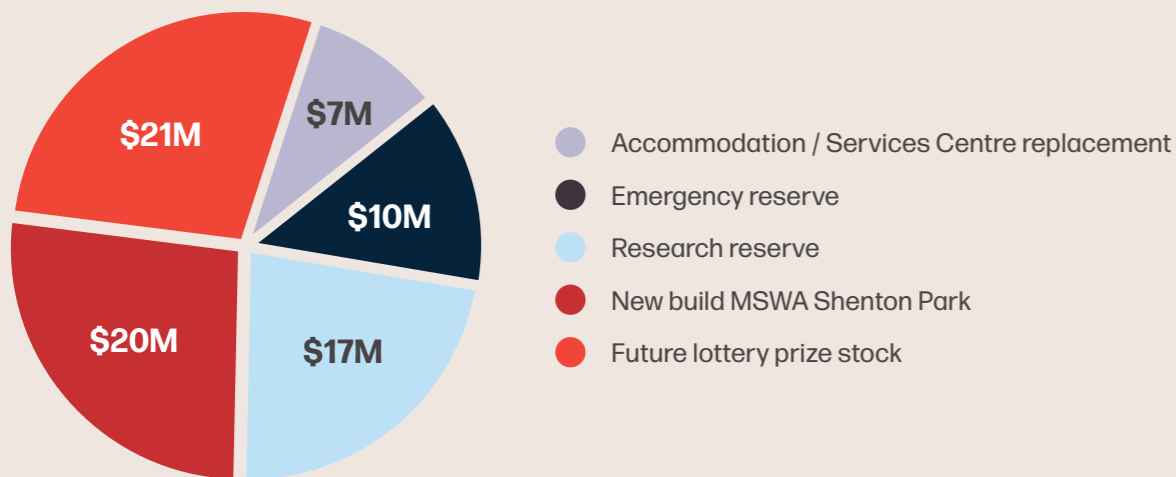
MSWA has allocated \$2.5M into MS Australia's national grants which includes, neurobiology, genetics, epidemiology, immunology, social and applied research. This is MS Australia's largest-ever funding round in terms of number of projects, made possible through MSWA's investment.

Where does the money go?

Our finances

| | FY 23/24 | FY 24/25 |
|---|----------|----------|
| Revenue | \$112M | \$117M |
| Expenses | -\$104M | -\$108M |
| Net gain/(loss) on financial assets at fair value | \$0.6M | \$0.8M |
| Surplus | \$9M | \$10M |
| Net assets | \$111M | \$121M |
| Net current assets | \$49M | \$53M |
| Investment in research | \$6M | \$6M |

Investment of capital for the future



MSWA Client, Nicolette Murphy.

Looking ahead

By continuously listening to valuable Client feedback and addressing the challenges within the sector, MSWA remains focused on improving service delivery and keeping Clients at the centre of everything they do. This approach enables the team to effectively implement the key strategic levers for impact, now and into the future.

Investment for Purpose

MSWA's Investment for Purpose (IFP) initiative will support the expansion of Outreach and enhance community engagement programs, including peer support and the Neuro Collective - new programs which enable MSWA to connect with a broader and more diverse age range of Clients.

Following the sad passing of former Board Chair and advocate, Ros Harman, MSWA has launched **MSWA Life Not Limits Grant: In memory of Ros Harman**. With multiple grants on offer, successful Client applications will receive funding to pursue their personal passion projects, made possible through MSWA's IFP initiative and supporting applicants to live their version of best.

In the 2025-26 financial year, \$5.6M has been committed to research through MSWA's IFP initiative. In recent years, our commitment to research has helped deepen understanding of MS and other neurological conditions - paving the way for better treatments, care and outcomes.



Community Capability and Engagement

In addition to the launch of the Neuro Collective, **Synapse** - an online portal designed for peer-support - will soon be implemented for Connectors. This portal will work in tandem alongside the Neuro Collective and encourage all to discover a community of support.

MSWA's **Community Engagement program continues to expand**, with a strong focus on fostering meaningful connections across the community. This includes the rapidly growing MSWA After Hours, providing working professionals living with a neurological diagnosis an opportunity to connect in an informal and supportive setting. In addition, a refreshed peer-support program will soon be launched, streamlined to better reach and support those who need it most.



The After Hours crew meeting at Lawson Flats.

Innovative Coordinated Care

Within three years, **Client Connect** aims to establish a fully integrated, nurse-led, 24/7 care model delivering needs-based support funded through multiple sources. This care will be aligned to MSWA Services Centres and focus on overall wellness, enabling Clients to remain in their homes, in the community or in MSWA High-Support Accommodations.

Ongoing funding will support the **NeuroConnect Nurse program**, helping to bridge a critical care gap by enabling 24-hour nursing support and expanding the Nursing team's footprint, including additional telehealth services.

MSWA Shenton Park (Montario Quarter) is set for completion in the 2025-26 financial year and will provide state-of-the-art facilities for 20 new residents and supporting staff. In addition, the extended construction timeline for the **MSWA Golden Bay** is allowing the team to consider new innovations, deepen partnerships and shape solutions that will serve MSWA for the long term - ensuring the project is not only inclusive but impactful, for years to come.

The MSWA team is focused on **fostering stronger sector partnerships and expanding industry connections**, which is increasingly important as the sector undergoes change and faces mounting challenges.



MSWA Neurological Liaison Nurse, Jess with MSWA Client, Wendy.

Translating Research into Outcomes

Looking ahead, our translation in research ensures the latest research is shared with MSWA's Clients and community - a key investment being the new partnership with Europe's top ranked tech startup accelerator Founders Factory.

In a global first, MSWA has announced the joint venture with Founders Factory, to fund and scale breakthrough technologies designed to transform the lives of people living with neurological conditions.

The program will back and fast-track global startups **developing cutting-edge solutions**, including the use of AI, robotics and wearables that address neurological conditions. **Startups will receive investment and intensive support from Founders Factory** to help move from concept to real-world application for people living with a neurological condition.

Additionally, MSWA is exploring options of improving access to quality care to effectively reach individuals in **regional and remote areas** through evaluating and investing in future tools and technologies.

Furthermore, MSWA is the leading funder of Australia's first adaptive clinical trial, **PLATYPUS**, with a \$3M investment to the project. The trial is set to roll out across 10 research sites in Australia and aims to recruit more than 250 participants.

We are proud of our continual investment in research that has led to better outcomes for the neuro community and this will continue to be a central pillar of our strategy going forward.



MSWA Ocean Ride participant and MSWA volunteer.

With thanks...

MSWA is proud to recognise the extraordinary generosity of individuals, families, and organisations whose contributions help drive progress across every part of the mission - from life-changing care to groundbreaking research. Whether through incredible donations or valued partnerships, your support is creating lasting impact for West Aussies living with neurological conditions. Thank you for being part of the community.

Premier Partner



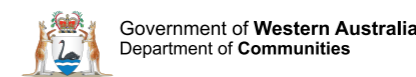
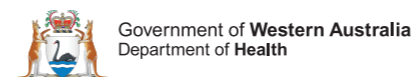
Major Partner



Community Partners



Government Partners



Generous Donors

Estate of Angela Ornella Del Casale
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The Brand Agency

Estate of Darlene Kerry Fox
McCusker Charitable Foundation
Ray Chatfield

Estate of Ross Howard Kennedy
Michael Tichbon OAM
Stan Perron Charitable Foundation

MSWA on the national stage

Through the dedication of the MSWA team, supporters and volunteers, MSWA made significant strides in achieving positive outcomes, which gained recognition on both local and national scale.

Regional Nursing team

Finalists, Excellence in Regional and Remote Support

2025 WA Disability Support Awards

The MSWA Regional Nursing team has demonstrated exceptional innovation and dedication in addressing the unique challenges of delivering healthcare to the neuro community in regional WA.

Spearheaded by MSWA Clinical Nurse Manager, Nimisha Baird, the small, dedicated team of Neurological Liaison Nurses managed a caseload of over 300 Clients. Through a holistic care model and the implementation of innovative programs, the team delivered effective chronic disease management and improved Client outcomes. This approach enabled Clients to remain in their homes, reducing the need for hospitalisation.



(L-R) Nimisha Baird, Karen Leggatt and Nadene Doherty.

Michael and I have a good connection with the nurses. We can talk to them very easily about any of our problems. It feels like they're just part of the family,

*- Memma,
carer of an MSWA Client.*

Dietetics team

Highly Commended, Allied Health Professionals Award

2025 WA Disability Support Awards

The MSWA Dietetics team acknowledged a gap for a standardised assessment tool for nutrition and food services tailored to people with neurological conditions. In response, the team developed a tool to assess, review and provide recommendations for menus and recipes, which was utilised across all five MSWA High-Support Accommodation facilities.

The tool was developed using evidence-based nutrition standards and resources and was co-designed with accommodation residents. To ensure the meals were feasible, the Dietetics team also upskilled, educated and trained cooks across each site.



(L-R) Pamela Windram, Jodie Roberts, Hannah Papendorf and Misty Reinkowsky.

Lynda Whitton

2024 MS Australia John Studdy Award

MSWA Client, Lynda was commended the prestigious John Studdy Award, recognising her outstanding, consistent and selfless to make tangible difference in the lives of people affected by MS.

Lynda's impact has been particularly felt in her hometown, Bunbury, where she served as the Bunbury Outreach Group President for 20 years. Her leadership was instrumental in connecting peers and fostering a sense of belonging and community. She also helped establish the Bunbury Swim fundraising event in 2014, which supported the development of MSWA Bunbury Services Centre.

I'm not one to sit and expect others to do things for me, I set about making life changes to help me down this new path.

*- Lynda Whitton,
MSWA Client.*



Lynda Whitton, MSWA Client.



(L-R) MS Australia's CEO Rohan Greenland, Lynda, Melanie and Horst.

Our team

Our difference makers

The MSWA Difference Makers Award recognises members of the team that embodies MSWA's purpose, vision and values to make a significant impact on the WA neuro community. Recipients are nominated by both peers and Clients.



(L-R) MSWA Client, Mark Raymond and Bradly.

Difference Maker of the Year

Bradly Burls

Community Support Worker

Nominated by MSWA Clients, the Difference Maker of the Year recognises an individual that has made a remarkable impact to Clients and lives out MSWA's values in all they do.

Being with the MSWA team for more than five years, Bradly has been commended for his empathetic heart, can-do attitude and genuine interest in Client's wellbeing.

Brad has not only been my support worker but also a friend as well. He consistently helps me fulfill my goal of keeping active. Brad is a cut above the rest.

- MSWA Client.



The Chair's Impact Award

Brendon Adams

Community Support Worker

The Chair's Impact Award recognises a team member who has gone above and beyond to make a tangible impact on Clients, the team and the wider neurological community. Brendon has positively impacted the team and his Clients - credited for his reliable work ethic, positive and bright energy, and willingness to help whenever he can.

Brendon truly exemplifies what it means to go the extra mile. His commitment to living by MSWA values is evident in everything he does.

*- Horst Bemmerl,
MSWA Chair.*

The Chair's Impact Award - Commendation

Emily Ace

Community Engagement Manager

Change Maker Award

Sarah Coutinho

**Service Delivery Lead,
Occupational Therapy**

Leading with Purpose (Team)

**Speech Pathology
and Dietetics Team**

Leading with Purpose (Individual)

Wibele Nabubie

Care Support Worker

Trailblazer Award

Tammie Chu

Content Marketing Officer

Values Award - Accountability

Dajana Tesevic

**Counsellor and Coordinator of
Counselling and Wellbeing Services**

Values Award - Difference

Brooke Konowalow

Community Support Worker

Values Award - Listen

Pash Atukorale

Marketing Operations Manager

Values Award - Respect

Jiyan Hackett

Receptionist

Our values

Difference

We value difference and everyone's perspective.

Accountability

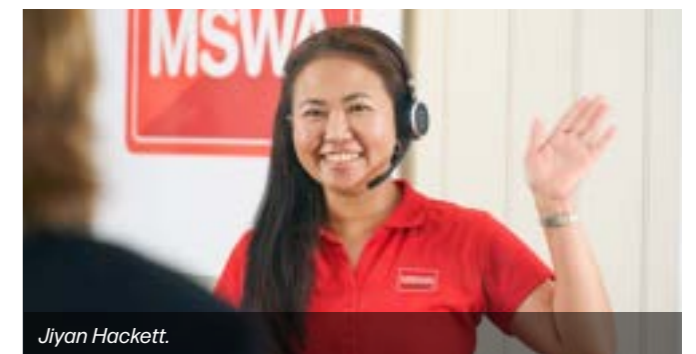
We do what we say we will do, and we do it in the right way.

Respect

We care and we treat everyone with respect.

Listen

We listen and seek to understand.



Jiyan Hackett.



Dajana Tesevic.

Board of Directors



Horst Bemmerl
Chair



Liam Roche
Deputy Chair



Professor Bill Carroll AM



Clare Van Drunen



John Patmore



Jason Brotherson



Kate Gatti



Lorraine Driscoll



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Executive team



Melanie Kiely
Chief Executive Officer



Alison Cox
*Chief of Quality
Safeguarding & Risk Officer*



Heather Wolyniec
Chief Transformation Officer



Sian Sullivan
Chief Financial Officer



Simon Jennings
*Chief Client Service
Delivery Officer*



Tony Millar
Chief Experience Officer

*Nicola Washington, Chief Client Operations Officer (departed August 2024).

Client Committee

Gavin Harper (Co-Chair), Allen Roberts, Angelica Franz, Ellen-May Eaton, Jodi Russell, Terry Compton, Wildaliz DeJesus Arocho and Maria Papadimitriou.



Life not limits

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*Trailblazer,
Holly Taylor.*