

2020 ANNUAL REVIEW



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2020 Staff Christmas Party - (L-R) Standing: Leigh Gilbert, Jason Russo, Stacey Thorpe & Sandra Biffin. Kneeling: Jason Russell, Simone Morison & Caitlin Mulcahy

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PATRON, BOARD & STAFF

PATRON

His Excellency the Honourable Paul de Jersey AC, Governor of Queensland

VICE PATRONS

Dr Robert Henderson, Neurologist

Dr Pamela McCombe, Neurologist

The Hon Henry Palaszczuk, former State Government Member for Inala

PRESIDENT EMERITUS

John Wearne AM

GOVERNANCE STRUCTURE

The Governance of the Association in 2020 was the responsibility of the volunteer Management Committee (Board).

2020 BOARD DIRECTORS

President - Peter Denham
(resigned June 2020)

Vice-President - David Schwarz
(resigned June 2020)

Secretary - Megan Peach

Treasurer - Elizabeth Holyer
(resigned June 2020)

Board Director - Moya Denham
(resigned June 2020)

Board Director - Graeme Holyer
(resigned June 2020)

Board Director - Dean Palmer
(resigned April 2020)

President - Peter Forday
(interim President July - November 2020)

President - Gaylene Coulton
(commenced July 2020, elected President in November)

Vice-President - Elyse Maberley
(commenced July 2020)

Treasurer - Evan Nunn
(commenced July 2020)

Board Director - Suzanne Graham
(commenced November 2020)



President
Gaylene Coulton



Vice-President
Elyse Maberley



Treasurer
Evan Nunn



Secretary
Megan Peach



Director
Suzanne Graham

OUR STAFF IN 2020

Chief Executive Officer
Ian Landreth

Fundraising and Communications Manager
Jason Russo

Events Coordinator
Georgia Railton-Stewart (departed Jun 2020)

Events & Fundraising Coordinator
Caitlin Mulcahy (commenced Nov 2020)

Membership and Community Liaison Coordinator
Leigh Gilbert

Director of Services
Stacey Thorpe

MND Advisor (North Queensland)
Sharon Edwards

MND Advisor/Support Coordinator
Shaun Gannon (departed May 2020)

MND Advisor/Support Coordinator
Jason Russell (commenced Sep 2020)

MND Advisor/Support Coordinator
Sandra Biffin (commenced Mar 2020)

MND Support Services Coordinator
Simone Morison (commenced Sep 2020)

MND Equipment Officer
Sue Wells

MND Equipment Delivery Driver
Seth Lauder (departed Aug 2020)

MND Equipment Delivery Driver
Cameron Brown (commenced Sep 2020)

Occupational Therapist
Miriam Cafer (commenced May 2020)

Occupational Therapist
Peta Stimson (commenced May 2020)

Occupational Therapist
Hannah Woods (commenced Dec 2020)

MND QUEENSLAND'S HONOUR BOARD

We acknowledge the contributions of our Foundation Members who built our organisation along with our Life and Honorary Members who have given so much serving and growing MND Queensland to better meet the needs of people impacted by Motor Neurone Disease.

FOUNDATION MEMBERS

Charles Graham
Shirley Graham
John Wearne
Margaret Wearne
David Taylor
Lesley Taylor
Anne Martin
Frank Soos
Vera Stevens
Evelyn Moore
Stan Douglas
Barbara Douglas
Eddie Kudzius
Vida Kudzius
Peg Herbert
Mr F Herbert
Mrs F Herbert
Desley Atkinson
Mrs D V Atkinson
Ray Underwood
Alex Underwood

LIFE MEMBERS

1987 Shirley Graham OAM
1990 John Wearne AM
1991 Evelyn Jacobs
1991 Violet Leggat
1993 Norman Isdale
1993 Patricia Fahey
1994 Margaret Wearne
1994 Lesley Taylor
1995 Frank Rough
1996 James Lawson
1996 Dawn Mahoney
1996 Muriel Roser
2001 Bill Dixon
2004 Judy Maker-Field
2005 Fr Malcolm Bell
2006 Keith Brown
2008 Rod Downes
2008 George Talyor
2009 Dianna Robinson
2009 Beris Milburn
2010 Johanna Dinon
2011 Lyn Sharp
2014 David Schwarz
2014 Vicki Forrest
2015 Marian Schwarz
2018 Margaret Graham
2018 Graeme Holyer
2018 Liz Holyer
2018 Lorraine Lovatt
2018 Lorraine Lynch
2019 Anne Thompson
2019 Jane Milward
2020 Louise Stanford
2020 Wayne Stanford

HONORARY MEMBERS

1987 Dr Jack Schlink
1995 Roy Colquhoun
1995 Dr Kerry Larkin
1998 Fr Malcolm Bell
2006 Yvonne Herbert
2008 Paul Coogan

PRESIDENT GAYLENE COULTON'S REPORT

Hello Members, clients and friends of MNDAQ.

This is my first Chair's report having been elected into the role at the November 2020 AGM after former Chair Peter Forday stepped down from the MNDAQ Management Committee. Peter led the Management Committee through much of 2020 and I thank him and my Committee colleagues Megan, Elyse and Evan for the stable leadership and stewardship they provided the organisation over this time.



We were fortunate to welcome new Committee Member Sue Graham who was elected at the AGM and Sue's experience in not-for-profit service delivery has been of great benefit over the last six months. The 2020 AGM was our first 'virtual' online AGM which enabled members across Queensland to join in for the first time. Thanks to the Members voting 'yes' we also achieved much needed Constitutional change to ensure it remains contemporary with legislation and business efficiency.

In our last Annual Review we talked of the challenges that the COVID-19 pandemic brought to MNDAQ so I will only mention that those impacts continue to be felt. Whilst our income has suffered as a result of cancelled events we have been able to increase our services to clients over this time which is our first purpose.

Our new Occupational Therapy Service commenced supported by a COVID grant from Queensland Health and a generous donation from a MNDAQ supporter. This meant we could meet the costs of establishing the service and employing staff until the service became established and self-supporting financially.

One of the most exciting happenings for the organisation was the sale of the Inala house/office and the relocation to new premises which has allowed MNDAQ to expand and grow our staffing team. The team have been visited by clients, members, supporters and health professionals which was previously only dreamt about, but not possible.

From a national perspective MNDAQ has strengthened our bonds within the MND Alliance as we collaborated over national online events. I also thank Elyse Maberley for representing Queensland on the MND Australia Board and the extra time she commits to this purpose.

Late in 2020 MNDAQ successfully passed their NDIS Audit to be registered provider of services for NDIS clients. This entailed a full review of all our Policies and Procedures and was a large body of work for the Management Committee and staffing team. I again congratulate Ian and the team for the work they did to achieve this accreditation.

MNDAQ is a strong and successful organisation due largely to the leadership of Ian and Stacey and I thank them both and the entire staffing team for their outstanding contribution to our clients. I also take this opportunity to thank Megan Peach, MNDAQ Secretary who has chosen to not stand for re-election at the 2021 AGM. Megan has worked tirelessly over the past few years to improve the governance of MNDAQ and her commitment and passion will be missed. Finally I acknowledge our clients and their loved ones for whom we serve with honour.

Gaylene Coulton
President

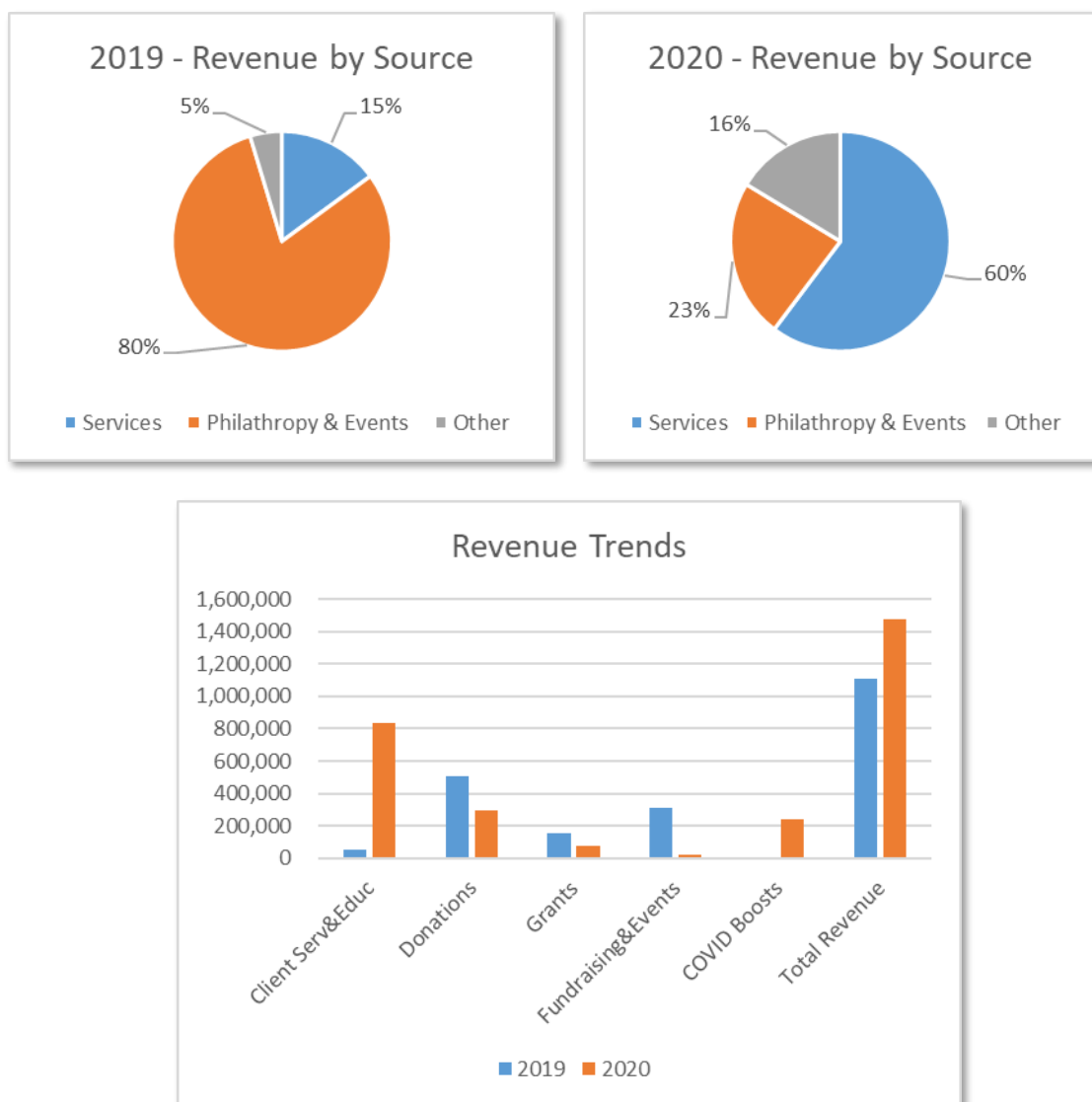
TREASURER EVAN NUNN'S REPORT

2020 was a COVID pandemic year that changed the course for all of us. We worked through this period with contributions from Government through Job Keeper and the COVID support rebate which meant we were able to stay away from a significant deficit and difficult trading position. We were grateful to receive donations of equipment and as we moved into our new premises we consolidated our stock and we disposed of older and superseded equipment. This resulted in the asset write down visible in the accounts. Our equipment base is now of a very high and well maintained standard. The addition of significant new equipment increased our asset base and related depreciation.

2020 was also for our repositioning towards Services and NDIS incomes. This showed up as significant additional revenue generation and highlighted the need for differentiation in our incomes in the future as the traditional sources of event income and donations fell dramatically. The shift in strategy and focus enabled us to grow without spending significant cash reserves. The recent sale of the house we owned and occupied and a Government loan given to us in 2020 means we have funds in the bank for 2021 as we continue to focus on Client Services, and our Mission and Purpose.

I would like to thank the previous Treasurer and Directors and thank the current Directors, Staff and Management for their diligence as custodians of our assets and services through such a challenging year for all of us.

Thank you
Evan Nunn



CHIEF EXECUTIVE OFFICER IAN LANDRETH'S UPDATE

2020 was a year of major change for MND Queensland; We have had a new Board, new premises, new business, new staff, new equipment, new technology... And new threats. The COVID-19 pandemic threatened our service continuity and our income. It demanded so much from our whole team to manage through these threats. We have a hard working, wonderful, passionate and highly-skilled group of people now that make up our MND Queensland Team.



The expansion of our support into specialist Allied Health services and our registration as an NDIS Service provider has seen the traditionally smallest part of our business become our largest. Stacey leads this amazing team who are committed to supporting our MND clients, their carers and health professionals. They do incredible work... Every day.

Jason led our Fundraising Team through a nightmarish situation with the loss of all of our events and an economic recession affecting donations. Communications across our networks were critical during this time and he kept those vital links intact throughout the year.

The move from the old house to the new premises was a real “game changer” for us. We watched new opportunities for services emerge, efficiencies gained, workplace health and safety issues be resolved and at last a home we can grow into. This was only possible because of the generosity and foresight of our wonderful community that fundraised and purchased the house so many years ago. What a legacy!

Challenges like 2020 threw at us, also created opportunities and blessings and among those has been the strengthening of the National Alliance of MND Associations. The support and collegiality across the Alliance made a tangible difference as we focused on what we can achieve together that improves or adds to what we can do alone. This Alliance is now an anchor-point for all MND communities across Australia.

In June, six Directors ended their long and dedicated service to the organisation leaving just Megan Peach, the Association Secretary and Director. She worked incredibly hard and successfully recruited a new group of dedicated and experienced Directors who supported our mission and purpose. They have guided the ship through a significant reform agenda that the change in business required. I thank them for their support during this time and into the future.

And so we see that out of the challenges of 2020 and from the seeds planted so long ago and tended by dedicated individuals and communities, we have emerged as something a little different: We have built a business providing professional services in a competitive and commercial environment. We have done that by attracting amazing staff and Directors to the cause. We have done all of this whilst enhancing and renewing our commitment to support all of those impacted by Motor Neurone Disease in Queensland. The strength and the compassion that is critical for this journey, comes largely from our clients, their carers, family, supporters and health professionals... those people that collectively make up this wonderful MND Community. Thank you... It is an ongoing privilege to be part of that journey.

Growth and consolidation were the key themes for MND Queensland's Support Services team in 2020. Despite the significant disruption COVID-19 caused to all our lives, we are extremely proud to have delivered a marked increase in much needed, specialist supports to the MND community throughout the year.

MND Queensland is the only organisation in Queensland providing a range of MND specific services in the state. The fact that our client base consists solely of people with Motor Neurone Disease makes us uniquely able to claim the title of Specialist MND service provider. In 2020 we were able to expand our service offering to become the first organisation in Queensland to offer an MND specific Occupational Therapy service.

The income generated through Support Services in 2020 was significantly higher than ever before in MND Queensland's history and over 1500% more than in 2019. This is a direct result of the organisations increased focus on service delivery and the capability of the support services team. Whilst income generation is vital for the sustainability of the organisation, the most impressive measure is the quantity of engagements the team had with people impacted by MND. In 2020 this was more 6500 interactions with 287 MND sufferers.

Our Equipment Hire service, which has historically been the mainstay of service delivery, delivered hundreds of items of mobility equipment and assistive technology to clients throughout the state. Income generation increased by over 300% with more than 85% of this funded through NDIS packages. This substantial increase was achieved without the need to increase the staffing numbers and was a direct result of increased efficiencies in our new premises, improved processes and recognition of the quality of the service and products provided.

The MND Advisors were responsible for the vast majority of client engagements delivering over 1450 hours of specialist supports across both NDIS and non NDIS funded clients.

The Occupational Therapy service was established in June as a result of an extremely generous donation from a much-appreciated benefactor. The decision to diversify into clinical services was in response to feedback from the MND community about difficulties in accessing a responsive Occupational Therapist that understands the disease and its progression. The uptake of the service was immediate and continued to grow throughout the year.

COVID-19 has had the biggest impact on MND Queensland's Support Group offerings. The restrictions to gatherings and requirements to maintain social distancing resulted in the need for an innovative approach to maintaining connections. This resulted in support groups going online utilising video conferencing technology. This was embraced by our community and grew further to offer fortnightly educational presentations. These presentations have been recorded and are publicly available for the benefit of everyone impacted by MND, now and into the future. In recognition of the differing needs of our community, we also established the MND Queensland Facebook Community which provides a private online space for peer support.

MND Queensland's Support Services team benefitted from a number of grants in 2020 which were granted in recognition of the important work the organisation undertakes. The most significant of these was from Fight MND who provided over \$400,000 dollars towards the purchase of a range mobility equipment and communication aids and the operational costs of the

equipment hire service. This resulted in the purchase of a number of electric beds, power wheelchairs, sit to stand recliners, shower commodes, suction machines, cough assists and Trilogy communication devices.

A successful year was rounded off with a remarkable result in our NDIS audit. The auditors were extremely complimentary about MND Queensland's service and specified positive feedback from the organisation's clients and enthusiasm and passion of staff and board members as our key strengths. The feedback they shared from our clients include the following quotes:-

"Absolutely Wonderful"

"They treat me with respect, they're wonderful"

"They've been fantastic, very helpful"

"I can't speak highly enough, they are quick off the mark"

"Every person we have dealt with has been wonderful"

"OT has been a miracle woman"

2021 will be no less productive for the Support Services team. It is our aim to continue to offer a broad range of services to the MND Community, grow our expertise and listen and respond to the needs of the people whom we serve.



FUNDRAISING & COMMUNICATIONS ACTIVITIES BY JASON RUSSO

In fundraising terms 2020 was a very tough year for MND Queensland due to COVID-19.

We started 2020 with a successful trivia night fundraiser and then had to cancel every other event we had planned for the rest of the year. As things improved, we tried to reschedule a few of the walks later in the year, but we had to cancel these too. This resulted in a massive decline in fundraising income for the organisation. Fortunately for MND Queensland, despite the Gold Coast and Brisbane walks being cancelled, a couple of people with MND brought together their families and friends to walk anyway. Team Jo Jo's Legends held a massive walk in Lota with around 70 people in attendance and raised around \$12,000 and Team T-Roy went ahead on the Gold Coast and raised over \$6,600.

Third-party fundraising also took a massive hit in 2020 as COVID restrictions meant that our community couldn't find ways to put on events to raise funds for MND Queensland. Some still went ahead though and one third-party fundraiser that we supported was Kev and Leanne's Travelling with MND trek across Australia which saw Kevin (who has MND) and his wife Leanne relocate from Deception Bay to Perth, taking an extended caravan holiday across Australia while doing so and ticking off adventures from their bucket list like reaching the tip of Cape York. Kev and Leanne generated quite a bit of media and raised well over \$3,000 over the course of their trek. Another successful third-party fundraiser was the Rotary Club of Cleveland's fundraising raffle which came about because they had to cancel their garden party. MND Queensland received \$5,700 as a beneficiary of the raffle.

Thankfully our quarterly fundraising appeals still performed well throughout 2020. When we asked, our supporters gave and we are grateful to everyone who supported us through this very tough time.

Throughout the year were national meetings of all the MND association's fundraising managers. This work has resulted in our first virtual fundraising campaign being launched in 2020. Australia Moves for MND (or AM4MND) was launched just after the country went into lockdown and we were in a fortunate position of having worked on this campaign for months and were ready to launch at a time when all physical events were being cancelled and other charities were scrambling to pivot to virtual events. This first national fundraising campaign was successful with MND Queensland raising around \$28,000 from AM4MND. Jake Parker raised almost \$13,000 alone during AM4MND in tribute to his late mother Jane. We will continue to work together with the other States on fundraising and awareness initiatives.

We applied for several philanthropic grants in 2020 and we were successful in securing a \$3,833 grant from the QUT Staff Fund which was used to purchase a folding electric wheelchair and three mesh pivot slings for our hoists. We were also awarded a Google Adwords grant to the value of US\$10,000 monthly to use for Google advertising to promote our events and services. We were also successful with the Fight MND grant that Stacey has previously mentioned and Queensland Health provided a grant to help initiate our Occupational Therapy Service which was matched with a generous donation from a community member to make this important service possible.

On the communications side of things, 2020 was busier than ever with increased email and social media messaging to our client-base to keep them up-to-date on avoiding COVID and how MND Queensland were continuing to provide services through the pandemic. An additional newsletter went out in winter 2020 to give our supporters an update on the COVID situation.

PHOTOS

Trivia With a Twist, Brisbane



JoJo's Legends Walk to D-Feet MND at Lota



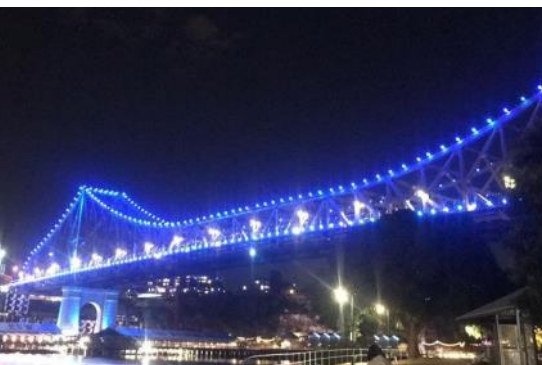
Our New Office & Warehouse in Oxley & Services Continued During the Pandemic



Various Photos



Jake Parker (middle) presenting a cheque to Seth & Leigh



The Story Bridge lit in blue for MND Awareness Week 2020



Kev & Leanne at Cape York on their Travelling with MND trek.

OUR VISION

A world free of the impact of Motor Neurone Disease.

OUR MISSION

Our mission is to help reduce the impact of Motor Neurone Disease on people living with MND, their families and carers. We do this by:

- Providing support to people living with MND, their carers and families
- Delivering information and education
- Raising awareness of MND and its impact
- Supporting efforts to find the cause and a cure for Motor Neurone Disease



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ABN: 75 990 922 939



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