

## Small steps in the right direction



### A message from the CEO

Since 2009, our first customer satisfaction survey in its current format, we have been rated highly by our members on individual attributes as well as overall satisfaction. While this is extremely gratifying—to me, and to the entire team who work so hard to earn this perception—it also represents a challenge. Despite our continual efforts to improve, it can be difficult to move the needle when the bar is already set so high. What is needed is a commitment to improvement by increments, and an appreciation that for our members, those small steps translate into very real benefits.

I am therefore proud to share with you a comparison of this year's survey results with that of 2009. You will see that overall satisfaction rates (described as good and very good) may not have altered much, remaining in the high 80s to high 90s range, but that within this band, on many key criteria, the proportion of members rating our services as very good has increased.

These high satisfaction rates are reassurance that our Support Service is having its intended effect, and we are proud to share some feedback from the actual recipients.

On this page you'll also find a list of the MND information, education and support group programs we offered in NSW and the ACT during 2015-16. We invite you to visit <http://www.mndnsw.asn.au/> for details on these and upcoming events.

Please celebrate these hard-won incremental improvements with me, and thank you for the role you played in their realisation.

*Graham Opie*  
Chief Executive Officer

### 2015

- July Ask the Experts - West Ryde (and on YouTube)
- August Information Evening - Gladesville
- August MND Aware - Shoalhaven Hospital
- September Past Carers Lunch - Gladesville
- October Information Evening - Gladesville
- October Carers Week Lunch - Ballina
- October Living Well with MND - Wollongong
- October Living Well with MND - Ryde
- November Members Christmas Party - West Ryde
- December Information Evening - Gladesville

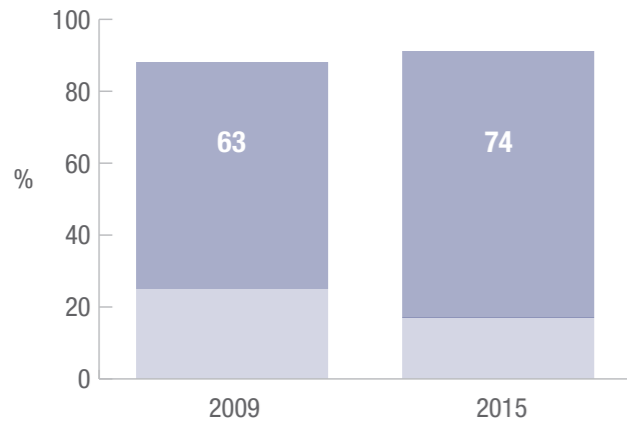
### 2016

- February Meeting of NDIS registered Care Providers - Charlestown
- February Information Evening - Gladesville
- March Living Well with MND - Bossley Park
- March Past Carers Lunch - Gladesville
- April Information Evening - Gladesville
- April Day of Hope and Remembrance - Sydney Olympic Park
- May MND Aware - Young
- May Care for Carers - Gladesville
- May MND Aware - Bossley Park
- June Information Evening - Gladesville
- June MND Update for Allied Health Professionals - Ballina
- June Living Well with MND - Ballina

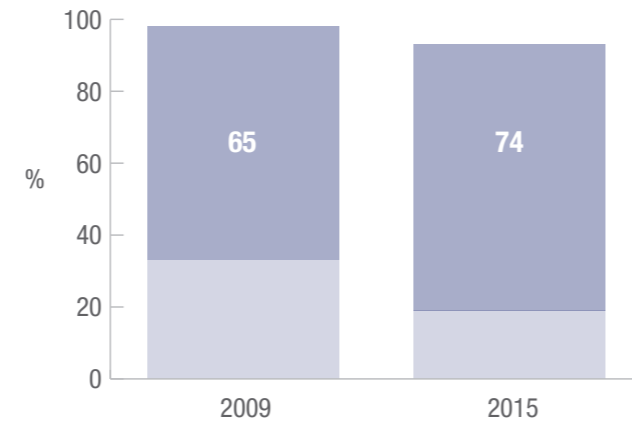
*...and more than 50 support group meetings and coffee mornings across NSW and the ACT.*

# Stepping from good towards very good

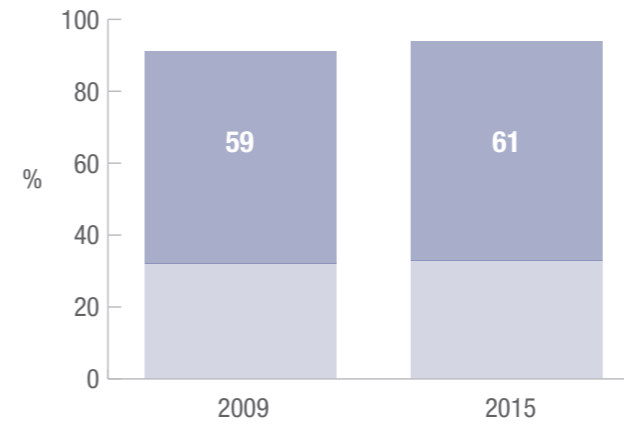
**i** Overall information and support provided by MND NSW



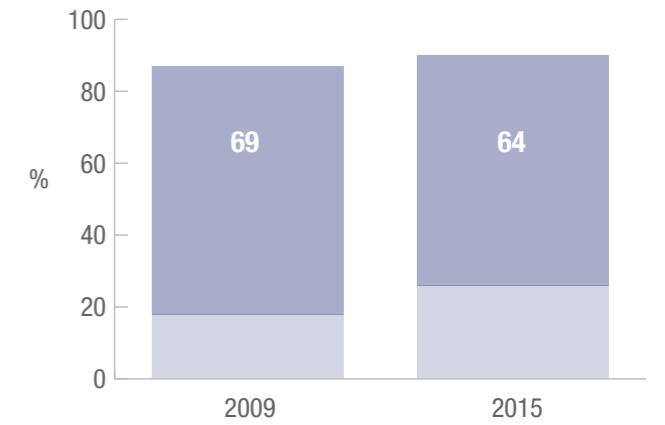
**🤝** Quality of welcome info pack



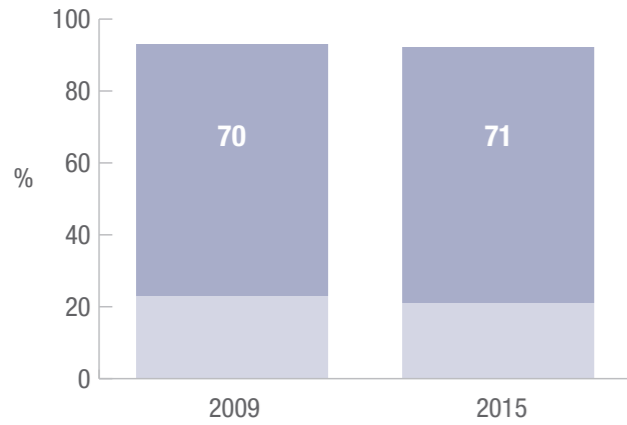
**📄** Quality of Forum



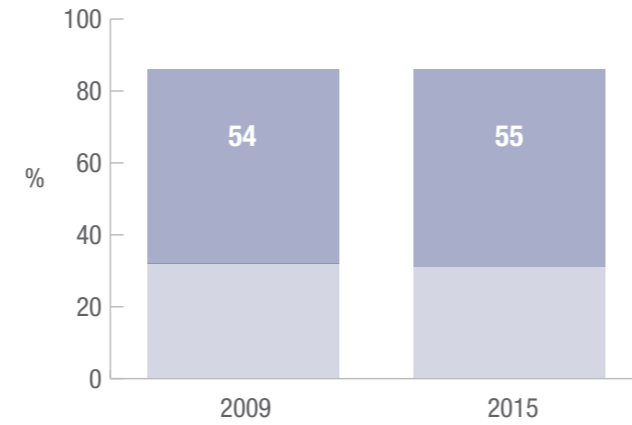
**♿** Quality of FlexEquip



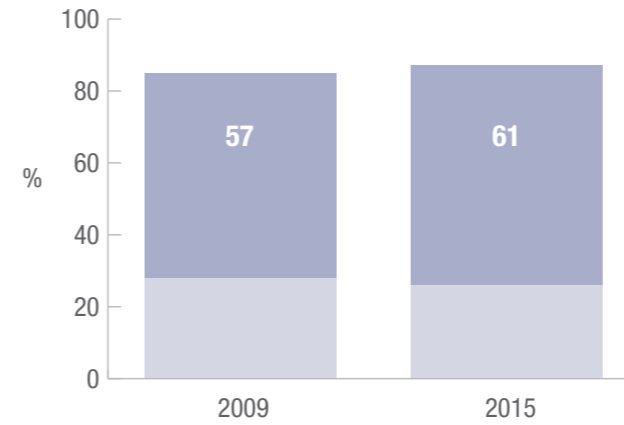
**👤** Personal manner and competence of MND Advisor



**👍** Usefulness of MND NSW programs



**👥** Information and support from MND NSW for my carer



KEY  
 Very Good  
 Good



## Not just statistics: human benefits



Our members value the information and support we provide.



Some of our generous volunteers collecting donations at the musical Georgy Girl in Sydney.



FlexEquip, the MND NSW equipment service, provides equipment to meet short-term

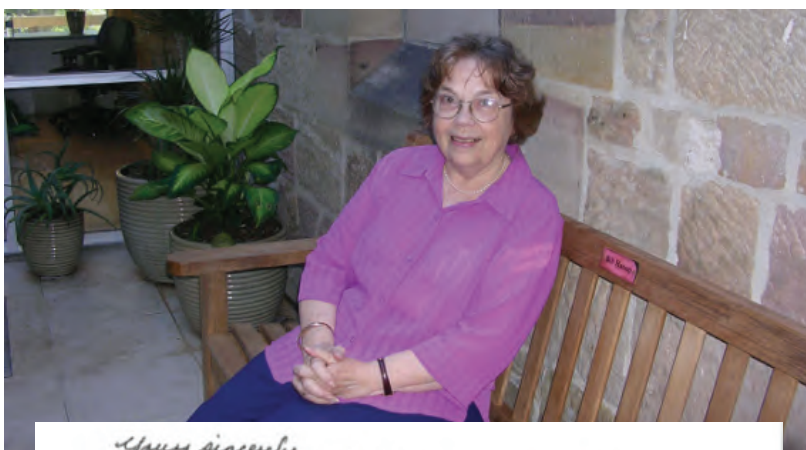
# Help make a large impact

We may be continually striving for small improvements, but there is no argument that the impact we have on the well-being of our members is a large one. We need your help to continue our work.

However large or small, your charitable bequest will have a huge impact on the lives of people living with MND and their families. Your generous gift will form a key part of our Association's long term income and help us to continue providing essential equipment, information, practical support, education, and advice free of charge to our members. It will also help us continue to fund research for more effective treatments and ultimately a cure for MND.

Anything you can contribute financially would be greatly appreciated. Please go to 'Donate' at [www.mndnsw.asn.au](http://www.mndnsw.asn.au) to make a secure donation online with a credit card, or download a form to fill and send with your cheque in the mail. Of course, you can always phone us at 02 8877 0999, if you prefer. If you would like to make a gift to MND NSW in your will, please contact us on 02 8877 0928, or email [giving@mndnsw.asn.au](mailto:giving@mndnsw.asn.au). We would love you to join our Blue Cornflower Society—invaluable benefactors who support the work of MND NSW.

Finally, we would like to take this opportunity to thank Marjorie Harrap who founded this organisation in 1981 when her husband was diagnosed with MND. Since then, Marjorie has come into the office every Tuesday to handwrite letters of condolence to our members. Now, after 35 years of exemplary commitment and extraordinary generosity, ill health has forced Marjorie to retire. We would not be where we are without her.



*Yours sincerely,  
Marjorie Harrap (Mrs)  
—for the Board of Management, Staff/Volunteers.*

## In the words of our members...

- “ The support we have received has been amazing. We feel we are not alone. ”
- “ The information I have received has helped me to understand what is happening to me. ”
- “ As my husband's carer, the support I receive is second to none. I couldn't manage without the assistance. ”
- “ Thank you for this wonderful service. Without this equipment you have provided for us I could not stay at home. ”
- “ Have certainly helped me when I “hit a brick wall” and gave me a chance to completely recover. Many, many thank you's are in order. ”
- “ Invaluable information/support forthcoming from MNDNSW. Relieves fear/isolation/ignorance. ”

