

**SUMMARY OF ISSUES AND ACTIONS
ARISING FROM PRESIDENT'S FORUM HELD ON SEPTEMBER 25, 2009**

Key Issue	Action Item	Response
<u>McKinnon House</u>	Review the Society's position to rent McKinnon House on the open market in 12 months	<ul style="list-style-type: none"> • McKinnon House is infested with termites and will not be available for the open market for at least another month • This action was in response to the financial constraints the Society faced at the time • The financial position of the Society has improved considerably • When McKinnon House becomes available, we will review our financial ability and explore returning this as a benefit to clients
<u>Maintenance at Granston Lodge</u>	<p>Undertake an audit of current maintenance requirements and system for resolution of identified issues</p> <p>Explore grant opportunities for specific repairs and maintenance</p>	<ul style="list-style-type: none"> • We have implemented a system where a full register of requests is managed and prioritised • The system ensures the appropriate allocation of resources and maintenance is now up to date • Available and external funding for recurrent and capital requirements is being identified and pursued when required
<u>Options for deinstitutionalisation</u>	<p>Continue to identify better living options</p> <p>Explore grant opportunities</p> <p>Investigate feasibility of aged care facility for over-65s with MS</p>	<ul style="list-style-type: none"> • Investigations are well underway to identify appropriate residential aged care providers that can meet the care and support needs of people with MS • The Society's policy was rewritten in draft form to reflect the intent of better community options
<u>Future of Client Services</u>	Investigate contributory scheme for physio and other services	<ul style="list-style-type: none"> • Option for 'fee for service' for therapies is being explore • We have implemented an appointment and scheduling system

<u>Hydro Pool</u>	Identify back-up options for when the hydro pool is out of service	<ul style="list-style-type: none"> • The Society has explored a number of options, however alternative hydrotherapy facilities are limited in this region • One possibility is the Mission Wesley pool at Sinnamon Village, but nothing can be confirmed until there is a clear definition of need • Thorough management program will minimise the risk of extended downtime
<u>Lunch service when visiting Granston Lodge for services</u>	Monitor new arrangement (host/hostess system) for delivery of lunch or tea	<ul style="list-style-type: none"> • Volunteers successfully recruited to provide lunch hosting services at Dutton Park between Monday and Thursday
<u>MS Queensland Website</u>	Include links for newly diagnosed	<ul style="list-style-type: none"> • Added a number of links to community resources, information and support in the Newly Diagnosed section • Newly Diagnosed section is now our most visited • Overall website traffic has increased and most visitors are from Queensland • Visitors are staying for longer and viewing more pages
<u>Financial Assistance</u>	Establish relations with large suppliers with a view to providing discounts	<ul style="list-style-type: none"> • We investigated a relationship with an air-conditioning manufacturer, but there was minimal interest • MS Queensland has taken the lead in advocating the State Government for an electricity subsidy to help people run air-conditioners
<u>Ongoing President's Forum</u>	Hold the President's Forum more regularly	<ul style="list-style-type: none"> • The President's Forum will now be held on an annual basis