

# Guide Dogs Victoria Annual Report



# 2019

# A message from the CEO

## The future is in sight.

**This year heralded the beginning of an exciting new era for Guide Dogs Victoria and the thousands of people with low vision and blindness that we support. Thanks to the generosity of our donors, supporters and the wider community, the 'Future is in Sight' campaign has been a resounding success and we are ready to officially start the major redevelopment of our campus at Kew.**

Not only will we be building the first fully accessible sensory campus in the world, we are creating a sustainable future for our organisation. This will enable us to meet the growing demand for our support and deliver the quality of services our Clients deserve.

Our Clients are at the heart of everything we do. This unwavering commitment was reflected in a 17 per cent growth in Client programs last year. In total, our amazing staff delivered nearly 21,000 hours of services – a 13 per cent increase on the previous financial year. I would sincerely like to thank our wonderful staff and volunteers for their passion and dedication.

In addition to transforming our Kew campus into a world-class training and education centre, we have a commitment to localising services across the state. In 2019, we opened

the doors to a dedicated service centre in Bendigo, as well as a new and improved location in Geelong. A home in the heart of Bendigo will allow our expert team to deliver more responsive services to Clients through the convenience and care of a local centre.

At the conclusion of an incredible two-year season in Melbourne, we celebrated the significant social impact of Dialogue in the Dark. A sensory exhibition that facilitates visitors experiencing daily living without sight, Dialogue in the Dark positively impacted in excess of 21,000 people with more than 98 percent of visitors agreeing the exhibition helped to change attitudes toward people who are blind or have low vision. Dialogue in the Dark achieved our goal to create a platform for social change and we will continue to champion inclusion and accessibility for all.

As we embark on the journey towards our vision for the future, we are as committed as ever to supporting Victorians to achieve a life of freedom and independence – now and for many years to come.

**Karen Hayes AM DSJ & Willow**  
CEO Guide Dogs Victoria and Ambassador Dog



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### Statement from the Chairperson

## Delivering the best outcomes for our Clients.

**As a result of rigorous planning and responsible fiscal management, Guide Dogs Victoria is in a strong position to deliver on our progressive redevelopment project. The 'Future is in Sight' project will ensure we can continue to support the best outcomes for our Clients.**

A key component of this strategy is to move from a reliance on grants and donations and transform into a thriving, independent organisation with a secure financial base. The new campus will incorporate business enterprises, including a veterinary clinic and doggy day care, that will serve the local community while generating new income streams for our organisation.

While we've had a view to tomorrow, we invested significantly in Client Services this year and now support more people with low vision or blindness than ever before. Guide Dogs Victoria also remains at the forefront of innovation in the vision sector, leading the expansion of beacon technology in public places across Victoria. We also partnered with the Australian Grand Prix Corporation (AGPC) and Blindsquare to achieve a world-first in accessibility, fitting the Albert Park precinct with Beacon technology for the Formula 1 Rolex Australian Grand Prix 2019.

None of this would have been possible without the ongoing support of our loyal donors and the community. As Chair and also a Client of Guide Dogs Victoria, I appreciate the genuine difference you make to our organisation and people with low vision or blindness.

On behalf of the Board, I would like to congratulate Chief Executive Officer Karen Hayes and her Senior Leadership Team for their courage and dedication in supporting people with low vision or blindness to achieve their goals in life.

**Iain Edwards**  
Chairperson, GDV Board

### A word from our Patron

## Guide Dogs enable Victorians to live free and independent lives

**Victorians can be grateful for the services provided by Guide Dogs Victoria to enable those with low vision and blindness to live free and independent lives, with the confidence and skills to take on life's challenges.**

We can thank Guide Dogs Victoria too for its steadfast commitment to advocate widely for the inclusion of all Victorians with a disability, and the innovative collaborations they have undertaken to make Melbourne a more accessible and welcoming place for everyone.

As the proud Patron, it is pleasing to know that Guide Dogs Victoria's redevelopment shall commence in the coming months, ensuring ongoing hope and help for the thousands of children and adults they support. Thank you to the Board, staff, donors, sponsors, supporters, and volunteers who do so much for so many.

The Guide Dogs Victoria team should be congratulated for another successful year supporting both children and adults with low vision or blindness. Thank you for encouraging them, and giving them the confidence to achieve their goals in life.

**The Honourable Linda Dessau AC**  
Governor of Victoria

# Our Board

Guiding us toward a bright future.



Iain Edwards  
**Chairperson**



Charles Thompson  
**Vice-Chairperson**



Bruce Brook  
**Board Member**



Harish Rao  
**Board Member**



Dr Jenny Gray  
**Board Member**



David Cochrane  
**Board Member**



Anthony Kearns  
**Board Member**



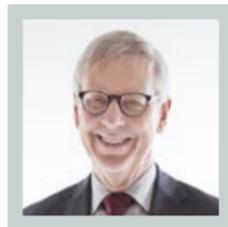
Angela Wheelton OAM DSJ  
**Board Member**



Nick Mescher  
**Board Member**



Maria Mercurio  
**Board Member**  
Outgoing Oct 2018



Graeme Houghton  
**Board Member**  
Outgoing Jan 2019



# Our vision & mission

The first choice provider of services for people with blindness and low vision that enables a lifetime of independence.

## Our values

Guide Dogs Victoria is committed to a set of values that underpin all that we do in the following areas:



Client Service



Accountability & Transparency



Professional Excellence



Honesty and Integrity



Mutual Respect and Trust



Success Through People



## Key financials

### Statement of Comprehensive Income for the Year Ended 30 June 2019

	2019	2018
<b>Revenue</b>		
Fundraising and gift in wills	9,191,277	11,929,830
Funding for capital purposes	4,312,554	3,318,996
Revenue from merchandise sales	1,233,736	1,579,285
Revenue from the provision of dogs and orientation mobility services	4,051,774	3,303,027
Rental revenue	51,308	60,736
Finance and investment revenue	485,160	225,643
Other income	8,218	94,091
<b>Total Revenue</b>	<b>19,334,027</b>	<b>20,511,608</b>
<b>Expenditure</b>		
Fundraising and gift in wills	(3,266,484)	(3,290,297)
Cost of merchandise sales	(1,492,629)	(1,841,100)
Cost of provision of dogs and mobility services	(10,665,041)	(9,359,023)
Community information and public education	(2,237,240)	(2,243,839)
Corporate services	(730,048)	(688,842)
Other expenses	(1,690,612)	(132,108)
<b>Total Expenditure</b>	<b>(20,082,054)</b>	<b>(17,555,209)</b>
<b>(Deficit)/ Surplus before income tax</b>	<b>(748,027)</b>	<b>2,956,399</b>
Income tax expense	-	-
<b>(Deficit)/ Surplus for the year</b>	<b>(748,027)</b>	<b>2,956,399</b>
<b>Other comprehensive income</b>		
Net unrealised gain on re measurement of available for sale financial assets	-	201,741
<b>Total comprehensive income for the year</b>	<b>(748,027)</b>	<b>3,158,140</b>



### Statement of Financial Position for the Year Ended 30 June 2019

	2019	2018
<b>Current assets</b>		
Cash and cash equivalents	12,320,051	10,223,327
Trade and other receivables	1,130,515	1,227,550
Inventories	1,344,313	1,166,215
Financial assets	2,003,196	2,724,71
<b>Total current assets</b>	<b>16,798,075</b>	<b>15,341,803</b>
<b>Non current assets</b>		
Financial assets	855,855	938,333
Property, plant and equipment	6,535,227	8,412,377
Intangible assets	-	-
Investment property	1,050,000	1,162,215
<b>Total non current assets</b>	<b>8,441,082</b>	<b>10,512,925</b>
<b>Total assets</b>	<b>25,239,157</b>	<b>25,854,728</b>
<b>Current liabilities</b>		
Trade and other payables	716,932	693,089
Provisions	1,247,712	1,037,097
<b>Total current liabilities</b>	<b>1,964,644</b>	<b>1,730,186</b>
<b>Non current liabilities</b>		
Provisions	54,955	156,957
<b>Total non current liabilities</b>	<b>54,955</b>	<b>156,957</b>
<b>Total liabilities</b>	<b>2,019,599</b>	<b>1,887,143</b>
<b>Net assets</b>	<b>23,219,558</b>	<b>23,967,585</b>
<b>Accumulated funds</b>		
Reserves	18,557,537	14,799,791
Retained earnings	4,662,021	9,167,794
<b>Total accumulated funds</b>	<b>23,219,558</b>	<b>23,967,585</b>

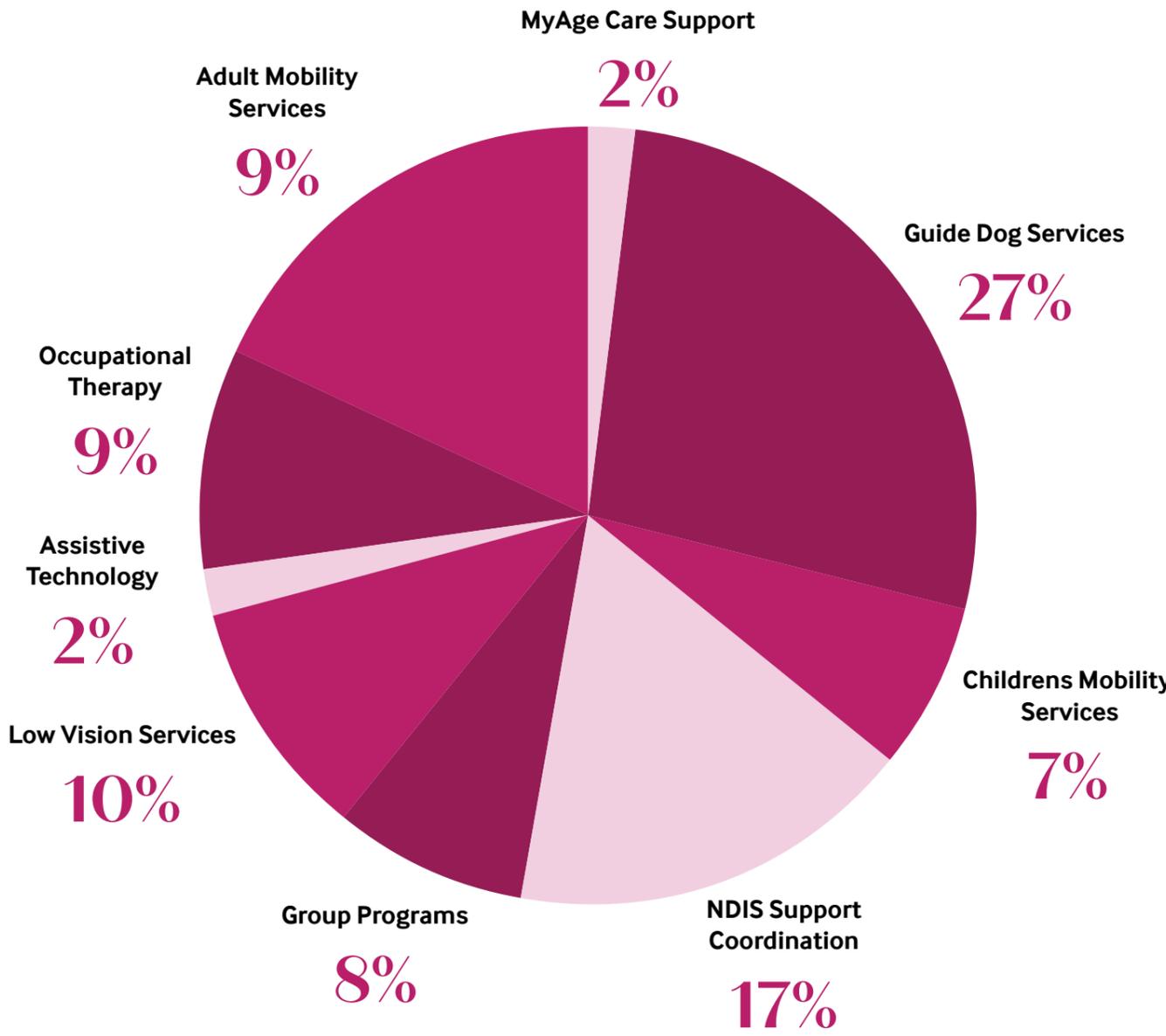


The 2019 Financial Report contains the Directors' Report and Annual Financial Statements, and Performance Statement, together with the Auditor's Reports thereon. The 2019 Financial Report is made available to Members and can be accessed from our website.

## Supporting our Clients in 2019

By providing more than 20,993 hours of Client service, we have had a positive impact on over 9,824 individuals and their support networks. Our service hours represent a 13% increase from last year, with these results contributing to our first Net Promoter score.

Net Promoter scores indicate Client satisfaction and retention, and our score of 68 is considered an excellent result! Alongside showcasing our commitment to our Clients, this number sets a benchmark for future measurement and improvement.



## Crunching the fundraising figures for 2019

<b>\$1,805,146</b>	<b>54,798</b>	<b>\$9,191,277</b>
Giving Day Donation Total	Number of FY19 Donations	FY19 Donation Total

## Dialogue in the Dark's Impact

<b>24,893</b>	<b>2,179</b>	<b>4,744</b>
Exhibition visitors	Workshop participants	School students

## Using media to expand our horizons

<b>146,178</b>	<b>11%</b>	<b>35,649</b>
Website visits	Social media growth y.o.y.	Facebook likes

## Results for our dedicated team

<b>88%</b>	<b>97%</b>	<b>1.5m</b>
Employee engagement	Volunteer engagement	Volunteer hours



## Gifts in Wills & Major Supporters

Ada Withers  
Advance  
Aged Persons Welfare Foundation  
Ainslie Cummins  
Allen and Wendy Russell  
Alfred Noel Curphey  
Allan Ross Raphael  
Allen and Wendy Russell  
Amelia Eliza Holland  
Anne Brewster  
Annie and John Paterson Foundation  
Annie Gladys Matthews  
Arthur Edward Ballard  
Arvid Murray Johnson  
Audrey Bownas  
Audrey June Bryant  
Balwyn Central Vet  
Barbara Vivian Smith  
Belinda Lim  
Bessie Mary Thompson  
Betty Amsden Foundation  
Betty Brenda Spinks  
Boehringer Ingelheim  
Boroondara City Council  
Bowness Family Foundation  
Brian James Connor  
Brian Johnstone  
Brian M Davis Charitable Foundation  
Brimbank City Council  
Bruce McDonald Charitable Trust  
Business Victoria  
Charles Henry Maynard  
Cheryl Lorraine Dobbie  
Christina Kurcius  
Christine Wood  
City of Greater Bendigo  
City of Melbourne  
Claude Muhlethaler  
Coles  
Colin Bruce Bowman  
Collier Charitable Fund  
Commonwealth Bank Staff Fund  
Community Enterprise Foundation  
Cynthia Scherer  
Daphne Edwardson  
David J Grills  
Department of Industry,  
Innovation and Science  
Designer Plants  
Donald Ernest Leith  
Donald Persin  
Doreen Hazel McKenzie  
Edith Burgess  
Edith Grace Kemp  
Edmund Beer  
Edna Beryl Baker  
Edward Huglin  
Elizabeth Bird  
Enid Farmer  
Florence Jessie Blythman  
Francis Samuel Abrahams  
Charitable Trust  
Frederick James Reid  
Geoff and Helen Handbury Foundation  
Geoff Wing  
Geok Wong Charitable Trust  
Gloria Storer  
Gourmet Pawprints  
Greenstone  
Gwen Carne  
Gwenneth E Miller  
Gwenneth Nancy Head Foundation  
Helen Clement  
Helen Jean Burgess  
Helen Macpherson Smith Trust  
Helen Rule  
Hilary Irwin  
Honda Foundation  
Ian Frederick Leslie Johnson  
Ian Potter Foundation  
Ian William Dodd  
Inez Drury  
Irena Cheesman  
James Alford  
Jean Hedges  
Jean Rentoul  
Jean Webb  
Jessica Maude Carvell  
Jill Richmond Rymill  
Jillian Bradshaw  
Joan Carter  
Joe White  
Johanna Abbenhuis  
John and Jenny Leaper  
John and Lorraine Bates  
John Dossetor  
John Leonard Penwill  
John Townend Goodfellow  
Joseph Norman Mason  
June Cameron  
Justin Twomey  
Karen and Graeme Hayes  
Katherine Macpherson  
Keith Dinsmore Yardy  
Ken Wallace-Dunlop  
Kenneth M Martin  
Kong Company  
L I Roach  
Lady Marigold Southey  
Leonard and Elana Warson  
Linda Brown  
Lisa Gorman  
Lola Elisabeth Stewart  
Lola Poynton  
Lord Mayor's Charitable Foundation  
Luca Scribani Rossi  
Mandy Deam Foundation

Mardi Melick  
Margaret Ellen Meisenhelter  
Margaret Hampton  
Margaret Joan Johnson  
Margaret Muriel Loughnan  
Margaret Olivia Troy  
Margaret Rickard  
Margaret Ross  
Margaret Winifred Palmer  
Marie De Bavay  
Marie Keane  
Marjorie Bentley  
Marjorie Hayes and Olivia  
Cock Memorial  
Mary Louise June Maclean  
Mary Veronica Jones  
Maureen Dowsett  
Mazda Foundation  
NAB  
Neville and Rita Brown  
Noel Moore  
Norm and Carol Hastings  
Norma Helen Tyler  
Norma Joyce Hughes  
Norma McKenzie  
Norman Alan Mills  
Oswald Charles Hearne  
Paul Barnett  
Patricia McIntyre Foundation  
Patricia Moloney  
PAW by Blackmores  
Peggy Valerie Luker  
Perpetual - Brian J Sutton  
Perpetual - Impact Philanthropy  
Petstock  
Phyllis Madeline Mackennal

Pierce Armstrong Trust  
RACV  
Richard and Elaine Stradwick  
Richard Sadus  
Rita Thompson  
Ritchies  
Robert Burden  
Rodney John Barr  
Rose Myrtle Pratt  
Rosemary Atkinson  
Roy Edwards  
Ruby Janet Kathleen Tout  
Russell Herbert Vontom  
Sheila Mary McKenna  
Shine On Foundation  
Shirley Millicent Legge  
Sue Webb  
Sun Foundation  
Svetko Krismancic  
Sylvia Mary Dungan  
The Ruth and Harry Taafe  
Charitable Trust  
Thomas Anthony Henry Brady  
Transport Accident  
Commission  
Urquhart Charitable Fund  
Valerie Pearl Cotton  
Victor Russ Pittman  
Wendy Coghill  
Wilfred & Ruby Bird  
William Arthur Shipperlee  
William Mansel & Dorothy Higgins  
Woolworths  
Yvonne Mee

## Puppy Sponsors

AIS Insurance  
Bowness Family Foundation  
Debbie Swan  
G W Vowell Foundation  
Lord Mayor's Charitable Foundation - Eldon and Anne  
Foote Trust  
Lottery Office Charitable and Community Benefits Trust  
Margaret Ross  
Monica Behrend  
Patricia Culvenor  
Platinum FM  
Rochiram Paramand Charitable Trust  
Shine On Foundation  
Wendy Sammells



Thank  
you!





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