

Inspiring
Independence

2015 Annual Report



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David & Guide Dog Oliver

David Foran has been a strong advocate in the blindness and low vision sector since 1999. He is ably supported by his Guide Dog Oliver, who has enabled David to recapture elements of his life previously considered too challenging or simply too risky.

With Oliver by his side, a host of daily orientation tasks have become effortless and stress free. More importantly, Oliver has enabled David to be the hands-on Dad he has always wanted to be. This is a powerful testament to the dedication and commitment of all those responsible for breeding, raising and training our high calibre dogs.

“With Oliver, wayfinding and orientation tasks have become effortless. He has brought unanticipated benefits in independence and safety that I thought lost, and a range of opportunities to be the Dad I feared impossible.”

David Foran (Client)

Our Vision

Independence for every blind and vision impaired person.

Our Mission

Provide blind and vision impaired Victorians with high quality training and support to maximise their independence.

Our Values

- Client service
- Honesty and integrity
- Success through people
- Professional excellence
- Mutual respect and trust
- Accountability and transparency

Message from the Governor of Victoria

The Honourable Linda Dessau AM

Patron, Guide Dogs Victoria

As the newly appointed Governor of Victoria, it is a great honour to take on the role of Patron of Guide Dogs Victoria - an organisation with such a long history of service and support to the Victorian public.

Every morning thousands of Victorians wake up, open their eyes and bound into the day without a thought for the opportunities that sight brings them.

For many living with vision loss or blindness, without the right support, life can be isolating.

Through the provision of life changing orientation and mobility services, Guide Dogs Victoria enables people and their families to learn the skills they need to live an independent life with freedom and confidence.

Guide Dogs Victoria would not be where it is today without the generous support of the Victorian community. To each donor and volunteer who graciously contributes, I commend your kindness and foresight.

As the number of people living with vision loss or blindness continues to rise, I encourage everyone to continue to support this important and worthwhile cause.

In closing, I congratulate Guide Dogs Victoria on another successful year and look forward to visiting the Kew campus in the coming months to see first-hand the remarkable contribution you make to Victorians living with vision loss or blindness.

I wish you all well for the year ahead.



The Honourable Linda Dessau AM

Governor of Victoria

Patron, Guide Dogs Victoria



Guide Dogs Victoria has two Vice Patrons, namely Betty Amsden AO DSJ and Gordon Duxbury OAM.

President's Report

In Victoria, the number of people living with vision loss or blindness is predicted to grow significantly. In response to this projected growth, Guide Dogs Victoria have implemented a strategy resulting in increased fundraising activity aimed at enhancing our associated returns in future years to fund the projected increase in the demand for our services.

During 2014/15, our committed team of professional staff provided a broad range of mobility services to around 1,540 clients. In relation to Guide Dog Services, 40 Guide Dogs and 13 Pets As Therapy Dogs were provided to blind or vision impaired Victorians. As at 30 June 2015, there was a record number of 213 working Guide Dogs in Victoria.

With the new health and aged care reforms, the challenge remains for our service offerings to meet the changing needs of our consumers. There also remains a key challenge for our organisation to operate in a cost effective, collaborative and innovative manner in this rapidly changing and challenging environment. In this regard, we have continued to collaborate with our interstate counterparts and forge relationships with educational and professional bodies.

A relationship has been forged with The University of Melbourne with novel technology being developed - a world's first aimed at improving the ability for clients to navigate independently. Further, we have continued to support the two Bionic Eye Programs in Australia.

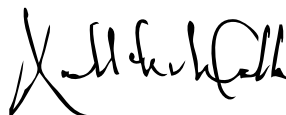
For 2014/15, we had a \$940,000 positive operating result. This result was favourably impacted by the receipt of capital purpose income to fund the upgrade of our facilities.

I am pleased to report that construction on the upgrade of our kennel facilities and breeding centre is near completion.

The new facility, which is environmentally friendly, includes a 2,000 square metre roofing structure which not only provides enhanced protection to our dog colony, but also facilitates the collection of rain water with its ultimate reuse to sanitise the facility. Subsequent to the completion of this project, construction is planned for a new veterinary clinic. This will not only service our needs, but be open to the general public and accordingly provide us with an additional revenue source.

The provision of our services would not be possible without the significant contribution made by our passionate volunteers, including puppy raisers, generous donors and thoughtful bequestors, for which we are extremely grateful. I would like to extend my sincere thanks for the significant contribution made by my fellow Board members, our Chief Executive Officer, Karen Hayes, and our dedicated team of professional staff, covering all aspects of our operations.

Finally, on behalf of the Board, I would like to thank you all for your significant contribution to Guide Dogs Victoria which enables us to provide a broad range of high quality services to children and adults in Victoria who are living with blindness or vision loss.



Russell A Walker
President



CEO's Message

This year has been a whirlwind of achievement for our organisation and for the people we support. I never grow tired of seeing the look of triumph on the face of a client as they take a new step towards a life of freedom and independence.

Guide Dogs Victoria has delivered amazing results this year and our leadership in the sector is gathering momentum. For the third year in a row, we have been voted Australia's Most Trusted Charity. This is an exceptional result and a true testament to the quality of our staff and the integrity of the services they provide.

Guide Dogs Victoria is now the largest supplier of Guide Dogs in Australia. We are recognised globally, not just for the quality of our dogs, but also for the world class practice we deliver through our adult and children's mobility services.

We have continued to drive strategic relationships with industry and leading clinical and academic institutions, including The University of Melbourne, The Royal Victorian Eye and Ear Hospital, Bionic Vision Australia and

Public Transport Victoria as exemplary examples. These strategic partnerships play a vital role in building our capacity to deliver outstanding service innovation and improve the lives of the people we support.

As many of you know, the year has been jam packed with events including the inaugural Opaque Ball, International White Cane Day, International Guide Dogs Day at the Shrine of Remembrance, and Dogs Unite, to name a few. These signature events help us to connect more broadly with the community and bring new friendships into the Guide Dogs Victoria family. This connection with the community was never more evident than at a function I recently attended at Government House, farewelling Guide Dogs Victoria Patron - The Honorable Alexander Chernov AO QC. Of the 170 charities in attendance, he made mention of the great work of Guide Dogs Victoria. It was truly moving to hear him speak with such heart for our organisation and a moment I will hold dear forever.

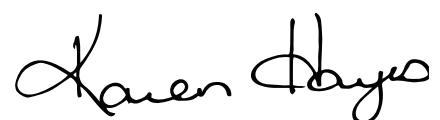
The National Disability Insurance Scheme (NDIS) trial sites are now entering their third year and we now have 30 new clients in Barwon receiving funding for the first time in their lives. Whilst the NDIS brings hope for many in this country, I am cognisant that only 17% of our clients will be eligible for any form of NDIS funding. Whilst some disability service providers are following a more commercially driven path, we are resolute that Guide Dogs Victoria will always be a philanthropic organisation, focussed on delivering orientation and mobility services to people, regardless of their eligibility for funding.

But we won't be resting on our laurels. To enable the growth of services which will accommodate rising demand, we will continue to drive continuous improvement in our business and have developed a robust strategic plan to deliver on our vision.

As I look back on the achievements of each year, I am always mindful of the contribution that many have made over the years to make Guide Dogs Victoria the iconic organisation we are today. It is a team effort spanning decades and a mission that stands firm in its commitment to inspire and enable independence in each person we support.

I am immensely proud to lead this amazing organisation. Our staff are true world class in their field, our volunteers are incredible and our donors' generosity continues to astound me. I truly believe that together, we are an unstoppable team that can achieve anything we set our minds to.

Supporting people to achieve independence is in our blood, it is in each of the puppies we breed and train. It is in each Guide Dog that walks the streets in Victoria and it is in the heart of each staff member, volunteer and donor. It is a privilege to continue to serve.



Karen Hayes
Chief Executive Officer
and Ambassador Dog Willow





“

Supporting people to achieve independence is in our blood. It is in each of the puppies we breed and train. It is in each Guide Dog that walks the streets of Victoria and it is in the heart of each staff member, volunteer and donor.

89%

Customer
satisfaction
rating

1.3 million

Hours of volunteer
time delivered

94%

Employee engagement

Year at a Glance

Guide Dog Services

Specialists from our Guide Dog Services train a Guide Dog handler to navigate their environment confidently and independently, knowing their Guide Dog will not only recognise obstacles in their path but guide them safely around them.

Children's Mobility Services

We provide a specialised service to children who are blind and vision impaired from birth to enhance their confidence, develop age appropriate movement and travel skills, and achieve their potential in all aspects of life.

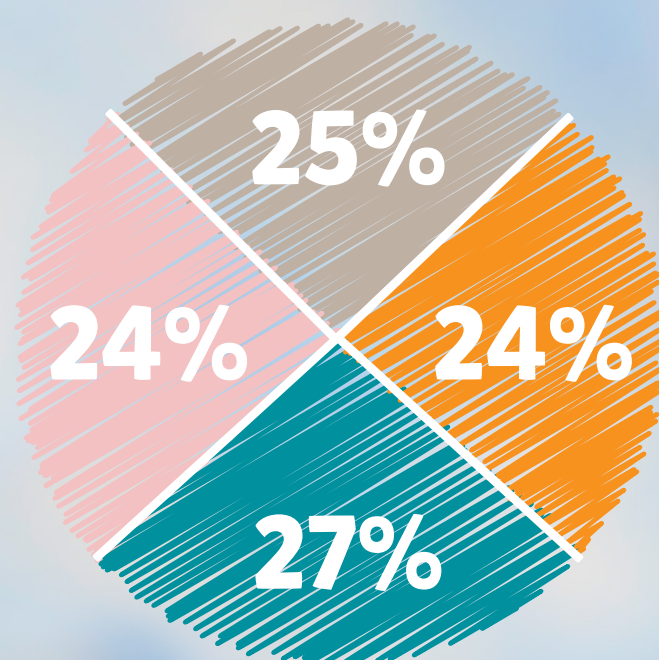
Adult Mobility Services

This team enables vision impaired people from the age of 18 to move safely, fluently and independently in the environments through which they wish to travel. This may involve learning to use a white cane and/or developing use of their other senses.

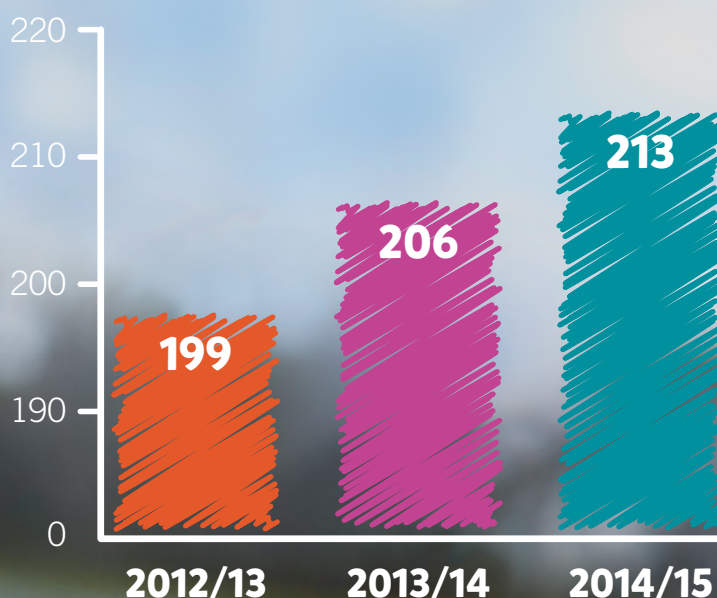
Acquired Brain Injury Mobility Services

This is a specialised assessment program for clients who have a vision impairment secondary to a brain injury. Training enhances the use of residual vision, develops use of other senses and develops strategies to increase independence.

Service breakdown

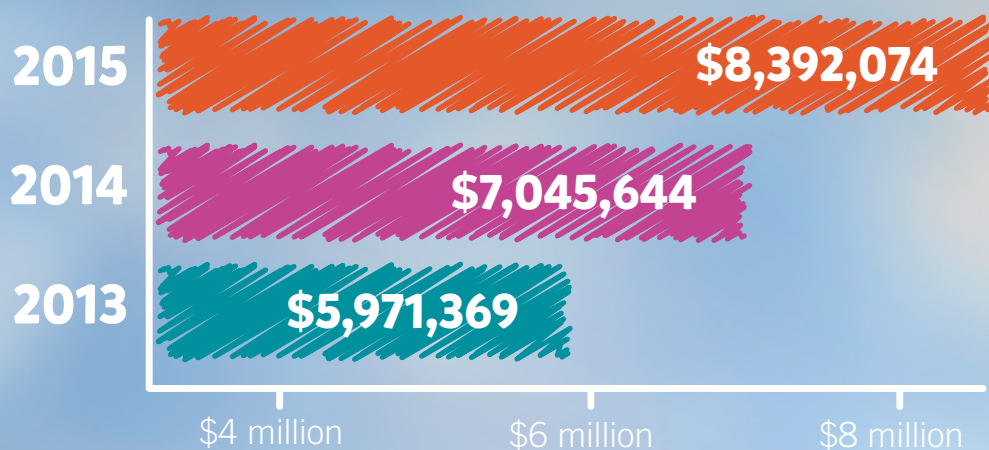


Number of Guide Dogs working in the community over 3 years



1,537
clients in 2014/15

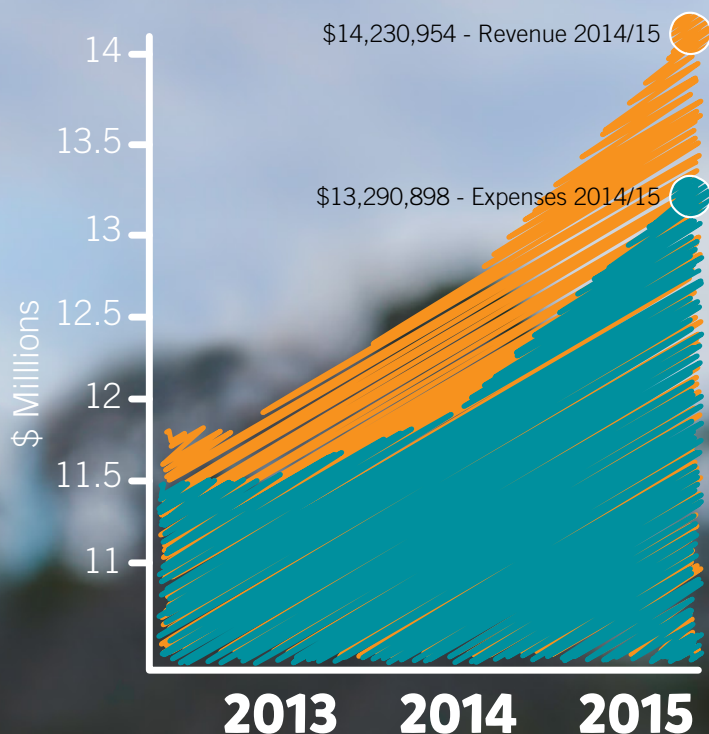
Fundraising – over 3 years



\$8.39 million

raised through donor
revenue and
bequest in
2014/15

Revenue/Expenses - over 3 years



Strategic Reports

Consumer and Guide Dog Services

- Achieved client satisfaction rating of 89%, a rise of 4% on 2013/14.
- Achieved approval to be a registered provider for children receiving 'Better Start' funding (early intervention services for children aged 0-7).
- Opened first Guide Dogs Victoria regional office in Geelong to provide local support for the community and for participants in the National Disability Insurance Scheme trial site.
- Strengthened strategic relationships with Centre for Eye Research Australia (CERA), The University of Melbourne and Swinburne University to develop best practice innovations in assistive technology and service provision.
- Delivered strong client advocacy through representation at Vision 2020, Independence and Participation Committee, Vision 2020 Prevention and Early Intervention Committee, Victoria Vision Collaborative with Guide Dogs Victoria, the Royal Victorian Eye and Ear Hospital, Vision Australia, the Australian College of Optometry and Centre for Eye Research Australia.
- Completed Dog Facilities Upgrade Phase 1 with zero impact to operations.



New Geelong office opened!



Reported a \$940,056 operating result for 2014/15

Financial

- Developed a comprehensive action plan to ensure Guide Dogs Victoria is prepared for full scheme roll out of the National Disability Insurance Scheme in July 2016.
- Completed the roll out of a new customer relationship management system to improve customer service delivery and back office efficiency.
- Secured contract to provide telemarketing services on behalf of Guide Dogs South Australia and Northern Territory.
- Developed a comprehensive three year Technology Services Plan that will deliver significant productivity benefits when implemented.
- Reported a \$940,056 operating result for 2014/15.
- Produced an audited performance statement for the first time covering 2014/15.



Fundraising

- Implemented a number of new donor care and engagement strategies resulting in a strong increase in new cash donors and regular giving supporters.
- Developed a calendar of activities and implemented more personalised communications for our high value donors resulting in significantly improved engagement levels across a wide range of supporter groups.
- Developed new workplace giving and community fundraising strategies resulting in a gift of \$50k from NAB as their employee choice recipient. Community fundraising event Run Melbourne also achieved a fantastic fundraising result of \$40k.
- The first phase of donor acquisition has outperformed expectations and yielded a 25% return on investment. The strategy has also tripled the number of supporters in our direct mail program and regular giving increased by 47%.

Regular giving increased by 47%

Winner of Reader's Digest 'Most Trusted Charity' brand 3 years running



Brand

- Awarded the Readers Digest Award for the 'Most Trusted Charity' for the third year in a row.
- Maximised brand awareness through campaigns including: 'Take the Lead' and 'Access All Areas' campaigns, Graduation Day, Opaque Ball, Geelong office launch, International White Cane Day, International Guide Dog Day, 'Dogs Unite' and 'Puppies in Parliament'.
- Achieved a 43% increase in online activity and engagement for the year.
- Ran a series of information sessions about the National Disability Insurance Scheme for clients. These will continue in 2015/16.
- Engaged with the local community and key community partners to ensure our clients' voice was heard at a strategic level. This included the Victorian Taxi Association, Public Transport Victoria and the Eye and Ear Hospital.

People & Culture

- Achieved fantastic workforce engagement levels with 94% for employee engagement and 90% for volunteer engagement.
- Achieved a 60% reduction in the number of lost time injury incidents from 2011/12 to 2014/15.
- Developed a robust workforce plan with strategies in place to ensure future labour supply.
- Identified action plan to ensure our ongoing compliance with AS4801 and the Disability Service Standards.
- Developed a Learning and Development framework to enhance the professional development opportunities for employees and volunteers.
- Developed a strategy to participate more proactively in relevant industry recognition awards as part of our Employer of Choice program.



Employee Engagement 94%

Building for our Future

The need for services is greater than ever before. Guide Dogs Victoria is clear in its vision for the future and has developed a progressive master plan to ensure Guide Dogs Victoria's facilities are here for Victorians for years to come.

The new master plan will take our global reputation for quality to the next level. It will expand and innovate our service delivery capacity to meet current and future demands and will create a world class centre of excellence that all Victorians can be proud of.

Our campus in Kew has given wonderful service for 58 years, but the buildings and infrastructure now desperately need modernisation. The new master plan will create a modern facility where vision impaired children and adults can learn to live and work independently.

As well as a significantly expanded dog training facility, the new development will also include a best practice veterinary clinic and teaching facility.

The transformation of the organisation's customer service and business systems is a key focus for 2015/16 as the roll out of the National Disability Insurance Scheme continues. This integrated technology will enable Guide Dogs Victoria to be more responsive and flexible in the way services are delivered, as demand rises.

Funding for Guide Dogs Victoria remains a challenge. With only 17% of the client base eligible for National Disability Insurance Scheme funding, the organisation continues to rely heavily on the generosity of the community to keep services running.

To counter this, Guide Dogs Victoria has committed to expand fundraising efforts in 2015/16 to support the delivery of the vision and master plan.

- 1 Commercial Hub
- 2 Vet Clinic
- 3 Vet Training Facility
- 4 Breeding Centre
- 5 Education Centre/Events
- 6 Telemarketing
- 7 Arnold Cook House
- 8 Resources, Admin & Operations
- 9 Kennels Facilities

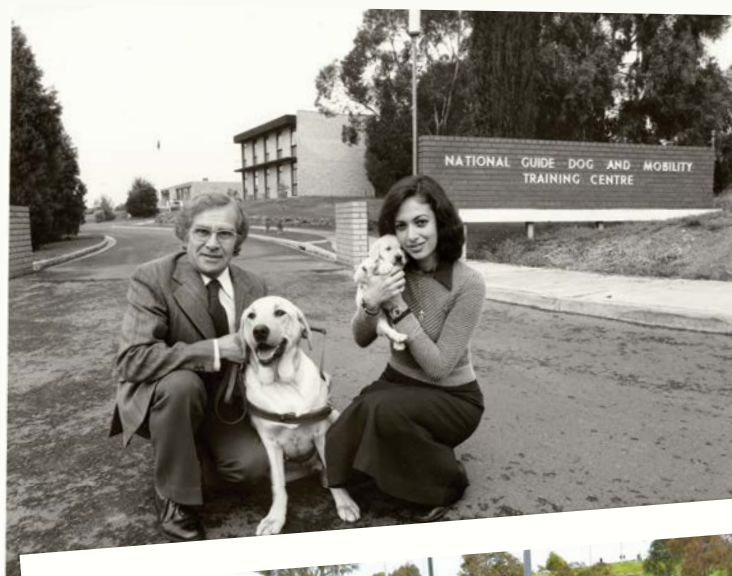


Providing truly individualised services that enable great client experiences is central to the way Guide Dogs Victoria operates. As part of the organisation's continuous improvement plan, Guide Dogs Victoria has committed to implement extensive professional development in customer-centred practice for all staff.

This will ensure the organisation maintains the right skills to support outstanding customer service.

Guide Dogs Victoria is also committed to strengthening its strategic partnership plan in 2015/16 with a number of ground breaking projects with leading academic and clinical institutions, due for delivery in the year ahead.

Above everything, Guide Dogs Victoria remains committed to providing people living with vision loss or blindness with high quality services that enable freedom and independence.



Top: Arnold Cook House 2014.

Middle: Keith Holdsworth with Farida Pedder, outside Guide Dogs Victoria 1977.

Bottom: New kennels opened in May.

Guide Dog Services

2014/15 proved to be another exciting and productive year in Guide Dog Services.

During this year, 65 dogs graduated from our Guide Dog, Pets as Therapy and Companion Dog programs.

A number of initiatives were undertaken to add further value to programs provided by the Guide Dog Services team.

This included the roll out of new and innovative client workshops focusing on the use of positive reinforcement in dog handling as well as caring for Guide Dogs nearing retirement. Client demand has exceeded expectations, with over 25% of existing clients engaging in these workshops within 6 months of commencement. A program of forums has also provided an effective vehicle for collecting direct feedback from clients and driving continuous improvement in customer service.

Demand continues to grow and the team has worked diligently to minimise waiting times for our clients. At year's end, average waiting time for a Guide Dog was under 15 weeks.

Thanks to the combined efforts of staff, Puppy Raisers and trainers, a record 65 dogs graduated this year at the Hawthorn Arts Centre through our Guide Dog, Pets as Therapy and Companion Dog programs. We received wonderful media support from Channel 9 News, Channel 7 News, Channel 10 News and the Herald Sun.

Our commitment to breeding the best dogs in the industry continued with the engagement of Dr Mike Goddard, Professorial Fellow in Animal Genetics, University of Melbourne, to undertake analysis of our breeding program. This is a first step toward the introduction of Estimated Breeding Values (EBVs) into our breeder selection process. Over time this will enable improved targeting of specific canine characteristics and more rapid improvements in the health and temperament of our valuable dogs. This project aims to maintain Guide Dogs Victoria's position as industry leader over the next decade and more.

The redevelopment of the kennel facility at Guide Dogs Victoria continued apace with completion of Phase 1. Despite the significant disruption of building works, the team worked tirelessly to ensure the

important work of breeding, training and placing of our dogs continued. As a result of their dedication, there was a negligible impact to operational outcomes.

Alongside the development work, a project was undertaken to assess current hygiene practices and performance. While a number of new initiatives were identified, the report card indicated that current performance and canine health is of an extremely high standard with no areas requiring critical attention. New initiatives were also rolled out in the area of canine enrichment, supported by our valued volunteers. Together, these new programs ensure that our commitment to the health and psychological wellbeing of our dogs is maintained at the highest level.

Our emphasis on staff and volunteer training also continued with a number of staff attending courses off site as well as the development of a number of initiatives within Guide Dogs Victoria.

Victorian Guide Dogs Abroad



24 Pups went to Guide Dogs NSW/ACT, Guide Dogs SA/NT and Guide Dogs WA

4 Untrained Dogs went to Guide Dog Services Service Dogs Japan

2 Fully trained Guide Dogs went to Nippon Lighthouse for the Blind, Japan and Guide Dog Association for the Blind, Singapore





“Having a Guide Dog gave me back my dignity. I’m forever grateful for the independence that a Guide Dog has given me.

Nam Luc (Client)

Nam & Guide Dog Fraser

Nam was diagnosed with uveitis in his 20's. It wasn't until his 40's that he started to manage his deteriorating eye sight and began to use a cane to help with his mobility. After losing sight in his right eye and his left eye becoming progressively worse, the cane was not meeting his needs anymore. Nam contacted Guide Dogs Victoria to enquire about a Guide Dog.

Soon after being matched with a Guide Dog, Nam regained his confidence and independence. With Guide Dog Fraser by his side, Nam continues to work full time at a job he loves and is enjoying family life to the full with his wife and two children - who adore Fraser as much as he does!

Children's Mobility Services



The Children's Mobility Service continues to deliver high quality, individualised services to children and their families. The team uses a holistic approach; working collaboratively with the whole family to achieve greater independence and confidence for the child living with vision loss or blindness.

In 2014/15, the Children's Mobility Services team delivered 417 individual programs, 20 group programs and 5 camps. These programs and camps are designed to develop confidence, age appropriate movement and travel skills.

In August, the new Geelong office was opened. This centre has enabled the Children's Mobility Service to develop a strong presence in the local community and provide vital assistance to eligible families as they transition into the National Disability Insurance Scheme.

The dynamic Geelong team introduced a parent information evening that was twinned with an interactive Orientation & Mobility session for children to participate in. This innovative strategy proved highly engaging for both groups. The parent session provided parents with practical information about when to bring in a mobility specialist to assist their child and how they can best support their child's Orientation & Mobility needs and goals from toddler through to the teen years. The children's session involved a number of interactive Orientation & Mobility activities for the children living with vision impairment and also their siblings.

Feedback from parents indicated that the involvement of siblings in experiential activities improved their understanding of the impact of the vision impairment on their brother or sister.

The group camp programs for both primary and secondary schools remained very popular in 2014/15 with 75 children joining in the fun. The July junior camp program was themed 'Move it, Make it, Bend it, Shape it'. This camp aimed to train students to travel in unfamiliar areas, increase their conceptual understanding of different environments and expand their thinking and problem solving skills. Students at the Geelong senior camp program completed all travel on public transport and stayed overnight in both Geelong and Lorne. The students developed a range of independent travel skills, including using the Myki ticketing system and V/Line travel as well as safe road crossing.

This year, two new innovative camp programs were introduced to the annual camp calendar. A Family Camp was developed to give students and their families the opportunity to learn more about their child/sibling's vision impairment, their strengths and their abilities. Families were also able to network and learn from each other in a fun and inclusive environment.



Children's Mobility Camps

Our Children's Mobility Service runs a number of camps throughout the year, enabling vision impaired students to further develop their orientation and mobility skills and increase their independence. They also provide an opportunity to socialise with other vision impaired children.

Jessica (pictured left) attended camp for the first time this year. Her mum Georgia was very happy to see Jessica broaden her horizons. "Watching our Jessica beam with happiness after the camp is wonderful. All the staff are amazing and we thank them so much for being there for our family," says mum Georgia.

A Sports Camp provided the opportunity for children to try a variety of sports and develop fundamental movement skills needed for safe and independent mobility. Many new friendships blossomed between the children, providing them with important peer level support networks as they travel through life.

Children's Mobility Services has continued to develop the youth Guide Dog program to support children in their journey towards Guide Dog mobility. Five graduates have completed their Guide Dog training program and commenced their senior years of secondary schooling with a Guide Dog by their side. A further five children have enjoyed working through the Guide Dog training modules in anticipation of future Guide Dog mobility.

Guide Dogs Victoria sent a dual qualified Guide Dog mobility instructor/children's Orientation & Mobility specialist to Mira Foundation in Quebec, Canada, to learn about their children's Guide Dog program where children as young as 11-years-old are trained. The team are excited to continue to evolve their programs in collaboration with the Guide Dog team to meet the needs of our clients over the coming year.



As part of Guide Dogs Victoria's commitment to best practice, staff have been supported to complete training in the delivery of early intervention Orientation & Mobility services to the 0-7 age bracket.

Moving into this space is a natural progression for the team. Research shows that the provision of services at a very early age will radically improve the long term outcomes for children living with vision loss or blindness. The team have already begun implementing their new skills and are excited at the opportunity to make a real difference in this area in the coming years.

The camp was so much fun and I had an awesome time!

Jessica Walsh (Client)

Adult Mobility Services

The Adult Mobility Service includes Guide Dogs Victoria's Acquired Brain Injury Mobility Services and Adult Orientation and Mobility Services.

Adult Mobility Services' Orientation & Mobility Instructors provided 1,159 programs this year, meeting a variety of objectives around client choice. Typical client goals include: learning how to use a long cane, orientation to new destinations, travelling on public transport, safely crossing roads and walking children to school.

In 2015, the Adult Mobility team further developed the range of client-focused programs which aim to increase mobility skills and independence in completing daily living tasks. Additionally, these programs provide clients with an opportunity to meet others with a vision impairment and learn from another person's experiences. Examples include: 'Live Safe Travel Smart', 'Melbourne Lane Ways', 'Public transport skills', 'Technical Days', 'Living with an Acquired Brain Injury' and 'Say Cheese'. These programs challenged clients to learn new skills in a safe and supportive environment.

The team also introduced a new peer support program called 'Reach' in 2015. This initiative involves a network of peer support counsellors who provide telephone support to clients. Feedback on the 'Reach' program has demonstrated the real value that clients have gained from this program through the sharing of their personal experiences, tips and tricks. Each client is linked to a peer support counsellor.

As well as peer support, the Adult Mobility Services team continues to provide more targeted support through programs such as 'Accelerate' (Men 18-25 years), 'Adrenaline' (Men 26-50+), 'Divas' (Women) and group programs such as 'Live Safe Travel Smart'. 'Adrenaline' and 'Divas' are self-managed by participants.

In preparation for the complete roll out of the National Disability Insurance Scheme, Guide Dogs Victoria has employed a Services Development Coordinator. The purpose of this role is to provide advocacy for our clients, educate key community groups and corporate organisations about the range of services Guide Dogs Victoria offer and generate new referrals to client services. As a result, we have reinforced important relationships with the Eye and Ear Hospital, Public Transport Victoria and the National Disability Insurance Agency.

Janet's story

In 1984 Janet was involved in a head on collision which caused many traumatic injuries, one being significant vision loss. Janet had always been a strong and successful woman working as a leading vet, but the accident left her feeling frustrated and helpless. She battled with her continued vision loss for 30 years, awkwardly tilting her head to the ground to look out for hazards.

After repeated falls, Janet was finally referred to Guide Dogs Victoria where she learned to use the long cane as a mobility tool. She is now able to hold her head up high and see the world around her with her cane, both literally and metaphorically. Her confidence has improved dramatically, as has her independence.



“I am not yet what I want to be, but thanks to Guide Dogs Victoria I am not what I used to be: uncertain, tentative and fearful when out and about.

Janet Stumbo (Client)

Developing our People

Employee Engagement

Guide Dogs Victoria is committed to recognising and developing talent in our organisation. A significant part of our People and Culture agenda is measuring employee engagement. For the fourth year running employees were invited to participate in the annual Employee Engagement Survey.

The fantastic results achieved, demonstrated that:

- Overall employee satisfaction is at 94% (a 30% improvement over 4 years).
- There have been substantial improvements in employee satisfaction around our internal communications with employees demonstrating a strong understanding of Guide Dogs Victoria's vision and mission, values and behaviours, strategy and business plans.

This was supported by our "Plan on a Page" communication session which ensured all staff were informed and engaged in the organisation's business plans for the year.

Volunteers

It would be impossible to deliver the services that we do without the wonderful contribution of our volunteers. More than 450 volunteers supported us over the year, contributing more than 13,000 hours of their valuable time. This represents an increase of 25% on last year and equates to an additional seven full time employees over the course of the year.

Our Puppy Raisers contribute in excess of 1.3 million hours - an amazing amount of time. They care for our puppies 24/7 and ensure their readiness to become a successful Guide Dog.

During the year, volunteer speakers addressed more than 115 community groups and we had 10 corporate volunteering collaborations with our valued corporate partners.

The second annual Volunteer Engagement Survey demonstrated that overall engagement sat at 90%. This survey has given us great insight into our volunteering program and ways we can improve our program for our volunteers.

Health Safety and Wellbeing

Guide Dogs Victoria has a strong commitment to the health and wellbeing of our clients, staff and volunteers and ensuring a work environment of no harm. More than 60 workplace inspections were undertaken during 2014/15 across Kew and Geelong, and the reporting of near misses had the most significant increase in reporting category during the year.

The number of Lost Time Injury Incidents has decreased by 60% over the previous 3 years (from 5 incidents to 2 incidents in 2014/15), and we have worked hard over the year to encourage reporting of hazards and incidents to ensure action is taken early.

International Guide Dog Day - Recognition Awards

Staff and Volunteer Independence Awards

John Gosling OAM has an outstanding record of achievement with Guide Dogs Victoria spanning four decades. John has also played a major role in the establishment and accreditation of Guide Dog schools worldwide and has been a board member of the International Guide Dog Federation.

Jeremy Feiglin is the Founding Principal of Keelins Lawyers and has supported Guide Dogs Victoria for 18 years as our legal adviser. He has been extraordinarily generous in his pro bono support and has provided us with wise counsel on a diverse range of legal issues.

Freedom Award

Carol and Norm Hastings have been generous supporters to Guide Dogs Victoria for over 10 years, providing both financial and on the ground support, as volunteers. Carol and Norm wholeheartedly support our mission and we are humbled by their continued generosity.

Inspiration Award

Metro Trains (Peter Platkey and Shaylene Miller) has played a significant role in our 'Live Safe Travel Smart' program for the past 3 years. Feedback from our staff and clients has been incredibly high, and we look forward to a wonderful working partnership going forward.

Volunteers (opposing page, from left to right): Glenis Tindal, volunteer for 15 years; Val Riseborough, volunteer for 19 years; Nancy Reid OAM, volunteer for 18 years; Barb Bedford, volunteer for 32 years; and Jude Deague, volunteer for 2 years.

It is the highlight of my week to interact and nurture puppies through the first stage of their development. I am addicted to them!

Barb Bedford (Volunteer)

What does volunteering mean to me? – I take my sight for granted. By volunteering, I am hopefully contributing with one small piece of the jigsaw in giving independence back to a vision impaired person.

Jude Deague (Volunteer)

I have always liked helping people and that is why I have fostered 30 babies and raised 34 puppies!

Nancy Reid OAM (Volunteer)



Puppy Raising

Puppy Raising is a very special commitment, which requires enormous dedication. Puppy Raising involves fostering a Guide Dog puppy from around seven weeks of age until he or she returns to Guide Dogs Victoria at approximately twelve months of age. Each Puppy Raiser receives ongoing support and instruction from Guide Dogs Victoria both in the form of phone contact and regular visits from a Puppy Raising Advisor every six to eight weeks.

Puppy Raisers need to:



Live in Metropolitan Melbourne, Geelong or Ballarat.



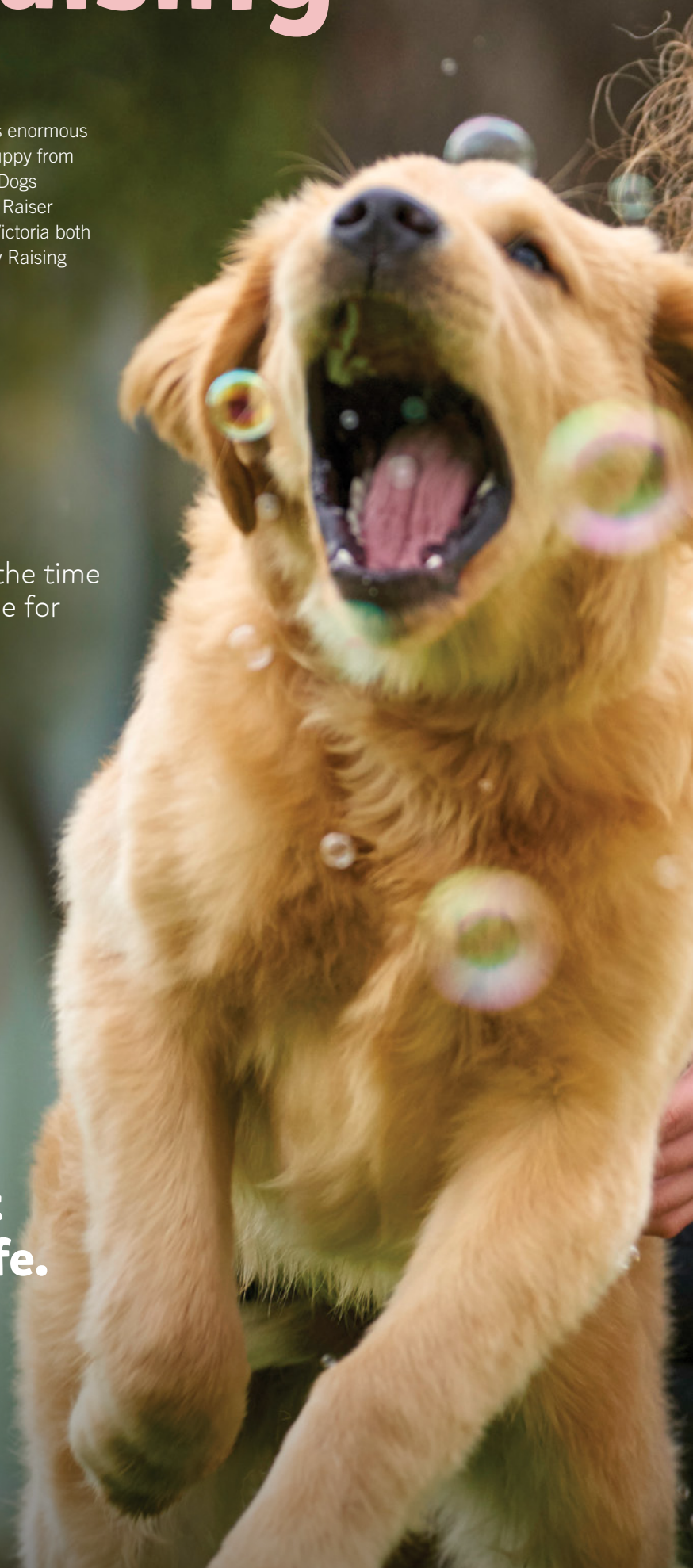
Be with the puppy most of the time and will not leave them alone for more than 3 hours a day.



Have a positive outlook and lots of love to give!

I encourage other young people to get involved with Guide Dogs as it has been one of the best experiences of my life.

Jane Herringer (Volunteer)





Jane Herringer & puppy Shayne

"Raising a puppy for Guide Dogs Victoria has been such a rewarding and worthwhile experience. Guide Dogs Victoria have been so supportive and I have learned so much. I encourage other young people to get involved with Guide Dogs as it has been one of the best experiences of my life."

Fundraising

Fundraising

Building Community Support

Our mission in Fundraising is to support the delivery of Guide Dogs Victoria's services. This year we delivered a number of fundraising activities and community engagement events to build a stronger connection with our community.

The first phase of donor acquisition has outperformed expectations and yielded a 25% return on investment. The strategy has also tripled the number of supporters in our direct mail program.

More than 4,600 regular givers now support our puppy pals program, allowing Guide Dogs Victoria to continue to breed and train the highest quality Guide Dogs.

The need for support for the blind and vision impaired community is ever increasing, as is the competitive landscape for fundraising in Australia. Guide Dogs Victoria's fundraising team continues to develop new and innovative fundraising strategies to gain the support of the community and maximise our financial contribution to the mission of the organisation.

The 2014 Run Melbourne event was a huge success, raising a staggering \$40,000. All funds raised on the day went directly towards the breeding, raising and training of Guide Dogs and other mobility services to assist our Guide Dog Program. This event was made possible by the enthusiastic support of many volunteers on the day.



Two new events targeting new supporter groups were introduced during the year. The Opaque Ball, a sensory dining experience with a course eaten under blindfold, raised \$46,000 to support our Children's Mobility Services. The evening was a great success, with Rachael Leahcar, a vision impaired contestant from The Voice, providing a beautiful performance enjoyed by all.

Dogs Unite was an inaugural community event designed to engage with the local dog loving community. Guide Dogs Victoria enjoyed the support of close to 200 participants on a lovely sunny day in May 2015. The theme of Dogs Unite recognises the "super hero" in all our hearts - our beloved dogs. Whether a Guide Dog or family pet, dogs provide comfort and company to many Australians.

We were honoured to have the support of Guide Dogs Victoria Ambassadors Jo Silvagni, Mitch Clark, Elliot Barbour and Craig Ondarchie MP at the event.

The iconic Guide Dogs Victoria Collection Dogs continue to attract significant community support. We are grateful again to our Collection Dog hosts: Coles, Woolworths and the many independent outlets that allow us to reach the community.

Top: Rachael Leahcar sings at the Opaque Ball 2014.

Bottom: The Opaque Ball at Hawthorn Arts Centre 2014.

Left: Dogs Unite 2015.

Right: Collection Dog.

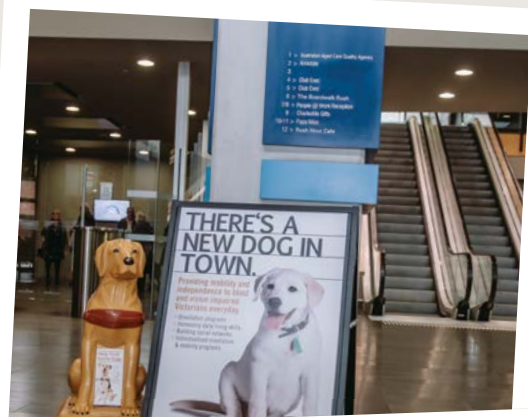




International Guide Dogs Day

For the 2015 International Guide Dogs Day, we held a very special event at the Shrine of Remembrance in Melbourne. We took the opportunity to honour the important role that Guide Dogs play in bringing confidence and independence back to veterans with vision loss and other injuries.

Promoting our Brand



Marketing

Building Community Awareness

Guide Dogs Victoria's marketing team continues to play a key role in building community awareness.

A key focus this year has been the implementation of a public education campaign around improving access for Guide Dog users. Research completed in 2015 revealed that 1 in 3 people who use a Guide Dog were refused entry into a restaurant in the past year. This research supported the anecdotal evidence being reported by clients and reinforced the need to better educate the wider community on issues of access and inclusion.

The 'Access All Areas' campaign was developed in response, with regular social media activity around access issues implemented throughout the year. A joint campaign with the Victorian Taxi Association was developed incorporating the 'Guide Dogs Welcome here' sticker as a proactive sign to promote the acceptance of Guide Dogs.

The annual marketing campaign culminated in two major events: International Guide Dogs Day and the 'Puppies in Parliament'. Both events were highly successful receiving significant local and national media from all TV networks, major print media and social media channels.

Promoting our Services

Ensuring our clients are kept informed of service information, industry news and key events is a priority for Guide Dogs Victoria. In 2014/15, the marketing team consulted with clients to better understand their information needs. As a result, each publication received a content and design facelift which was received very positively by each readership group. A new newsletter for our Guide Dog users, White Cane users and clients living with an Acquired Brain Injury was also initiated as a result of client feedback.

To support the growing demand for our services, the marketing team supported the launch of the new Guide Dogs Victoria Office in Geelong. The team provided a series of information sessions about the National Disability Scheme called 'The National Disability

Insurance Scheme Conversation Series'. These sessions provided information and support for eligible clients, as they transition into the National Disability Scheme. 'The National Disability Insurance Scheme Conversation Series' will continue across Victoria, as the scheme rolls out between now and 2019.

International White Cane Day was celebrated by a walk through Melbourne's multicultural precinct by our white cane user clients. The walk was well attended and raised community awareness about the issues facing people who use a white cane for mobility.

We were delighted and honoured to again be awarded the Readers Digest 'Most Trusted Charity' award for the third year running. This award demonstrates the enormous community support for our brand. We sincerely thank the Australian public for voting us No. 1 again.

Above: Geelong Office Opening 2014.

Below: International White Cane Day walk 2014.

Governance

Guide Dogs Victoria is a company limited by guarantee. It is governed in accordance with the Corporations Act 2001 (Cth), Australian Charities and Not-for-profit Commission Act 2012 (Cth), the Guide Dogs Victoria “Constitution” and a Board Governance Charter.

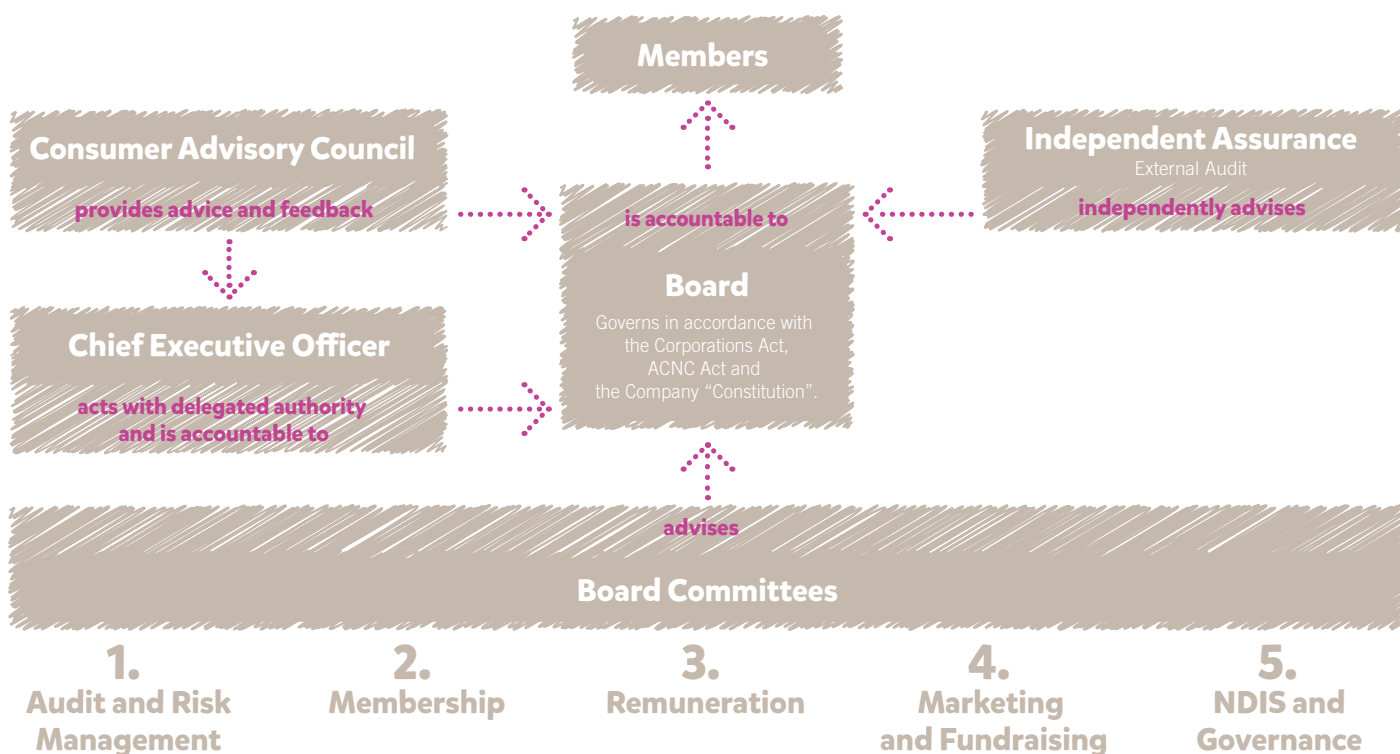
The Board in undertaking its role in representing Guide Dogs Victoria’s Members and in promoting and protecting Guide Dogs Victoria is committed to:

- better practice standards of governance;
- overseeing and monitoring our business using due care and diligence to ensure our long term reputation and financial sustainability, and our vision is achieved; and
- acting in good faith, with honesty and integrity, and in the best interests of our Members, clients, staff, volunteers and other stakeholders.

The Board is comprised of nine unpaid non-executive directors who are elected by the Members or co-opted to fill casual vacancies. The CEO is not a Board member.

Board Committees have been established covering the key areas of our business. Each Committee focuses on specific tasks and programs being undertaken by Management, aligned to our Strategic Directions. The Board in 2014/15 had five standing committees, namely Audit and Risk Management, Membership, Remuneration, Marketing and Fundraising and NDIS and Governance.

In late 2015, with the objective of enhanced transparency, our various governance documents will be placed on our website.



Our Board



Russell A Walker (President)

FCCA, MAICD, Dip. Bus. (Acc), Grad. Dip (Govt Acc)

Appointed to the Board in May 1997, Mr Walker has had extensive experience in both the not-for-profit and public sectors. He was Assistant Auditor General for Victoria for 20 years, was a Commissioner on the Victorian Commission of Audit and has undertaken a number of consultancies, including for the Victorian Parliament's Public Accounts and Estimates Committee. Mr Walker is currently a Board member of the Coliban Regional Water Corporation (Deputy Chairman), Royal Guide Dogs Australia, and Macedon Ranges Health. He was also a former chair of a Western Bulldogs Football Club major fundraising group. For over 22 years, Mr Walker and his wife Marlene, have been contributors in various areas of Guide Dogs Victoria, including as Puppy Raisers (16 puppies) and brood stock holders.



John Rayner (Vice President)

B. Sc (Hons), Dip. Ed, Grad. Dip. Computing

Appointed to the Board in November 2010, Mr Rayner is a consultant specialising in software development and IT education and has worked with a broad range of private and government organisations for nearly 30 years both in Australia and internationally. Mr Rayner has demonstrated a commitment to not-for-profit organisations for more than 35 years and his family has a long association with Guide Dogs Victoria. Mr Rayner has a brother who is blind who was very fortunate to receive his mobility and orientation training in the 1970s from the founders of this type of education in Australia, Eric Hatchley and Keith Holdsworth. Mr Rayner and his wife Anne have been Puppy Raisers with Guide Dogs Victoria since 2000 and are currently raising their 14th puppy.



Bruce Porter (Honorary Treasurer)

B. Com, FCCA, FICAA, GAICD

Appointed to the Board in October 2011, Mr Porter has extensive experience in external financial reporting, external auditing and corporate governance. He retired from Deloitte in May 2011 where he was an audit partner and head of the firm's National Accounting Technical Group for over 15 years. He is a past member, deputy chairman and acting chairman and acting CEO of the Australian Accounting Standards Board, and a past member of the Victorian Divisional Council of CPA Australia. He is currently a director of Holmesglen Institute and AutoCRC Limited. He and his wife Rachel enjoy traveling, caravanning and 4 wheel driving, while only Bruce enjoys fishing and Rachel textile art.



Betty Amsden

AO DSJ

Appointed to the Board in November 2010, Betty Amsden is an Honorary Life Member of RSPCA and past Chair of a Capital Appeal for RSPCA, past member of the Epworth Medical Foundation Board, founding Member of the Melbourne Chamber Orchestra, Governor of the Art Centre Foundation, Trustee of More than Opera, Patron of the Youth Program of Victorian Opera, Chair of the Private Giving Program of The Australian Ballet School, Patron of Arts Bites (for children) at the Arts Centre, the Patron of the Friends Program of Orchestra Victoria and Board Member of Orchestra Victoria.

In 2002, Betty was awarded a Member of the Order of Australia, and in 2013 Betty was entered on the Victorian Honor Role for Women for Leadership. More recently, in 2014 Betty was awarded AO for her outstanding community contributions, as well as being titled the Dame of the Order of St John Jerusalem DSJ.



Iain Edwards

B. App Sci (Physiotherapy), Graduate Dip in BA

Appointed to the Board in June 2011, Iain is a physiotherapist who has worked for twenty years in the public health system in both rural and metropolitan health services. Currently, Iain is the Director of Integrated Care and Dental with Peninsula Health.

Iain has been involved with Guide Dogs Victoria since early 1993 and completed his Orientation and Mobility instruction, training with his first Guide Dog in 1995. Iain is currently partnered with his fourth Guide Dog, 'Olympia'. Iain's extended family is also very involved with Guide Dogs Victoria, his brother is partnered with a Guide Dog and the Edwards family have been involved in several fundraising initiatives, including sponsoring Guide Dog puppies. During the 22 years of association with Guide Dogs Victoria, Iain has assisted with a number of Public Relations, fundraising and promotional events.



Graeme Houghton

BSc, MHA, FCHSM, FAICD

Appointed to the Board in November 2011, Graeme has a BSc from the University of Melbourne and a Master of Health Administration from the University of NSW. He has held appointments as Chief Executive Officer of Fairfield Hospital, Austin Hospital, Repatriation General Hospital (Daw Park) and the Royal Victorian Eye and Ear Hospital. He has served as Hospital Standards and Accreditation Advisor to the National Department of Health in Papua New Guinea and Chair of the three Tasmanian Health Organisations. Graeme is an accreditation Surveyor for the Australian Council on Healthcare Standards and is an Adjunct Associate Professor in the School of Public Health at La Trobe University and a member of the Board of Management of Mayfield Education Centre.



Sally Scott

BEC, LLB

Appointed to the Board in 2013. Sally holds a Bachelor of Economics and a Bachelor of Laws from Monash University.

Sally has been a partner with law firm Hall & Wilcox for over 10 years and has been with the firm for over 20 years. Sally works in the area of Commercial Litigation and handles commercial disputes, risk management and strategic advice. Her key focus areas include Competition and Consumer Law (including misleading conduct and other consumer law issues), Corporations Act (including directors' duties, governance and financial services issues) and commercial transactions. Sally also advises clients in relation to legal, risk and strategic issues associated with advertising, marketing, promotions, media, social media and crisis management.



Charles Thompson

B.Econ. (Monash), LLB (Hons) (Monash), FAICD

Charles joined the Board in November 2014. He has a Bachelor of Economics and Laws (Honours) and is a graduate of the Australian Institute of Company Directors. Charles is a senior executive with Australia Post, which he joined in late 2010 as its Head of Corporate Finance. He is now head of Australia Post's International business and a Director of its China Post JV. Previously Charles was a senior executive with Toll Holdings Limited, where he played a key role in Toll's growth throughout Asia. Previously he was a management consultant at The Boston Consulting Group and a Senior Associate Lawyer in Mergers & Acquisitions with Herbert Smith Freehills and Clayton Utz.

Charles has extensive not-for-profit experience. Outside work he enjoys most of all time with his partner, young son and daughter and their dog Frankie.



Gary Williams

Dip. Bus. (Com)

Appointed to the Board in November 2010, Gary has had a career in finance, marketing and retail. At present, he is a Director of a family business engaged in party supplies. Previously Gary was a stock broker for 24 years, specialising in equities research and sales to Australian and International Institutions, working in Melbourne, London and Brisbane and being a member of the Australian Stock Exchange. Gary is a former Director and Paul Harris Fellow of the Rotary Club of Eltham and has other private charity interests. Together with his wife, Angela, they are Guide Dog puppy sponsors and have been active volunteers within the organisation for 12 years.

Consumer Advisory Council (CAC)

The Consumer Advisory Council (CAC) is a committee that reports to the Board via the Chair of the CAC, and provides a vehicle for communicating with, and responding to, the needs of Guide Dogs Victoria consumers and volunteers.

The CAC Members are representatives from a wide range of our services, meeting quarterly with a range of responsibilities, such as providing input into strategic and community initiatives, advising and assisting the development of strategies, consultation, and to support, encourage and provide insight into the use of Guide Dogs Victoria services to prospective consumers among other things.

These past 12 months have been an extremely exciting time for the CAC, with our members having great influence over the organisation in the move to become more customer-centric in line with the National Disability Insurance Scheme. Our committee members have assisted in the review of documentation tools such as consent approval forms. The committee was also a huge drive for the implementation of the Peer Support Model and established their own Community Fundraising Group. Ultimately, one of the biggest achievements of the CAC was having the ability to influence and assist within our services development, providing feedback to assist Guide Dogs Victoria to implement new practices and procedures across the organisation and enhance our service delivery.



Iain Edwards (Chair)

Board and Client Representative
(Guide Dogs Services)

- Director of Integrated Care and Dental with Peninsula Health.
- Has received services from Guide Dogs Victoria since 1993.
- Currently partnered with Guide Dog Olympia.

Lyn Taylor

Client Representative
(Guide Dogs Services)

- Member of the Consumer Advisory Committee since 2005.
- Strong advocate for the Guide Dog user community.
- Partnered with Guide Dog Euan.

Angela Williams

Volunteer Representative

- Member of the Otus Fellowship.
- Actively involved in all parts of Guide Dogs Victoria including puppy nurturing, community fundraising and puppy sponsorship.



Daniel Pritchard

Client Representative
(Children's Mobility Service)

- Advocate for creating opportunities for young people living with vision loss or blindness.
- Active participant in Blind Sports and has held numerous captaincy and coach positions for the Blind Cricket Association and the Goalball Association.

Linda Blaik

Client Representative
(Guide Dogs Services)

- Volunteer at the Guide Dogs Victoria office in Geelong.
- Active promotor of Guide Dogs Victoria.
- Regularly runs community fundraising events in support of Guide Dogs Victoria.

Dorothy Docherty

Client Representative
(Guide Dogs Services)

- Founding member of the 'Divas'- a mentoring and support group for mature age women with a vision impairment.
- Dedicated advocate for the development of more quality of life opportunities for people living with vision loss.
- Currently partnered with Guide Dog Anya.



Rory Douglas

Client Representative
(Adult Mobility Service)

- Professional background in human resources and recruitment.
- Has received services from Guide Dogs Victoria since 2013.
- Recently partnered with Guide Dog Gideon.

Kelle Reid

Client Representative
(Children's Mobility Service)

- Parent of a child receiving orientation and mobility services.
- Professional background in Marketing and Communications.
- Actively involved in promoting mental health awareness in her local community.

David Foran

Client Representative
(Guide Dogs Services)

- High profile advocate in the blindness and low vision sector.
- Consults in the area of access inclusion, including policy development and service provision.
- Currently partnered with Guide Dog Oliver.

Consumer Advisory Council (CAC) continued



Pam Haigh

Client Representative

- Active participant in the 'Divas' client support group.
- Regular international traveller for recreation and adventure.
- Currently partnered with Guide Dog Wilby.

Sophie Wild

Volunteer Representative (Puppy Raising)

- Strategic Director and Senior Account Director for McCann Health.
- Passionate supporter of Guide Dogs Victoria and animals as therapy for people with a disability.

Working at Guide Dogs Victoria David & Guide Dog Olga

David Simmonds developed retinitis pigmentosa, a degenerative condition that caused him to gradually lose his sight. But thanks to Guide Dogs Victoria, he is still more than capable of living a normal life.

David is the Services Development Coordinator with Guide Dogs Victoria, responsible for public education, advocating and resolving access issues for clients and promoting the broad range of services we provide. On top of all that, he is also completing a Masters of Business Administration.

David has recently been matched with Guide Dog Olga following the retirement of his first Guide Dog Merlin, after 8 years of loyal service. Olga is already a much loved part of the Simmonds family and supporting David to maintain his independence. David has used various forms of canes over the years, but says a Guide Dog had changed his perspective for the better.



Most of all I am loving working with our wonderful clients and assisting them wherever possible.

Treasurer's Report

On behalf of the Board, it is my pleasure to present to members of Guide Dogs Victoria (GDV) the results for the financial year ended 30 June 2015.

The 2014/15 financial year returned a profit of \$940,056 (2014: \$839,079). This result is mainly attributed to a \$600,000 increase in bequests plus an additional \$352,000 (net of the write down of capital assets) of capital funding received for the kennels upgrade. This result was offset by the net increase in fundraising expenditure incurred as part of the five-year strategy to yield a stronger net return in future years. In comparison, 2014 saw increased bequest revenue of \$1,150,000 with an offset from fundraising investment of \$500,000 and a \$192,000 charge for a decrease in the inventory valuation of Guide Dogs.

Revenue from appeals, donations and bequests had a significant increase of \$1,346,430 to \$8,392,074 (2014: \$7,045,644). Notwithstanding the increase in bequests and net capital funding mentioned above, there was also a notable increase in appeals and donations of \$746,000 mainly as a result of the strategic investment.

In 2014 GDV implemented a robust strategic plan to ensure the future financial sustainability of GDV which will require additional investment in fundraising and upgrading the ageing business systems. The 2012 initiative to reduce operating expenditure and increase efficiency is now business as usual. These strategic initiatives have allowed GDV to achieve the 2015 financial year targets and ensure staff have appropriate resources to better support clients reach their individual independence outcomes.

GDV's cash reserves have remained strong despite the conscious investment in operations and infrastructure. At 30 June 2015, GDV's strategic and operating cash reserves, comprising cash, financial assets and investment property totalled \$6,136,000 (2014: \$6,103,000), a moderate increase of \$30,000 (2014: \$1,163,000).

The net equity position of GDV at 30 June 2015 has grown by \$913,010 to \$12,436,169 (2014: \$11,523,159). Of this amount \$6,671,000 (2014: \$5,329,000) is invested in property, plant and equipment and \$661,000 (\$839,000) represents the valuation of Guide Dogs. Working capital remains strong with current assets exceeding current liabilities by \$3,823,900 (2014: \$5,201,091).



In summary, the positive result in 2015 and strong reserves enables GDV to maintain its financial sustainability during this challenging time in the disability sector. It enables GDV to invest in the infrastructure and innovation necessary to maintain world class services to clients.

Further, I am pleased to report that GDV have provided to Members for the first time an audited performance statement.

I extend my sincere thanks to our CEO Karen Hayes and her team for their continuing commitment to people living with vision loss or blindness. Special thanks must also go to our donors, supporters, puppy raisers and volunteers without whom GDV could not deliver the wonderful services it does.

Finally, as Honorary Treasurer, I extend my thanks to Angus Clelland, General Manager Commercial and Corporate Services, and my fellow directors for their support and wise counsel this year.

Bruce Porter
Honorary Treasurer

Key Financials

Statement of Comprehensive Income

For the Year Ended 30 June 2015

	2015	2014
	\$	\$
Revenue		
Fundraising and bequests	8,392,074	7,045,644
Funding for capital purposes	1,076,568	107,000
Revenue from merchandise sales	2,562,820	2,644,782
Revenue from the provision of dogs and mobility services	1,840,278	2,050,808
Rental revenue	36,629	32,697
Finance revenue	284,333	203,523
Other income	38,252	668,408
Total Revenue	14,230,954	12,752,862
Expenditure		
Fundraising and bequests	(3,439,722)	(2,190,620)
Cost of merchandise sales	(2,288,838)	(2,385,108)
Cost of provision of dogs and mobility services	(5,664,111)	(5,952,362)
Community information	(210,669)	(262,593)
Public education	(167,737)	(190,920)
Corporate services	(818,763)	(830,714)
Other expenses	(701,058)	(101,466)
Total Expenditure	(13,290,898)	(11,913,783)
Gain before income tax	940,056	839,079
Income tax expense	-	-
NET GAIN FOR THE YEAR	940,056	839,079
Other comprehensive income		
Net (loss)/gain on re-measurement of available-for-sale financial assets	(27,046)	151,664
TOTAL COMPREHENSIVE GAIN FOR THE YEAR	913,010	990,743

The 2015 Financial Report contains the Directors' Report and Annual Financial Report, and Performance Statement, together with the Auditor's Reports thereon. The 2015 Financial Report is made available to Members and can be accessed from our website.

Statement of Financial Position

As at 30 June 2015

	2015	2014
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	1,889,141	3,321,775
Trade and other receivables	585,048	855,853
Inventories	765,426	917,050
Financial assets	2,246,626	1,741,326
Total Current Assets	5,486,241	6,836,004
Non-Current Assets		
Financial assets	1,809,820	843,081
Property, plant and equipment	6,671,543	5,329,325
Intangible assets	12,290	40,082
Investment property	190,799	197,256
Total Non-Current Assets	8,684,452	6,409,744
Total Assets	14,170,693	13,245,748
LIABILITIES		
Current Liabilities		
Trade and other payables	832,732	827,931
Provisions	829,609	807,032
Total Current Liabilities	1,662,341	1,634,963
Non-Current Liabilities		
Provisions	72,183	87,626
Total Non-Current Liabilities	72,183	87,626
Total Liabilities	1,734,524	1,722,589
NET ASSETS	12,436,169	11,523,159
Accumulated Funds		
Reserves	5,089,002	5,116,048
Retained earnings	7,347,167	6,407,111
TOTAL ACCUMULATED FUNDS	12,436,169	11,523,159

Our Supporters

Champion

Champions are donors whose significant contributions enable Guide Dogs Victoria to continue breeding world class Guide Dogs and developing specialised services to blind and vision impaired Victorians.

Betty Amsden AO DSJ
Roy S Edwards
John Harris
Carol and Norm Hastings
Lady Marigold Southey AC
Richard and Elaine Stradwick
The Enigma Charitable Trust

Hero

Heroes are donors whose visionary gifts help Guide Dogs Victoria to make a crucial difference to the lives of blind and vision impaired Victorians.

Barbara Brown
Audrey Campbell
Kel and Rosie Day Foundation
John and Rose Downer
Andrew Eger
Barbara and Robert Gottliebsen
Geoff and Helen Handbury Foundation
Karen and Graeme Hayes
Bruce McDonald Charitable Trust
Barbara Manton
Yvonne Mee
Ann Miller
Patricia Peck
Teele Family Foundation
Urquhart Charitable Fund
Wood Foundation

Companion

Companions are donors whose generous gifts enable Guide Dogs Victoria to achieve positive outcomes for blind and vision impaired Victorians.

Nelson Alexander Real Estate
Peter Bain
Joan Barlow
Edith Burgess
Ainslie Cummins
Brian M Davis
Tom Evans
Colin Everingham
Charles and Cornelia Goode Foundation
Gwenneth Nancy Head Foundation
Limb Family Foundation
Valda Klaric Foundation
Margaret MacDonald
Patricia McIntyre Foundation
Noel Moore
Vivien Munzer
Jordan Ross
Margaret S Ross
Richard Sadus
Semal Pty Ltd
Joy Smith
Michael Teuma
Tuula Tillman
G Troon
James Tulloch
Russell and Marlene Walker

National Corporate Supporters

Coles Supermarkets Australia
Frontline Plus
Heartgard 30 Plus
Idexx Laboratories
Joseph Lyddy
Mars Petcare Australia
QBE Insurance (Australia) Limited
Woolworths Limited

Puppy Sponsors

AIS Insurance Brokers
John and Lorraine Bates
Barbara Bedford
Beryl Dean
Allan Excell
Anne Foote
Barbara Gottliebsen
Barbara Haymes
Ann Knight
Hillary Irwin and Jim McClenaghan
Vivien Munzer
Rosemary Nancarrow
Brian Stonehouse
Strathmore Community Services Ltd
Brian J Sutton
Merv Tappenden
Geoff Wing

Community Supporters

Australian Bike Friday Club
Horsham Guide Dog Auxiliary
Ritchies Supa IGA Stores Pty Ltd
Salesforce Foundation
Yarra Guide Dog Auxiliary

Gifts In Kind

Anne Rayner
Box Hill Balwyn Girl Guides
Cannings Free Range Butchers
Coles
Crocs Australia
Echo Balloons
Dr Elaine Ong
Greg Hyde
Herbert Smith Freehills, Alice Macdou
Herbert Smith Freehills, Wendy Ooi
Joseph Lyddy
Keelins Lawyers
Kathmandu
Mars Advance
McKenzie's Foods
Miele
Mitre 10
PetStock
Pharmacy Guild of Australia, Sajid Has
Woolworths
Xpert Advisory Services, Arne Dimpfel

Philanthropic Grants

Collier Charitable Fund
Ivor Ronald Evans Foundation
Grosvenor Foundation
G W Vowell Foundation
Lord Mayor's Charitable Foundation



Barb Bedford
(volunteer for 32 years)

Bequests

General Bequests

Dudley Barton Adams
Gloria Andrews
Lorraine Mabel Attwater
Pearl Austin
Barbara Backhouse
Fida Bates
Marie De Bavay
Stuart Percy Baxter
Angela Patricia Beagley
Noelene Beckett
Rex Windly Bickerton
Laurel Gwen Blackwell
Denise Irene Booth
Doreen Brockman
Ann Rachel Bury
Patricia Anne Cox
Beverley Jean Cranfield
Anne Curtis
Doris Diserens
Willie Adriana Elings
Virginia Joan Erwin
Helen E Gadsden
Joyce Margaret Games
Peter Hugh Gordon
Rae Hancock
Edwin Erasmus Hinde
Robert & Dorothy Jacques
Olwyn Ethel Little
Virgilius Donatas Maciulaitis
Susan Malins
Maureen McCormack
Phyllis Margaret McDonald
Keith McIntyre Gray
Marjorie McKenzie
Malcolm McPherson
Daisy May Lane Merrett
June Middleton
Joan Moody
Veronica Theresa Mottram
Margaret Murray
Jessie Victoria Notman
James Cookson Nuttall

Roy John O'Connor
Shiela Eileen Ott
Bruce Alexander Park
Betty Shirley Paternoster
Glenis Payne
Natalie Agnes Pettigrew
John Barry Phillips
John Phillips
Anthony John Saxton
Mia Schaepman
Howard Raymond Scrivener
Margaret Elaine Sharp
Edward James Smart
Peggy Smart
Sylvia May Sneddon
Maxwell James Spitty
Beryl Isabel Spowart
Mildred Mary Stewart
Lauretta Doris Stokes
Betsy Lillian Taig
Emily Ellen Taylor
Frederick Francis P Thornton
Ruby Tout
John Knox Trezise
Jenny Troost
Jeffrey Douglas Twigg
Pamela Alice Tyler
Valmai van Leeuwen
Lilian Wall
Francis Aldridge Walter
Howard Edwards Watts
Agnes Margaret Wettenhall
Dora L Wood

Non Discretionary Trusts

Francis Samuel Abrahams
James Alford
Wilfred & Ruby Bird Charitable Trust
Bowles Charitable Foundation
Neville and Rita Brown
Edna Curwen-Walker
Ian William Dodd
Inez Drury
Sylvia Mary Dungan
Elizabeth Evelyn Ellis
Granger Charitable Foundation
The Marjorie Hayes and Olivia Cock Memorial Fund
Oswald Charles Hearne
William Mansel Higgins and Dorothy Higgins Charitable Trust
Amelia Eliza Holland
Mary Veronica Jones
Edith Grace Kemp
Kenneth Martin
Joseph Norman Mason
Annie Gladys Matthews
Gwenneth E Miller
Victor Russ Pittman
Lola Poynton
Rose Myrtle Pratt
L I Roach
William Arthur Shipperlee
Betty Brenda Spinks
Ruth and Harry Taafe Charitable Trust
Rita Thompson
Russell Herbert Vontom
Joe White Bequest
Ada Withers



It is with respect and gratitude that we recognise those who have provided a lasting legacy to Guide Dogs Victoria this year.

Karen Hayes, CEO

Thank you

On behalf of all our clients and staff, we thank everyone who has helped us continue to deliver on our mission to provide blind and vision impaired Victorians with high quality training to maximise their freedom and independence.

Special thanks to:

U-bahn design
James Walshe Photography
Ora Cafe
Toscano's in Kew

Contact Details

Referrals, Service Provision & Enquiries

P: 03 9854 4467

E: referrals@guidedogsvictoria.com.au

Advocacy & Community Engagement

P: 03 9854 4419

Media & Public Relations

P: 03 9854 4444

E: marketing@guidedogsvictoria.com.au

Public Speakers

P: 03 9854 4476

E: speaker@guidedogsvictoria.com.au

Tours of Guide Dogs Victoria Campus

P: 03 9854 4444 - bookings essential

E: tours@guidedogsvictoria.com.au

Donations

Freecall: 1800 988 626

E: donations@guidedogsvictoria.com.au

Planned Giving

P: 03 9854 4508

E: bequests@guidedogsvictoria.com.au

Guide Dogs Corporate Partnerships

P: 03 9854 4512

E: corporate@guidedogsvictoria.com.au

Guide Dog Puppy Sponsorship Enquiries

P: 03 9854 4512

E: puppysponsor@guidedogsvictoria.com.au

Workshops for Health Professionals

P: 03 9854 4467

E: referrals@guidedogsvictoria.com.au

Guide Dog Shop

Freecall: 1800 013 015

Puppy Raising Enquiries

P: 03 9854 4408

E: puppyraising@guidedogsvictoria.com.au

Guide Dogs Volunteering

P: 03 9854 4444

E: volunteer@guidedogsvictoria.com.au



Kathryn & Guide Dog Sammie

Kathryn met Guide Dog Sammie on her 21st birthday and it was love at first sight! In the year that has passed since getting her Guide Dog, Kathryn has become a much more active, social and independent person who feels safe in the world. Her confidence in traveling alone has grown exponentially, making her less dependent on others for support.

Kathryn says that she would not be the person she is today without her Guide Dog.

Sammie is so much more than a beautiful dog: she is my hero. Without her I would not be the person I am today, and I am eternally grateful for having her in my life. She is not just my Guide Dog, but my best friend.

Front/back cover: Kathryn and Guide Dog Sammie



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**Alone we
can do so little;
together we can
do so much.**

Helen Keller

Kathryn and Guide Dog
Sammie living a life of
independence together.

