

# 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 per cent 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**



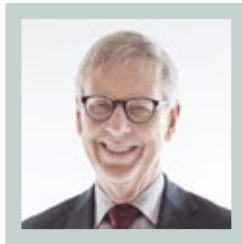
Angela Wheelton OAM DSJ  
**Board Member**



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

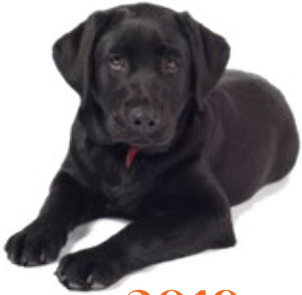
## Statement of Comprehensive Income for the Year Ended 30 June 2019

	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>

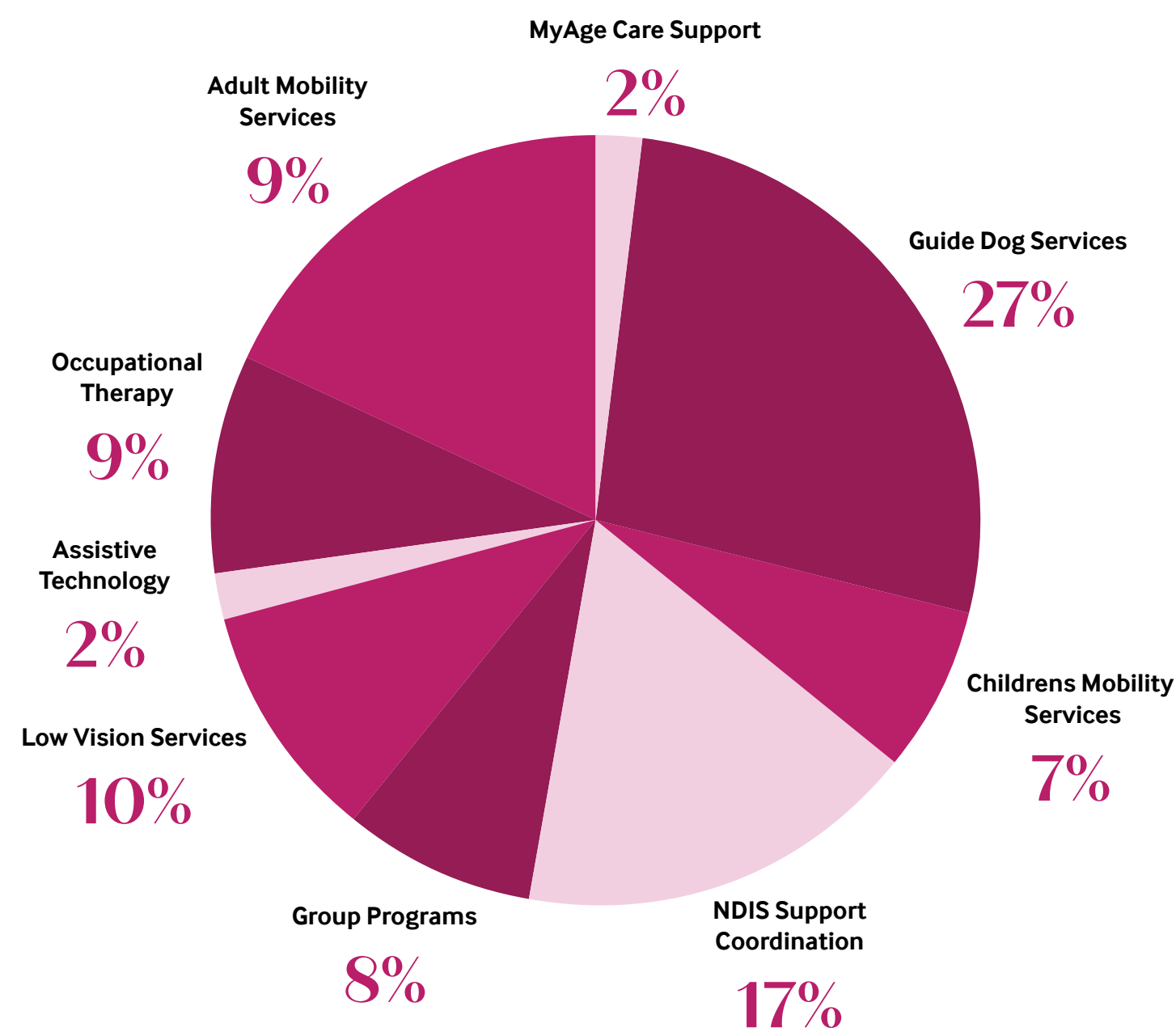


The 2019 Financial Report contains the Directors' Report and Annual Financial Statements, and Performance Statement, together with the Auditor's Reports thereon. The 2019 Financial Report is made available to Members and can be accessed from our website.

## 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

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

## Dialogue in the Dark’s Impact

24,893	2,179	4,744
Exhibition visitors	Workshop participants	School students

## Using media to expand our horizons

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

## Results for our dedicated team

88%	97%	1.5m
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

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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