

# Guide Dogs Victoria

Annual Report  
2016-17



Guide  
Dogs  
VICTORIA





## CEO's message

**In the last year, Guide Dogs Victoria has set a new benchmark in quality, service and innovation, delivering exceptional results on a scale not experienced in our long and iconic history.**

The integrity of our mission remains resolute and our successes a result of placing the needs of people with low vision or blindness, firmly at the centre of every decision we make.



2017 marked the anniversary of our Diamond Jubilee and the 60th year of delivering life-changing services. Our commitment to serving the Victorian community is steadfast. From babies, to teens, to adults and their families, it remains an honour and a privilege to be a part of so many personal journeys to independence.

In this milestone year, it is fitting that we pay homage to the foresight and service of the founders of our great organisation. We also recognise the extraordinary commitment of our staff, volunteers, donors and supporters that continues to this day.

This year we saw a significant increase in demand for our services. With the increase in the ageing population, this trend is set to continue. More than ever before, we are committed to enabling independence for all Victorians with low vision or blindness. We will rise to the challenge and maintain our legacy as a leader in our sector for many, many years to come.

**Karen Hayes**  
CEO, Guide Dogs Victoria

## A word from our patron

This year, it was my great privilege to host a reception at Government House for Guide Dogs Victoria. Together we celebrated the extraordinary contribution that volunteers have made over the last 60 years in support of their fellow Victorians with low vision or blindness.

It was a wonderful event that united people from all walks of life, through a common belief in generosity of spirit and service to others.

Guide Dogs Victoria remains one of Victoria's most iconic organisations enabling thousands of Victorians, young and old, to lead independent and fulfilling lives.

As Patron, I am particularly proud of the community education and advocacy programs that Guide Dogs

Victoria has delivered this year to create a platform for social change and greater inclusion.

I would like to commend the Guide Dogs Victoria team for another successful year supporting both children and adults, with low vision or blindness, to aim high and achieve their goals in life.

**The Honourable  
Linda Dessau AC**  
Governor of Victoria, Patron,  
Guide Dogs Victoria



## President's statement

In this our Diamond Jubilee year, Guide Dogs Victoria has delivered outstanding results, in keeping with our rich heritage and ongoing focus on new client driven initiatives.

For the fifth year in a row, the organisation was voted the Most Trusted Charity brand<sup>[1]</sup>. This award is testament to the integrity of our staff and volunteers, whose commitment to serving the community is unrivalled and increasingly relevant as the number of Victorians with low vision or blindness continues to rise.

In 2017, among many successful initiatives, Guide Dogs Victoria is proud of its collaboration with Swinburne University to deliver world first research, validating the wide ranging benefits a Guide Dog provides to their handler. The organisation also launched globally renowned social enterprise Dialogue in the Dark in Melbourne™, reinforcing its commitment to creating a more inclusive Victorian community for all.

## Treasurer's report

Guide Dogs Victoria enjoyed another successful financial year producing a net gain of \$5.7m (2016: \$2.7m).

During the year Guide Dogs Victoria launched its capital appeal to raise \$23.2m to redevelop and upgrade our Kew facilities. The net gain includes over \$5m in donations received this year specifically for the capital appeal. Our net equity position has strengthened to \$21m (2016: \$15m), including \$5.4m cash.

These results provide a solid foundation for sustainable growth for Guide Dogs Victoria to service and support the increasing number of Victorians living with low vision or blindness.

Guide Dogs Victoria remains a proudly philanthropic organisation. To our donors and supporters, your generosity and patronage drives us forward to ensure a more successful and sustainable future.

It is also fitting that we honour the huge contribution of the late Betty Amsden AO DStJ, Vice Patron and Director. A committed philanthropist and remarkable force of nature. We salute you Betty.

In closing, I commend CEO Karen Hayes, the Senior Leadership team and my fellow directors for their good governance and strategic vision.

<sup>[1]</sup> 2017 Reader's Digest Trusted Brand Survey

**Charles Thomson**  
President, Guide Dogs Victoria



I extend my sincere thanks to CEO Karen Hayes and her team and, as always, a special thanks to our donors, supporters, puppy raisers and volunteers for their significant support which enables Guide Dogs Victoria to provide the wonderful services it does.

**Bruce Porter**  
Treasurer, Guide Dogs Victoria



## Our vision and 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 and Transparency
- Professional Excellence
- Honesty and Integrity
- Mutual Respect and Trust
- Success Through People





Gifts in Wills and Major Supporters

Ada Withers	Carl Aldons	Gandel Philanthropy	Josh Cohen School of Music
Advance	Carol & Norm Hastings	Geoff & Helen Handbury	June Allison Henderson
Ainslie Cummins	Carol Wilson	Foundation	Margaret Holec
Albert Miller Webster	Christopher Turnbull	George Frederick Jackson	Karen & Graeme Hayes
Alfred Noel Curphey	CityWide	Gladys Stephens	Keith Lewis Miller
All Souls Opportunity Shop	Coles	Gordon Henry Iles	Kel & Rosie Day Foundation
Allen & Wendy Russell	Collier Charitable Fund	Gorman	Kenneth Bruce Owen
Amelia Eliza Holland	Constance Edna McDonald	Greame Kenneth	Kenneth M Martin
Andrew Eger	Cynthia Holper	McWhinney	Kenneth Walter Booth
Andrew John Wilson	Danks Trust	Gwenneth E Miller	Kingfam Foundation
Andrews Foundation	Daryl Giles Howard	Gwenneth Nancy Head	Kmart Australia Limited
Ann Miller	David J Grills	Foundation	L I Roach
Anne Elizabeth Raymond	Dawn Wade Foundation	Harbour Town Melbourne	LaTrobe Valley Vision
Annelore Schmitz	Denise Irene Booth	Centre Management Pty Ltd	Support Group
Annie Gladys Matthews	Derek Thompson	Hawkins Watts	Laurence John Cook
Aron Ping D’Souza	Diana Keane	Australia Pty Ltd	Leo Desmond O’Brien
Arthur & Clarice Fullwood	Diane Garner	Helen E Gadsden	Leonard Bergemann
Audrey Campbell	Donald Ernest Leith	Hilary & Jim Irwin	Leonard John Baxter
Audrey Urve Tuvik	Dora Illeryene Lindsey	I S Schram	Leonard Warson
Australian Bike Friday	Dorothy Ethel McCammon	Ian Potter Foundation	Lilian Ida Pontin
Australian Grand Prix Corporation	Dorothy Ethel Noble	Ian Tyler	Lin Huddleson Foundation
Battery World	Dudley Barton Adams	Ian William Dodd	Linda Brown
Bell Charitable Fund	Edith Burgess	Idexx	Lola Poynton
Bertha Clark	Edith Grace Kemp	Imatech	Lord Mayor’s Charitable Foundation
Beryl Bennett	Edna Curwen-Walker	Irene Avis Freeman	Manny Stul
Bessie Mary Thompson	Edna Davis	Italian Chamber of Commerce	Margaret Ellen Meisenhelter
Betsy Lillian Taig	Edna Doris Olson	James Alford	Margaret Jill Jacobs
Better Living Group	Edward Huglin	James Fitzpatrick	Margaret Ross
Betty Amsden AO DSJ	Elizabeth Bodnar	James Thomas Buchanan	Marie Britton
Betty Brenda Spinks	Elizabeth May Russell	Janette Mary Ireson	Marie DeBavay
Betty Lynette Kronenberg	Elk Accessories	Joan Margaret Donlon	Marjorie Louisa Hayes
Betty May Elliott	Elvia May Beves	Jocelyn Amy Pott	Marjorie Walsh
Boehringer Ingelheim	Enid Hallister	Joe White	Mary Veronica Jones
Brian M Davis Charitable Foundation	Equity Trustees - Russell & Womersley Bequest	John Adams	Maureen Weir
Bruce McDonald Charitable Trust	Equity Trustees - ANZ Staff Foundation	John Henry Coates	Maxwell John Smith
Carey Baptist Grammar School	Ferrari Club of Victoria	John McLeod	Merial (Nexgard, Paragard, Heartgard)
	Francis Aldridge Walter	John T Reid Charitable Trust	Methodist Ladies College
	Francis Samuel Abrahams	Joseph Lyddy	Michael Mcguire
		Joseph Norman Mason	Michael Teuma
		Josephine Cridge	Minnie Martin

Puppy Sponsors

- Bowness Family Foundation
- G W Vowell Foundation
- Geoff Wing
- Gualtiero Vaccari Foundation
- Hilary Irwin
- John Downer
- Ken Pollard
- Lord Mayor’s Charitable Foundation – Eldon and Anne Foote Trust
- Marina Keskevich
- Monica Behrend
- Ross Young
- Shine On Foundation
- Strathmore Community Services



- Ruth & Harry Taafe
- S Guthrie
- Shine On Foundation
- Shirley Evelyn Meredith
- Shirley Stewart Watkins
- Shirley Varley Philpott
- Smith Taggart
- Sofitel Melbourne on Collins
- State Trustees Australia Foundation
- Steven Robert Smith
- Stuart Robinson
- Svetko Krismancic
- Sylvia Mary Dungan
- Sylvia Ross Eady
- Teele Family Foundation
- Tom Evans
- Urquhart Charitable Fund
- Victor Milton Miller
- Victor Russ Pittman
- Viv Williams
- Wallace Williams
- Wanda Biala
- Wheelton Philanthropy
- Giving Fund
- Wilfred & Ruby Bird
- William Arthur Shipperlee
- William Garth Little
- William Mansel & Dorothy Higgins
- Winifred Stevens
- Yarra Guide Dog Auxiliary
- Yvonne Mary Dunstan
- Yvonne Mee

- Morva McLachlan
- Nancy Farris Blechynden
- Neville & Rita Brown
- Newsboys Foundation
- Noel Moore
- Nola Beverly Peucker
- Norma Grace Cleasby
- Oswald Charles Hearne
- PETstock
- Pam’s Ride
- Patricia McIntyre Foundation
- Perpetual - Brian J Sutton
- Perpetual - Impact
- Philanthropy
- Peter & Lorraine Bates
- Peter Bain
- Peter Mazzei
- Phyllis Madeline Mackennal
- Phyllis Mary Were
- Public Transport Victoria
- Raymond Charles Rutledge
- Reservoir Lions Club
- Richard & Elaine Stradwick
- Richard Sadus
- Rita Thompson
- Ritchies Supa IGA Stores Pty Ltd
- Robert Hill
- Rodney John Barr
- Rose Maree Scanlan
- Rose Myrtle Pratt
- Rosetta Isabell Lenzer
- Roy Edwards
- Roz Milne
- Ruby Janet Kathleen Tout
- Russell Herbert Vontom



# Key Financials

## Statement of Comprehensive Income – For the Year Ended 30 June 2017



	2017 – \$	2016 – \$
<b>REVENUE</b>		
Fundraising and Gifts in Wills	10,554,791	9,803,057
Funding for capital purposes	5,467,951	1,896,495
Revenue from merchandise sales	2,115,998	2,203,692
Revenue from the provision of dogs and mobility services	2,338,079	1,806,024
Rental revenue	45,343	35,037
Finance revenue	452,726	208,316
Other income	6,553	147,514
<b>Total Revenue</b>	<b>20,981,441</b>	<b>16,100,135</b>
<b>EXPENDITURE</b>		
Fundraising and Gifts in Wills	(2,560,138)	(2,990,437)
Cost of merchandise sales	(1,721,732)	(2,057,593)
Cost of provision of dogs and mobility services	(8,194,592)	(6,165,426)
Community information and public education	(1,273,140)	(558,819)
Corporate services	(1,495,107)	(1,440,878)
Other expenses	(65,936)	(199,518)
<b>Total Expenditure</b>	<b>(15,310,645)</b>	<b>(13,412,671)</b>
<b>GAIN BEFORE INCOME TAX</b>	<b>5,670,796</b>	<b>2,687,464</b>
Income tax expense	-	-
<b>Net gain for the year</b>	<b>5,670,796</b>	<b>2,687,464</b>
<b>OTHER COMPREHENSIVE INCOME</b>		
Net (loss)/gain on re-measurement of available-for-sale financial assets	116,266	(101,250)
<b>Total comprehensive gain for the year</b>	<b>5,787,062</b>	<b>2,586,214</b>

The 2017 Financial Report contains the Directors' Report and Annual Financial Statements, and Performance Statement, together with the Auditor's Reports thereon. The 2017 Financial Report is made available to Members and can be accessed from our website.

## Statement of Financial Position – 30 June 2017



	2017 – \$	2016 – \$
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	5,444,532	3,525,994
Trade and other receivables	3,142,133	1,148,026
Inventories	1,341,957	806,237
Financial assets	2,085,344	2,074,523
<b>Total Current Assets</b>	<b>12,013,966</b>	<b>7,554,780</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	975,100	1,252,868
Property, plant and equipment	8,752,025	7,708,319
Intangible assets	-	-
Investment property	1,050,000	-
<b>Total Non-Current Assets</b>	<b>10,777,125</b>	<b>8,961,187</b>
<b>Total Assets</b>	<b>22,791,091</b>	<b>16,515,967</b>
<b>CURRENT LIABILITIES</b>		
Trade and other payables	925,175	575,889
Provisions	965,282	829,816
<b>Total Current Liabilities</b>	<b>1,890,457</b>	<b>1,405,705</b>
<b>NON-CURRENT LIABILITIES</b>		
Provisions	91,189	87,879
<b>Total Non-Current Liabilities</b>	<b>91,189</b>	<b>87,879</b>
<b>Total Liabilities</b>	<b>1,981,646</b>	<b>1,493,584</b>
<b>Net Assets</b>	<b>20,809,445</b>	<b>15,022,383</b>
<b>ACCUMULATED FUNDS</b>		
Reserves	11,296,957	6,043,494
Retained earnings	9,512,488	8,978,889
<b>Total Accumulated Funds</b>	<b>20,809,445</b>	<b>15,022,383</b>



# Our Board

## Charles Thompson

### President

Social Reform & Governance Committee  
Remuneration Committee  
Membership Committee

## Iain Edwards

### Vice President

Dialogue in the Dark Committee  
Social Reform & Governance Committee  
Remuneration Committee  
Membership Committee

## Bruce Porter

### Honorary Treasurer

Audit & Risk Committee  
Social Reform & Governance Committee  
Remuneration Committee  
Membership Committee

## Maria Mercurio

Social Reform &  
Governance Committee  
Marketing & Fundraising  
Committee  
Membership Committee

## Jenny Gray

Audit & Risk Committee  
Dialogue in the Dark Committee

## Graeme Houghton

Dialogue in the Dark Committee  
Marketing & Fundraising  
Committee

## David Cochrane

Audit & Risk Committee  
Dialogue in the Dark Committee  
Social Reform & Governance  
Committee

## Anthony Kearns

Audit & Risk Committee  
Marketing & Fundraising  
Committee

## Gary Williams

(Resigned 30 November 2016)

Audit & Risk Committee

## Betty Amsden AO DSJ

(Vale, 26 February 2017)

Dialogue in the Dark Committee  
Marketing & Fundraising  
Committee

## Vale Betty Amsden

### AO DSJ. 1926–2017

This year we recognise the passing of our great friend, generous benefactor and Vice Patron, Betty Amsden AO DSJ.

Betty made an extraordinary contribution to Guide Dogs Victoria and to our extended community. She was a greatly respected member of our organisation for 35 years, holding the roles of Vice Patron and Board member. Betty's leadership and passion set an example for others, and her legacy will remain forever.

**Betty Amsden AO DSJ. May she rest in peace.**

## Contact us

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