

Guide Dogs

VICTORIA



2013

ANNUAL
REPORT

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Our Vision:

Provide high quality mobility training and support to every blind and vision impaired Victorian who needs assistance to achieve their maximum independence.

Our Values:

- Service Focus
- Honesty and Integrity
- Success Through People
- Professional Excellence
- Mutual Respect and Trust
- Accountability and Transparency



Guide Dogs Victoria Patrons

Patron

The Honourable Alex Chernov AC QC
Governor of Victoria

Vice Patrons

Betty Amsden OAM
Gordon Duxbury OAM

Message from the Governor of Victoria

Patron, Guide Dogs Victoria

It has been another busy and productive year for Guide Dogs Victoria as they continue to provide the blind and vision impaired in the Victorian community with the support they need.

Guide Dogs Victoria offers a range of services and programs that dramatically enhance the lives of those with vision impairment. The results of these programs can be measured in many ways, but none better than through the experiences of clients themselves.

This is demonstrated most clearly by clients' desire to support Guide Dogs Victoria in return. Whether it is walking 5 km to raise funds for Guide Dog training, selling jams and pickles to increase awareness for the Children's Mobility Program or hosting a stall at A-Z Happy Howlidays to pay for emergency services, clients are showing their appreciation for Guide Dogs Victoria and the improvement the organisation has made to their lives.

The Victorian community is indebted to Guide Dogs Victoria for the invaluable service it provides and our society is far better off for it. I am proud to be the Patron of an organisation with such a long-standing reputation for service and support to the Victorian public.

I congratulate Guide Dogs Victoria on another successful year and wish it well for the year ahead.



The Honourable Alex Chernov AC QC
Governor of Victoria



President's Report

During 2012/13, the demand for our Guide Dog, children's mobility, acquired brain injury mobility, occupational therapy and orientation and mobility services continued to increase. During the period, our committed team of professional staff provided these services to a record number of children and adults in Victoria who are blind and vision impaired - a 5% increase on the previous year.

While we reported an operating gain of \$205,000 for the 2012/13 financial year, this was adversely impacted by the effect of a \$253,000 write down in the value of our dogs, but favorably impacted by the \$1 million donation for the kennel upgrade.

During the period, we provided our services to around 1400 clients. In relation to our Guide Dog mobility services, 57 Guide Dogs, pets as therapy and companion dogs were provided to Victorians, with the achievement of a record number of 199 working Guide Dog teams.

As a not for profit organisation, we remain very reliant on the Victorian community who donate significant funds for which we are grateful, to meet the cost of the services we provide. While the government is introducing the National Disability Insurance Scheme, it does not cover a significant portion of our clients, and accordingly we will continue to be heavily reliant on donations from the community to fund our operations.

While a key focus is raising funds to meet the cost of providing our critical services, we must also obtain funding to upgrade our infrastructure. We are grateful for the \$1 million contribution received in late 2012 from the Hennessy Trust administered by Perpetual Trustees to upgrade our kennel facilities.

Further, in September 2013 we were extremely fortunate to receive a commitment from the Federal Government of \$2 million to upgrade our boarding kennels, veterinary clinic and breeding centre.

In February 2013, we were also saddened with the passing of Warwick L.H. Smith, our long standing past Director and President. His commitment to those who are blind and vision impaired was greatly appreciated. Our thoughts are with Pauline and Warwick's family who should be proud of the significant contribution he made to the blind and vision impaired and Guide Dogs Victoria.

“Our immediate aim for 2013/14 is to deliver our outputs and achieve our financial targets while establishing a solid foundation to build on for the future.”

Finally, 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, for their tireless commitment and dedication to enable the provision of our high quality services. The achievement of our outcomes is also very dependent on the significant contribution made by our large group of passionate volunteers, including puppy raisers, whose dedication and commitment never ceases to amaze. A special thanks must also go to our generous donors, bequestors and other supporters.

On behalf of the Board, I would like to thank you all for your wonderful contribution to Guide Dogs Victoria which enables us to provide our range of high quality services to children and adults in Victoria who are blind and vision impaired.



Russell A Walker
President



Chief Executive Officer Report

The last 12 months has been a significant period of transition, development and opportunity for Guide Dogs Victoria. Guide Dogs Victoria is committed to leveraging the strengths of our national federation, while preserving the closeness and relevance to clients and supporters that goes with being a strong state-based organisation.

In late 2012, Guide Dogs Victoria was delighted to receive a \$1 million grant through Perpetual Trustees Limited to redevelop our original kennel block into a state-of-the-art facility for our valuable canine friends. Designs and plans have been completed, and this construction project will commence in early 2014.

Our organisation is also proactively contributing to the latest technology advances for the blind and vision impaired by participating in the Monash Bionic Eye Program. We are committed to continuing service innovation and taking full advantage of technology developments to ensure our clients have the maximum choice in mode/type of service delivery at all times.

Throughout a challenging twelve-month period, our dedicated staff, volunteers and puppy raisers have demonstrated an absolute passion and commitment to their work, and to achieving the best possible outcomes for our clients and the community.

I am immensely proud to be leading such a dedicated group of people who are united in their commitment to delivering programs and services that will enable independence, mobility and freedom to children and adults who are blind or vision impaired.

Almost two years ago when I commenced as Chief Executive Officer, a long-serving staff member told me that "Guide Dogs takes a piece of your heart that you never get back". I now know what that means.

I encourage every Victorian to visit our campus in Kew, meet our dedicated team, take the time to understand our work, and above all be inspired by what our blind and vision-impaired clients can do and achieve every day through the training and support we provide with funds generously provided by the Victorian community.

An uncertain economic climate and the changing external environment have been catalysts for a significant investment of time and resources into improving our organisational systems, the evaluation processes we use to measure the effectiveness of our work, from a consumer and funder perspective, as well as defining and quantifying our social impact.

Guide Dogs Victoria has also spent a considerable amount of time developing and building on a range of relationships with like-minded organisations and individuals that have a common interest or belief in working in partnership to achieve increased social outcomes. This has included developing bipartisan government, local council and major funder relationships, and relationships with other service providers and referral sources.

This has resulted in a range of new initiatives and opportunities including the formation of the Victorian Vision Collaborative with other service providers, improvement of road safety issues for clients by working with local councils, a road safety program for clients with VicRoads and a pilot Pets as Therapy program with Able Australia.

Another area of increasing collaboration includes increased activities with our six Guide Dogs Australia partner organisations. We are all working cohesively to leverage strengths in key areas of each organisation to gain efficiencies, share knowledge, establish standards and to present 'one voice' when communicating with government and the community.

Finally, I would like to acknowledge our incredible team at Guide Dogs Victoria. To my fellow Senior Leadership Team members and all our employees I extend a huge thank you, for their dedication and commitment to making a difference in the lives of blind and vision impaired Victorians. Much has been achieved in the past year and there is still plenty to do however we go forward with the confidence that we have the right team in place to deliver our plans for FY13-14.

Thank you for your interest and support.



Karen Hayes
Chief Executive Officer



2012-2013 Strategic Focus

Over FY2012/13, the strategic focus for Guide Dogs Victoria was to:

1. Provide high quality client services

- Provided services to 1,115 clients and delivered nearly 21,504 program hours across our Acquired Brain Injury and Adult and Child Mobility services, an increase of 5% on the previous year. Client referrals across all services have increased by 10% from FY2011/12 with referrals for our Children's Mobility services increasing by 14% from FY2011/12.
- 44% of our clients were in regional Victoria where we have also established some key peer support groups and activities.
- Developed and implemented a Client Satisfaction Survey in consultation with our Consumer Advisory Council representatives which yielded client satisfaction ratings greater than 80%.
- Forged relationships with partners across the sector including Diabetes Australia, Able Australia, the Victorian Vision 2020 collaborative and the innovative Bionic Eye Program with Monash University.

2. Deliver high quality Guide Dogs

- Provided Guide Dog services to 303 clients in FY2012/13. Importantly, we delivered 6,627 program hours, which represented an increase of 10% on the previous year.
- Successfully regionalised our Guide Dog services, which delivered reduced waiting times for clients across all client service areas.
- We achieved a waiting time of less than 90 days – a record low for Guide Dogs Victoria.

3. Maximise our fundraising and marketing

- Hosted a range of exciting events to thank our donors and engage with the community including a record breaking Run Melbourne year, a range of International Guide Dog Day events and activities, as well as two corporate networking breakfasts.
- Delivered significant audience reach through our PR and media activities, including television and print coverage of our annual Graduation Day.
- Delivered several very successful appeals throughout the year, including our annual Tax Appeal featuring our innovative and world first 'Test Drive a Guide Dog' program.
- Despite difficult economic conditions, contributed over \$7.06 million to the running of our client programs.

4. Nurture our staff and volunteers

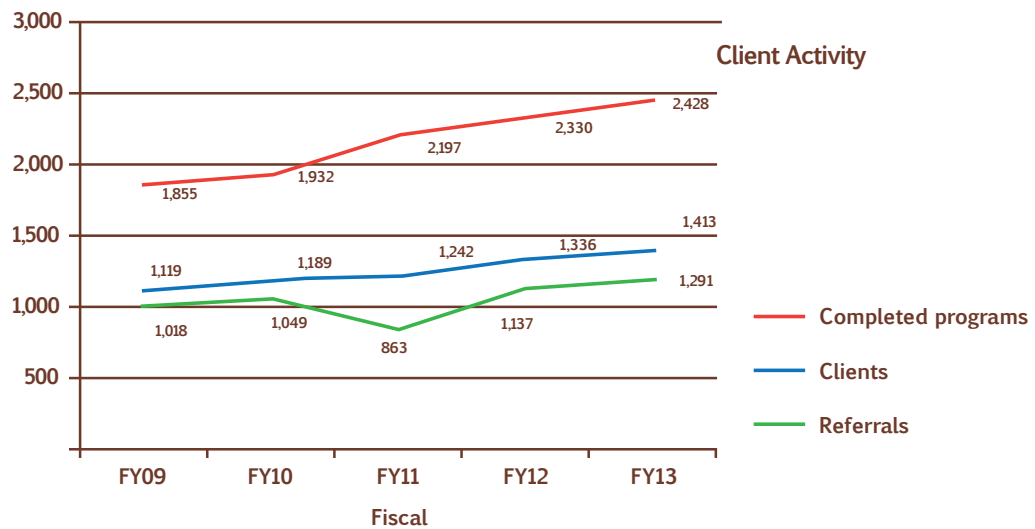
- Undertook our second Employee Engagement Survey and achieved improvements across most indicators. The overall employee engagement score improved by 10% from the previous year. Plans are underway to conduct a similar survey with our 460+ volunteer workforce in FY2013/14.
- Introduced a Reward and Recognition Program for employees and volunteers.
- Completed extensive work on refreshing our commitment and responsibility to Occupational Health & Safety.
- We relaunched our values and behaviours through workshops across all departments, and involved employees in defining expected behaviours and designing logos that reflect our values.

5. Strengthen our financial position and business processes

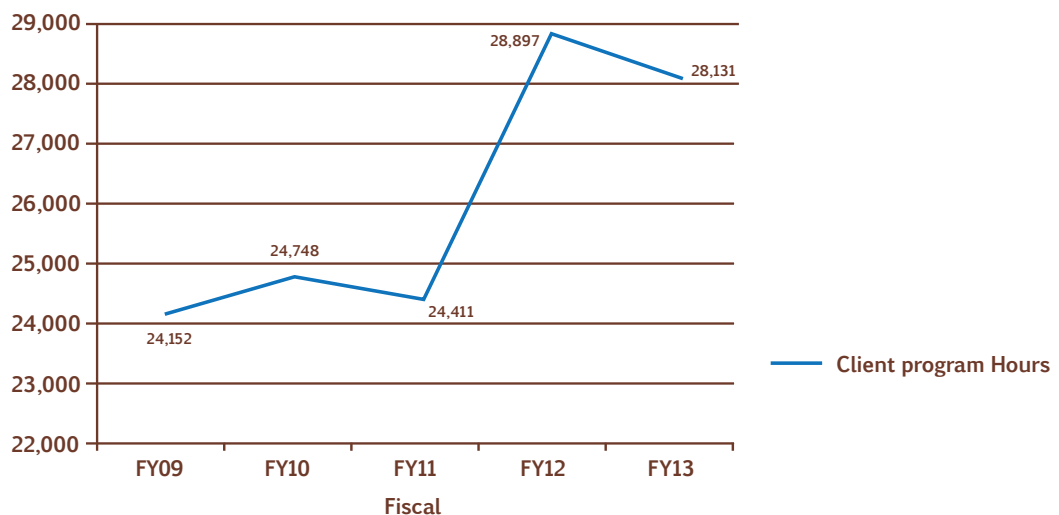
- Closed the year favourable to budget, with a net gain of \$227,104 despite the challenging economic climate for the not-for-profit sector.
- Built and opened the new Guide Dogs Victoria retail outlet.
- Signed a new commercial partnership agreement with KONG, dog toy manufacturer.
- Created a telemarketing collaboration agreement with Guide Dogs Queensland, whereby Guide Dogs Victoria sells merchandise into Queensland and Guide Dogs Queensland sells raffle tickets into Victoria. Both states will share in the proceeds from the initiative.
- Implemented a new software system to manage our donor database and dog program.

Providing High Quality Client Services

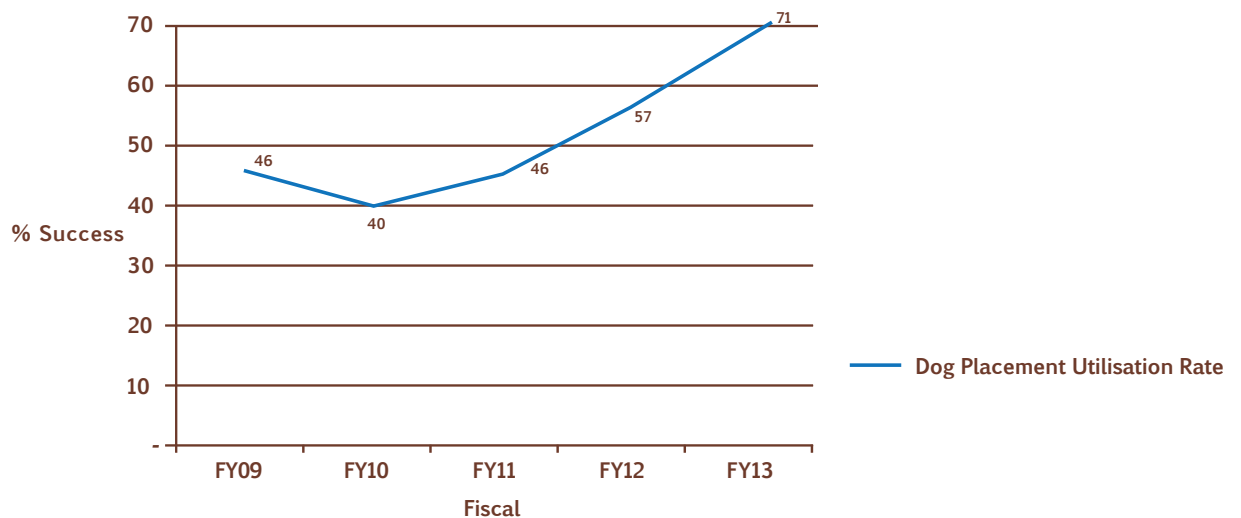
Client Activity



Client Program Hours



Dog Placement Utilisation Rate



2013-2014 - Next Year's Journey

Following two years of refining and strengthening our organisational foundations, Guide Dogs Victoria is now well positioned to not only proactively contribute to our changing environment, but to lead the disability reform changes necessary within the vision and blindness sector in Victoria.

Our focus in the year ahead will be on remaining a financially sustainable, client-centred organisation delivering services that continue to be relevant, accessible and affordable, and to raise the public awareness of the breadth of our service offerings. Roll out of the new national Guide Dogs brand will augment communications educating the public about the diversity of our services.

A New Look for Guide Dogs Victoria!

Guide Dogs Australia collectively represents the associated organisations based in each state and territory. In early 2013, it was decided to consolidate the branding nationally to reflect the rich heritage and story of Guide Dogs, improve efficiencies and share best practice across services, marketing and fundraising.

The new brand represents the existing vision and values of the Guide Dogs' associations across the country as well as our ongoing evolution and collective journey. The new branding features both the Guide Dog and the Guide Dog medallion. The dog has been a recognised identity of the organisation since 1951 and the medallion represents our collective heritage and the original values of the Guide Dogs' associations.

While the new branding will provide us with national opportunities, Guide Dogs Victoria will continue to operate with a localised focus and in accordance with our state-based priorities.



Guide Dogs Victoria and National Disability Insurance Scheme (NDIS)

The foundation work conducted over the past two years has ensured that Guide Dogs Victoria is well placed to continue to maximize our organisational contribution to the national disability and health reforms under the new NDIS.

These reforms, however, also represent further challenges for our organisation. Early indications are that only 15% of our total client base will be covered by the National Disability Insurance Scheme scheme once it is fully operational. This is primarily due to the scheme only covering individuals up to the age of 65 years, and eligibility for payments currently being restricted to individuals who are categorised as legally blind.

Guide Dogs Victoria will therefore continue to proactively market and promote the value of our full service offerings to the blind and vision-impaired community over the coming year. The launch of a new Guide Dogs' brand is an exciting development in the process of creating increased levels of awareness and education regarding our full range of mobility services for blind and vision-impaired children and adults over their entire life-span.

Preparing to Meet the Demand for our Services

We know that the number of Victorians living with a vision impairment or blindness will increase dramatically in the coming years. In fact, we expect over 350,000 Victorians to be living with a vision impairment by 2020.

Guide Dogs Victoria enjoys a tremendous amount of goodwill from the community. We are confident, through continued collaboration and partnership with government and other service providers, and ongoing engagement and support from the philanthropic community, that our organisation will continue to provide the highest quality services to current clients in addition to meeting the projected growth in service needs in metropolitan and regional Victoria in FY2013/14.

In 2013 we welcomed the announcement from The Hon Tony Abbott MP of \$2 million of funding from the Federal Government to assist with capital building works at Guide Dogs Victoria.



L-R Mr Russell A Walker, GDV President, The Hon Tony Abbott, Prime Minister of Australia and Mrs Karen Hayes, GDV CEO

World Class Service Provision

Our Mobility Services educate and support our clients; maximising their individual choices around service needs, mobility aids and access to the latest technology. At all times we are jointly focused on maximising each client's residual vision and physical capabilities to ensure that they have the support necessary to reach their individual mobility and independence goals.

Setting and meeting individual goals for our clients ensures that we can accommodate individual aspirations and we can celebrate and support their unique abilities, living arrangements, challenges and personalities.

Guide Dogs Victoria's consumer-centric business model also ensures a holistic approach to client services. Our group adult and children's programs complement our individual support programs by encouraging and evolving skill development within a flexible, safe and supportive environment that promotes socialisation, group activities and fun.

Public Education and Access

Guide Dogs Victoria has an ongoing commitment to our vision-impaired clients that extends beyond the primary services we provide to their overall experience and interaction within their community. Our public education program is designed to improve advocacy for the critical issues that affect our clients every day.

Through our speakers and tour program, we help educate the broader Victorian community and schools on how they should interact with a vision-impaired person and help them to understand what it might be like to lose their vision.

We also work with businesses and organisations to ensure they understand the legal rights around access for a vision-impaired person and their Guide Dog. This is conducted through the regular implementation of training presentations for groups within industries such as hospitality, security, and taxi services.

By enhancing diversity and relevancy around our speakers and tour program, we can help to build a greater understanding of the challenges our vision-impaired clients face, and work to diminish these as much as possible.



Consumer Advisory Council

Guide Dogs Victoria's Consumer Advisory Council (CAC) is comprised of clients, staff, volunteers and other stakeholders who volunteer their time to assist with facilitating information exchange between the Board of Directors, clients and Guide Dogs Victoria management and staff, providing advice concerning client training and identifying the needs and priorities in service delivery.

Guide Dogs Victoria thanks our CAC members who held a position on the Council over the FY2012/13 period.

Mark Birkett (retired in FY12/13), Chris Boyle, Cherie Brand, Dorothy Docherty, Iain Edwards (Chair & Director), Pam Haigh, Ramona Mandy (retired in FY12/13), Anne Rayner, Richard Stradwick (retired in FY12/13), Lyn Taylor, Angela Williams, Mary Wynne

Guide Dog Operations

Breeding

Guide Dogs Victoria continued to build on its reputation as one of the most successful specialist Guide Dog breeders in the world. We maintained our membership of the International Breeding Co-operative group. This group, made up from the most successful Guide Dog breeding programs around the globe, collectively welcomed over 3000 potential Guide Dogs into the world during the year.

The Guide Dogs Victoria breeding program has been operating for nearly 50 years. It represents our strong commitment to producing dogs that meet the rigorous temperament and health standards required for guiding a blind or vision-impaired person.

Guide Dogs Victoria currently maintains a breeding stock of over 20 females and has access to up to 25 males through our breeding co-operative partners.

This year, the Breeding Centre at Guide Dogs Victoria welcomed 104 puppies into the world, comprising 16 healthy litters. In order to meet the ever increasing need for our Guide Dogs a significant increase in breeding is planned for the year ahead.

Kennels & Vet Services

The Training Kennel and Vet Clinic department continues to provide a calm and friendly environment promoting the health, well-being and welfare of our puppies, dogs in training and dogs recovering from surgery.

Our dedicated team of employees, together with a large contingent of volunteers, ensure the safety, and temperamental and physical wellbeing of our dogs. Working together they provide a structured enrichment program to support the puppies' early development and give them the best preparation for their life ahead. They also support the health and welfare of our dogs in training by providing regular grooming, frequent and comprehensive health checks, and stimulation and exercise through activities such as free running with other dogs between training sessions.

Puppy Raising

Puppy Raisers are dedicated volunteers who give a year of their time to support the growth and development of our young puppies.

Guide Dogs Victoria depends on the generous support of our Puppy Raisers to nurture our young dogs up until the age of 12-14 months when the dogs embark on their formal Guide Dog training.

Many of our Puppy Raising families have raised a number of puppies over many years and their contribution to the success of our Guide Dog program is immeasurable. We consider ourselves very fortunate to have such a dedicated and enthusiastic group of volunteers supporting the important work that we do.

The Puppy Raisers' work is important for our puppy socialisation program. They are responsible for taking our puppies everywhere: the city centre, shopping centres, cafes, the beach, and riding on trains, trams and buses. Introducing the puppies to many different experiences has proven to be so important for developing a calm and confident dog suited to becoming a working Guide Dog.

Our Puppy Raisers are supported by our team of Puppy Development Advisors. This year they produced a comprehensive manual as a reference guide for our Puppy Raisers as well as providing over 1000 home visits and 59 puppy classes. During the year they supported over 160 families raising a Guide Dogs Victoria puppy.

Dog Welfare

Ensuring the welfare of our dogs is one of Guide Dogs Victoria's core objectives. During the year we continued to examine our practices to ensure that we maintain our already low rates of illness and injury.

Ongoing staff training and development and process reviews are undertaken to ensure we continue to provide an environment that promotes the health and well-being of our dogs.

ADVANCE®

With 104 puppies born in our Breeding Centre this year, we have a lot of hungry mouths to feed. Keeping our dogs in optimal condition throughout their life is a key part in raising them to become working Guide Dogs.

ADVANCE® continued to support our program through their sponsorship of all our puppy and dog food requirements. With so many dogs for us to feed their support is vitally important. We are proud to use and recommend the ADVANCE® product range.



Julie Ager

Seeing Julie Ager out and about with her Guide Dog puppy-in-training would be a familiar sight to Richmond locals. Since 2008, Julie has volunteered as a Guide Dogs Victoria Puppy Raiser, during which time she has raised three puppies including a 'brooder' that has given birth to other Guide Dog litters.

'Raising Guide Dog puppies certainly ticks all those boxes and more! I have a 24/7 furry companion who every day motivates me to exercise!' she said.

Julie is currently raising Fara, and permanently looks after adult Guide Dog brooder Ceara. She can often be seen walking the dogs along the Main Yarra Trail or at Studley Park.

From approximately seven weeks of age, the average Guide Dog pup lives with its 'foster family' for up to 12 months, after which it returns to Guide Dogs Victoria to commence formal training. This normally takes around 20 weeks, after which the dog should be ready for initial placement with its prospective vision-impaired client.

Guide Dog Training & Mobility

During the year the demand for Guide Dogs continued to grow and clients serviced increased by 10% from the previous year. A Guide Dog's ability to avoid obstacles and travel smoothly and efficiently through the environment is unmatched by any other mobility aid currently available. In addition, a Guide Dog provides valuable companionship and increases its owner's confidence. This in turn contributes to the increase in independence reported by many of our Guide Dog users.

After assessing each dog's suitability to work as a guide the training team spends up to six months teaching each dog the skills required to safely guide a blind person. Around 50% of dogs entering training meet the demanding requirements of the role. Dogs that are not suited to guiding still fill important roles in our other programs, such as our Pets as Therapy program.

Guide Dogs Victoria also provides a comprehensive client training program when they are matched with a dog. The program covers the care and husbandry of their dog as well as practical sessions to develop their team work. The support doesn't end here, as Guide Dog Mobility Instructors will continue working with our clients and visit them regularly throughout the year.

This year, Guide Dogs Victoria partnered 35 fully trained Guide Dogs with their new vision-impaired owners and ended the financial year with 14 clients on the waiting list. We have again exceeded expectations and have a record number of 199 working Guide Dog teams in Victoria.

In addition, 22 dogs were placed as assistance dogs through our Pets as Therapy and Companion Dog programs. Another 16 dogs were sent to assist other Guide Dog schools nationally and internationally within the International Guide Dog Federation.

Paul Adrian – Guide Dog Manager

Paul started his career with a trainee cadetship and qualified as a Dog Mobility Instructor in 1986 at Guide Dogs Victoria. Leaving Guide Dogs Victoria in 2001, Paul took up a unique opportunity to help develop a Guide Dog organisation in Israel.

There, he played a role in growing the organisation from very humble beginnings. Although he worked with a Hebrew language sheet to capture key commands and commentary, language was not a barrier as auditory stimulus and tonal subtleties serve as the foundation for communication between dogs and humans.

After establishing a private Guide Dog training school in Germany, where he lived for 7 years, Paul returned to Australia and re-joined our Victorian team as Guide Dog Manager.



He is responsible for strategic development and management of a service that essentially does not come to full fruition until some 24 months after each litter is born. He must lead his team to maintain the consistent breeding and supply of Guide Dogs that are wonderfully tailored to the task – relaxed, steady, compliant and calm animals that are naturally and positively wired to work.

Paul has two pet dogs – Milo, a six year old Golden Retriever/ Labrador cross, and Buffy, an ancient and personality-plus Jack Russell.



Liam Haven

25 year old returned soldier Private Liam Haven lost his sight whilst serving with the Australian Army in Iraq in 2008, after an Improvised Explosive Device exploded while he was on a routine patrol. Liam lost his sight in his left eye and now only has two per cent sight in his right eye. Guide Dogs Victoria matched Omen, his Guide Dog, with Liam some two years ago, and the two have been inseparable ever since, with Omen accompanying Liam to Swinburne University, where he is currently studying Psychology and Community Services.

"Omen is a great addition to my life and makes moving independently in the community a lot easier whilst at the same time being a great companion."



Children's Mobility Service

The Children's Mobility Service (CMS) has continued to provide orientation and mobility training throughout the year to support children who are blind or have low vision. The number of clients serviced increased by 2% from the previous year. There was a staggering 8% increase in referrals to CMS, of which 71% of clients were introduced to Guide Dogs Victoria by the State Education Department.

The CMS team developed a number of new group programs throughout the year as well as continuing to deliver high quality individual training to students. The instructors liaise closely with parents and carers throughout the course of each program and encourage their input as it is a vital component of successful orientation and mobility programs for children.

Group programs and camps provide students with the opportunity to develop their orientation and mobility skills in a fun and engaging setting. They build strong social networks with their peers and develop their skills together.

This year has seen the introduction of a new program for boys in the Hume region, called "Operation Top Secret", as well as growth in the eastern metropolitan region program, "Waverley Boys". A "Beginner Spy Kids" program was developed for students in the Loddon Mallee region.

This program is designed for younger students to develop their fundamental orientation and mobility skills in order to access the more advanced group program, "Spy Kids". The program also gave older students the opportunity to act as mentors and further enhance their own skills.

A number of camps were conducted in the school holidays, two for primary aged students and two for secondary aged students. The themes for the junior programs were accessing sports, "Mobility Olympics", and accessing new and different environments, "CMS Goes Wild".

In addition to the two senior programs, another program called "Get Real" was run with the support of the community, for upper secondary school students to prepare them for further study or work after school.

Understanding and meeting the unique individual needs of blind and vision-impaired children and their parents ensures, with quality teaching and support from the Guide Dog's team, our clients are developing capabilities and levels of resilience that will underpin their future development through school and into adult settings.

Mickayla Prindable

Mickayla Prindable was six years old when she learnt she had cancer. At the age of 10 she underwent a bone marrow transplant, but not before contracting meningitis prior to the operation, and then again after it. As a result, Mickayla's optic nerve was damaged leaving her completely blind in the right eye, and with very poor vision in the left eye.

Life is, however, now fully charged for this 17 year old VCE student. Although she doesn't yet know what she wants to do after high school, there is no doubt she has plenty of options. In her own time and away from school, Mickayla dances, sings and horse rides!



Mickayla was one of the first people in the world to trial Guide Dogs Victoria's Guide Dog training for children. Normally only provided to adults, Guide Dogs Victoria has introduced a pilot scheme whereby children learn to interact and work with Guide Dogs.

Participating in the Guide Dog training program has taken things to a whole new level for Mickayla - for three days she was paired with fully qualified Guide Dog Heidio and she was able to practise hand and voice commands guided by our Guide Dog Training team. Mickayla found the experience so different to using a cane - it was a lot less stressful as, for example, the dog would know when the street was coming to an end, whereas Mickayla couldn't normally see quite that far ahead.

Mickayla hopes to have a Guide Dog as early as next year although clearly, it will need plenty of energy to keep up with her!



Adult Mobility Service

The Adult Mobility Services (AMS) includes the Acquired Brain Injury Mobility Department, the Adult Orientation and Mobility Department and Occupational Therapy services. Referrals in this area have increased by 5% from the previous year.

The past year has seen many innovative programs provided by our skilled Mobility Instructors resulting in wonderful client achievements, more referrals and the furthering of Guide Dogs Victoria's reputation for providing quality programs. Our programs are tailored to the client's needs and objectives and can be implemented as an individual program or with the client participating in a group program.

The AMS strives to keep abreast of the latest in electronic mobility aids. The Mini Guide, Trekker Breeze and other GPS equipment are very popular and beneficial secondary aids. Technology to assist a person with vision impairment is developing rapidly and includes numerous applications available on iPads, iPhones and tablets. Guide Dogs Victoria's Mobility Instructors have been up-skilled in the use of electronic aids and technology to incorporate these devices in mobility programs and to continue to be able to offer this specialised service to our clients. To date all electronic aids provided to our clients have been funded by grants and donations.

The AMS team has adopted its own Ambassador Dog, Vito who plays a role in all workshops as well as participating in client programs.

Around the World in Three Days

This year a remarkable Guide Dogs Victoria group mobility program was introduced that took a number of vision-impaired and blind Victorians on a culinary adventure!

'Around the World in Three Days' was a positive mobility and sensory challenge for 12 Guide Dogs Victoria clients, who navigated the sounds and smells of Dandenong. Mobility skills were tested and enhanced, and groups worked together to access unfamiliar surroundings.

"Navigating through unfamiliar surrounds and experiencing a range of multicultural smells and sounds gives our clients confidence and empowerment in daily life, as well as on a holiday where new challenges are presented," Orientation and Mobility Instructor Vicki de Silva said.

The three-day adventure is part of Guide Dogs Victoria's Orientation & Mobility Services, which equips people who are vision impaired to move safely, fluently and independently in the environments through which they wish to travel. This includes but is not limited to learning long cane skills or developing road-crossing techniques.





International Guide Dog Services

Worldwide - UK, Japan, South Africa and Eastern Europe

Guide Dogs Victoria's John Gosling completed his eleventh year of service on the International Guide Dog Federation (IGDF) Board and attended meetings in Tokyo and London. While in Japan, John visited the Japan Guide Dog Association where he provided collegiate support and spoke with staff and clients affected by the devastating March 2011 earthquake and tsunami.

John was on the IGDF Board - Development Liaison Committee which supported Applicant and Enquiring Organisations in South America, Eastern Europe and Asia. He was also a member of an IGDF Task Force reviewing Guide Dog training equipment and Animal Welfare Standards.

Hawaii

Guide Dog Services Advisor, John Gosling, completed a one week Guide Dog follow-up service for the Eye of the Pacific, Guide Dog Foundation. Guide Dogs Victoria have been providing this support on a fee for service basis in Hawaii since 1976.



Japan

Guide Dogs Victoria has provided technical support and Guide Dog stock to the Nippon Lighthouse Welfare Centre for the Blind (NLB) since 1971. Guide Dog Mobility Instructor, Jun Atobe, provided further training for NLB instructor Yuhsuke Kuwaki for six months, resulting in six Guide Dogs graduating.

Guide Dogs Victoria has also supported the development of the Guide Dog & Service Dogs Association of Japan over the past 10 years and in 2012/2013 provided the Yokohama based organisation with three untrained Guide Dogs and one service dog.

Singapore

Guide Dog client Alvin Ng and Guide Dog Seretta returned to Singapore with Guide Dogs Victoria Guide Dog Mobility Instructor Aaron Horsington after their successful training program at our facility in Kew.

Australia

Guide Dogs Victoria's breeding program regularly provides Guide Dog puppies to other Guide Dogs Associations in Australia for training and development.

People & Culture

The 2012/13 financial year was once again significant for People and Culture activity within Guide Dogs Victoria as we transform our organisation to meet the needs and demands of the future.

Employee Engagement

We undertook our second employee engagement survey in late 2012 which showed:

- A 10% improvement in our overall engagement score on the previous year (a pleasing result given the significant change introduced over the previous 12 months); and
- Pride in working for Guide Dogs Victoria was greater than 95% (a 7% improvement on the previous year).

We launched the CEO Round Table Program during the year, giving all staff an opportunity to meet with the CEO in an informal setting to discuss their respective work areas and ask questions about our future plans. The Program will be ongoing giving us great insight into improvements that we can make to our organisation.

Values and Behaviours

We relaunched our values and behaviours through workshops across all departments, and involved employees in defining expected behaviours and designing logos that reflect our values.

A Reward and Recognition Program aimed at reinforcing and acknowledging our staff and volunteers living our values and behaviours was launched in December 2012, with awards given each quarter.

Occupational Health and Safety

Guide Dogs Victoria redesigned the architecture of its occupational health and safety (OHS) systems, including redesigning our risk management and hazard control processes and trained leaders in their OHS responsibilities.

This focus on safety over the course of the previous 12 months has resulted in a 37.5% reduction in lost time injury incidents from the previous year.

Betty Amsden Scholarship

Last year, Betty Amsden OAM approached Guide Dogs Victoria about establishing a Scholarship Fund specifically aimed at encouraging and developing leadership in our staff. Professional development, and in particular leadership development of mid-tier managers, is something that is very close to Betty's heart, and she wanted to support the development of that management group at Guide Dogs Victoria. Guide Dogs Victoria was very pleased to announce Janice Aldred as the inaugural recipient of the Betty Amsden Scholarship for Leadership.

Honesty & Integrity 

Accountability & Transparency 

Mutual Respect & Trust



Professional Excellence 

Success through People



Service Focused



Janice has been employed by Guide Dogs Victoria for over 15 years, predominantly in the Breeding Centre. In May 2012, Janice was appointed to a new leadership position in the role of Shift Coordinator.

In 2013, Janice commenced a Certificate IV in Frontline Management with the Australian Institute of Management, thanks to the very generous Scholarship Fund created by Betty. Janice is well underway in her Certificate Program, and she has just recently successfully completed the Occupational Health and Safety Modules of the program. Guide Dogs Victoria would sincerely like to thank Betty Amsden for her gift in creating the Scholarship Fund.

Our Volunteers

Guide Dogs Victoria is unable to provide the services that we do without the very generous support of our volunteers.

We have a highly valued and extremely committed volunteer workforce of over 450 people, who work across a broad cross section of our organisation including our Breeding Centre, Training Kennels, Puppy Raising, tours, gardening and maintenance and administration.

Over the past 12 months, our volunteers have dedicated over 8,812 voluntary hours to Guide Dogs Victoria in support of the delivery of our programs and services.



Looking back to move forward

Capturing the rich history of an organisation that's more than 50 years young is no mean feat. Yet, this is exactly what Barb Bedford and Val Riseborough were able to do for Guide Dogs Victoria.

Barb and Val have been tirelessly scouring through years (and boxes) of photographs, books, videos and publications to establish an archived record of Guide Dogs Victoria and Jan Ellis helped by scanning every document, capturing it forever in digital form.



With content dating back to the early 1900s, the collection is extensive and always growing.

In May 2013 a video was produced, "Where Did We Come From", which is a fascinating consolidation of Guide Dogs Victoria's archives, and highlights the work of extraordinary people, like Barb, Val and Jan, who have contributed to or been touched by the services and operations of Guide Dogs Victoria over the years.

Marketing & Fundraising

Overview

The Marketing and Fundraising team has continued to support Guide Dogs Victoria's extraordinary work through the delivery of a range of fundraising, legacy and community engagement programs. FY2012/13 has delivered a range of outcomes and we thank our wonderful donors, volunteers and supporters for all they have done in enabling this work.

Key activities over the FY2012/13 year have included:

- Introduction of a new supporter and dog facility database, which has provided improved functionality and efficiencies;
- Opened a new merchandise shop on campus to showcase our successful and diverse Guide Dogs Victoria products
- A review and redevelopment of our iconic Puppy Sponsorship and Puppy Pals programs, including donor surveys, with both programs exceeding targets for the year;
- A generous gift of \$1 million from The Hennessy Trust administered by Perpetual Trustees to fund the redevelopment of our older kennel facilities;
- The appointment of a Community Engagement Manager, and a team to support these critical activities.

During the year we conducted five appeal activities and raised \$1.01 million to support the provision of our services to clients.

We thank our donors who gave so generously to these appeals and our clients who selflessly shared their stories and inspired the community to give.

Looking Ahead

In FY2013/14 we will deliver a strong suite of activities and events, which will result in significant revenue for Guide Dogs Victoria. This work effort will be directly linked to the organisational strategic objectives and we will continue to effectively connect and engage with our stakeholders and supporters. We will continue to focus on ongoing improvement, efficiency and cost reductions.

We are excited to be developing new and innovative revenue streams for Guide Dogs Victoria and broadening our supporter base so more and more Victorians can contribute to the wonderful work we do.

Events

Our team delivered 18 Guide Dogs Victoria events in FY2012/13 including our annual Graduation Day, International Guide Dog Day regional donor engagement events in Bendigo and Mornington and two corporate breakfast events. We also participated in 12 other events over the year including RunMelbourne, the inaugural Dog Lovers Show and the 150th birthday celebrations of the Royal Victorian Eye and Ear Hospital.

International Guide Dog Day

The team celebrated with our clients, volunteers and donors on Wednesday 24 April with a range of activities and events, which received extensive media coverage. Major donors joined clients and Board Members at intimate lunch and dinner events, to hear about what we have achieved through their generous gifts.



Bequest supporters received a special insight into our dog training techniques and were given the opportunity to meet some of our Guide Dog Mobility Instructors.

And our Community Engagement team celebrated the day with an early breakfast for our Puppy Raisers, clients and staff and a chance to reflect on the impact these magnificent dogs have on the Victorian community.

Guide Dog Collection Dogs

FY12/13 was another great year for Guide Dogs Victoria's iconic Collection Dog program with over \$580,000 collected to support our clients and services, \$360,000 of which was collected from Coles or Woolworths stores. We would like to thank all our dedicated supporters for hosting a collection dog in their store or office, and to everyone who 'fed' our dogs with a generous donation!

A Gift of Freedom

Guide Dogs Victoria thanks our supporters and their families who chose to leave a bequest in FY12/13, and included a legacy to Guide Dogs Victoria in their will. To date, over a third of our working Guide Dogs have been funded through the generosity of supporters who leave a gift in their will.

RunMelbourne: a Walk in the Park with our Guide Dogs

A story from Guide Dog client Maribel Steel

The team had come prepared. Dozens of orange caps, t-shirts and water-proof ponchos – the rain was not going to dampen our fun-loving spirit for this year's RunMelbourne event.

The sun came out in a burst of support while the hive of volunteers buzzed about helping vision-impaired and blind clients attach name badges to shirts and timing tags to shoes. As they waited, an assortment of Guide Dogs greeted each other with a sneaky sniff here and there.

This was my second fun run, having participated the previous year after my elderly Guide Dog had passed away. I knew then, if I wanted to stop crying whenever a golden Labrador passed me in the park, I had to get back among the pack and be a part of the live action. This year, I tapped my white cane through the throng of Melbournians flocking to Federation Square narrowly avoiding collisions with joggers, children on bikes, prams and buskers. My eyes brightened when I was greeted by the familiar voices of the Guide Dogs Victoria team. "Yay, you made it."

Excitement warmed the wintry morning and I could sense the 40 Guide Dogs, puppies in training and ambassador dogs were hanging out for that first 'forward' command to sprint off into the race. This year the Guide Dogs team had swelled to over 140 clients, dog handlers, volunteers and staff, all with one mission – to raise \$30,000, the cost of breeding, training and caring for one Guide Dog.

Just before 11 a.m., the starting call came and we were off. Some Guide Dogs and handlers were faster than others, a mini Tour de France group jostling for position on the crowded pavement along Swanston Street.

My sure-footed companions, Gena Marie and her elegant chocolate-coloured lab, Gypsy, and my sighted guide, Caroline Dazey, the Fundraising Coordinator for Guide Dogs Victoria became so caught up in swapping travel tales during our 5 km stroll around the Botanical Gardens that we finished last and waved proudly to volunteers packing up the event behind us.

At the team after party, there were cheers of joy when Karen Hayes, CEO of Guide Dogs Victoria, announced that everyone's fundraising efforts had raised in excess of the \$30K target – the pizzas were on the house. We were thrilled, and just for once, some of us turned a blind eye to any pizza crusts that may have made their way to where our off-duty canine companions sat quietly under the tables.



Our Supporters

Estates

Francis Samuel Abrahams

James Alford

Amelia Eliza Holland
Charitable Trust

Linda Blow

Bowles Charitable Foundation

Dorothy Edith Bridger

Linda Brown

Neville and Rita Brown

Beatrice Edith Burke

Shirley May Casey

Ruth Clemens

Edna Curwen-Walker

Marie De Bavay

A E Deutscher

Moyra Maureen Digby

Ian William Dodd

Brenda Tynan Donald

Sylvia Mary Dungan

Olive Joy Edmonds

Elizabeth Evelyn Ellis

Dorothy Margaret Fitzgerald

Bernard Arnold Fletcher

Anne Fraser

Helen E Gadsden

Joyce Margaret Games

Joffre James Gilchrist

Ilse Goldschmidt

Gwenneth Elaine Graebner

Granger Charitable Foundation

Coral Haines

Ann McDonald Hargreaves

Marjorie Louisa Hayes

Oswald Charles Hearne

Gerardus Hebing

Charlotte Hemmings

Leone Camellia James

Una Lucy Jensen

Pauline Marie Johnston

Mary Veronica Jones

Edith Grace Kemp

Donald Stanley Kerr

Daisy May Kirby

Lorraine Grace Lowe

Louie Viner Lunt

Harry F Malkin

Kenneth M Martin

Joseph Norman Mason

Annie Gladys Matthews

Tooney Aurish Matthews

Robert Sturdee McDiarmid

Edna Mary McKaige

Marjorie McKenzie

Jesie May McPhee

Henry Franklin Meakin

Anita Helen Metzger

Gwenneth E Miller

Lorraine Margaret Mills

Heather Jean Morey

Hildegard Nolte

Edna Doris Olson

Faye Jocelyn O'Neil

Muriel Osmond

Phebe Lenore Pearce

Iris Pithie

Victor Russ Pitman

Ruby Louisa Powell

Lola Poynton

Rose Myrtle Pratt

George Kevin Price

Anne Elizabeth Raymond

L I Roach

Margot Patricia Rowse

Ronald Samios

Mary Seed

William Arthur Shipperlee

Joy S M Stansfeld

Isobel Stirrat

Kathleen Craven Stringer

Ian Weir Sutherland

Norma Joyce Turner

Russell Herbert Vontom

Andrew David Warne-Smith

Irene Watkin

Aileen Mary Wells

William Mansel Higgins &
Dorothy Higgins Charitable Trust

Shirley M Williams

Ada Withers

Christine Wright

Keith Dinsmore Yardy

Wilfred & Ruby Bird
Charitable Trust

Visionaries

Amsden OAM, Betty
Bain, Peter
Birchall Family Foundation Trust
Black, Alister
Calder, Winifred
Charles & Cornelia Goode Foundation
Edwards, Roy S
Evans, T
Excell, Bill, Kathleen & Allan
Funke Kupper, Elmer & Joanne
Hastings, Norm & Carol
Hayes, Karen & Graeme
Jones, Marie
Limb Family Foundation
Patricia McIntyre Foundation
Nassau, Fairlie
Novak, Lola
Ross AM, Margaret S
Stradwick, Richard & Elaine
Tulloch, James
Turnbull, Christopher
Walker, Russell & Marlene

Trusts and Foundations

Alfred Felton Bequest
auDA Foundation
Commonwealth Bank Staff Community Fund
Estate of the Late Dr Raymond Valentine Hennessy
managed by Perpetual Trustees
Helen Macpherson Smith Trust
Supported by the Ivor Ronald Evans Foundation
managed by Equity Trustees
Lord Mayor's Charitable Foundation
Supported by The Mars-Stride Trust managed by
Equity Trustees
May and Stanley Smith Charitable Trust
Newman's Own Foundation
The Elliot Family Trust
The Trust Company

Corporate Partners

Coles Group
Frontline Plus
Heartgard30 Plus
Idexx Laboratories
Mars Petcare Advance
MSD Animal Health
QBE Insurance (Australia) Limited
The Tontine Group
Woolworths Limited

Major Community Supporters

Australian Bike Friday Club
FoodWorks Supermarkets
Glenvale High School
IGA
Melbourne Airport
Ritchies IGA Community Benefit Card Program
Royal Automobile Club of Victoria Ltd

Puppy Sponsorship \$5,000 and above

AGL Energy Limited
A.I.S. Insurance Brokers Pty Ltd
Anne Foote
John & Lorraine Bates
Cooper Investors Pty Limited
John Downer
Barbara & Robert Gottliebse
Horsham Guide Dog Auxiliary
Estate of Lawrence John Cook
Jim & Hilary McClenaghan-Irwin
Strathmore Community Bank
Brian J Sutton Foundation
Margaret Turner
Carlyn Yeung

Financial Report

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Board Members

The names and details of the Company's Directors in office during the financial year and until the date of this report are as follows. Directors were in office for this entire period unless otherwise stated.

Russell A Walker - President

F CPA, MAICD, DipBus (Acc), GradDip (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, 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, Royal Guide Dogs Association of Australia, and Macedon Ranges Health. He was also a former chair of a Western Bulldogs Football Club major fundraising group. Mr Walker is a Fellow of CPA Australia and a Member of the Institute of Company Directors. He and his wife have been contributors in various areas to Guide Dogs Victoria including as Puppy Raisers and brood stock holders since 1993.

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. He has worked with a broad range of private and government organisations both in Australia and internationally, including IBM and the Australian Defence Force. Mr Rayner has demonstrated a commitment to volunteer organisations for 35 years, and has a brother who is blind. He and his wife have been Puppy Raisers with Guide Dogs Victoria since 2000.

Betty Amsden OAM

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. She is a 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 Programme of Victorian Opera, Chair of the Private Giving Programme of The Australian Ballet School, Patron of Arts Bites (for children) at the Arts Centre, was the Patron of the Friends Programme of Orchestra Victoria and Board Member of Orchestra Victoria. In 2002 Betty was awarded a Member of the Order of Australia. Betty was also Chair of a Capital Appeal for 3MBS Community Broadcasting Station and is now appointed Ambassador of 3MBS. Betty is Vice-Chair of the Board of The Australian Ballet School. She exemplifies generous, involved philanthropist. Her contribution to the community, and especially to the arts, is truly inspiring. In 2010 she pledged \$5 million to establish the Betty Amsden Arts Education Endowment for Children at the Arts Centre. She was acknowledged in the Melbourne Awards in 2010 for her work in the community.

Gary Williams

DipBus(Com)

Appointed to the Board in November 2010. Mr Williams has had a career in finance, marketing and retail. At present, he is a Director of a family business engaged in party supplies. Previously he was a stockbroker for 24 years, specialising in equities research and sales to Australian and International institutions and worked in Melbourne, London and Brisbane. He was a member of the Australian Stock Exchange. Mr Williams is a former Director of the Rotary Club of Eltham and has other private charity interests. Together with his wife, he is a Guide Dog Puppy Sponsor and they have volunteered for 10 years.

Iain Edwards

B. App Sci (Physiotherapy)

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 Chronic Disease & Aged Services with Peninsula Health. Iain's role involves managing a number of programs which aim to support people at risk of or who have a chronic disease to manage their illness and improve their quality of life. Mr Edwards has been involved with GDV since 1993. He completed his orientation and mobility instruction and trained with his first guide dog in 1995 and is currently partnered with his third guide dog 'Fritz'. His extended family is also very involved with GDV, his brother is partnered with a guide dog and the Edwards family have been involved in several fund raising initiatives including sponsoring guide dog puppies. During Mr Edwards' 18 year association with GDV he has also assisted with a number of PR, fundraising and promotional events.

Graeme Houghton

BSc, MHA, FCHSM, MAICD

Appointed to the Board in November 2011. Graeme is a BSc from the University of Melbourne, a Master of Health Administration from the University of NSW and a Fellow of the Australasian College of Health Service Management. 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 also has experience in the private hospital sector and as Hospital Standards and Accreditation Adviser to the National Department of Health in Papua New Guinea. Graeme is currently Chair of the three recently established Tasmanian Health Organisations. He is an accreditation surveyor for the Australian Council on Healthcare Standards. He 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.

Board Members

Bruce Porter (Treasurer)

B.Com, FCPA, FICAA

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 Touche Tohmatsu 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 CEO of the Australian Accounting Standards Board, a member of the Urgent Issues Group, and a member of the Victorian Divisional Council of CPA Australia. He is currently a member of the Audit Committee of Uniting Church in Australia Synod of Victoria and Tasmania, and a director of Resource Underwriting Pacific Pty. Ltd.

Vicki Shields

MBA, FFSIA, MAICD

Appointed to the Board in November 2011. Vicki has an MBA from Victoria University, Wellington, New Zealand and is a Fellow of the Financial Services Institute of Australasia. She is a Member of the Institute of Company Directors and she is also a Board Member with Ronald McDonald House Monash. Vicki has managed her own Customer Experience practice for several years and has held General Management positions in ANZ and Coles Myer Limited. Vicki has been the recipient of multiple customer service awards and was also a finalist in the Telstra Business Woman of the Year 2005.

"I have long admired the work of GDV, especially since getting to know people with major vision impairment who do not compromise in their work, their contribution to society and their enjoyment of life with the support of their guide dog"

Graeme Houghton

"I am proud to celebrate the achievements of the past 12 months, especially the dedication of the GDV staff who assist blind and vision impaired Victorians"

Bruce Porter

"I am motivated to give my time when I see the difference GDV makes to the lives of blind and vision impaired people"

John Rayner



"I am so proud to be associated with an organisation that gives freedom to people"

Betty Amsden

"It was a proud moment for me, when I watched a client guided by Phyl, who my family supported in her training"

Gary Williams

"I am most inspired by seeing the confidence, mobility and independence obtained by clients from the skilled services provided by our professional staff"

Russell A Walker

"I have valued my opportunity as Chair of the Consumer Advisory Committee, where I have heard many positive stories from consumers around their experience with GDV."

Iain Edwards

*Absent: Vicki Shields

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 2013.

GDV recorded a gain of \$205,000 for the financial year ended 30 June 2013 (2012: loss of \$332,000), a pleasing result in these challenging economic times. The gain was impacted by special purpose donation of \$1 million for kennel upgrade and a charge of \$253,000 due to a reduction in the inventory valuation of guide dogs. As a comparison the 2012 loss was impacted by a gain of \$184,000 from an increase in the inventory value of guide dogs.

Revenue from fundraising appeals, donations & bequests increased from \$6,746,000 in 2012 to \$7,126,000 in 2013, an increase of \$380,000. In my 2012 report I made special reference to Management's plan and initiatives to increase revenue, services and productivity, and to reduce operating expenses. These initiatives are extremely important and were designed to return GDV to profit and to increase cash reserves.

It's very pleasing to report that, although it is early days, those initiatives are well underway. The Board and Management are very cognisant that the economic conditions continue to adversely impact our traditional fundraising and other revenue raising activities. Management have made significant strides and are working very hard to arrest the situation by growing new and existing income streams. Management's cost reduction program has assisted greatly by reducing operating costs by approximately \$1 million in 2013. The Board's objective of providing at least the same or a better level of services to its clients during the financial year has not been impacted by that cost reduction.

GDV's historical strong level of cash reserves has allowed the organisation to invest in the enhancement of infrastructure and continue to pursue its level of service to clients each year, even though losses had been incurred in the last few years. At 30 June 2013 GDV's strategic and operating cash reserves, comprising cash, financial assets and investment properties, totalled \$4,940,000 (2012: \$4,479,000), an increase for the year of \$461,000. The Statement of Cash Flows discloses the cash balances and the cash inflows and cash outflows for the year.

The net asset position of GDV at 30 June 2013 is a healthy \$10,532,000 (2012: \$10,095,000). Of this amount \$5,492,000 (2012: \$5,268,000) is invested in property, plant and equipment and \$1,031,000 (2012: \$1,284,000) represents the valuation of guide dogs. It's important to note that guide dogs have little intrinsic value as they will not be realised in the normal course of business. The working capital position remains strong with current assets exceeding current liabilities by \$4,129,000 (2012: \$3,935,000).

In summary I regard 2013 as a watershed year. It's been a year in which management have put GDV on a firm footing with very clear strategies and good staff engagement at all levels. I acknowledge the challenges and look forward to a further improvement in the financial position of GDV in 2014.

Finally, I would like to extend my sincere thanks to our CEO, Karen Hayes, and her team for their tireless commitment and dedication to GDV enabling it to provide such wonderful programs to Victorians who are blind or vision impaired. GDV is truly blessed to have staff whose dedication to help others never ceases to amaze. Special thanks must also go to our donors, supporters, puppy raisers and all our volunteers for their significant support and contribution to GDV. I would also like to thank our GM-Commercial and Corporate Services, Robert Armour, and my fellow directors for their support and wise counsel in my role as Honorary Treasurer of this great organisation.



Bruce Porter
Honorary Treasurer

Director's Report

Principal Activities

The principal activities of Guide Dogs Victoria in the course of the financial year were directed towards the provision of guide dogs and other orientation and mobility services to children and adults in Victoria who are blind or vision impaired and the raising of funds to finance these important services.

Objectives And Strategies

Short Term Objective

To provide high quality client services in an efficient and effective manner.

Long Term Objective

To provide high quality mobility training and support to every blind and vision impaired Victorian who needs assistance to achieve their maximum independence.

Strategies

To achieve these objectives, the company has adopted the following strategies:

- Provide high quality client services
- Deliver high quality guide dogs
- Maximise our fundraising and marketing
- Nurture our staff and volunteers
- Strengthen our financial position and business processes

Performance Measures

Guide Dogs Victoria operations for the financial year in meeting its services to clients recorded a net gain of \$205,816 (2012: net loss \$332,617).

During 2012/13, Guide Dogs Victoria serviced 1,413 clients, a 5.7% increase on the prior financial year after adjusting for the closure of GDV's Centre for Vision Independence.

A further review of the operations of Guide Dogs Victoria during the financial year and the results of those operations is contained in the Annual Report.

Subsequent to balance date, in September 2013, the Federal Liberal Party pledged \$2 million to Guide Dogs Victoria to fund the upgrade of our infrastructure relating to the breeding centre, boarding kennels and veterinary clinic.

Directors' meetings

The number of meetings of Directors (including Audit & Risk Management (A & RM), Membership (M'Ship), and Remuneration (Rem) Committee meetings) held during the financial year, and the number of meetings attended by each Director was as follows:

	Director's Mtgs	A & RM Mtgs	M'Ship Mtgs	REM Mtgs
Number of meetings held	10	5	2	2
<i>Current Board Members-</i>				
Russell A Walker (President)	10	-	2	2
John Rayner (Vice President)	10	4	2	2
Bruce Porter (Hon. Treasurer)	5	4	1	1
Betty Amsden OAM	10	-	-	-
Vicki Shields	7	-	-	-
Gary Williams	8	3	-	-
Iain Edwards	8	4	-	-
Graeme Houghton	8	3	-	-

Committee membership

The Company had an Audit & Risk Management Committee. Members of the Board acting on the Committee during the financial year were:

- Bruce Porter (*Chairman*)
- John Rayner
- Gary Williams
- Iain Edwards
- Graeme Houghton

The Company had a Membership Committee. Members of the Board acting on the Committee during the financial year were:

- John Rayner (*Chairman*)
- Bruce Porter
- Russell A Walker

The Company had a Remuneration Committee. Members of the Board acting on the Committee during the financial year were:

- John Rayner (*Chairman*)
- Bruce Porter
- Russell A Walker

The company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the company is wound up, the constitution states that each member is required to contribute a maximum of \$20 each towards meeting any outstanding contributions of the entity. As at 30 June 2013, the total amount that members of the company are liable to contribute if the company is wound up is \$1,060 (2012 \$1,420).

Auditor's Independence Declaration

The auditors independence declaration for the year ended 30 June 2013 has been received and can be found on page 34.

On behalf of the Board



Russell A Walker
President
Melbourne, 11 October 2013

Auditor's Independence Declaration

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2013 there have been:

- i. No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit, and
- ii. No contraventions of any applicable code of professional conduct in relation to the audit.



Moore Stephens
Chartered Accountants



Scott Phillips
Partner
Melbourne, 11 October 2013

Director's Declaration

In accordance with a resolution of the Directors of Guide Dogs Victoria (a company limited by guarantee), the directors declare that:

1. The financial statements and notes of the company are in accordance with the Corporations Act 2001,
 - a. give a true and fair view of the financial position as at 30 June 2013 and of its performance for the year ended on that date; and
 - b. comply with Australian Accounting Standards
2. In the director's opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Board of Directors.



Russell A Walker, President
Melbourne, 11 October 2013

Statement Of Comprehensive Income

For The Year Ended 30 June 2013

	Notes	2013 \$	2012 \$
Fundraising appeals, donations and bequests		7,126,825	6,746,363
Sale of goods		3,244,776	3,546,308
Rendering of services		57,195	144,041
Rental revenue		18,908	18,357
Capital appeal		-	6,000
Finance revenue	2a	219,925	226,471
Other income	2b	1,083,957	1,111,197
Revenue		11,751,586	11,798,737
Cost of inventories utilised		(2,759,551)	(2,569,160)
Dog Inventory (loss)/gain		(252,867)	184,488
Depreciation and amortisation expense		(291,846)	(295,232)
Community Information		(277,576)	(316,060)
Fundraising & bequests		(1,503,039)	(1,363,214)
Public education		(167,102)	(299,296)
Commercial activities		(1,611,031)	(1,668,815)
Corporate services		(882,528)	(851,753)
Mobility & guide dog services		(3,800,230)	(4,952,312)
Gain/(loss) before income tax		205,816	(332,617)
Income tax expense	1(d)	-	-
Net gain/(loss) for the year		205,816	(332,617)
Other Comprehensive Income			
Net gain/(loss) on re-measurement of available-for-sale financial assets	14(b)	231,766	(94,988)
Other comprehensive income/(loss) for the year		231,766	(94,988)
Total comprehensive gain/(loss) for the year		437,582	(427,605)

The accompanying notes form part of these financial statements.

Statement Of Financial Position

For The Year Ended 30 June 2013

	Note	2013 \$	2012 \$
CURRENT ASSETS			
Cash and cash equivalents	5	2,387,043	2,181,370
Trade and other receivables	6	495,307	816,524
Inventories	7	1,095,243	1,369,607
Financial assets	8	1,554,447	1,293,350
TOTAL CURRENT ASSETS		5,532,040	5,660,851
NON CURRENT ASSETS			
Financial assets	8	795,462	794,938
Property, plant and equipment	9	5,412,666	5,219,786
Intangible assets	10	79,320	48,212
Investment properties	11	203,712	209,624
TOTAL NON-CURRENT ASSETS		6,491,160	6,272,560
TOTAL ASSETS		12,023,200	11,933,411
CURRENT LIABILITIES			
Trade and other payables	12	479,090	596,477
Provisions	13	923,475	1,129,634
Total Current Liabilities		1,402,565	1,726,111
NON-CURRENT LIABILITIES			
Provisions	13	88,219	112,466
Total Non-Current Liabilities		88,219	112,466
TOTAL LIABILITIES		1,490,784	1,838,577
NET ASSETS		10,532,416	10,094,834
ACCUMULATED FUNDS			
Reserves	14	4,964,384	4,432,618
Retained earnings	14	5,568,032	5,662,216
TOTAL ACCUMULATED FUNDS		10,532,416	10,094,834

The accompanying notes form part of these financial statements.

Statement Of Changes In Equity

For The Year Ended 30 June 2013

	Note	Retained Earnings \$	General Reserve \$	Financial Asset Reserve \$	Total \$
Balance as at 1 July 2011		5,494,833	5,000,000	27,606	10,522,439
Other comprehensive income/(loss)		-	-	(94,988)	(94,988)
Net gain/(loss) for the year		(332,617)	-	-	(332,617)
Transfer from general reserves to retained earnings		500,000	(500,000)	-	-
Balance as at 30 June 2012		5,662,216	4,500,000	(67,382)	10,094,834
Net gain/(loss) for the year		205,816	-	-	205,816
Other comprehensive income		-	-	231,766	231,766
Transfer to general reserves from retained earnings		(300,000)	300,000	-	-
Balance as 30 June 2013		5,568,032	4,800,000	164,384	10,532,416

The accompanying notes form part of these financial statements.

Statement Of Cash Flows

For The Year Ended 30 June 2013

	Notes	2013 \$	2012 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers and donors		10,960,814	11,260,542
Payments to suppliers and employees		(11,781,214)	(12,757,345)
Interest received		70,924	39,522
Capital appeal donations		-	6,000
Special project donations		412,540	202,680
Receipt of government grants		1,092,759	1,065,207
Dividends received		95,207	75,654
Net cash from/(used in) operating activities	4	851,030	(107,740)
CASH FLOWS FROM INVESTING ACTIVITIES			
Payment for available-for-sale investments		(832,801)	(2,717,630)
Proceeds from the sale of available-for-sale investments		795,736	2,700,147
Proceeds from sale of investment property, plant and equipment		-	747,382
Payment of property, plant and equipment		(546,011)	(1,294,880)
Payment of intangible assets		(62,281)	(41,233)
Net cash from/(used in) investing activities		(645,357)	(606,214)
Net cash increase/(decrease) in cash held		205,673	(713,954)
Cash at beginning of financial year		2,181,370	2,895,324
Cash at end of financial year	5	2,387,043	2,181,370

The accompanying notes form part of these financial statements.

Notes to and forming part of the Financial Statements

For The Year Ended 30 June 2013

1. Summary Of Significant Accounting Policies

The financial statements are for Guide Dogs Victoria as an individual company incorporated and domiciled in Australia. Guide Dogs Victoria is a company limited by guarantee. The following summary explains the significant accounting policies that have been adopted in the preparation of these financial statements.

a. Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with the requirements of the Corporations Act 2001 and Australian Accounting Standards (including Australian Accounting Interpretations). The company is a not-for-profit company for financial reporting purposes under the Australian Accounting Standards. The financial statements, except for cash flow information, have been prepared on an accrual basis and are based on historical costs, modified where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated.

b. Revenue

Revenue is recognised where it can be reliably measured in the period to which it relates.

Revenue from the sale of goods is recognised upon the delivery of goods to customers.

Bequests are recognised as income when three conditions are met, (1) the company obtains control of the bequest or the right to receive the bequest; (2) it is probable that the economic benefits comprising the bequests will flow to the company and (3) the amount of the bequest can be measured reliably. Bequests received in the form of investments or other non-cash items are taken into account at their fair value.

Dividend revenue is recognised when the right to receive the payment is established. Interest revenue is recognised using the interest rate method, which for floating rate financial assets is the rate inherent in the instrument.

Rental revenue from investment properties is accounted for on a straight-line basis over the lease term.

Grant revenue is recognised when the company obtains control of the grant and it is probable the economic benefits gained from the grant will flow to the company and the amount of the grant can be measured reliably.

If conditions are attached to the grant which must be satisfied before it is eligible to receive the contribution, the recognition of the grant as revenue will be deferred until those conditions are satisfied.

Donations are recognised as revenue as received.

All revenue is stated net of the amount of goods and services tax (GST).

c. Inventories

Inventory is represented by Guide Dogs on hand and finished goods for merchandise products sold through the commercial activities of the organisation.

Finished goods held for resale is measured at the lower of cost or current replacement cost and net realisable value. The cost of finished goods for merchandise comprises costs of acquisition which includes the cost incurred in bringing each product to its present location.

Guide Dogs are valued at the lower of cost or current replacement cost and net realisable value in accordance with Australian Accounting Standards. The Directors are of the view however that these dogs have little intrinsic value as they will not be realised in the normal course of business. Nevertheless, in order to comply with Australian Accounting Standards they have been valued in accordance with AASB 102. The cost of guide dog inventories comprises all costs directly related to the production of Guide Dogs with carrying values of Guide Dogs expensed when they are issued to clients or removed from the program.

d. Taxes

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of the GST except:

- where the GST incurred on a purchase of goods and services is not recoverable from the Australian Taxation Office (ATO); and
- receivables and payables are stated with the amount of GST included.

The net amount of GST recoverable from, or payable to, the ATO is included as part of receivables or payables in the Statement of Financial Position.

Cash flows are included in the Statement of Cash Flows on a gross basis and the GST component of cash flows arising from investing and financing activities, which is recoverable from, or payable to, the ATO are classified as operating cash flows included in receipts from customers or payments to suppliers.

Income Tax

No provision for income tax has been raised as the company is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

e. Financial Instruments

Initial recognition and measurement

Financial assets and financial liabilities are recognised when the company becomes a party to the contractual provisions to the instrument.

For financial assets, this is equivalent to the date that the company commits itself to either purchase or sell the asset (i.e. trade date accounting is adopted). Financial instruments are initially measured at fair value plus transactions costs except where the instrument is classified 'at fair value through profit or loss' in which case transaction costs are expensed to profit or loss immediately.

Classification and subsequent measurement

Financial instruments are subsequently measured at either fair value, amortised cost using the effective interest rate method, or cost. Fair value represents the amount for which an asset could be exchanged or a liability settled, between knowledgeable, willing parties. Where available, quoted prices (current bid prices) in an active market are used to determine fair value. In other circumstances, valuation techniques are adopted, including recent arm's length transactions, reference to similar instruments, and option pricing models.

i. Amortised cost

Amortised cost is calculated as the amount at which the financial assets or liabilities were initially recognised less principal repayments and any reduction for impairment, and adjusted for any cumulative amortisation of the difference between that initial maturity amount calculated using the effective interest method.

ii. Financial assets at fair value through profit or loss

Financial assets are classified at 'fair value through profit or loss' when they are held for trading for the purpose of short-term profit taking, or when they are designated as such to avoid an accounting mismatch or to enable performance evaluation where a group of financial assets is managed by key management personnel on a fair value basis in accordance with a documented risk management investment strategy.

Such assets are subsequently measured at fair value with changes in carrying value being included in profit or loss.

iii. Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market and are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Loans and receivables are included in current assets, except for those which are not expected to mature within 12 months after the end of the reporting period, which will be classified as non-current assets.

iv. Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets that have fixed maturities and fixed or determinable payments, and it is the company's intention to hold these investments to maturity. They are subsequently measured at amortised cost. Gains or losses are recognised in profit or loss through the amortisation process and when the financial asset is derecognised.

Held-to-maturity investments are included in non-current assets, except for those which are expected to mature within 12 months after the end of the reporting period.

If during the period the company sold or reclassified more than an insignificant amount of the held-to-maturity investments before maturity, the entire held-to-maturity investment would be tainted and reclassified as available-for-sale.

v. Available-for-sale financial assets

Available-for-sale financial assets are non-derivative financial assets that are either not capable or being classified into other categories of financial assets due to their nature, or they are designated as such by management. They comprise investments in the equity of other entities where there is neither a fixed maturity nor fixed or determinable payments. They are subsequently measured at fair value with changes in such fair value (gains and losses) recognised in other comprehensive income. When the financial asset is derecognised, the cumulative gain or loss pertaining to that asset, previously recognised in other comprehensive income, is reclassified into profit or loss.

Available-for-sale financial assets are included in current assets, except for those which are expected to be disposed of 12 months after the end of the reporting period.

vi. Financial liabilities

Non-derivative financial liabilities (excluding financial guarantees) are subsequently measured at amortised cost.

Impairment

At the end of each reporting period, the company assesses whether there is objective evidence that a financial instrument has been impaired. In the case of available-for-sale financial instruments, a prolonged decline in the value of the instrument is considered to determine whether an impairment has arisen. Impairment losses are recognised in profit or loss.

Derecognition

Financial assets are derecognised where the contractual rights to receipt of cash flows expires or the asset is transferred to another party whereby the company no longer has any significant continuing involvement in the risks and benefits associated with the asset.

Financial liabilities are derecognised where the related obligations are either discharged, cancelled or expired. The difference between the carrying value of the financial liability, which is extinguished or transferred to another party and the fair value of consideration paid, including the transfer of non-cash assets or liabilities assumed, is recognised in profit or loss.

f. Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits that are expected to be settled within one year have been measured at the amounts expected to be paid when the liability is settled. Employee benefits payable later than one year have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may not satisfy vesting requirements. Those cash outflows are discounted using market yields on national government bonds with terms to maturity that match the expected timing of cash flows attributable to employee benefits.

The current portion for this provision includes the total amount accrued for annual leave entitlements and the amounts accrued for long service leave entitlements that have vested due to employees having completed the required period of service. Based on past experience the entity does not expect the full amount of annual leave or long service leave balances classified as current liabilities to be settled within the next 12 months. However, these amounts must be classified as current liabilities since the entity does not have an unconditional right to defer the settlement of these amounts in the event employees wish to use their leave entitlement.

The non-current portion for this provision includes amounts accrued for long service leave entitlements that have not yet vested in relation to those employees who have not yet completed the required period of service.

g. Accumulated Funds

The classification 'Accumulated Funds' has been used in the accounts of Guide Dogs Victoria as it is a company limited by guarantee and has no shareholders. It is the Directors' opinion that the use of the classification 'Shareholders Equity' would be misleading.

h. Property, Plant and Equipment

The property where Guide Dogs Victoria mainly operates is crown land and accordingly the land value is not included in the Statement of Financial Position.

All items of buildings, plant and equipment are carried at the lower of cost, less accumulated depreciation and impairment losses.

All acquisitions of buildings, plant and equipment are recorded at the cost of acquisition, being the purchase consideration determined as at the date of acquisition plus costs incidental to acquisition.

Buildings, plant and equipment that have been contributed at no cost, or for nominal cost are valued and recognised at the fair value of the asset at the date it is acquired.

Depreciation

Building, plant and equipment is depreciated on a straight line or reducing balance method over the expected useful lives of the assets commencing from the time the asset is held ready for use. The following estimated useful lives are used in the calculation of depreciation:

Class of Fixed Asset	Useful Life
Buildings	50 years
Plant and equipment	3 to 10 years

The asset's residual values, useful lives and amortisation methods are reviewed, and adjusted if appropriate, at each financial year end.

Gains and losses on disposals are determined by comparing proceeds with the carrying amount. These gains or losses are included in the Statement of Comprehensive Income. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

i. Investment Property

Investment property is held to generate long-term rental yields. All tenant leases are on an arm's length basis. Investment property is carried at the fair value determined at the time the property was first recognised, less accumulated depreciation.

j. Impairment of assets

At the end of each reporting period, the company reviews the carrying values of its tangible assets and intangible assets with finite life to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the profit or loss.

k. Trade and Other Receivables

Trade and other receivables are financial instruments (loans and receivables) and are recognised and carried at original invoice amount less a provision for any impairment. They are not recognised at amortised cost due to their short term nature. An estimate of doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

Receivables from related parties are recognised and carried at the nominal amount due.

l. Trade and Other Payables

Liabilities for trade creditors and other payables are financial instruments (financial liabilities) and are recognised and carried at cost which is the amount estimated to be paid in settlement. Payables to related parties are carried at the principal amount.

m. Cash and Cash Equivalents

Cash and cash equivalents include cash at bank and on hand, and any short-term deposits with an original maturity of three months or less that are readily convertible to known amounts of cash, and which are subject to an insignificant risk of changes in value.

n. Critical Accounting Estimates and Judgements

Estimates and judgements are continually evaluated and are based on historical knowledge and other factors including expectations of future events that are believed to be reasonable under the circumstances. There are no estimates and judgements that have a significant risk of causing material adjustment to the carrying amounts of assets and liabilities within the next financial year. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

o. Intangibles

Computer software has a finite life and is carried at cost less any accumulated amortisation and impairment losses. It has an estimated useful life of three years.

p. Financial Risk Management

The company's activities are confined to investment in cash and cash equivalent assets. The Board holds a long-term view of investing, and holds cash equivalent assets to maturity. The Board keeps informed of market risks through monthly meetings, and there has been no significant change in the strategy used to manage financial risk from the previous period.

q. Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

r. Comparative Figures

When required by Accounting Standards comparative figures have been adjusted to conform with changes in presentation for the current financial year.

s. Adoption of New and Revised Accounting Standards

During the current year the company adopted all of the new and revised Australian Accounting Standards and Interpretations applicable to its operations, which became mandatory. These mainly included minor amendments and editorial corrections.

The adoption of these standards did not have any significant impact on the recognition, measurement and disclosure of transactions.

t. New Accounting Standards for Application in Future Periods

The AASB has issued a number of new and amended Accounting Standards and Interpretations that have mandatory application dates for future reporting periods, some of which are relevant to the Company. The Company has decided not to early adopt any of these new and amended pronouncements. The Company's assessment of the new and amended pronouncements that are relevant to the Company but applicable in future reporting periods is set out below:

Standard/Interpretation

AASB 9: Financial Instruments (December 2010) and AASB 2010-7: Amendments to Australian Accounting Standards arising from AASB 9 (December 2010) (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 1053: Application of Tiers of Australian Accounting Standards and AASB 2010-2: Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements (applicable for annual reporting periods commencing on or after 1 July 2013).

AASB 13: Fair Value Measurement and AASB 2011-8: Amendments to Australian Accounting Standards arising from AASB 13 (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 119: Employee Benefits [September 2011] and AASB 2011-10: Amendments to Australian Accounting Standards arising from AASB 119 (applicable for annual reporting periods commencing on or after 1 January 2013).

AASB 2012-3: Amendments to Australian Accounting Standards – Offsetting Financial Assets and Financial Liabilities [AASB 132] (applicable for annual reporting periods commencing on or after 1 January 2014).

AASB 2012-2: Amendments to Australian Accounting Standards – Disclosures – Offsetting Financial Assets and Financial Liabilities [AASB 7 & AASB 132] (applicable for annual reporting periods commencing on or after 1 January 2013).

These Standards and Interpretations will be first applied in the financial report of the Company that relates to the annual reporting period beginning after the effective date of each pronouncement.

The Directors anticipate that the adoption of these Standards and Interpretations in future periods will have no material financial impact on the financial statements of the Company.

The Financial Report was authorised for issue on the 11 October 2013 by the Board of Directors.

2. Revenue

	Note	2013 \$	2012 \$
Revenue			
(a) Finance revenue			
Bank interest		70,924	39,522
Income from investments		95,207	75,654
Other		53,794	111,295
Total finance revenue		219,925	226,471
(b) Other income			
Government grants		1,092,759	1,065,207
(Loss)/gain from disposal of other assets		(1,591)	138,922
Net loss on disposal of Investments		(7,211)	(92,932)
Total other income		1,083,957	1,111,197

3. Expenses

	Note	2013 \$	2012 \$
The gain/(loss) for the year includes the following items of expense.			
Bad & doubtful debts	6(ii)	22,069	16,639
Defined contribution plan (superannuation)		544,530	608,835
Employee benefits expense		5,774,699	6,371,796

4. Cash Flow Statement Reconciliation

	Note	2013 \$	2012 \$
(i) Reconciliation of net gain/(loss) for the year to net cash from/(used in) operating activities			
Net gain/(loss) for the year		205,816	(332,617)
Non-cash flows			
Depreciation and amortisation		291,846	295,232
Preliminary costs expensed	9(a)	42,000	23,460
Bad debts written off	6(ii)	22,205	17,714
Write down/(up) of dog inventory		252,867	(178,934)
Write off obsolete stock		3,277	11,149
Net (gain)/loss on sale			
- Investment property		-	(152,260)
- Plant & equipment		1,591	13,338
Accrued bequest revenue		219,700	219,220
Financial assets bequeathed		-	(165,552)
Fixed assets donated		-	(5,797)
Realised (gain)/loss on financial assets	2	7,211	92,932
Write down of caretakers cottage		54,778	-
Change in assets and liabilities			
Decrease in trade and other receivables		80,214	316,828
(Increase)/decrease in prepayments		(3,629)	68,516
(Decrease)/increase in provisions		(230,406)	43,680
Decrease in inventories		18,220	68,308
Decrease in trade and other payables		(114,660)	(442,957)
Net cash from/(used in) operating activities		851,030	(107,740)
(ii) Reconciliation of cash			
Cash balance comprises:			
Cash at bank and on hand	5	2,387,043	2,181,370

5. Cash And Cash Equivalents

	Note	2013 \$	2012 \$
Cash at bank		2,381,293	2,175,390
Cash on hand		5,750	5,980
Total cash and cash equivalents	19	2,387,043	2,181,370

6. Trade And Other Receivables

	Note	2013 \$	2012 \$
Trade receivables	(i)	145,052	193,925
Provision for doubtful debts	(ii)	(9,543)	(9,679)
		135,509	184,246
Prepayments		47,985	44,356
Sundry receivables		243,778	507,805
Related party receivables		16,028	80,117
Goods and services tax		52,007	-
Total trade and other receivables	19	495,307	816,524

- i. Trade receivables are non-interest bearing and are generally on 30 to 60 day terms. A provision for impairment is recognised when there is objective evidence that a trade receivable is impaired.

As at 30 June, the aged analysis of trade receivables is as follows:

	Total	0-30 Days	31-60 Days	61-90 Days	90+ Days
2013	145,052	88,503	34,984	10,858	10,707
2012	193,925	141,568	36,140	9,908	6,309

The company does not have any material credit risk exposure to any single receivable or group of receivables.

The above table details the company's trade receivables exposed to credit risk (prior to collateral and other credit enhancements) with aging analysis and impairment provided for thereon. Amounts are considered as 'past due' when the debt has not been settled within the terms and conditions agreed between the company and the customer or counter party to the transaction. Receivables that are past due are assessed for impairment by ascertaining solvency of the debtors and are provided for where there are specific circumstances indicating that the debt may not be fully repaid to the company.

- ii. Movement in the provision for impairment of receivables is as follows:

	Note	2013 \$	2012 \$
As at 1 July		9,679	10,754
Charge for the year	3	22,069	16,639
Written off		(22,205)	(17,714)
As at 30 June		9,543	9,679

7. Inventories

	Note	2013 \$	2012 \$
Finished goods		63,847	100,872
Guide Dogs		1,031,396	1,284,263
Stock Obsolescence		-	(15,528)
		1,095,243	1,369,607

8. Financial Assets

	Note	2013 \$	2012 \$
Current			
Financial assets available-for-sale		1,554,447	1,293,350
Non-Current			
Financial assets available-for-sale		795,462	794,938
Total	19	2,349,909	2,088,288

9. Property, Plant and Equipment

	Note	2013 \$	2012 \$
Buildings			
At cost		5,567,853	5,256,431
Less accumulated depreciation		(795,255)	(539,561)
Total Buildings	9(a)	4,772,599	4,716,870
Plant and equipment			
At cost		1,840,431	1,817,573
Less accumulated depreciation		(1,200,364)	(1,314,657)
Total Plant & Equipment	9(a)	640,067	502,916
Total property, plant and equipment			
At cost		7,408,284	7,074,004
Accumulated depreciation		(1,995,618)	(1,854,218)
Total Property, Plant & Equipment		5,412,666	5,219,786

(a) Movements in carrying amounts

Reconciliation of the carrying amounts of property, plant and equipment at the beginning and end of the current financial year:

Buildings			
Carrying amount at beginning		4,716,870	4,185,045
Additions at cost		426,572	626,792
Reclassify		(178,097)	-
Write down of caretakers cottage		(54,778)	-
Preliminary costs expensed - education centre		-	(23,460)
Depreciation expense		(137,968)	(71,507)
Net carrying amount		4,772,599	4,716,870
Plant and equipment			
Carrying amount at beginning		502,916	530,267
Additions at cost		119,437	163,749
Reclassify		175,341	-
Disposals at net written down value		(1,591)	(20,655)
Preliminary costs expensed - water filtration system		(42,000)	-
Depreciation expense		(114,036)	(170,445)
Net carrying value		640,067	502,916

10. Intangible Assets

	Note	2013 \$	2012 \$
Computer software – at cost		214,780	138,232
Accumulated amortisation		(135,460)	(90,020)
Total Intangible Assets	10(a)	79,320	48,212

(a) Movements in carrying amounts

Reconciliation of the carrying values of intangible assets between the beginning and end of the current financial year:

Computer Software			
Carrying amount at beginning		48,212	40,989
Additions		62,281	41,233
Reclassify		2,757	-
Amortisation charge		(33,930)	(34,010)
Net carrying amount		79,320	48,212

11. Investment Properties

	Note	2013 \$	2012 \$
Opening balance as at 1 July		209,624	800,000
Depreciation		(5,912)	(19,269)
Disposals		-	(571,107)
Closing balance as at 30 June		203,712	209,624

12. Trade and Other Payables

	Note	2013 \$	2012 \$
Trade payables	(i)	270,935	277,209
Other payables	(ii)	132,665	228,556
Related party payables	(iii)	-	13,189
Fringe Benefits Tax payable		19,300	-
Withholding tax payable		56,190	77,523
Total trade and other payables		479,090	596,477

- i. Trade payables are non-interest bearing and are generally settled on 30 to 60 day terms.
- ii. Other payables are non-interest bearing and are generally on 30 to 90 day terms.
- iii. For terms and conditions relating to related party payables refer to Note 21.

13. Provisions

	Note	2013 \$	2012 \$
Current			
Employee benefits - Long service leave		635,928	807,386
Employee benefits - Annual leave		287,547	322,248
Total current employee benefits		923,475	1,129,634
Non Current			
Employee benefits - Long service leave		88,219	112,466
Total		1,011,694	1,242,100

A provision has been recognised for employee entitlements relating to long service leave. In calculating the present value of future cash flows in respect of long service leave, the probability of long service leave being taken is based on historical data.

The measurement and recognition criteria relating to employee benefits have been included in Note 1(f) to these financial statements.

14. Reserves and Retained Earnings

a. General reserve

This reserve equates to the level of funds required at balance date to meet the company's current obligations, operating commitments and special purpose funds' obligations, and includes a prudential margin for unforeseen events.

b. Financial Asset Reserve

The financial asset reserve records fair value increments and decrements (that do not represent impairment write-downs) in measuring financial assets that are classified as available-for-sale.

c. Retained Earnings

Total retained earnings to the end of the financial year of 30 June 2013 include an amount of \$1,031,396 (2012: \$1,284,263) representing valuation of Guide Dogs that in the normal course of the organisation's operations will not be realised.

15. Liability of Members

Guide Dogs Victoria is a company limited by guarantee and in accordance with the Memorandum of Association the liability of members in the event the company being wound up would not exceed \$20 per member. As at 30 June 2013, the total amount that members of the company are liable to contribute if the company is wound up is \$1,060 (2012 \$1,420).

16. Remuneration of Directors

No Directors received remuneration during the year (2012: Nil).

17. Auditors' Remuneration

	Note	2013 \$	2012 \$
Amount received or due and receivable by the auditors for:			
- Audit services		46,000	45,000

18. Commitments

	Note	2013 \$	2012 \$
Operating lease commitments:	(i)		
- Not later than one year		261,316	323,338
- Later than one year and not later than two years		146,258	244,847
- Later than two years and not later than five years		54,772	217,756
		462,346	785,941

- i. Guide Dogs Victoria has entered into commercial operating leases for its fleet of motor vehicles and rental agreements for its office equipment. Contracts for motor vehicles have an average life of between 4 to 5 years. These are non-cancellable operating leases contracted for but not recognised in the financial statements.

19. Financial Risk Management

The company's financial instruments consist mainly of deposits with banks, investments in government and fixed interest securities, investments in listed shares, accounts receivable and payable.

The carrying amounts for each category of financial instruments, measured in accordance with AASB 139 as detailed in the accounting policies to these financial statements, are as follows:

	Note	2013 \$	2012 \$
Financial Assets			
Cash and cash equivalents	5	2,387,043	2,181,370
Trade and other receivables	6	495,307	816,524
Available-for-sale financial assets	8	2,349,909	2,088,288
Total Financial Assets		5,232,259	5,086,182
Financial Liabilities at amortised cost			
- Trade and other payables	12	479,090	596,477
Total Financial Liabilities		479,090	596,477

Financial Risk Management Policies

The Audit & Risk Management Committee of the Board is responsible for monitoring and managing the company's compliance with its risk management strategy. The risk management strategy seeks to assist the company in meeting its financial targets, whilst minimising potential adverse effects on financial performance. Risk management policies and strategies are approved by the Board and reviewed on a regular basis by the Audit & Risk Management Committee. These include credit risk policies and future cash flow requirements.

Specific Financial Risk Exposures and Management

The main risks the company is exposed to through its financial instruments are credit risk, liquidity risk and market risk relating to interest rate risk and equity price risk. There have been no substantive changes in the types of risks the company is exposed to, how these risks arise, or the company's objectives, policies and processes for managing or measuring risks from the previous period.

a. Credit Risk

Exposure to credit risk relating to financial assets arises from the potential non-performance by counterparties of contract obligations that could lead to a financial loss for the company.

The company does not have any material credit risk exposure as its major source of revenue is the receipt of donations and state government grants.

Credit Risk Exposure

The maximum exposure to credit risk by class of recognised financial assets at the end of the reporting period is equivalent to the carrying value and classification of those financial assets (net of any provisions) as presented in the statement of financial position.

Trade and other receivables that are neither past due or impaired are considered to be of high credit quality. Aggregates of such amounts are as detailed at Note 6.

The company has no significant concentration of credit risk exposure to any single counterparty or group of counterparties. Details with respect to credit risk of trade and other receivables are provided in Note 6.

Credit risk related to balances with banks and other financial institutions is overviewed by the Audit & Risk Management committee in accordance with approved Board policy. The following table provides information regarding the credit risk relating to cash and money market securities based on Standard & Poor's counterparty credit ratings.

	Note	2013 \$	2012 \$
Cash and cash equivalents			
A-1+		2,146,486	1,656,929
A-1		240,557	524,441
	5	2,387,043	2,181,370

b. Liquidity Risk

Liquidity risk means the risk of experiencing difficulty in meeting the company's obligations associated with financial liabilities that are settled by delivering cash or another financial asset. The company does not bear any significant liquidity risk because it has sufficient cash and cash equivalents, trade and other receivables and other financial assets maturing in the short-term, to finance its financial liabilities that mature in the same period.

Financial liability and financial asset maturity analysis

	Within 1 Year		Within 1 to 5 Years		Over 5 Years		Total	
Financial liabilities due for payment	2013 \$	2012 \$	2013 \$	2012 \$	2013 \$	2012 \$	2013 \$	2012 \$
Trade and other payables (excluding estimated annual leave)	479,090	596,477					479,090	596,477
Total expected outflows	479,090	596,477					479,090	596,477

c. Market Risk

i. Interest rate risk

Exposure to interest rate risk arises on financial assets and financial liabilities recognised at the end of the reporting period whereby a future change in interest rates will affect future cash flows or the fair value of fixed rate financial instruments. The company's main interest rate risk arises from cash and cash equivalents.

ii. Price risk

Price risk relates to the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices of securities held.

The company is exposed to securities price risk on investments in listed shares available for sale. Such risk is managed through diversification of investments across industries and geographical locations.

The company's investments are held in the following sectors at reporting date:

	2013 \$	2012 \$
Energy	103,972	92,553
Materials	281,670	318,992
Industrials	67,305	58,143
Consumer	135,892	95,352
Health Care	26,787	26,095
Financials	491,845	356,238
Utilities	43,498	-
Telecommunication	166,950	93,660
Property	54,724	46,427
International global share fund	61,659	-
	1,434,302	1,087,460

Sensitivity Analysis

The following table illustrates sensitivities to the company's exposures to changes in interest rates and equity prices. The table indicates the impact on how profit and equity values reported at the end of the reporting period would have been affected by changes in the relevant risk variable that management considers to be reasonably possible. These sensitivities assume that the movement in a particular variable is independent of other variables.

	Net Gain \$	Equity \$
Year ended 30 June 2013		
0.5% (50 Bps) cash and cash equivalents	+/- 11,935	+/- 11,935
5.0% (500 Bps) in listed investments	-	+/- 71,792
Year ended 30 June 2012		
0.5% (50 Bps) cash and cash equivalents	+/- 14,447	+/- 14,447
5.0% (500 Bps) in listed investments	-	+/- 59,008

No sensitivity analysis has been performed on foreign exchange risk as the company is not exposed to foreign currency fluctuations. There have been no changes in any of the assumptions used to prepare the above sensitivity from the prior year.

Net Fair Values

Fair value estimation

The fair values of financial assets and financial liabilities are presented in the following table and can be compared to their carrying values as presented in the statement of financial position. Fair value is the amount at which an asset could be exchanged or a liability settled, between knowledgeable, willing parties in an arm's length transaction.

Fair values derived may be based on information that is estimated or subject to judgment, where changes in assumptions may have a material impact on the amounts estimated. Areas of judgment and the assumptions have been detailed below. Where possible, valuation information used to calculate fair value is extracted from the market, with more reliable information available from markets that are actively traded. In this regard, fair values for listed securities are obtained from quoted market bid prices.

Where securities are unlisted and no market quotes are available, fair value is obtained using discounted cash flow analysis and other valuation techniques commonly used by market participants.

Differences between fair values and carrying values of financial instruments with fixed interest rates are due to the change in discount rates being applied by the market since their initial recognition by the company.

		2013 \$		2012 \$	
	Footnote	Net Carrying Value \$	Net Fair Value \$	Net Carrying Value \$	Net Fair Value \$
Financial assets					
Cash and cash equivalents	(i)	2,387,043	2,387,043	2,181,370	2,181,370
Trade and other receivables	(i)	495,307	495,307	816,524	816,524
		2,882,350	2,882,350	2,997,894	2,997,894
Available-for-sale financial assets:					
- listed investments	(ii)	1,434,302	1,434,302	1,087,460	1,087,460
Available-for-sale financial assets:					
- Government and fixed interest securities	(ii)	915,607	915,607	1,000,828	1,033,199
Total financial assets		5,232,259	5,232,259	5,086,182	5,118,553
Financial liabilities					
Trade and other payables	(i)	479,090	479,090	596,477	596,477
Total financial liabilities		479,090	479,090	596,477	596,477

The fair values disclosed in the previous table have been determined based on the following methodologies:

- Cash and cash equivalents, trade and other receivables and trade and other payables are short-term instruments in nature whose carrying value is equivalent to fair value.
- For available-for-sale financial assets, closing quoted bid prices at the end of the reporting period are used.

Financial Instruments Measured at Fair Value

The financial instruments recognised at fair value in the statement of financial position have been analysed and classified using a fair value hierarchy reflecting the significance of the inputs used in making the measurements. The fair value hierarchy consists of the following levels:

- Quoted prices in active markets for identical assets or liabilities (Level 1);
- Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly (as prices) or indirectly (derived from prices) (Level 2); and
- Inputs for the asset or liability that are not based on observable market data (unobservable inputs) (Level 3).

2013	Level 1 \$	Level 2 \$	Level 3 \$	Total \$
Financial Assets				
Available-for-sale financial assets	2,349,909	-	-	2,349,909
2012				
	Level 1 \$	Level 2 \$	Level 3 \$	Total \$
Financial Assets				
Available-for-sale financial assets	2,088,288	-	-	2,088,288

Included within Level 1 of the hierarchy are listed investments. The fair values of these financial assets have been based on the closing quoted bid prices at the end of the reporting period, excluding transaction costs.

20. Key Management Personnel

Total compensation (including non cash benefits) for persons having authority and responsibility for planning, directing and controlling the activities of the company

	2013 \$	2012 \$
Short term benefits	254,681	259,531
Post employment benefits	11,431	14,250
Other long term benefits	6,779	784
Total compensation	272,891	274,565

21. Related Party Disclosures

The Directors of Guide Dogs Victoria who were in office during the financial year are:

R A Walker	Continuing
B Amsden	Continuing
G Houghton	Continuing
I Edwards	Continuing
B Porter	Continuing
J Rayner	Continuing
V Shields	Continuing
G Williams	Continuing

Directors received no remuneration for their services.

There were no transactions with Directors or their associated entities during the year which require separate disclosure.

Guide Dogs Victoria is a state Member Association of Royal Guide Dogs Associations of Australia.

The following table provides the total amount of transactions that were entered into with related parties other than Directors during the financial year.

	Sales To		Purchases From		Other Transactions From		Owing To		Owing By	
Related Party	2013	2012	2013	2012	2013	2012	2013	2012	2013	2012
Guide Dogs Queensland	-	10,905	2,782	17,531	4,485	1,239	-	-	321	-
Guide Dogs NSW/ACT	64,140	182,016	17,122	36,934	6,651	3,927	-	13,189	539	76,908
Guide Dogs SA/NT	13,728	8,606	-	-	16,267	13,148	-	-	14,710	3,209
Royal Guide Dogs Assoc of Tasmania	-	34,198	-	-	-	-	-	-	79	-
Association for the Blind of WA Inc	9,064	6,338	-	-	-	-	-	-	379	-

Terms and conditions of transactions with related parties are detailed below:

Transactions between the organisation and its fellow state Member Associations are made at arm's length. Such transactions are both at market prices and on normal commercial terms. Outstanding balances at year-end are unsecured, interest-free and settlement at between 14 and 60 days.

For the year ended 30 June 2013, Guide Dogs Victoria has not made any allowance for impairment loss relating to amounts owing by related parties as the payment history has been excellent.

22. Events After Reporting Period

Other than the Federal Liberal Party pledge in September 2013 of \$2 million to Guide Dogs Victoria to fund the upgrade of our infrastructure relating to the breeding centre, boarding kennels and veterinary clinic, there were no matters that have arisen since the end of the financial year which have significantly affected or may significantly affect the operations, results of operations and the state of affairs of the company in subsequent financial years.

23. Company Details

The registered office of the company is:

Guide Dogs Victoria
2 - 6 Chandler Highway, Kew, Vic 3101

Independent Auditor's Report

To The Members Of Guide Dogs Victoria Limited

Report on the Financial Statements

We have audited the accompanying financial statements of Guide Dogs Victoria Limited, which comprises the statement of financial position as at 30 June 2013, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes comprising a summary of significant accounting policies and other explanatory information and the directors' declaration.

Director's Responsibility for the Financial Report

The directors of the company are responsible for the preparation of the financial statements in accordance with Australian Accounting Standards (including the Australian Accounting Interpretations) and the Corporations Act 2001 and for such internal control as management determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial statements based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001. We confirm that the independence declaration required by Corporations Act 2001, which has been given to the directors of Guide Dogs Victoria Limited, would be in the same terms if provided to the directors as at the date of this auditor's report.

Auditor's Opinion

In our opinion the financial report of Guide Dogs Victoria Limited is in accordance with the Corporations Act 2001, including:

- i. giving a true and fair view of the company's financial position as at 30 June 2013 and of its performance for the period ended on that date; and
- ii. complying with Australian Accounting Standards and the Corporations Regulations 2001.



Moore Stephens
Chartered Accountants



Scott Phillips
Partner
Melbourne, 14 October 2013

Contact Details

Assessment & Referrals

Including :

Children's Mobility

Guide Dog Mobility

Acquired Brain Injury Mobility

Orientation & Mobility

Occupational Therapy

Ph: 03 9854 4444

referrals@guidedogsvictoria.com.au

Puppy Raising enquiries

Ph: 03 9854 4408

puppyraising@guidedogsvictoria.com.au

Guide Dog Puppy Sponsorship enquiries

1800 988 626

puppysponsor@guidedogsvictoria.com.au

Workshops for Health Professionals

Ph: 03 9854 4444

referrals@guidedogsvictoria.com.au

Other enquiries

Guide Dogs Corporate Partnerships

Ph: 03 9854 4437

corporate@guidedogsvictoria.com.au

Donations

Freecall 1800 988 626

donations@guidedogsvictoria.com.au

Media & Public Relations

Ph: 03 9854 4411

info@guidedogsvictoria.com.au

Guide Dog Shop

Freecall 1800 013 015

Public Speakers

Ph: 03 9854 4476

speaker@guidedogsvictoria.com.au

Tours of Guide Dogs Victoria campus

Bookings essential on 03 9854 4444

tours@guidedogsvictoria.com.au

Volunteering

Ph: 03 9854 4444

volunteer@guidedogsvictoria.com.au

Planned Giving

Ph: 03 9854 4417

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