

# GUIDE DOGS VICTORIA

Annual Report 2015-16





# CEO'S MESSAGE

As I look back on the outstanding results achieved last year, it is no surprise that Guide Dogs Victoria remains one of the most iconic and much loved organisations in Victoria.



We remain proudly philanthropic, continuing to expand our services to support more people with low vision or blindness achieve their goals in life.

**"We will continue to celebrate every achievement, big or small, in your journey towards greater independence and freedom."**

For the fourth year in a row, the organisation has been voted the most trusted charity in Australia. This is truly testament to the dedication and commitment of our staff and the integrity of the services they provide.

This year has marked a milestone for the organisation with the official opening of the new upgraded kennels and nursery facility. This new state of the art facility will ensure the optimal health and wellbeing for our staff and precious Guide Dogs in training, both now and into the future.

As we look towards our 60th Jubilee year, I reaffirm our commitment to the people we support. Your goals are our goals. We will continue to support you to triumph over each challenge and celebrate every achievement, big or small, in your journey towards greater independence and freedom.

**Karen Hayes**  
CEO, Guide Dogs Victoria

## A WORD FROM OUR PATRON

This year I had the pleasure to visit Guide Dogs Victoria to see first hand the life-changing services that they provide.

Families told of the new found confidence and skills their children had developed, and the fresh hope they now held for their children's future. It was wonderful to hear their stories and know they would be expertly supported every step of the way by the amazing team of specialists at Guide Dogs Victoria.

I was also struck by the extraordinary dedication and commitment of the hundreds of volunteers that support Guide Dogs Victoria. Every day, they give their time, freely and generously, to others in need.

This is Victoria at its best – where people of all backgrounds and talents join together for the greater good of society.

I remain honoured to be the Patron of Guide Dogs Victoria, and I commend the team for another successful year helping people with low vision or blindness to lead independent and connected lives.

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

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





# PRESIDENT'S REPORT

This year, Guide Dogs Victoria has continued to lead with new and innovative programs that have driven strong results in client satisfaction and staff engagement.



On behalf of the Board, I commend CEO Karen Hayes and the Senior Leadership team for another highly successful year.

**"Guide Dogs Victoria would not be where it is today without the generous support of our donors and supporters."**

This year, the organisation has galvanised its strategic partnerships with Public Transport Victoria, Melbourne University, Swinburne University and the Statewide Vision Resource Centre among others. Guide Dogs Victoria also represented the rights of the people with low vision or blindness across a number of strategic industry and community stakeholder forums. These important partnerships have brought new

opportunities to improve client outcomes and build more welcoming and inclusive communities for the people we support.

Guide Dogs Victoria would not be where it is today without the generous support of our donors and supporters and we thank you sincerely for your generosity, foresight and trust.

In closing, I would like to personally applaud the team of dedicated staff and volunteers who continue to demonstrate their unwavering commitment to enable people with low vision or blindness to live fulfilling and independent lives.

A stylized orange signature of Charles Thompson.

**Charles Thompson**  
President, Guide Dogs Victoria

## TREASURER'S REPORT

Guide Dogs Victoria has had a successful 2016 financial year with record bequest and appeal donations.

This, combined with general cost conscientiousness and the early success of the masterplan capital appeal has delivered a \$2.7m surplus for the year (2015: \$940k). This has further strengthened our net equity position to \$15m (2015: \$12.4m) and our working capital to \$6.1m (2015: \$3.8m).

I extend my sincere thanks to our CEO Karen Hayes and her team. These results help to ensure GDV can continue to support people living with low vision or blindness well into the future.

A special thanks must also go to our donors, supporters, puppy raisers and volunteers without whom GDV could not deliver the wonderful services it does.

A stylized black signature of Bruce Porter.

**Bruce Porter**  
Honorary Treasurer





# KEY FINANCIALS

Statement of Comprehensive Income – for the Year Ended 30 June 2016	2016 - \$	2015 - \$
<b>Revenue</b>		
Fundraising and bequests	9,803,057	8,392,074
Funding for capital purposes	1,896,495	1,076,568
Revenue from merchandise sales	2,203,692	2,562,820
Revenue from the provision of dogs and mobility services	1,806,024	1,840,278
Rental revenue	35,037	36,629
Finance revenue	208,316	284,333
Other income	147,514	38,252
<b>Total Revenue</b>	<b>16,100,135</b>	<b>14,230,954</b>
<b>Expenditure</b>		
Fundraising and bequests	(2,990,437)	(3,439,722)
Cost of merchandise sales	(2,057,593)	(2,288,838)
Cost of provision of dogs and mobility services	(6,165,426)	(5,221,089)
Community information and public education	(558,819)	(378,406)
Corporate services	(1,440,878)	(1,261,785)
Other expenses	(199,518)	(701,058)
<b>Total Expenditure</b>	<b>(13,412,671)</b>	<b>(13,290,898)</b>
<b>Gain Before Tax Income</b>	<b>2,687,464</b>	<b>940,056</b>
Income tax expense	-	-
<b>Net Gain for the Year</b>	<b>2,687,464</b>	<b>940,056</b>
<b>Other Comprehensive Income</b>		
Net loss on re-measurement of available-for-sale financial assets	(101,250)	(27,046)
<b>Total Comprehensive Gain for the Year</b>	<b>2,586,214</b>	<b>913,010</b>

The 2016 Financial Report contains the Directors' Report and Annual Financial Statements, and Performance Statement, together with the Auditor's Reports thereon. The 2016 Financial Report is made available to Members and can be accessed from our website.

Statement of Financial Position – as at 30 June 2016		2016 - \$	2015 - \$
<b>Assets</b>			
<b>Current Assets</b>			
Cash and cash equivalents		3,525,994	1,889,141
Trade and other receivables		1,148,026	585,048
Inventories		806,237	765,426
Financial assets		2,074,523	2,246,626
<b>Total Current Assets</b>		<b>7,554,780</b>	<b>5,486,241</b>
<b>Non-Current Assets</b>			
Financial assets		1,252,868	1,809,820
Property, plant and equipment		7,708,319	6,671,543
Intangible assets		-	12,290
Investment property		-	190,799
<b>Total Non-Current Assets</b>		<b>8,961,187</b>	<b>8,684,452</b>
<b>Total Assets</b>		<b>16,515,967</b>	<b>14,170,693</b>
<b>Liabilities</b>			
<b>Current Liabilities</b>			
Trade and other payables		575,889	832,732
Provisions		829,816	829,609
<b>Total Current Liabilities</b>		<b>1,405,705</b>	<b>1,662,341</b>
<b>Non-Current Liabilities</b>			
Provisions		87,879	72,183
<b>Total Non-Current Liabilities</b>		<b>87,879</b>	<b>72,183</b>
<b>Total Liabilities</b>		<b>1,493,584</b>	<b>1,734,524</b>
<b>Net Assets</b>		<b>15,022,383</b>	<b>12,436,169</b>
<b>Accumulated Funds</b>			
Reserves		4,987,752	5,089,002
Retained earnings		10,034,631	7,347,167
<b>Total Accumulated Funds</b>		<b>15,022,383</b>	<b>12,436,169</b>



# OUR BOARD

## Charles Thompson (President)

### B. Economics & Laws (Hons)

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

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

## Iain Edwards (Vice President)

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

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

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

## Bruce Porter (Honorary Treasurer)

### B. Com, FCPA, FICAA, GAICD

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

## Betty Amsden

### AO DSJ

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

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

## Maria Mercurio

### BA(Ec), MBA, GAICD

Maria was appointed to the Board in March 2016, having acted as the CEO of RSPCA Victoria from 2002 - 2014. With a Bachelor of Arts (Economics) and a Master of Business Administration, she enjoyed a successful and varied international career in business and commerce as well as in the not-for-profit sector. Maria is also currently a Director of The Geelong Animal Welfare Society. Maria was nominated for Telstra Businesswoman of the year in 2002 and 2006 and was awarded the Commonwealth Equal Opportunity for Women Agency's Leading CEO for the Advancement of Women in 2006. She is a past Fellow of the CEO Institute of Australia, a Member of the Australian Institute of Management, a Fellow of the Institute of Public Administration Australia, and a Graduate Member of the Australian Institute of Company Directors. Maria and her partner enjoy travelling, singing in the choir, walking their two dogs and entertaining their two cats.

## Graeme Houghton

### BSc, MHA, FCHSM, FAICD

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

## Jenny Gray

BSc(Engineering), MS, MBA, MA, PhD

Jenny Gray is the Chief Executive Officer to Zoos Victoria. She has a background in Transportation, Engineering and Ethics which provides a unique set of skills to tackle the challenges of transforming the three zoos of Zoos Victoria. Jenny's career history boasts a strong mix of commercial and public sector roles. Her work within the transport sector delivers an in-depth understanding of infrastructure maintenance and development management, while her work in the financial sector delivers strong fiscal management skills. This combination of strengths has proven invaluable.

Jenny has Masters Degrees in Ethics, Engineering and Business Administration. In 2015, she was awarded a PhD in Ethics from Melbourne University.

## Gary Williams

Dip. Bus. (Com)t

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



# OUR SUPPORTERS

## Major Donors

Anthony Adair  
Betty Amsden  
Peter Bain  
John and Lorraine Bates  
Barbara Brown  
Audrey Campbell  
Ainslie Cummins  
Kel Day  
John and Rose Downer  
Roy S Edwards  
Andrew Eger  
Arthur and Clarice Fullwood  
Diane Garner  
Carol Hastings  
Adrienne Hodge  
Robert Jacques  
Margaret MacDonald  
Sally Manson  
Karen McLeod Adair  
Yvonne Mee  
Noel Moore  
Winifred Peart  
Allen Russel  
Lady Marigold Southey  
Richard Sadus  
Elaine Stradwick  
Richard Stradwick  
Manny Stul  
Michael Teuma  
Marlene Walker  
Russell Walker  
Shirley Warner

## Puppy Sponsors

Irena Cheesman  
John Downer  
Anne Foote  
Barbara Gottliebson  
Hillary McClenaghan-Irwin  
Ken Pollard  
Margaret S Ross  
Strathmore Community Services  
The Shine On Foundation  
Russell Walker  
Geoffrey Wing  
Yarra Trams  
Public Transport Victoria  
McCann Health

## Philanthropic Grants

Collier Charitable Fund  
Grosvenor Foundation  
GW Vowell Foundation  
Lord Mayor's Charitable Foundation  
McLeod Family Foundation  
NAB Community Grants  
Pierce Armstrong Trusts  
QBE Foundation  
Russell and Womersley Bequest  
The Shine On Foundation  
Wheelton Philanthropy Giving Fund

## Community Supporters

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

## Corporate Supporters

Coles Supermarkets Australia  
Glennville Homes  
Herbert Smith Freehills, Alice Macdougall  
Herbert Smith Freehills, Wendy Ooi  
Idexx Laboratories  
IGA Ritchies  
Joseph Lyddy Pet Indulgence  
Kennards  
Mars Advance Petcare Australia  
Merial  
NAB  
Nelson Alexander Real Estate  
Petstock  
Porter Davis  
Public Transport Victoria  
QBE Insurance (Australia) Limited  
Strathmore Community Services  
Village Cinemas  
Woolworths Limited  
Yarra Trams



# BEQUESTS

Francis Samuel Abrahams  
Winifred Akhurst  
James Alford  
Lydia Aukland  
Rodney John Barr  
Leonard John Baxter  
Stuart Percy Baxter  
Mardi Beulke  
Elvia May Beves  
Cliff Binks  
Wilfred & Ruby Bird  
Denise Irene Booth  
Gerald Bowden  
Helen Brooks  
Linda Brown  
Neville and Rita Brown  
Maurice Curran Buckley  
Frances Veronica Carey  
Joan Chamberlain  
John Henry Coates  
Margery Helen Cross  
Edna Curwen-Walker  
Barbara Davidson  
Donald Davis  
Violet Mary Day  
Marie De Bavay  
Moyra Maureen Digby  
Ian William Dodd  
Kathleen Don  
Joan Donlon  
Inez Drury  
Sylvia Mary Dungan  
Diane Francis  
Irene Avis Freeman  
Helen E Gadsden  
Joyce Margaret Games

Agnes Gardner  
George Gibson  
Geoff Glen  
Mary Evelyn Gray  
Dorothy Jean Hall  
Graham Leigh Hall  
Johann Hauser  
Marjorie Louisa Hayes  
Oswald Charles Hearne  
Edwin Eramus Hinde  
Amelia Eliza Holland  
Diana Hopkins  
Daryl Giles Howard  
Dulcie Hume  
Gordon Henry Iles  
E Jacka  
Robert Jacques  
Mary Veronica Jones  
Doreen Cecelia Joyce  
Beryl Kearns  
Edith Grace Kemp  
Ruth Buhmann Kobelt  
Pat Koschade  
Donald Ernest Leith  
Olwyn Ethel Little  
William Mansel & Dorothy Higgins  
Kenneth M Martin  
Joseph Norman Mason  
Annie Gladys Matthews  
Gwenneth E Miller  
Dorothy Nowell  
Faye Jocelyn O'Neil  
Edna Doris Olson  
Michael Samuel Parker  
Phoebe Pinnigar  
Victor Russ Pittman

Lilian Ida Pontin  
Lola Poynton  
Rose Myrtle Pratt  
C Saker  
Jean B Sampson  
Loris Samson  
Margaret Elaine Sharp  
William Arthur Shipperlee  
Sylvia May Sneddon  
Beryl Hazel Sparks  
Betty Brenda Spinks  
Gladys Stephens  
Winifred Stevens  
Ruth and Harry Taafe  
Betsy Lillian Taig  
Friedl Theisbacher  
Rita Thompson  
Karl Heinz Tomicki  
Nancy Topping  
Ruby Janet Kathleen Tout  
Nita Tytler  
Russell Herbert Vontom  
Rita Victoria Walker  
Lilian Wall  
Francis Aldridge Walter  
Barbara Webb  
Phyllis Mary Were  
Joe White  
Margaret Theresa Whitfort  
Andrew John Wilson  
John Maxwell Wilson  
Ada Withers  
Otto Wittmann  
Neville Ellis Wright  
Antonieta Lila Zampolli

## CONTACT US



2-6 Chandler Highway  
Kew VIC 3101



[info@guidedogsvictoria.com.au](mailto:info@guidedogsvictoria.com.au)



03 9854 4444



[www.guidedogsvictoria.com.au](http://www.guidedogsvictoria.com.au)

ABN 68 004 621 461