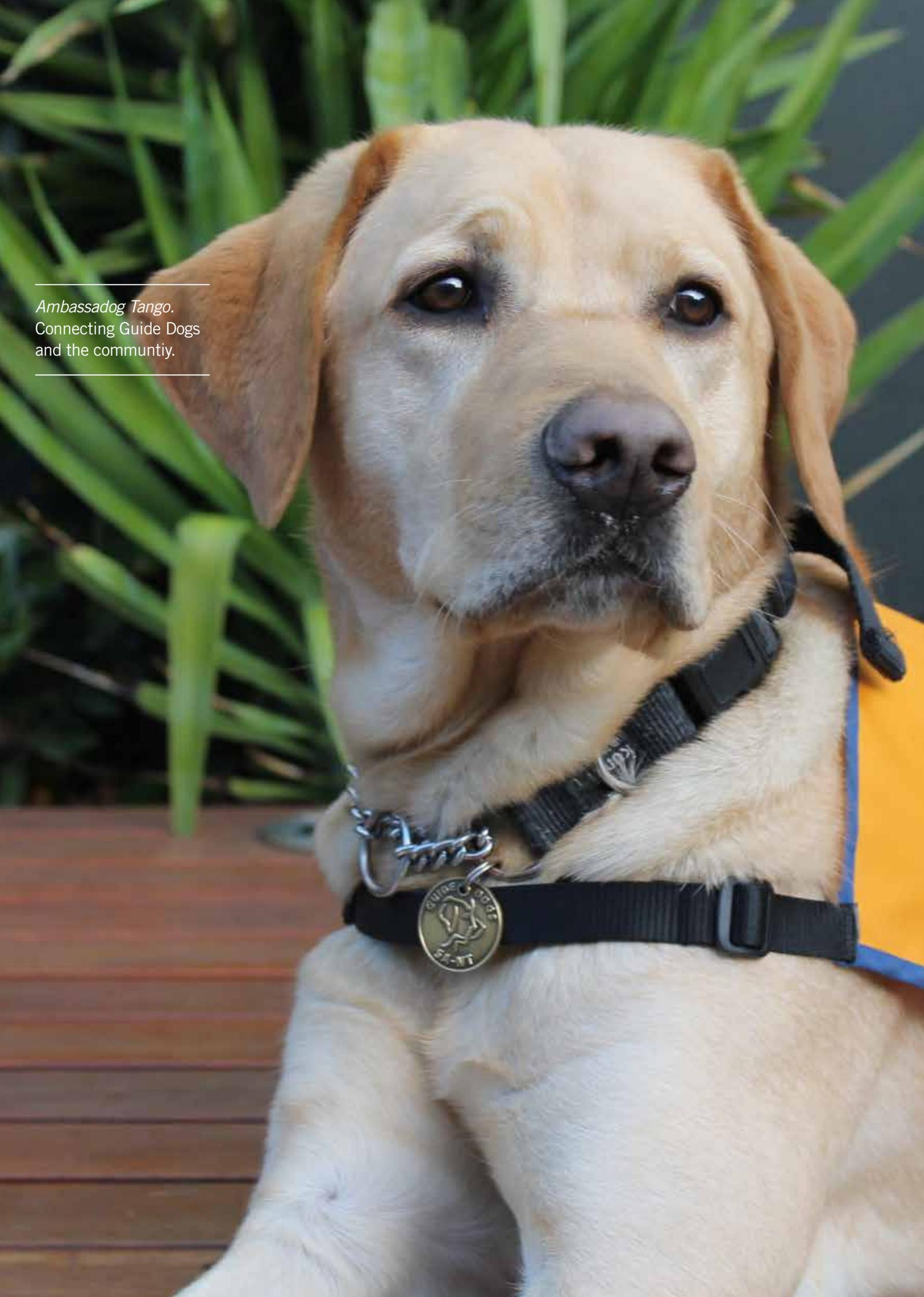


Guide Dogs SA/NT
Annual Report
2013/14



Ambassadog Tango.
Connecting Guide Dogs
and the community.



Cover image:
Guide Dog Ellis, when
a puppy in training.

the disability sector Highlights 2013/14	Page 04
progressive thinking Chairman's Report	Page 06
being trusted Chief Executive Officer's Report	Page 08
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in the northern territory	Page 22
business development	Page 24
financial report	Page 26

Taking the Lead in...

work that is enhancing countless lives across South Australia and the Northern Territory.

Highlights 2013/14

Page 04 – 05

Dog Services

We bred and raised 34 puppies, the most puppies we have ever bred in a year.

Through improved breeding management, we increased our average litter size to seven pups per litter

There are 51 puppies on our Puppy Development program. More than 70 puppy raising volunteers joined our program

Guide Dog Services alone now has 230 generous individuals as volunteers

We placed 12 Autism Assistance Dogs (AADs) with families this year, bringing our total to 24 AADs in the SA community.

Hearing Services

In the past 12 months, our team has assisted 517 individuals, addressed more than 600 people in corporate presentations and conducted more than 30 support group sessions and courses.

We have increased safety and security for consumers through our Specialised Smoke Alarm Project, contacting over 200 people and completing 125 installations in metropolitan and country regions

More than 80 South Australians with a hearing impairment have now taken part in Hearing Clinic Trial C, an ongoing collaboration with Flinders University. Many have accessed our services as a result.

Vision Services

More than 940 people were referred to our service for assistance with functional vision assessments and training, orientation and mobility, occupational therapy, education and magnifiers.

We provided services for 1,744 programs for people in South Australia (SA) and 144 programs in the Northern Territory (NT) as well as 248 student programs in SA and 12 in NT

Ten young people attended our Life Skills Camp and loved learning more about living independently, socialisation and recreation skills. All students showed increased confidence and self-esteem.

Sensory Services

We assisted 247 people of all ages with a sensory loss requiring complex case management.

We secured financial support to hold two carer retreats this year

We increased numbers participating in our Transitional Group for young people with a vision loss, in collaboration with the South Australian School of Vision Impairment (SASVI)

We developed a new Counselling Service, introduced a Personal Safety Group and expanded services and events offered in our Music and Carers Groups.

Taking the Lead in...

improved services, sustainable business practices and the development of great people.

Chairman's Report

Page 06 – 07

The role of Chairman is pivotal in any organisation but none more so than for a not-for-profit organisation such as Guide Dogs. It was therefore rewarding to take on this role with Guide Dogs SA/NT knowing the organisation was in good shape. I would like to express my personal thanks to Warrick Sutton for his work over the past 12 years.

While annual performance can be measured in many ways, those that assess service satisfaction are most critical. This annual report is clear evidence of our success.

I am proud of the results. Our financial upswing is a result of purposeful decisions by the Board and hard work from the dedicated staff. We have achieved an operating surplus for the first time since 2010.

There are myriad ways for the community to contribute, participate and partner with us and many income streams to balance our level of risk. This year we are especially grateful for additional funding from the State Government of SA for our Acquired Brain Injury (ABI) services, enabling us to continue to help ABI client live as full and productive a life as possible.

The strength of our internal systems was again recognised by a three-year renewal of our ISO:9001 certification. We have an exceptional, committed, professional team whom, supported by various development programs, continue to grow in capability and expertise - many recognised via professional awards.

Whilst we will always have a strong charitable purpose and continue to rely on generous support from the community, it is clear that the National Disability Insurance Scheme

and Aged Care Reform will not be a panacea to all the needs of people living with disability – with significant gaps between income funded by them, and the full cost of dog development and consumer services.

The year witnessed changes to the Board: following the retirement of Sarah McKay and Vanessa Gore, we welcomed Jan Turbill and Gerry Cawson, as Directors. Jan brings significant marketing and research expertise and Gerry brings substantial legal and commercial skills. Matthew Lang retired from the Board but we are pleased he continues as Chair of our Finance Committee. We welcomed John Oliver, who brings much appreciated commercial, financial and general management skills. We farewelled Dr Christopher Lind from our Service Delivery Committee and thank him for his valuable contribution. Ian Jamieson joined our Finance Committee and Professor Liz Farmer joined our Service Delivery Committee, both bringing great skill to these roles. I am grateful for the support of all Directors and Committee members who give their time and expertise so generously.

Guide Dogs SA/NT relies heavily on our wonderful volunteer supporters, whether it be puppy raising, dog boarding, managing collection dogs, office support or many other roles. We are so grateful for your generosity - you truly make a difference to us and to the lives of consumers.

I look forward to your ongoing support of our work to enhance the quality of life of people living with disability.



Joe Thorp
Chairman



2013/14
Guide Dogs SA/NT
Annual Report

Introducing Joe Thorp,
Chairman, Guide Dogs
SA/NT Board.

Taking the Lead in...

offering incredible value and exceeding community expectations.

Chief Executive Officer's Report

Page 08 – 09

So many more South Australians living with disability are stepping out with confidence thanks to our highly skilled team and amazing dogs.

We are honoured to have been recognised - for the second year running - as Australia's Most Trusted Charity 2014, in the Readers Digest Awards. This award brings pride but also responsibility. The award recognises that we offer value to the community, operate with integrity and that we will continue to exceed community expectations into the future.

With a new strategic plan in place to shape our direction for the next three years, we are focussing upon delivering services where they are needed most.

Most significantly, the strategic plan provides Guide Dogs with a new pathway into the changing world of the disability sector. The National Disability Insurance Scheme (NDIS) and Aged Care Reform both mean enormous changes for people living with disability. Consumers will have greater choice and control over their individual care.

Guide Dogs' strategic plan will enable us to work with the community and support consumers in getting the most out of these NDIS and Aged Care Reforms.

Changes to the disability sector landscape also gives us an opportunity to be the best we can be. Our plans include an improved research and evaluation framework that will demonstrate to donors and consumers how we are improving quality of life for people living with disability.

I am proud of our team. We continually upskill our work force and develop our culture, maintaining Guide Dogs as a great place to work.

The Circle of Excellence Awards is an annual highlight for our organisation. This year, our winner was the amazing Yasmin Flinn, Sensory Services, recognised for the incredible level of innovation and energy she gives to her role every day.

Our vision for the future is clear: we need to dramatically expand our current breeding and training programs to ensure that every person who needs a Guide Dog or Autism Assistance Dog can receive a dog without delay.

A highly trained working dog can transform the lives of adults and children alike but right now, our waiting list is too long. That's why developing a sustainable breeding program is key to our future success.

My sincere thanks to our Board and to Warrick Sutton, for his past support. I welcome our new Chairman Joe Thorp and look forward to a strong working relationship.

Thanks to our volunteers, supporters and staff for their ongoing commitment to excellence and to our incredible consumers. You are our constant inspiration.



Kate Thiele
Chief Executive Officer

2013/14
Guide Dogs SA/NT
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Kate Thiele,
CEO Guide Dogs SA/NT,
with Autism Assistance
Dog, Beau (left) and
Guide Dog, Eiffel.





**Taking
the Lead
in...**

the provision of exceptional corporate governance and broad expertise that supports organisational growth.

Our Board
Page 10 – 11

Board Members

Mr Joe Thorp
MBA, BA, FAICD, FAIM, CPMgr
Chairman

Mr Bruce Ind
*B.Sc, B.Ed, Grad Dip T,
Grad Dip Ins Comp*
Deputy Chairman

John Oliver
(Joined June 2014)
B.Comm, Grad Dip Bnkg Mngt

Mr Warrick Sutton
FCCA, FCIS, MAICD
Treasurer

Ms Helen Summers
*Master of Optometry, ACBO,
Grad Cert. Ocular Therapeutics,
GAICD*

Mrs Valda Gore

Mr Michael McGregor
BA (Hons) FAICD

Ms Jan Turbill
(Joined October 2013)
B Behavioural Sc, Psychology Major

Mr Gerry Cawson
(Joined December 2013)
LLB (Hons), GAICD

Finance Committee

Mr Matthew Lang,
Chair

Ms Beth Kitto

Mr Ian Jamieson

Mr John Oliver

Mr Joe Thorp
(member until April 2014)

Service Delivery Committee

Mr Michael McGregor,
Chair

Ms Helen Summers

Ms Alison Kershaw

Ms Louise Davies

Dr Ron Baker

Dr Saravana Kumar

Professor Liz Farmer

Governance Committee

Mr Warrick Sutton,
Chair

Mr Gerry Cawson

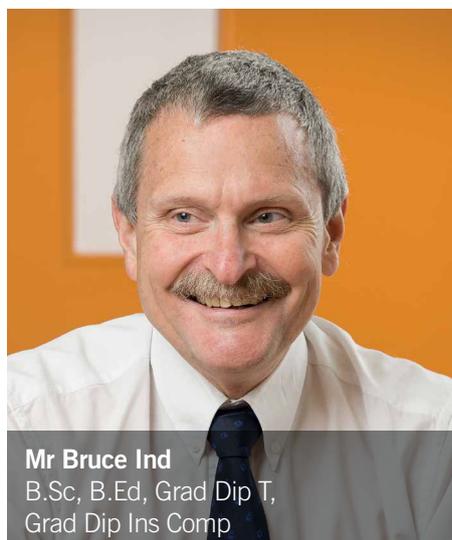
Resigned Members

Mr Matthew Lang
*resigned from the Board
19 June 2014 but remains
on the Finance Committee.*

Dr Christopher Lind
*resigned from the Service Delivery
Committee 13 June 2014.*



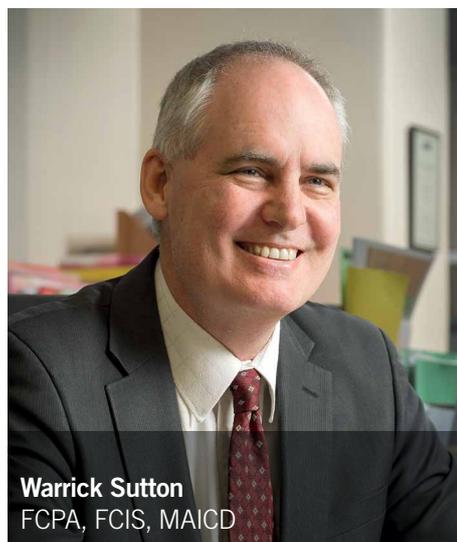
Joe Thorp
MBA, BA, FAICD, FAIM, CPMgr



Mr Bruce Ind
B.Sc, B.Ed, Grad Dip T,
Grad Dip Ins Comp



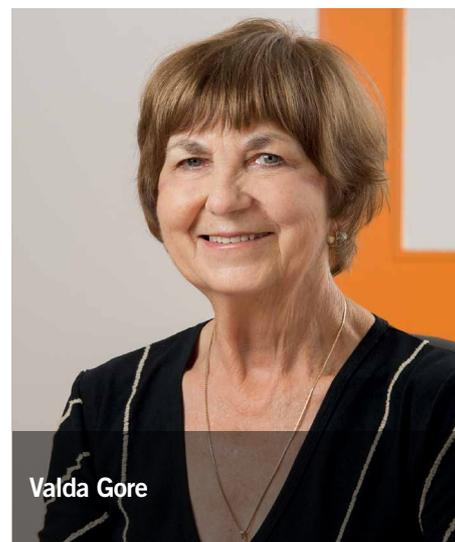
John Oliver
B.Comm, Grad Dip Bnkg Mngt



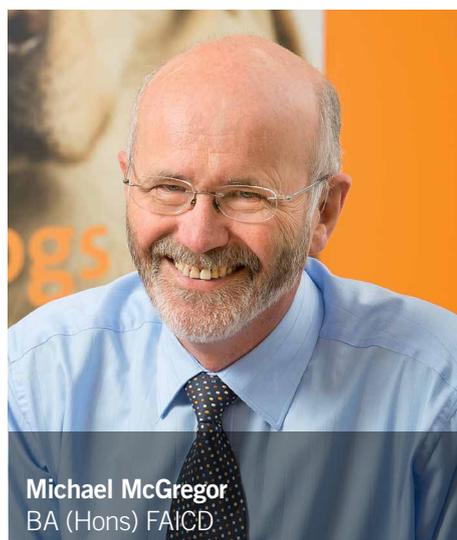
Warrick Sutton
FCPA, FCIS, MAICD



Helen Summers
Master of Optometry, ACBO, Grad
Cert. Ocular Therapeutics, GAICD



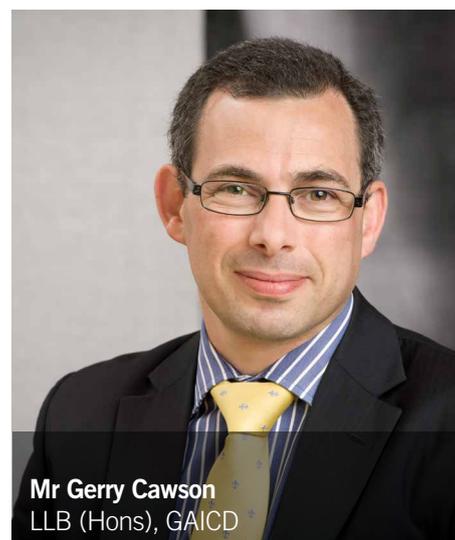
Valda Gore



Michael McGregor
BA (Hons) FAICD



Ms Jan Turbill
B Behavioural Sc, Psychology Major



Mr Gerry Cawson
LLB (Hons), GAICD

breeding and training our life-changing Guide Dogs and Autism Assistance Dogs.

Our dogs change lives -
bringing safety, independence
and inclusion.

Breeding for the future

We bred and raised 34 puppies, the most puppies ever bred in one year and a significant increase on 2012/13. Through better breeding management and improved protocols in the Puppy Development Centre, we increased our average litter size to seven pups per litter. We also purchased 16 puppies, including eight from New Zealand, to supplement our own breeding program. The demand for our Guide Dogs is increasing, with a large number of first time Guide Dog applicants joining our waiting list.

International arrivals and fond farewells

In March we welcomed the arrival of our two brood bitches from Ireland, Violet and Olivia. Both girls are expected to have their first litter this year and we are excited about their contribution to our breeding program. We now have a total of seven brood bitches in the program, including one from Victoria and two from our own puppy program.

Brood mums, Ulani and Jazz have retired. After adding more than 34 puppies to our program, the girls now live with their brood guardians, Jim Plouffe and Leisa Moroney and Bev and Richard Parry. We wish them a long and happy life together.

The best of care

Four new breeding centre attendants joined the team to care for our puppies and maintain our Puppy Development Centre on weekends and after hours. Alongside our dedicated volunteers, these staff members ensure that puppies receive the best of care, 24 hours a day, seven days a week.

Continuous improvement

Through refining our training, socialisation, transition and development processes, we saw the highest success rate ever for puppies coming into training. Continuous improvement of our puppy development program, from birth until 12 months of age, now means an easier transition between stages, ensuring greater efficiency and quality results.

Numbers tell the story

- 51 puppies on our Puppy Development program
- More than 70 puppy raiser volunteers joined the program this year
- In total, 230 volunteers supporting our programs
- 12 Autism Assistance Dogs placed and nine Guide Dogs teams graduated
- Total of 24 Autism Assistance Dogs in the SA community
- We placed our first pure bred Golden Retriever Autism Assistance Dog
- Our youngest ever consumer, three-year-old James, was successfully matched with Autism Assistance Dog, Danzi.

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Five-year-old James
and his best friend,
Autism Assistance Dog,
Winter - a great team.



Taking the Lead in...

personalised programs that achieve renewed confidence and independence.

Vision Services

Page 14 – 15

The Vision Services team offers personalised intervention programs throughout South Australia and the Northern Territory.

Our work includes Orientation and Mobility, Occupational Therapy, Neurological Vision Service, Adults Service, Low Vision Service, Falls Prevention Service, Children's Service, Education and Support Service and NT Service.

Over the past year, more than 940 people were referred to Vision Services for assistance. We provided services for 1,744 programs in South Australia and 144 programs in the NT, along with 248 student programs in SA and 12 student programs in NT.

To improve service provision efficacy, our team structure now includes the Adults Service, Children's Service and Neurological Vision Service.

Making an impact in the Northern Territory

Our orientation and mobility instructors undertook several trips to Central Australia and the Katherine region and provided remote services to consumers in Tennant Creek. A student from a remote community attended boarding school in Alice Springs, receiving training to build independent living skills and mobility, including meal preparation. With further community mobility assistance, the student will continue to develop independence.

Increasing independence

Vision Services continues to work with children at the South Australian School for Vision Impaired and Kilparrin Teaching and Assessment School. We have received excellent feedback about our paediatric functional vision assessments.

Ten young people attended Life Skills Camp, a unique training experience that builds confidence and independent living skills. The 'Amazing Race' theme incorporated activities of daily living, travel skills and exposure to other cultures. Children sampled diverse new foods, tried yoga, mastered public transport and made lasting friendships.

Our work with a mum of three children, who lost her vision suddenly following damage to her optic nerves, was a highlight. After undertaking long cane and public transport training, including learning how to use GPS and voiceover technology via a smart phone, this determined mum takes her children to and from school each day, studies at Adelaide University and travels independently with confidence.

Public transport training and rehabilitation support has also enriched the life of a 70-year-old consumer who had experienced a stroke. Fully independent and still working, she had never caught a bus in her life. After progressing from a wheelchair to walking with a single stick during rehabilitation, she received scanning and bus travel training and was very excited to catch a bus for the first time. She now travels to rehabilitation appointments on her own.

Four-year-old Shianne (right) and best friend, Neveah now have the confidence to attend kindergarten.



Taking the Lead in...

attracting volunteers with a passion for giving back.

Volunteering
Page 16 – 17

Every day, Marg Williams shows us how a positive attitude, determination and a desire to give back can enrich a life.

Marg's story

Marg, aged 66, is a Vision Services and Hearing Services consumer. Born blind, she has an age related hearing impairment and a significant heart condition. Her Guide Dog Vigo is her second Guide Dog.

Marg became reclusive due to her hearing loss but tried volunteering on the suggestion of a Hearing Services Coordinator, as she was keen to give something back to our organisation and to others. She took on this role with great enthusiasm, then decided to find other ways to contribute to her community.

Determined, dedicated and delightful

Despite her many challenges, Marg comes to Guide Dogs every week to volunteer and has told her heart specialist she wants to volunteer until she is 80. Marg is reliable, positive and completes tasks on time and to a good standard.

Marg tackles large volume mail-outs, cleans mini collection dog containers, posts out welcome packs to our new puppy sponsors and always brings a jolly atmosphere to the office.

She continually displays initiative. Marg helps other volunteers in their roles and has organised a monthly volunteer lunch to teach others living with vision impairment about social skills.

Marg also fundraises in the community and last year raised \$800 to purchase a dryer for our Guide Dogs washed on site.

An inspiration to others

Marg volunteers once a week at the Uniting Care Wesley palliative care unit. She spends time with around 10 people, bringing stories and a listening ear along with her Guide Dog, Vigo. She also helps out at her local church, making tea and coffee for parishioners.

Marg willingly provides media interviews to boost community awareness of the safety, independence and inclusion that a Guide Dog brings to people living with disability. During a recent media story with SA Ambulance she took the opportunity to thank ambulance officers for their kindness when she had heart failure at church.

“Nothing should stop me doing what I love to do.”

Marg's hearing impairment and heart condition held her back for a short time – but now Marg and Guide Dog Vigo go everywhere together.

They shop at the local Westfield mall and travel widely using public transport. Marg recently won tickets to see Petula Clark at Her Majesty's Theatre, which she attended with Vigo and her partner Bob, who is also vision impaired.

Marg helps others with enthusiasm and extraordinary generosity. Her determination to let nothing hold her back is an inspiration to us all.

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Marg and Guide Dog,
Vigo. Truly inspirational,
Marg refuses to let
anything hold her back.



Taking the Lead in...

working one-on-one with consumers
to help them confidently re-connect
with their communities.

Hearing Services
Page 18 – 19

Hearing Services consumers are reaching individual goals and creating a rich and enjoyable lifestyle.

Our team assists adults with a hearing impairment or vision and hearing loss, delivering individual, tailored services as well as training to assist with better communication and confidence. We also assist families of consumers and workplaces with educational programs.

Increasing connection

Providing positive support and connection for consumers is a key goal for Hearing Services. In the past 12 months, our team has assisted 517 individuals, addressed more than 600 people in community presentations and conducted more than 30 support group sessions and courses.

Further, we have increased safety and security for consumers through our Specialised Smoke Alarm Project, contacting over 200 people and completing 125 installations in metropolitan and country regions.

Delivering solutions

Our high quality and responsive services include hearing advisory sessions, workplace assistance, group programs and Effective Management of Hearing Loss courses.

We are proud to offer independent, impartial and unbiased advice tailored to each consumer. Through our Hearing Resource Centre, consumers can undertake obligation-free trials and receive comprehensive after-sales service on a range of devices developed specifically for people with a hearing loss, such as telephones, television devices and personal amplifiers.

Building confidence

Participants in Hearing Clinic Trial C, an ongoing collaboration between Hearing Services and Flinders University, reported greater confidence in understanding the options and support available through Guide Dogs SA/NT.

Consumers take a comprehensive hearing assessment and receive tailored, impartial and independent information about their hearing loss, as well as advice on navigating hearing services in South Australia. More than 80 South Australians with a hearing impairment have taken part and we are proud that many research participants have elected to access our services following completion of their involvement in the research project.

Reducing isolation

Each consumer has different needs but isolation is common. This year we were delighted with the outcome of life-changing help provided to a hearing impaired gentleman in his eighties, living alone in a remote country town and experiencing severe social isolation.

After trialling different forms of technology to assist with communication, our Hearing Rehabilitation Coordinator trained the gentleman to use an iPad. We also linked him with local services, such as speech pathology and a volunteer group that visits weekly to help him practise communication and reduce social isolation. His iPad has introduced a whole new world, improving quality of life and reducing loneliness.

The gentleman now goes out with friends for dinner and coffee and contributes to conversations, is connected to his local community and happily participating in country life.

John Price trialling
new assistive devices
in Guide Dogs' Hearing
Resource room.



Taking the Lead in...

finding solutions that reduce isolation and build community networks.

We work with our consumers to enhance confidence, connection, independence and enjoy a fulfilling life.

Sensory Services is a statewide case management service for people of all ages with a sensory impairment who have complex needs. We assist people to achieve greater independence by establishing community networks and developing individualised programs.

Across the year we assisted 247 South Australians with sensory loss. Support was provided in the form of advice and assistance with services, or links to community activities and support groups. We also advocate with or on behalf of consumers to ensure access to appropriate services, provide support to families and carers and sensory disability awareness training to partners and friends.

We were successful in securing financial support to hold two carer retreats per year, providing time out and a safe and supportive environment with people who understand their needs. We introduced a new Counselling Service in response to community demand and a Personal Safety Group. Services to our Music Appreciation and Carers Groups were expanded. Several consumers were financially assisted for equipment and expenses via the successful application of specific grants.

Our Transitional Group for young people with a vision loss aims to set young people up for success, in collaboration with the South Australian School of Vision Impairment (SASVI).

Reducing isolation

Social isolation often occurs due to lack of transport, so there has been a strong focus on helping consumers attend monthly Music, Carers and Transitional Groups at our head office in Morphett Street. Sometimes a Case Manager will provide transport.

Bringing safety and comfort

Our innovative work with an elderly gentleman facing homelessness had an exemplary outcome this year. His complex needs included clinical depression, severe vision impairment and multiple health conditions including a recent cancer diagnosis, increasing his need for adequate heating and cooling. Unaware of available aids, he had been unable to maintain his home and the private rental property in which he lived was about to be sold.

After six months of advocacy negotiations and coordination of seven agencies and services, the gentleman had found a new home after applying for emergency housing through an aged homelessness program and Housing SA. He also secured an affordable loan/funding grant arrangement to cover the cost of an energy efficient air-conditioning unit. The result was safety and comfort for a severely disadvantaged man who was very grateful.

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Guide Dogs SA/NT
volunteer, John Latassa,
regularly attends
Guide Dogs' Music
Appreciation Group.

Taking the Lead in...

building support and understanding for our work in the Northern Territory.

In The Northern Territory
Page 22 – 23

Guide Dogs NT is well established within the community and corporate sector with growing support.

An exceptional year

Our fundraising result for 2013/14 was outstanding, with over \$221,000 raised including \$70,000 in bequests. This was a significant improvement on the previous year.

Most importantly, our two new Guide Dog teams, Justin and Foxy and Cookie and Hudson, whose partnership was made possible by fundraising and corporate donations, are living full and busy lives. Justin and Cookie are enjoying great freedom and companionship.

Strong alliances reap rewards

Guide Dogs NT was honoured to be the 2014 Glendi Festival charity, attracting donations from local Greek businesses and visitors to this iconic annual event.

We have an outstanding alliance with the Australian Army's 105 Signal Squadron. The 105's did a fantastic job on the BBQ at our annual Deck Chair fundraiser where we screened 'Crocodile Dundee'. To our delight Paul Hogan happened to be in Darwin at the same time and was gracious enough to sign a poster for us. In November this poster, along with a cricket bat signed by the 2008 Australian Test team (donated by NT Cricket) will be auctioned at a fundraising dinner.

Our membership with Palmerston Regional Business Association (PRBA) and Chamber of Commerce is highly valued. The PRBA is especially supportive and often donates raffle proceeds from monthly dinners.

Lasting gifts

We were grateful to receive two substantial bequests this year, which will be used for NT specific activities, as per donor requests.

Fundraising highlights

After three years of generous support, John 'Foxy' Robinson has committed to us indefinitely. 'Foxy' has now donated \$100,000 to Guide Dogs NT.

The People's Choice raffle and associated Teddy Bear's Picnic event were once again successful for us, with all tickets and plush puppies sold out.

After 15 years and a fundraising total of \$85,000, our annual Jabiru golfing event has relocated to the RAAF Golf Course at Winnellie and the Australian Army has provided fantastic support.

Local business, Munchbox, operated by Nat Tozer, continues to provide wonderful fundraising results. Nat has raised over \$19,000 for Guide Dogs.

Our collection dogs provide much needed funds. A change in policy in the Coles supermarket chain last year led to a decrease in revenue from collection dogs but with our large model dogs again in place we are back on track.

Guide Dogs Orientation and Mobility Instructor, Janelle, helping 'Territorian' Josie with some one-on-one instruction.



Taking the Lead in...

communicating our capacity to enhance the lives of people living with disability.

Business Development
Page 24 – 25

Our strategic communications ensure the community and business sector understand why our work is so important.

A trusted brand

To win the Readers Digest award for Australia's Most Trusted Brand two years in a row is rare. We know that our ISO quality accreditation, business practices and internationally accredited Guide Dog instructors are just a few reasons why the community feels great pride and connection with what we do. Evidence of our work is also on constant display.

In the community

Our 'Unleashed' event (November 2013), sponsored by Adelaide Animal Hospital, attracted 859 attendees and raised \$21,605.

A team of 104 took part in the City to Bay (September 2013), raising awareness as well as \$8,500.

Paws Parade, our annual march through the city on International Guide Dog Day (April 2014) attracted 152 participants and ended at Government House.

Quiz Night (June 2014) attracted 360 attendees and raised \$12,079, a substantial increase on 2012/13.

Our collection dogs program is supported by 23 volunteers who undertake 43 collection runs to 1,584 dogs. We added another 195 dogs and total revenue increased 2 per cent on 2012/13 to \$227,000.

Heading in the right direction

'Vision for the Future' is a future focussed initiative aiming to raise \$3 million over three years, substantially increasing our capacity to enhance the lives of people living with disability. We need to:

- develop our breeding program to reduce waiting lists for Guide Dogs and Autism Assistance Dogs
- expand and increase breeding facilities, puppy enrichment areas and vet clinic
- develop an Autism Sensory Room and a mobile Discovery Centre for rural areas.

Increased media presence

Channel 7 story on eight-week old puppies experiencing their first training session outside the Puppy Development Centre, which screened on Channel 7 News across Australia (Nov 2013).

The Advertiser and AdelaideNow story celebrating our E litter Graduation and calling for puppy raisers (Feb 2014).

Sunday Mail story on the journey from puppy to fully trained Guide Dog. (Apr 2014).

Growing corporate support

Our corporate volunteer program grew steadily this year, from 25 to 35 per session, every six weeks. This valuable program enables volunteers to form new friendships and experience the rewards of volunteering for the first time.

Buddy for Life - Frank Beauchamp Benefactor Society

Our new bequest program is named in honour of the first registered Guide Dog, Buddy and our first President, Frank Beauchamp.

Almost 1,600 of our iconic collection dogs sit patiently in stores and supermarkets.



the expansion of Service Delivery Programs to fulfil un-met customer needs.

Our strategy for long-term growth and sustainability

In 2010 Guide Dogs SA/NT embarked on a long-term growth strategy to expand our service delivery programs and establish a robust financial platform for future sustainability.

The 2013/14 financial year represents a significant milestone of this journey, with the organisation returning its first financial surplus since 2010.

This has been achieved by our hardworking fundraising team and our valued donors who together have led the growth and diversification of our revenue streams.

This result has enabled continued expansion of our service delivery programs. However further growth is still required to satisfy unmet community needs due to the ever-growing demand for our services. The ongoing financial commitment from our donors remains business critical.

Snapshot of 2013/14 financial performance

In the 2013/14 financial year Guide Dogs SA/NT returned an operating surplus of \$315,122.

24% of our revenue is funded by Government Grants, highlighting the critical importance of ongoing financial support from our donors.

Guide Dogs SA/NT's investment portfolio generated \$189,783 of earnings through dividends and trading profits, plus \$333,050 in unrealised gains representing market value growth of the portfolio. The investment portfolio earnings were utilised to fund operating activities.

Guide Dogs SA/NT has a net asset base of \$15,326,978. Net assets grew by \$648,172 for the year in review. This reflects the operating surplus of \$315,122 and \$333,050 of unrealised gains on our investment portfolio.

Preparedness for the National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) trial commenced in South Australia in 2013/14, with our clients aged 0-5 years eligible to register and take part. To date this has had a very small impact on our client base and revenue due to the limited age range - however we are prudently investing in NDIS preparedness to ensure we are well placed to evolve our operations to align with the needs of the NDIS and provide efficient, cost effective services to our clients.

Investing in innovation to drive efficiency

During 2013/14 we completed a review of our fundraising and service delivery models and identified a plan to drive significant long-term efficiency gains by investing in new innovations, with a particular focus on information management and mobile technologies. An investment into these innovations commenced in 2013/14 and will continue into the 2014/15 financial year.

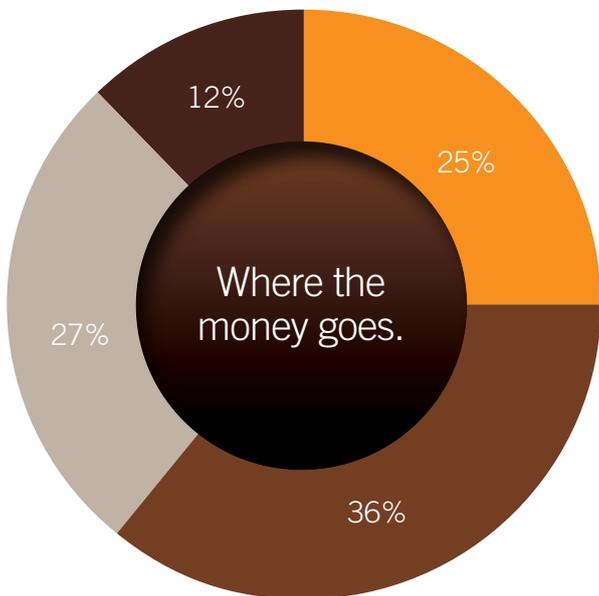


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Shrewd decisions have resulted in an operating surplus for the first time since 2010.

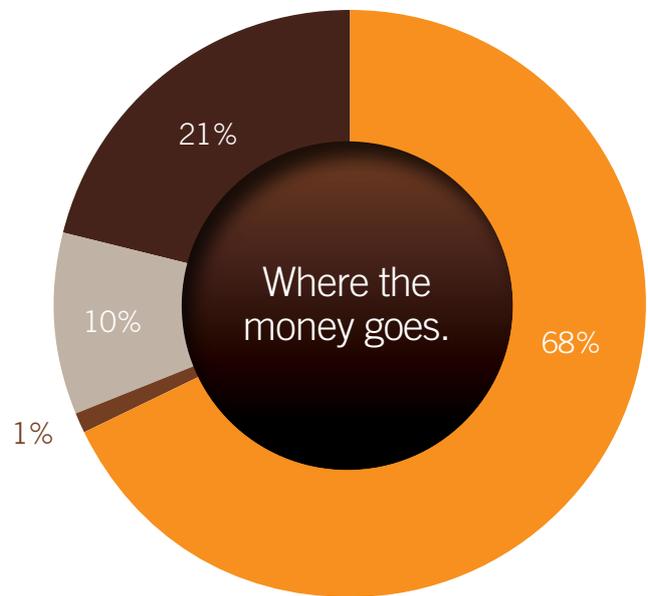
Taking the Lead in...

the innovative use of fiscal efficiencies to generate long-term sustainability.



Expenditure by service type

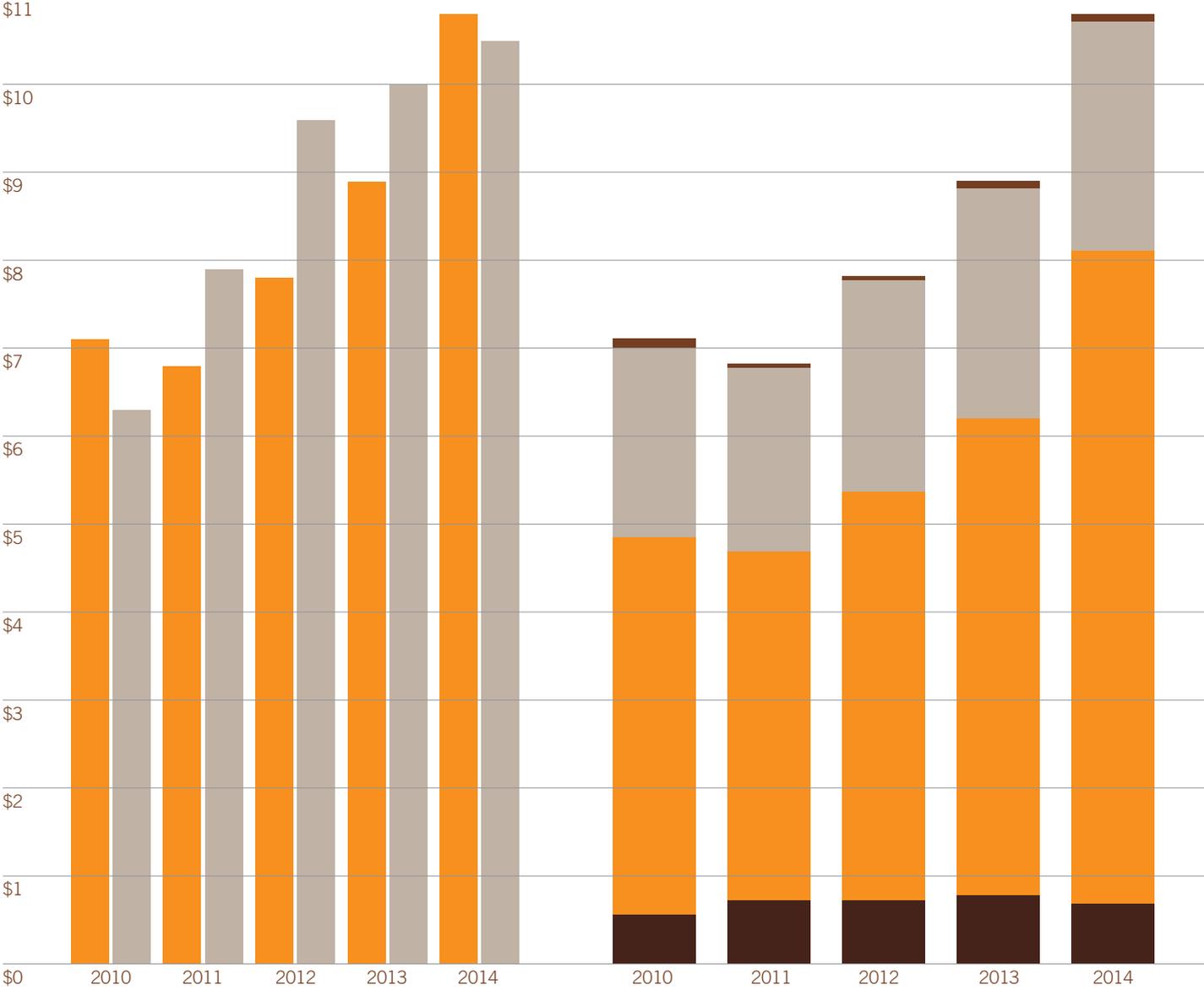
- Guide Dog Services
- Vision Services
- Sensory Services
- Hearing Services



Ratio of Expenses

- Programs, Services Marketing & Fundraising
- Education
- Investment in Sustainability
- Other Operating Expenses

Millions



**Income & Expenditure
 5 year comparison**

- Income
- Expenditure

**Sources of Income
 5 year comparison**

- Sales
- Government Grants
- Bequests & Donations
- Other



the adoption of a mobile workforce platform to enhance Service Delivery.

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2014

	2014	2013
	\$	\$
Revenue	10,595,764	8,482,761
Depreciation and amortisation expenses	(540,012)	(623,732)
Fundraising expenses	(2,472,268)	(2,109,449)
Marketing expenses	(94,816)	(185,189)
Client supplies and services expenses	(733,925)	(803,527)
Employee expenses	(5,246,918)	(5,029,880)
Operating expenses	(1,420,930)	(1,215,981)
Results from operating activities	86,895	(1,484,997)
Finance income	228,233	388,301
Finance costs	(6)	(2)
Net finance income	228,227	388,299
Profit/(loss) for the year	315,122	(1,096,699)
Other comprehensive income		
Reclassification adjustment on disposal of available for sale financial assets	(14,125)	(11,455)
Net change in fair value of available-for-sale financial assets	347,175	367,387
Other comprehensive income for the period	333,050	355,932
Total comprehensive income/(loss) for the period	648,172	(740,767)

Statement of Financial Position

For the Year Ended 30 June 2014

	2014	2013
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	1,560,500	727,327
Trade and other receivables	534,179	732,263
Inventories	90,613	66,616
Total current assets	2,185,292	1,526,207
Non-current assets		
Available for sale financial assets	3,685,199	3,265,186
Property, plant and equipment	10,547,613	10,756,382
Intangible assets	231,864	136,258
Trade and other receivables	66,054	62,909
Total non-current assets	14,530,730	14,220,735
Total assets	16,716,022	15,746,942
Liabilities		
Current liabilities		
Trade and other payables	915,959	655,248
Employee benefits	356,658	321,886
Total current liabilities	1,272,617	977,134
Non-current liabilities		
Employee benefits	116,427	91,002
Total non-current liabilities	116,427	91,002
Total liabilities	1,389,044	1,068,136
Net assets	15,326,978	14,678,806
Equity		
Reserves	1,059,082	726,032
Retained earnings	14,267,896	13,952,774
Total equity	15,326,978	14,678,806

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Statement of Changes in Equity

For the Year Ended 30 June 2014

	Fair Value Reserve	Revaluation Reserve	Retained Earnings	Total
	\$	\$	\$	\$
Balance at 1 July 2013	264,882	461,150	13,952,774	14,678,806
Comprehensive Income for the period				
Profit/(loss) for the year	-	-	315,122	315,122
Other comprehensive income				
Reclassification adjustment on disposal of available for sale financial assets	(14,125)	-	-	(14,125)
Net change in fair value of available-for-sale financial assets	347,175	-	-	347,175
Total comprehensive income/(loss) for the period	333,050	-	315,122	648,172
Transactions recorded directly in equity				
Transfers to/from retained earnings	-	-	-	-
Total transactions directly in equity	-	-	-	-
Balance at 30 June 2014	597,932	461,150	14,267,896	15,326,978
Balance at 1 July 2012	(91,050)	461,150	15,049,473	15,419,573
Comprehensive Income for the period				
Profit/(loss) for the year	-	-	(1,096,699)	(1,096,699)
Other comprehensive income				
Reclassification adjustment on disposal of available for sale financial assets	(11,455)	-	-	(11,455)
Net change in fair value of available-for-sale financial assets	367,387	-	-	367,387
Total comprehensive income for the period	355,932	-	(1,096,699)	(740,767)
Transactions recorded directly in equity				
Transfer to/from retained earnings	-	-	-	-
Total transactions directly in equity	-	-	-	-
Balance at 30 June 2013	264,882	461,150	13,952,774	14,678,806

Statement of Cash Flows

For the Year Ended 30 June 2014

	2014	2013
	\$	\$
Cash flows from operating activities		
Cash receipts from customers	10,953,185	8,435,017
Cash paid to suppliers and employees	(9,868,671)	(9,521,698)
Net cash provided by/(used in) operating activities	1,084,514	(1,086,681)
Cash flows from investing activities		
Proceeds from sale of property, plant and equipment	23,000	2,243
Acquisition of property, plant, equipment and intangibles	(440,263)	(285,779)
Interest received	45,048	67,964
Dividends received	175,698	330,781
Proceeds from sale of investments	692,091	973,851
Acquisition of investments	(746,915)	(300,371)
Net cash provided by/(used in) investing activities	(251,341)	788,689
Net increase/(decrease) in cash and cash equivalents held	833,173	(297,992)
Cash and cash equivalents at beginning of the period	727,327	1,025,319
Cash and cash equivalents at the end of the period	1,560,500	727,327



creating partnerships
that change lives.

Thank You / Bequests
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National Partners



Gold Partners



Bronze Partners



Our heartfelt thanks and those of the clients and families we have been able to assist, go out to the unselfish generosity of the Partners, Sponsors, Supporters and Bequestors listed on this page. Without their help and support we would not be able to continue enhancing the lives of so many. Thank you.

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