

Then & Now



Guide Dogs

SA.NT your eyes and ears

Chairman's Report



On track for sustained growth

As we near the end of our current strategic plan period, we can reflect with immense pride on Guide Dogs SA/NT's ongoing journey, ensuring capacity to deliver enhanced quality of life for people living with a disability.

When the Board and executive management set our future direction in 2010, we put in place some clear objectives for the organisation. Our core goal was to achieve financial sustainability and thus, improved service delivery for clients.

I'm delighted to report that we are right on track with every one of our objectives – a rare and exciting achievement for any not-for-profit organisation in a challenging financial environment. This means we will be right where we need to be by mid 2014.

Heading in the right direction

This year's deficit of \$1,096,699 is not unexpected - rather, it is part of the bigger picture. By addressing our deficit strategically over a number of years, we have increased our capacity to perform successfully into the

future. While we have not yet reached a full surplus result, it will be achieved by this time next year.

The introduction of face-to-face fundraising was one of the principal changes adopted to address our financial position. I am happy to report the program has gone to plan and proven to be a highly effective income stream.

Board moves

During the year, three valued Board members moved on to take up other opportunities. We would like to express our sincere thanks to Alison Kershaw, Sarah Sutter and Vanessa Gore for their dedicated service and expertise over recent years.

Our Governance Committee has spent considerable time developing a Board matrix, which is being utilised to source and select highly skilled Board members to replace Alison, Sarah and Vanessa.

As a result, we were pleased to welcome Michael McGregor, current Chairman of the Guide Dogs Service Delivery Committee to the Board in May 2013. This appointment has further strengthened our connections and communications with the Service Delivery Committee and our appreciation for quality services.

We look forward to welcoming Jan Turbill as a new member in October 2013. Jan has a long and established career in the local advertising industry and brings a highly valuable skill-set to our Board. While the third Director position is currently vacant, the Board is reviewing a range of candidates. It is crucial that we take the time to ensure that the quality of Board membership remains at the highest calibre.

Maintaining quality standards

Guide Dogs SA/NT underwent two external audits over the past 12 months including an ISO 9001:2008 Quality Surveillance Audit and a Home & Community Care Audit (HACC). The organisation successfully completed both audits, achieving an outstanding 18/18 compliance within the HACC Community Care standards audit.

Our people are invaluable

The importance of our people cannot be understated and thus we place great significance on the activities of our People Committee. Across the year the Committee has strengthened our work around volunteers, by assessing and improving the quality and depth of our volunteer management program. We understand the need to maintain a strong relationship and commitment to our volunteers. The committee also looks wider at all employees and people engaged by the organisation.

Strength in partnership

National collaboration continues to move forward strongly. A national brand identity has been developed by the National Guide Dogs Association, (Guide Dogs Australia) which has enhanced the mutual interest of member organisations. We are also very proud to have been named amongst Readers Digest's 10 Most Trusted Brands 2013, as well as the Most Trusted Charity 2013.

Professionalism on every level

We are working solidly to stay on track and meet the goals defined in our strategic objectives. There is an outstanding team in place at every level of the organisation.

Overall, Guide Dogs SA/NT is performing well, delivering on its goals, achieving improved standards and constantly moving ahead as a professional and high quality organisation.

Thank you

I would like to express my sincere thanks to the Board and our staff team for their outstanding work over the past 12 months and their commitment to our ongoing success. Thanks also to our donors and supporters – without your support we could not achieve what we do.

Finally, on a personal level, I want to say what a privilege it is to see our clients' confidence and determination soar and flourish under the guidance of our staff team and our amazing dogs. Every day, we see incredible results thanks to some special partnerships – and help people live their life to the fullest measure.



**Warrick Sutton,
Chairman**

Chief Executive Officer's Report



Reviewing the last 12 months, there are many reasons to be proud of the work we do. We provide our services to the best of our ability – but more importantly, we know how to maximise what we offer and continually improve the way we deliver these services. Our achievements in such a short time, on track with our Strategic Plan, are a credit to the commitment and skill of our Board and talented staff.

Our community is learning to support each other

I am especially proud of the significant expansion and improvement of our group programs, such as the music appreciation, fishing and carer's groups. These groups allow us to support people together, rather than just as individuals; encourage relationships, partnerships, and friendships and offer an opportunity to engage other senses. Our music group, for example has offered participants a vast array of exciting sensory experiences this year, including drumming, orchestra and world music.

Service improvement and delivery

Our expertise in enhancing quality of life for people living with disability includes finding ways to help clients feel more confident, secure and independent. To this end, Guide Dogs is currently developing an in-house counselling service. Development of this key initiative will incorporate feedback from consumers and is an area of priority for the organisation. We believe such a service to support consumers and their carers would improve accessibility and responsiveness to psychosocial needs and provide critical links to other supports within the community. The service will commence in 2014.

Continuous improvement of services for young people has been a major focus. A specialised early-intervention team was established within Mobility and Dog Services, focussing on skill development in the 0-6 age group. Through partnerships with the South Australian School for the Blind (SASVI) and Kilparrin Teaching and Assessment School, we have provided valuable assessments and reports for students. The reports, which have provided information to parents regarding how children are using their vision, have received considerable positive feedback.

Our close relationship with SASVI also initiated a research project between the school and our Guide Dog Service, to study the impact of posture, gait and mobility when free-walking with a dog.

The commencement of the National Disability Insurance Scheme has seen particular emphasis on ensuring our services are NDIS ready, and that our clients receive full benefit from their new funding choices.

Circle of Excellence

The annual Circle of Excellence Award, sponsored by EPAC Salary Solutions, recognises an individual who has provided extraordinary service beyond their position description, demonstrating at least two of Guide Dogs' values.

From a field of 15 outstanding nominees, our 2012/13 winner was Orientation and Mobility Instructor, Peter Skjott. Nominated for his continued leadership and community access advocacy for all people with a disability, Peter is just one of many staff who excel every day.

Peter also provides mentoring to participants enrolled in the Guide Dogs Emerging Leader program, is a member of several committees and acted as expert advisor in the Adelaide Airport redevelopment.

Community engagement and feedback

Our ability to engage and inform our donors and supporters increased significantly this year, enabling us to provide real-time, real-life insights into the impact our donors have on the lives of clients. Sharing stories using newsletters, SMS, videos and social media, we have tapped into a new groundswell of support for the donor journey. We are also building an online community eager to tell the world about their respect for our work.

The recent dual accolade of being voted one of Australia's Most Trusted Brands 2013 and also Most Trusted Charity 2013 in the Reader's Digest Awards is clear evidence of the way Guide Dogs is resonating with the greater community.

My sincere thanks

It is a pleasure to work with such a skilled and professional team. They make an enormous collective effort and understand that as a service organisation, we are always on a journey to achieve excellence. We are constantly reviewing, changing and improving what we do and I appreciate their willingness and ability to adapt and change as required.

Our Board always has the best interests of our clients at heart and never loses sight of our end goal – to use our expertise to improve lives. I'd like to thank the three outgoing Board members for their efforts and warmly welcome the new Board members.

We are so fortunate to have valuable community support from organisations such as SA Power Networks, who have re-confirmed their financial commitment for a further year, plus our dedicated volunteers, without whom we could not deliver our services every day.

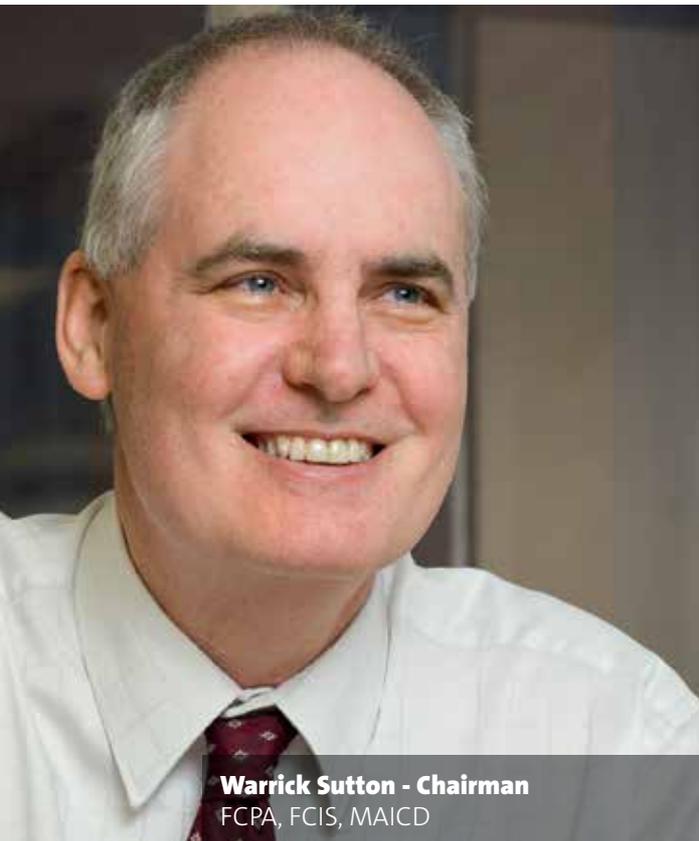
Finally, a big thank you to our incredible clients, who inspire and impress us with their self-belief, determination and passion for life.



Kate Thiele,
Chief Executive Officer

Our Committees

As an extension of our Board, Guide Dogs SA/NT has a series of external committees. These Board Committees play a vital role by contributing expertise to specific strategic projects and business needs. The committees cover Service Delivery, Governance, Finance, People and Volunteers, Remuneration and Health and Safety.



Board members

Mr Joe Thorp,
Chairman
Mr Bruce Ind,
Deputy Chairman
Mr Matt Lang,
Treasurer
Mr Warrick Sutton
Ms Helen Summers
Mrs Val Gore
Mr Michael McGregor
Ms Jan Turbill
Mr Gerry Cawson

Finance Committee

Mr Matt Lang, Chair
Mr Joe Thorp
Ms Beth Kitto
Mr Ian Jamieson

Service Delivery Committee

Mr Michael McGregor,
Chair
Ms Helen Summers
Ms Alison Kershaw
Ms Louise Davies
Dr Ron Baker
Dr Saravana Kumar
Dr Christopher Lind
Professor Liz Farmer
Ms Kerry McGrath

People Committee

Mr Bruce Ind,
Chair
Mrs Val Gore

Our sincere thanks to the Board and our staff team for their outstanding work over the past 12 months and their commitment to our ongoing success.

RESIGNED MEMBERS

Alison Kershaw LLB (Hons), B.Sc
(resigned 13 April 2013)

Sarah Sutter B.Ed
(resigned 29 August 2013)

Vanessa Gore LLB (Hons), BHSc
(resigned 17 April 2013)



Vision Services

2012/13 Highlights

- Three team members excelled in the 2013 Aged and Community Services Awards (ACSA) and NT Disability Service Awards
- Orientation and Mobility Instructor (OMI) Abby Smallwood won both SA Trainee of the Year and National Trainee of the Year 2012
- OMI Peter Skjott was joint winner in the ACSA's SA Employee of the Year 2013 – now in the running for the national title
- OMI Adrian Riessen won Disability Sector (Non-Government) Employee of the Year in NT Disability Service Awards 2012
- More than 900 people were referred for vision related services
- Our team provided nearly 1,300 programs across: Neurological Vision Service, Children's Service, Orientation and Mobility Service and Low Vision Service.

Then

Vision Services

Jessye



Now

Vision Services



Jessye's Story

"Guide Dogs has helped Jessye build her confidence and abilities from a very young age"

"We never would have thought that one day Guide Dogs would teach her how to use chop sticks!" said Jessye's mum, Trish Campbell.

Jessye took up her chopsticks (and developed a taste for curry) as one of the shining stars of our Life Skills Camp, held annually for a small group of young people with a vision impairment.

"She was so happy and excited when I picked her up from camp. She had so much to tell me she did not stop talking all the way home - barely even drew breath! She loved all the people she spent time with and definitely loved all the activities, especially the opportunity to try lots of different gadgets that will help her in future.

When Jessye recently moved to a busier town to go to school, Guide Dogs helped her learn about different intersections, how they worked and how to identify them. She would meet

her support worker regularly and they made tactile maps of three or four different intersections. After a few weeks, Jessye could identify exactly where she was without any help at all.

Her skills are quite extraordinary. Not only does Jessye learn Judo, (having switched from Traditional Shotokan Karate where she won a gold medal in the 2012 State Titles) she loves music, too. This year she was selected from the state schools Festival of Music at the Festival Theatre to take part in a CD recording for the 2014 Festival. She also successfully auditioned for a place in the Special Music Program at Brighton Secondary School to begin in 2015.

Jessye's talents are numerous and we are so looking forward to the next stage of her journey – when she is able to have a Guide Dog.



Vision Services

In late 2012, Vision Services moved into the newly expanded Guide Dog Services office.

Forming a new partnership; Mobility and Dog Services. With 24 team members, dogs and puppies, this space is abuzz with activity.

In 2012/13 more than 900 people were referred to our service for assistance with functional vision assessments and training, orientation and mobility, magnifiers, vision counselling, children's service or early intervention.

Our team of 13 therapists provided nearly 1,300 programs across the Neurological Vision Service, Children's Service (incorporating the early intervention team), Orientation and Mobility Service and Low Vision Service.

Orientation and Mobility services were provided to all five regional areas in South Australia, as well as Darwin office, with Orientation and Mobility Instructor, Adrian Riessen travelling to Alice Springs, Katherine and other outreach communities.

Promising research results

Our joint research project between the Neurological Vision Service and the Flinders University of South Australia into prism adaptation is nearing completion, with promising results. The combination of prism glasses, a simple exercise and scanning training, is giving better outcomes for our clients with a stroke-related vision loss. We look forward to the possibility of introducing this new and exciting intervention into regular therapy.

National Disability Insurance Scheme begins

Our early intervention program for children is moving from Better Start funding into the National Disability Insurance Scheme, where funds are allocated to the child for specific types of assistance.



Tori, Vision Services client

Individual reports make a difference

Our low vision assessments continued to provide detailed and functional information to staff at Kilparrin Teaching and Assessment School and Services, as well as the South Australian School for the Vision Impaired (SASVI). The team received extremely positive feedback from parents and staff about the valuable information regarding a student's day-to-day functional vision.

Real life learning

Our 2012 Life Skills Camp challenged seven students (including two from the Northern Territory) to explore the theme of healthy living. From tandem bike riding to sensory experiences at the zoo and a goal-ball match between students and staff, the camp was a fantastic opportunity for the students to master many first time experiences.

Our next camp will challenge eight students and three young leaders with our own 'Amazing Race' meets 'Masterchef'.

Award winning staff

SA Trainee of the Year 2012, Orientation and Mobility Instructor Abby Smallwood went on to win the National title in the Aged and Community Services Awards (ACSA). Orientation and Mobility Instructor Peter Skjott was a joint winner in the ACSA's 2013 SA Employee of the Year category and now heads interstate to vie for the National title.

Congratulations also to NT Orientation and Mobility Instructor Adrian Riessen, 2012 Disability Sector (Non-Government) Employee of the Year in the 2012 NT Disability Service Awards.

In 2012/13 more than 900 people were referred to our service for assistance with functional vision assessments and training, orientation and mobility, magnifiers, vision counselling.



Shianne, Vision Services client

Guide Dog Services

2012/13 Highlights

- Our breeding program has entered a new era with the recruitment of Dr Dion Humbler as Breeding and Veterinary Care Manager
- Improvements to the way we develop our puppies through their first year of life achieved increased confidence and reduced distraction, resulting in better trainability and an improvement in the number of working dogs
- Our Autism Assistance Dog program has been extended with the introduction of the Bronze Paw Certificate developing increased skills and confidence for families when working within the community
- Guide Dog Services provided over 860 contacts with Guide Dog and Autism Assistance Dog teams across SA and NT. The puppy development team provided over 600 contacts with volunteers through puppy classes and home visits.



Then

Guide Dog Services

Jackson

Now

Guide Dog Services



Jackson's Story

We first matched an Autism Assistance Dog with a family living with severe autism in 2008.

Since then, 14 South Australian families have experienced the life-changing benefits of these incredible dogs.

Five-year-old Jackson is non-verbal and his behaviour is unpredictable. Mum Tania and his family are on alert 24 hours a day. Tania often feared that Jackson would bolt away into the path of a car or hurt himself during a time of stress.

When Jackson and his family took Autism Assistance Dog, Windsor home for the first time, it opened up a whole new world.

“Windsor is a treasure, an absolute joy and just part of the family now. His arrival has meant a significant improvement to our lives,” Tania said shortly after Windsor joined their family.

Windsor has now been with Jackson for 14 months and Tania says that life continues to improve.

Just last week, Jackson and his family took a trip to the city on the train, something they would never have attempted before Windsor's arrival. Better still, Tania said there was no real prior planning – they just went! It's a freedom that was previously impossible.

“Jackson has continued to make great progress working with Windsor. Unless we are going on a big trip, we now don't even have to tether him to Windsor – he is just happy to hold on to the handle on Windsor's coat. They have developed a really good relationship and have bonded well,” said Tania.

“Windsor's ability to work out what each of the family needs is amazing. Of course he has been wonderful for Jackson but, in the end, Windsor helps us all.”



Guide Dog Services

Our Guide Dog Services team changes and improves lives, daily.

Through the provision of highly trained working dogs and companion dogs, our Guide Dog Services team changes and improves lives, daily. Guide Dog Services provides Guide Dogs to people with a vision impairment, Autism Assistance Dogs to families of children living with autism and Pets As Therapy Dogs.

Each placement of a dog creates a 'team'. Our dogs help clients achieve greater confidence, increase safety and security; improve social skills and leisure opportunities and enjoyment of family life. Something as simple as a walk in the park is life changing for some of our clients.

Breeding program secures future happiness

Building upon our ability to deliver much-needed dogs to the community, this year we formulated a seven-year breeding program. We hope to increase our number of brood bitches to 12 and breed up to 10 litters per year. As well as supplying the needs of our dog programs, these puppies will provide future breeding stock, replacing current broods as they reach retirement. As part of these plans to enhance our breeding program, we have:

- Strengthened our relationship with Guide Dogs Queensland and Guide Dogs Victoria and gained an in-principle agreement to form a breeding co-operative, a collaboration that will assist our schools with program improvement
- Established relationships with Guide Dogs UK and Ireland to assist with sourcing brood bitches and stud dogs
- Sourced two new brood bitches from Wales with the assistance of Michael Edmonds, Breeding Manager from Guide Dogs Ireland. The dogs are currently undergoing their preparations for transportation and are expected to arrive in December 2013.

In 2012/13 we bred a total of four litters, providing 17 puppies for our program. We also purchased four puppies from Guide Dogs Queensland and re-established our relationship with Guide Dogs New Zealand for the supply of puppies as working dogs and breeding stock.



Continuous improvement means better training results

Our puppy raising program team continues to improve the way we develop our puppies through their first year of life, as the early months are the optimal time for critical socialisation. This in turn leads to increased trainability and should improve the numbers of dogs working in the Guide Dog, Autism Assistance Dog (AAD) or Pets As Therapy (PAT) fields. Improved early stage puppy development included:

- Involvement of various dog breeds during group sessions, to help pups develop confidence and understanding when interacting with dogs of all shapes and sizes
- Earlier, controlled exposure to environmental stimuli the pups must become accustomed to during puppy raising and training.

The results of this earlier training are evident during dog assessment and training at the age of 12-14 months, with an increase in general confidence and reduction in distraction especially towards other dogs.

This year we re-established Guide Dog residential class training programs.

Helping families living with autism

At 30 June 2013 there were 14 working Autism Assistance Dog (AAD) teams, representing a significant growth in services over the past 12 months. To encourage children with autism to interact with their dog, we recently developed and introduced sensory coats.

All AAD families are required to have public access certification to work with their dog. We have now introduced Bronze Paw standard to give AAD families an opportunity to further develop their dog handling skills.

Improved skills training for Guide Dog clients

To further improve confidence for our clients, this year we re-established Guide Dog residential class training programs. Two training options are offered - domiciliary, whereby all training occurs from their home, or residential, whereby clients live in for part of their program and train alongside other Guide Dog handlers with their new dogs.

In April 2013 a residential class was held with three Guide Dog users living in a residential facility during the initial part of their training. Residential training offers numerous benefits, including each client being able to concentrate fully on their new dog in an optimal learning environment and have opportunities to learn from and support fellow students. Acquired skills are then transferred back to the home environment on completion of the class.

Growing our skilled team

Lisa Dodds is nearing the end of dog training within her Guide Dog Mobility Instructor cadetship and will soon be providing services to clients. Sam Curkovic will soon complete her two-month Autism Assistance Dog cadetship.

We were fortunate to add the significant skills of Guide Dog Mobility Instructor, Natalie Caicedo to the team. Natalie has worked in the United States and Ireland and has experience in both Guide Dog and Autism Assistance Dog services.



Hearing Services

2012/13 Highlights

- Our Specialised Smoke Alarm Scheme, replacing or refurbishing smoke alarms that have reached their 10 year use by date for clients 65 years and over, received extension approval from the SA Government, as well as approval to remove age criteria
- The Specialised Smoke Alarm Scheme program extension will assist people with profound hearing loss to live independently and safely in their own homes.

Then

Hearing Services

Marg



Now

Hearing Services



Margaret and Vigo, their story

"I love the little fella with all my heart - he means the world to me, my soul mate, my companion"

A Guide Dogs client for the past 41 years, Margaret Williams is well known and loved by us all.

Marg, 65, was born with congenital blindness, but her hearing impairment developed more recently, in 2000. She was teamed with her Guide Dog, Ives around eight years ago. They developed a beautiful relationship.

"I love the little fella with all my heart - he means the world to me. He's really my soul mate, my companion," said Marg of her love for Ives.

When Ives recently retired, we helped Marg through the process of bonding with her new dog whilst also taking good care of Ives.

"It was a very smooth changeover. Ives retired on 4 July 2013 and Vigo came into my life on 8 July 2013. Guide Dogs supported me 100 per cent, both with matching me with Vigo and managing any concerns I had with the changeover," she said.

"Ives has adapted really well to not going everywhere with me as he used to and now he is quite happy with the new addition to the family," she said.

"Vigo and I are also both settling in well. I only have to mention the words 'Guide Dogs' and he heads for the bus stop to go into the city, or 'Foodland' and he knows that I need to go shopping. I also do other volunteering and at the mention of a word, he knows where we have to be.

"I was finding with Ives before he retired that his walking was becoming a lot slower and therefore so was I. Vigo is younger and more active so and I have also picked up pace when walking. It has been good for me.

"Being matched with my new dog has made me more independent and confident than before. I do other volunteer work and am very active within the community. I can go shopping or to doctor's appointments on my own. Guide Dogs matched us perfectly and helped me adjust to Vigo so well. I can't thank them enough."



Hearing Services

Hearing Services helps adults with a congenital or acquired hearing loss maintain their independence.

Innovation and care

Hearing Services helps adults with a congenital or acquired hearing loss maintain their independence in the home, community and workplace.

Our Hearing Services team provides hearing rehabilitation and information for clients throughout regional and metropolitan South Australia.

Our professional and highly skilled team works in partnership with clients, finding innovative and practical ways to build and maintain each client's independence as well as strong connections with family, friends and colleagues.

Researching a better way

Hearing Services joined forces with the ACT Deafness Resource Centre to survey 350 people from across Australia, in order to benchmark the type of services being offered by community-based hearing organisations and the types of people accessing these services.

Hearing Clinic Trial Part B, in partnership with Flinders University, continues to gain momentum. We anticipate analysis of the project's quality of life and motivation outcomes in late 2014.

Community groups – support for all

Participation in our Hear 'n' Able and Community Discussion Groups continues to grow. These groups are an avenue for Guide Dogs SA/NT to provide information and support, thus enabling participants to become more confident in the community and workplace.



Specialised Smoke Alarm Scheme

"The two lights give me all the comfort and confidence I need knowing that I would be alerted in the event of a fire," Lois says.

Keeping more South Australians safe

For the past 14 years, Guide Dogs SA/NT has managed the Specialised Smoke Alarm Scheme, assisting people with a profound hearing loss to live independently and safely in their own homes.

In 2012 we also received government funding for the 10 Year Smoke Alarm Scheme to replace or refurbish smoke alarms that have reached their 10 year use-by date.

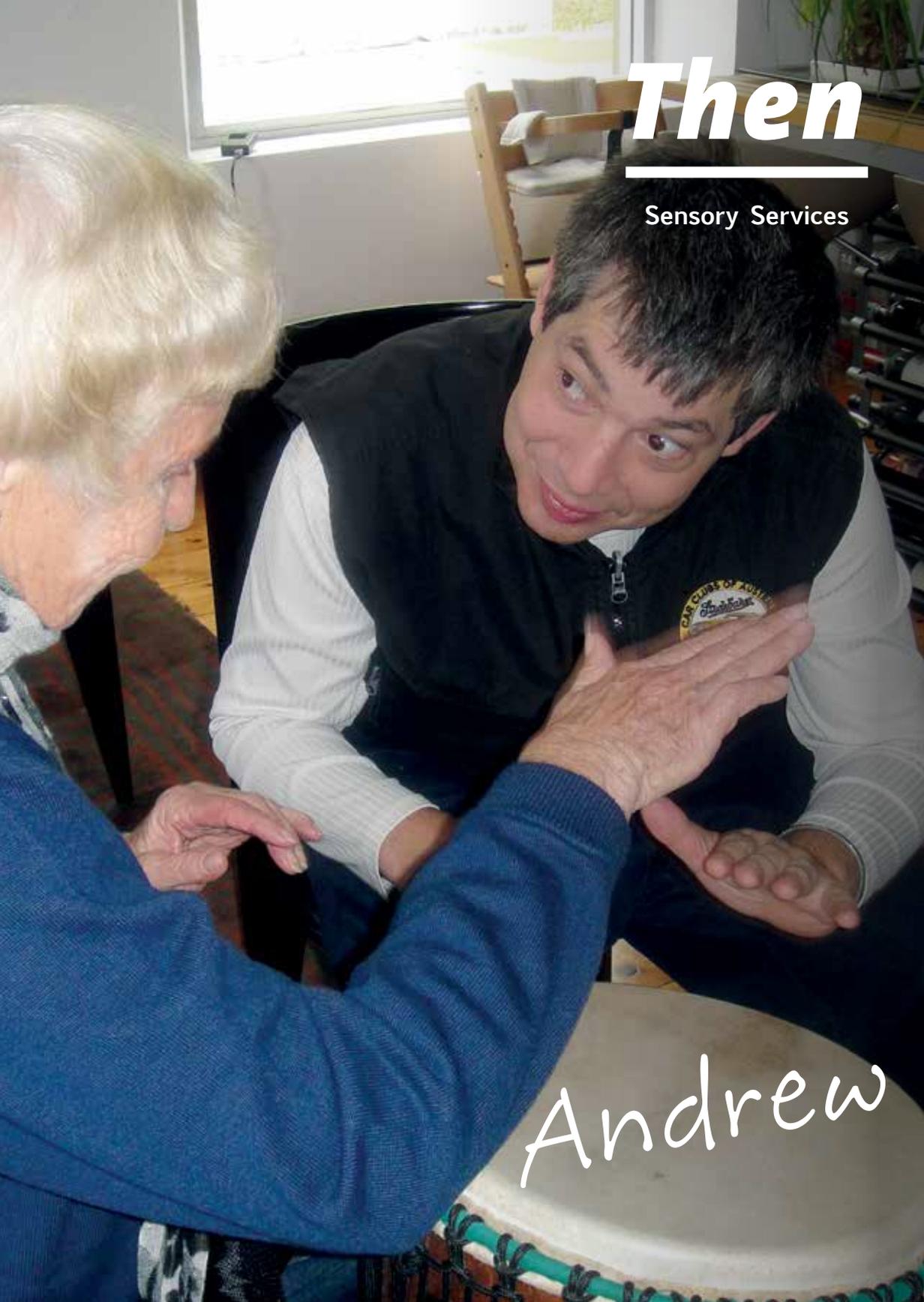
This year, we not only received approval from the SA Government to extend the scheme for another two years but also to remove the age criteria for both schemes. Applications for minors will be assessed on a case-by-case basis.



Sensory Services

2012/13 Highlights

- An increase in regional clients has led to reduced isolation and more solid community connections
- More targeted support, engagement and early intervention for people with a sensory loss, through development of a counselling service for people with a sensory impairment
- Improved business structure and increased awareness of services through team collaboration and extensive community networking.



Then

Sensory Services

Andrew

Now

Sensory Services



Andrew's Story

"Andrew's story and the progress he has been making is just inspirational"

Andrew Sands is a determined young man who has made enormous progress towards his goals with the help of Guide Dogs.

Andrew is legally blind and has had an acquired brain injury since birth. Our team has been supporting Andrew since 1995 with a range of assistance, including orientation and mobility training and occupational therapy. He also accesses practical assistance for day-to-day tasks.

"Andrew's story and the progress he has been making is just inspirational," said Simon Wong, Andrew's Case Manager.

To help Andrew and other people with similar challenges, a parent group, including Andrew's parents, Ross and Janet developed PlanNET, an organisation that develops and maintains supportive social networks through a 'person centred' approach.

"Guide Dogs Sensory Directions Program played an extremely important role as the first organisation to support the PlanNET program,

enabling redirection of respite funding to be used instead for network facilitation. This has been extremely significant in demonstrating possibilities and opened the door for other families to receive assistance from their funders," said Ross.

"The most important aspect was not the funds, but the support Guide Dogs showed for Andrew and our family in believing in positive futures and looking at alternatives to traditional disability support."

To the delight of all involved, PlanNET has resulted in excellent outcomes for Andrew. He now has a natural support network of more than 15 members, comprised of family members, friends, neighbours, people at church and others in his local area, including staff of his favourite cafes.

"Janet, Ross, Andrew and Guide Dogs work together in partnership to achieve Andrew's goals. "There is a mutual supportive relationship with the common goals of creating an inclusive contributing life for Andrew," Ross said.



Sensory Services

Our Sensory Services team assists people with a sensory impairment who have complex needs.

More than 200 lives changed this year

Our Sensory Services team assists people with a sensory impairment who have complex needs, to access services and support. We help link people with community activities or groups, advocate with or on their behalf, support families and carers and much more.

South Australians of all ages benefit from the dedication and expertise of our eight member team. This team is unique for Guide Dogs SA/NT in that it is fully funded by the South Australian Government's Department for Communities and Social Inclusion (DSCI) and the Commonwealth Government's Home and Community Care (HACC) program.

During 2012/13 our Sensory Services Case Managers assisted 230 people, acting upon individual needs within their everyday lives.

Our stories

When we learnt that a 65-year-old client was facing homelessness, our Case Manager achieved access to a Housing

SA home within two weeks. The client is vision impaired and has other physical and mental related disabilities, making it very difficult for him to advocate for services. Now settled in his new home, he is ready to undertake further orientation services coordinated by his Case Manager, to make the most of his home environment. The Case Manager also successfully applied for a Louisa Da Costa Trust grant to purchase a suitable magnifier, as well as arranging regular cleaning to assist with maintaining his independence within the community.

Another Case Manager helped a client obtain two different grants to purchase a much-needed Eye-Pal reading machine. The client, who has advanced retinitis pigmentosa and lives on her own, had experienced a marked deterioration of her vision and could no longer read her mail with the use of her Closed Circuit Television. She is delighted to be able to read her mail independently and not have to wait until a sighted person visits to find out what she has received in the post.



Tim, Sensory Services client

Sensory Services has created three groups to link clients with each other and the community, significantly reducing social isolation, a major disadvantage for many clients.

Our group programs, the Music Appreciation Group, Carer's Group and Transitional Group are held onsite but often include excursions. These increasingly popular groups build upon individual skills and interests.

The monthly Music Appreciation Group caters for people experiencing sensory loss who have an interest in music and

sessions include member performances, jazz, operettas and cultural music. Members loved our African drumming workshop, keyboard lessons by the 'Simply Listen and Play' method and theatre skills workshop, as well as outings to the Pilgrim Church, Adelaide Symphony Orchestra open rehearsal, WOMADelaide 2012-13, Music Works and St Aloysius College, where the group played Indonesian gamelan instruments.

Students aged 15-25 years old, transitioning from school to either higher education; employment and/or

independent living are welcome to join our Transitional Group. The 20-strong group enjoyed continued growth and development this year, enthusiastically partaking in a variety of learning and social events.

For more than three years, our Carer's Group has met monthly to share personal experiences and receive support and advice. Guest speakers and special events are planned across the year. Our popular two night retreat was held once again, this time in Hahndorf. The retreat is an opportunity for a much needed break; valuable time out and a chance to connect with other carers.

Occupational Therapy - Making an impact

Our Occupational Therapy team offer individualised, holistic intervention programs for people living with sensory loss, as well as community programs. Our clients are eligible if they have a vision, hearing or dual sensory loss, hold a Department of Veteran's Affairs card or are part of the HomeFront or Rehabilitation Appliance Program (RAP). We have key partnerships with Flinders University and the University of South Australia's Occupational Therapy schools.

In the past 12 months we have assisted 270 clients with individual programs. We work with a diverse range of clients, in falls-prevention; education and training regarding adaptive equipment; life skills; home safety, lighting and environmental assessments as well as instrumental, domestic and personal care activities of daily living (ADLs). Many clients are referred to our team to increase independence and confidence in their daily lives.

Collaboration offers opportunities

We have successful ongoing partnerships with our colleagues at Guide Dogs SA/NT, including Sensory Services and Mobility and Dog Services. Collaborative efforts for the annual Life Skills Camp and Transitional Group have created opportunities for increased socialisation, enjoyment and skill-building for our clients.

Educational partnerships

We support regular student placements and final year community development projects from the University of South Australia through our ongoing relationship with both the University of South Australia and Flinders University's Occupational Therapy schools. We also offer educational sessions at both universities each year as part of the school curriculum, as well as representation at career expos.

Working with our veterans

In February we commenced work with the Department of Veteran's Affairs (DVA) HomeFront program and have built a solid working relationship with Allianz Global Assistance, which manages the program. The team has worked to increase awareness of the program and grow referral numbers from other services within Guide Dogs. Our new work with the DVA Rehabilitation Appliance Program (RAP) offers support to existing and new eligible DVA clients with their respective disability/sensory loss.



Business Development

Every year our Business Development team invests significant time and effort to make sure our wider community, local businesses and corporate organisations understand who we are and why our work is so important.

A trusted brand

We were delighted to be recognised as Australia's Most Trusted Charity 2013 in a Readers Digest annual survey.

Trust is at the core of our business, so this recognition was a tangible validation of our work. It was also a wonderful opportunity to promote the reasons why our clients and supporters trust us so emphatically. We know that our ISO quality accreditation, business practices and our internationally accredited guide dog instructors are just a few of the reasons why our community feels great pride and connection with what we do. Evidence of our work is also on constant display, as people can see our dogs at work first-hand, supporting clients.

In the community

Through increased emphasis on community events we have shared our work with the public and encouraged greater support and understanding:

- Our inaugural 'Unleashed' event in November 2012, sponsored by Adelaide Animal Hospital and Northside Pet Superstore, attracted 677 attendees and raised \$10,465. This showcase event goes behind the scenes to demonstrate how we train Guide Dogs and Autism Assistance Dogs and displays how our clients work with their dogs
- Raising awareness and funds while getting fit was the order of the day at the City to Bay in September 2012. Our 103 participants were a sea of orange in the event and raised \$10,000
- The Paws Parade on International Guide Dog Day attracted 256 participants. Our march through the city is an annual celebration promoting organisations that encourage Guide Dogs to enter their premises, as well as acknowledging recently graduated and retired dogs
- Our final event for the financial year was Quiz Night in June 2013, which attracted 282 attendees and raised \$8,500.

New look for Guide Dogs

While our national re-branding has just taken place, most of the work took place in the 2012/13 financial year. This is good news for everyone, as a national brand allows greater cost efficiencies and more affordable national campaigns.

Guide Dogs SA/NT will also be able to access key learning's and fundraising materials from interstate partners.

Increasing our media and community presence

The media has shown incredible support across the year, helping create awareness of our work so we can raise much-needed funds. Television programs including Today Tonight and Totally Wild, along with The Advertiser and Messenger Newspapers worked in partnership with us to create stories about our Autism Assistance Dog and Guide Dog programs.

Today Tonight has committed to a four-part series, profiling a South Australian family living with autism as their child is assessed and matched with an Autism Assistance Dog and the family embarks on a new life.

To create a higher level of internal and external engagement with the community, Tango, a fully qualified Guide Dog, joined our team as our 'Ambassadog'. His presence at public events has added a new element of fun and attracted a new legion of fans, both young and young at heart.

One of our most effective and visible fundraising tools is our collection dogs. We have a total of 1,211 dogs across South Australia and placed 86 new collection dogs in 2012/13. This year's total revenue from collection dogs was \$221,324, an increase of more than nine per cent on the previous year. Twenty-five volunteers support the program, undertaking 42 collection runs across the state.

Our dedicated volunteers

Guide Dogs SA/NT has more than 295 volunteers who work across all areas of the organisation. Our volunteers accumulated 4,794 hours in the second half of the financial year, an extraordinary investment of time.

Building valued corporate support

Our new corporate volunteer program involves multiple organisations committing an average of 25 people per session, every six weeks. The program has enabled many corporate volunteers to form new friendships and experience the rewards of volunteering for the first time.

To share our expertise with South Australian businesses, we have developed Shakin' Paws, a series of corporate networking events held at the Discovery Centre. The first event, sponsored by EPAC Salary Solutions, was a great success.

Services in the NT

Adrian's work place 'with a difference'

Our Northern Territory Orientation and Mobility Instructor, Adrian Riessen covered over 25,000 km by air and road this year to provide life-changing orientation and mobility and low vision services to clients.

Regional centres and remote communities are an important part of Adrian's charter and thanks to his efforts, two students from Children's Services in remote areas travelled to Adelaide to attend Mobility and Dog Services' exceptional Life Skills Camp this year. These young people embarked upon a long day's travel from Marrakai, on the outskirts of Darwin and Ti Tree, 200 km north of Alice Springs, to take part in the program.

Adrian has now returned to the Adelaide team after more than three years based in Darwin. He has made an outstanding contribution to service provision in the Northern Territory and will continue to travel to Central Australia, visiting Alice Springs and surrounding areas. We thank Adrian for his dedication and look forward to seeing more of him 'down south'.

Community support goes from strength to strength

Our Business Development Manager – Northern Territory is Sue Shearer. Sue is responsible for managing fundraising objectives and activities to ensure that income targets and community engagement strategies are achieved.

Sue has achieved significant engagement with the local community this year, proactively developing and maintaining strong relationships with donors, corporate and community groups as well as Government networks, to secure and increase fundraising revenue in the NT.

- Our 15th annual Jabiru Golf Day on 17 August attracted a bumper field of players. Night golf is always a highlight of the event, with play illuminated by glow sticks! The Guide Dogs NT team won for the third year in a row. Every year this event is organised by NT local, Gary Dunstan with the help of his brother, Peter. These two wonderful gentlemen have successfully raised over \$85,000 for Guide Dogs NT in the past 15 years and we'd like to offer our grateful thanks for their exceptional work
- Guide Dogs NT received fantastic community support this year via our 223 collection dogs, raising more than \$57,000 and doubled ticket sales in the annual People's Choice Raffle. Through Sue's efforts, our income from collection dogs has increased significantly, up from \$46,000 in 2010/11

- We were also very pleased to complete negotiations with the Department of Health NT, regarding ongoing funding for 2013/14
- Other events that have become outstanding annual fundraisers as a result of Sue's expertise include our Quiz Night, Deck Chair Cinema and also attendance at local markets
- Our corporate partners are instrumental in helping us achieve improved quality of life for people living with a disability in the Northern Territory and we rely heavily on their generosity. One such individual is John 'Foxy' Robinson.

Most Territorians know 'Foxy' – his support for local charitable organisations with donations and sponsorships is well known. We thank 'Foxy' sincerely for his three-year sponsorship of \$25,000 per year. This is a significant contribution towards our various services throughout the Territory.

When we recently retired two, hard-working Guide Dogs, Flame and Liam, we had an opportunity to recognise 'Foxy' Robinson in a more personal way. Flame and Liam were replaced by Foxy and Hudson, who are now firmly entrenched with new owners and guiding them in their everyday lives. This changeover was only possible through corporate sponsorship by 'Foxy'. We hear it was love at first sight when the Foxy's met for the first time.

Twenty three years of giving back - and still going strong

Our volunteers are an incredible group of people. This year our 295–strong volunteer team devoted more than 4,700 hours to Guide Dogs SA/NT, enthusiastically taking on every assigned task with a generous spirit.

When Maurice Basham retired at the age of 60 and headed to the Volunteers Association for information about available volunteer positions, he certainly didn't expect to find a 'new career'.

"The Association had a position with Guide Dogs for three weeks and although I was interested in something closer to home, I thought I would go along and check it out regardless.

"Well, 23 years later I'm still here. I started by numbering mini-collection dogs. The three weeks ended, Guide Dogs found more for me to do and the position just went on and on – I didn't want to leave," he said.



Maurice says that he loves to see the impact of the work he is doing and can't imagine doing anything else.

Three days a week, Maurice travels all the way to the city from Seacliff, taking two buses either way to pursue his volunteer career.

"These days I look after the incoming and outgoing mail, mostly for the fundraising campaigns. I am lucky to be able to see the generosity of donors and read some of the wonderful letters Guide Dogs receives. I love to hear feedback about the impact Guide Dogs has in the community.

"Before I began working here I had no idea of the breadth of services offered by Guide Dogs and I am constantly amazed at what is achieved. The people I have met are wonderful and I have made so many friendships."

Our Supporters

Guide Dogs SA/NT relies upon the generosity of individual donors, bequests, corporations and businesses to help fund our services. Our organisation receives no government funding towards our breeding and training for the Guide Dog, Autism Assistance Dog and Pets As Therapy dog programs. We are grateful for all donations, no matter the size. Every dollar makes a difference in the lives of people we support.

National Partners



Gold Partners



Bronze Partners



Community Partnerships

Australian Army Band (Adelaide)
 Australian Communication Exchange
 Autism SA
 Blind Sporting Council
 CanDo4Kids
 CICADA
 Deafness Forum
 Glaucoma Australia
 HI/DKON
 Hire A Hubby
 Kilparrin
 Meniere's Australia
 Metropolitan Male Choir of South Australia
 Mt Gambier Ladies Auxillary
 National Relay Service
 NDS SA
 SASVI
 SHHH Australia

Taxi Council SA
 Tinnitus SA
 Tony Milhinhos and Family
 Vision 20/20

Sponsors and Supporters

A Touch of Beauty
 Adelaide Animal Hospital
 EPAC Salary Solutions
 ExecSearch Consulting
 FoneFund
 Foxy Robinson
 GHF
 Harbour Town
 IOCANE
 Maughan Thiem Ford
 Northside Pet Superstore
 NT Link
 SA Ambulance
 TOLL Priority

Bequests 2012/13

Amy Josephine Harper
 Audrey Muriel Brown
 Audrey Rita March
 Barbara Ide
 Bernice Mary (Jackie) Cave
 Betty Clara Boyce
 Bill Goodridge
 C D Donehue
 Desmoine Wayne Brockhoff
 Dulcie Christina McCracken
 Elma A Edmonds
 Gail Beverley Tunks
 Geoffrey Robert Schunke
 Gerrit Hendrik Leferink
 Gwendoline Adelaide Carter
 Gwendolyn Una Thomas
 Ilse Goldschmidt
 James Ivan Shackelford

Joyce Marie Berriman
 Kathleen Brenda Langaard
 Kenneth George Lucas
 Laurel Joy Lohmeyer
 M N Edwards OAM
 Maria Elisabeth Moss
 Marion Florence Pratt
 Mary Ellen Caldwell
 Mary Joyce Kelly
 Mary Patricia Harris
 Mavis Gladys Mary Daniel
 May Tietzel
 Richard William Bland
 Robyn Janette Parkes
 Rosemary P Laughton
 S G Lane
 Sheila Ann Hope
 Terence Cornthwaite
 Wollaston
 Thelma May Ryan

Financial Report

Guide Dogs SA/NT relies upon the generosity of the community to help us deliver life-changing services to South Australians and Territorians. The volunteer hours we receive and monetary support from donations and bequests are crucial to the ongoing and successful operation of our organisation. Every dollar counts towards our purpose; to use our expertise with dogs and in sensory service provision, to enhance the quality of life of people living with disability.

In the 2012/13 financial year Guide Dogs SA/NT returned a deficit of \$1,096,699. The deficit is in line with our long-term growth strategy and represents our continued investment in meeting the needs of individuals living with a vision or hearing impairment as well as families living with autism.

During the year, Guide Dogs SA/NT focussed on growing funding sources, with a particular emphasis upon regular monthly donations from donors. Whilst our revenue generation from regular giving and other fundraising programs met expectations, this was negatively impacted by closure of the call centre in August 2012 and a shortage of bequest revenue.

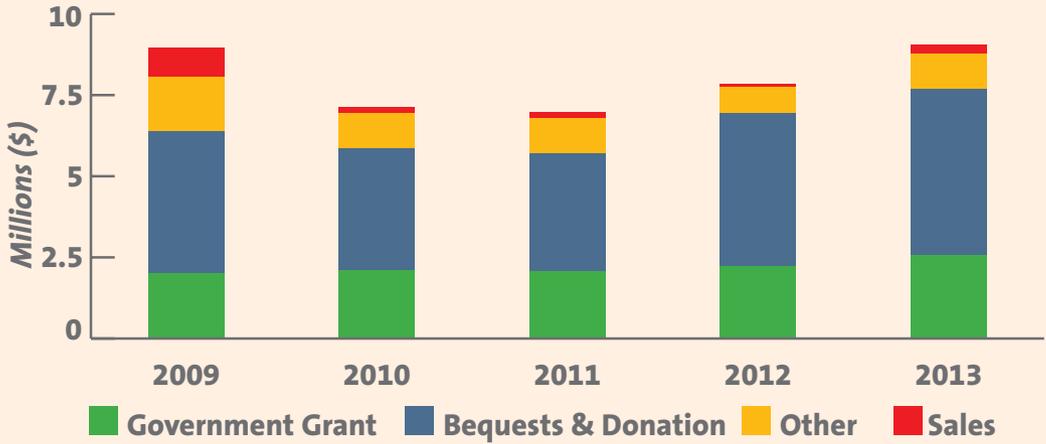
Further growth in fundraising and bequest income is essential to our goal of returning to a surplus result for the 2013/14 financial year. This will be supported by a strengthened bequest program and continued investment in fundraising strategies.

Investment portfolio and net assets

Guide Dogs SA/NT's investment portfolio generated \$352,412 of earnings through dividends and trading profits, plus \$355,932 in net unrealised gains representing market value growth of the portfolio. The investment portfolio gains were utilised to fund operating activities.

Net assets were reduced by \$740,767 for the year in review. This reflects funding the deficit offset by an increase in the market value of our investment portfolio.

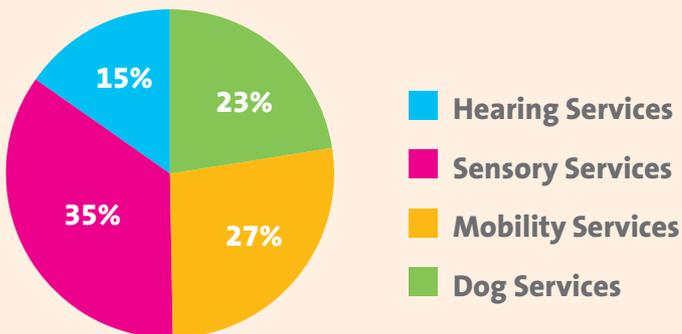
Sources of Income - Last Five Years



Total Income & Expenditure - Last Five Years



Service Expenditure



Statement of Comprehensive Income

For the Year Ended 30 June 2013

	2013	2012
	\$	\$
Revenue	274,093	103,667
Cost of sales	(182,096)	(67,391)
Gross profit	91,997	36,276
Other income	8,390,764	7,461,544
	8,482,761	7,497,820
Depreciation and amortisation expenses	(623,732)	(603,870)
Occupancy expenses	(238,192)	(218,250)
Fundraising expenses	(2,109,449)	(1,786,754)
Marketing expenses	(185,189)	(112,461)
Client supplies and services expenses	(803,527)	(636,258)
Employee expenses	(5,029,880)	(4,992,237)
Operating expenses	(977,789)	(1,215,204)
Results from operating activities	(1,484,997)	(2,067,214)
Finance income	388,301	279,784
Finance costs	(2)	(61)
Net finance income	388,299	279,723
Profit/(loss) before income tax	(1,096,699)	(1,787,491)
Income tax expense	-	-
Profit/(loss) for the year	(1,096,699)	(1,787,491)
Other comprehensive income:		
Reclassification adjustment on disposal of available for sale financial assets	(11,455)	(29,214)
Net change in fair value of available-for-sale financial assets	367,387	(324,082)
Other comprehensive income for the period, net of tax	355,932	(353,296)
Total comprehensive income/(loss) for the period	(740,767)	(2,140,787)

Statement of Financial Position

For the Year Ended 30 June 2013

	2013	2012
	\$	\$
Assets		
Current Assets		
Cash and cash equivalents	727,327	1,025,319
Trade and other receivables	732,263	425,735
Inventories	66,616	92,204
Total Current Assets	1,526,207	1,543,258
Non-Current Assets		
Available for sale financial assets	3,265,186	3,321,189
Investment property	-	-
Property, plant and equipment	10,756,382	11,083,473
Intangible assets	136,258	147,120
Trade and other receivables	62,909	59,916
Total Non-Current Assets	14,220,735	14,611,698
Total Assets	15,746,942	16,154,956
Liabilities		
Current Liabilities		
Trade and other payables	655,248	368,965
Employee benefits	321,886	296,150
Total Current Liabilities	977,134	665,115
Non-Current Liabilities		
Employee benefits	91,002	70,268
Total Non-Current Liabilities	91,002	70,268
Total Liabilities	1,068,136	735,383
Net Assets	14,678,806	15,419,573
Equity		
Reserves	726,032	370,100
Retained earnings	13,952,774	15,049,473
Total Equity	14,678,806	15,419,573

Statement of Changes in Equity

For the Year Ended 30 June 2013

	Fair Value Reserve	Revaluation Reserve	Retained Earnings	Total
	\$	\$	\$	\$
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/(loss) for the period	355,932	-	(1,096,699)	(740,767)
Transactions recorded directly in equity				
Transfers to/from retained earnings	-	-	-	-
Total transactions directly in equity				
Balance at 30 June 2013	264,882	461,150	13,952,774	14,678,806

Balance at 1 July 2011	262,246	461,150	16,836,964	17,560,360
Comprehensive Income for the period				
Profit/(loss) for the year	-	-	(1,787,491)	(1,787,491)
Other comprehensive income				
Reclassification adjustment on disposal of available for sale financial assets	(29,214)	-	-	(29,214)
Net change in fair value of available-for-sale financial assets	(324,082)	-	-	(324,082)
Total comprehensive income/(loss) for the period	(353,296)	-	(1,787,491)	(3,140,787)
Transactions recorded directly in equity				
Transfer to/from retained earnings	-	-	-	-
Total transactions directly in equity	-	-	-	-
Balance at 30 June 2012	(91,050)	461,150	15,049,473	15,419,573

Statement of Cash Flows

For the Year Ended 30 June 2013

	2013	2012
	\$	\$
Cash Flows from Operating Activities		
Cash receipts from customers	8,435,017	7,594,702
Cash paid to suppliers and employees	(9,521,698)	(9,045,329)
Net cash provided by/(used in) operating activities	(1,086,681)	(1,450,627)
Cash Flows from Investing Activities		
Proceeds from sale of property, plant and equipment	2,243	15,091
Acquisition of property, plant, equipment and intangibles	(285,779)	(255,214)
Interest received	67,964	52,667
Dividends received	330,781	20,693
Proceeds from sale of investments	973,851	860,333
Proceeds from sale of investment property	-	355,000
Acquisition of investments	(300,371)	(511,208)
Net cash provided by/(used in) investing activities	788,689	537,362
Net increase/(decrease) in cash and cash equivalents held	(297,992)	(913,265)
Cash and cash equivalents at beginning of the period	1,025,319	1,938,584
Cash and cash equivalents at the end of the period	727,327	1,025,319

Our Purpose

To use our expertise with dogs and in sensory service provision to enhance the quality of life of people living with a disability.

Then & Now

Guide Dogs

SA/NT



It's official.
Guide Dogs is
**Australia's most
trusted charity,**
and the nation's 6th
most trusted brand.

Guide Dogs Association of SA and NT Inc

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