



ROYAL GUIDE DOGS
TASMANIA

ANNUAL REPORT

2010 - 2011



Our Patron

His Excellency the Honourable Peter Underwood AC
Governor of Tasmania

Our Mission

To provide high quality services to international standard, which will increase the independence and quality of life for blind and vision impaired people and assist them to achieve their full potential within the community.

Our Head Office

Royal Guide Dogs for the Blind Association of Tasmania
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164 Elizabeth Street, Hobart, Tasmania, 7000
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Website www.royalguidedogs.com.au

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“I choose to work at RGDT, not because I think blind people are special, but because I believe they have the right to live an ordinary life and to do so with dignity.”

- RGDT staff member

President's Report

As this is my last report as President of Royal Guide Dogs Tasmania, I write it very much with mixed emotions.

I have made the decision not to stand for the Chair next year and can advise that it is my intention to retire from the Board in 2012. Whilst I look forward to further enjoying my retirement, this decision is tinged with sadness, as I have very much enjoyed the opportunity to contribute to the Association as both Treasurer and as President of the Board of Directors, and have been humbled by the support and confidence of my fellow Directors and our membership.

The most significant emotion I would like to share with you, however, is pride. I am extremely proud of the position of the Association and I am proud to be leaving the Association in the best financial position it has enjoyed in over 20 years.

The Association is fortunate to have the participation and engagement of our volunteer Directors, who contribute significantly to the success of the Association through their commitment and expertise.

Mostly, however, I am proud to have been associated with the staff of Royal Guide Dogs Tasmania. I am continuously impressed by the professionalism, dedication and enthusiasm of our staff of the Association. Across every area of the organisation, our staff are individually and collectively committed to ensuring we deliver on the Mission

"I chose Royal Guide Dogs because it is humble, hard-working and a quiet achiever"

- RGDT Volunteer



of the Association, to provide exceptional services for blind and vision impaired Tasmanians.

I extend my personal thanks to the Board for their efforts during the past 12 months. Further, I extend both my thanks and congratulations to the management and staff of the Association who deliver upon the Mission, whilst simultaneously ensuring that Royal Guide Dogs Tasmania is extremely well situated for the future.

Finally, I extend my sincere appreciation to the members and supporters of the Association, for without your support we would be unable to continue to meet such high standards.

Mike Harris, President.



Board Members

Mike Harris - President

Sub-committees: Finance & Audit
Occupation: Part time lecturer in Accountancy, UTAS, Law Department.
Professional affiliations:
Fellow, Certified Practising Accountants Australia;
Member, Institute of Chartered Accountants;
Fellow, Institute Company Secretaries

David Gordon Howie - Vice-President

Sub-committees: Finance & Audit; Risk Management
Qualifications: BCom
Occupation: Accountant- Partner KPMG
Professional affiliations:
Registered Company Auditor; Member Institute of Chartered Accountants Australia; Member Institute Internal Auditors Australia

Ben Swain - Director

Sub-committees: Finance & Audit
Qualifications:
LLB (Hons) UTAS. Grad Cert of Legal Practice, UTAS
Occupation: Partner - Murdoch Clarke Barristers & Solicitors.

Mylinda Sheppard - Director

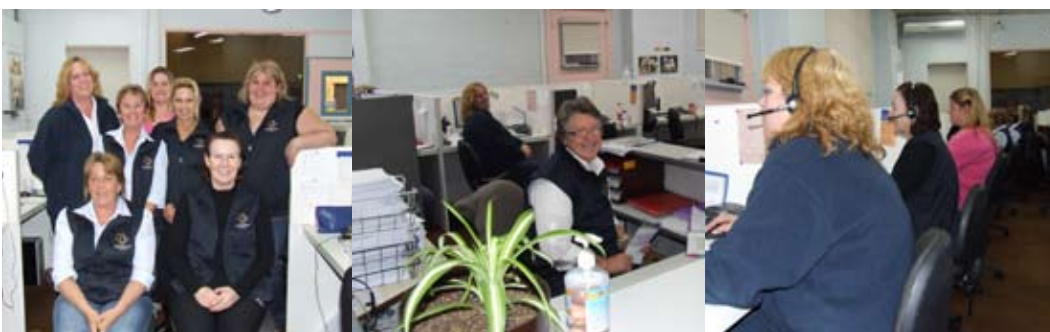
Sub-committees: Finance & Audit; Risk Management
Qualifications:
Bachelor of Arts & Bachelor of Laws
Occupation: Solicitor - Hilliard & Associates
Professional affiliations:
Tasmanian Representative on the Australia Young Lawyers Committee (sub committee of the Law Council); Committee Member of Southern Young Lawyers Committee; Committee Member and Secretary of the Australian Lawyers Alliance

Elaine Guy - Director (since May 2011)

Sub-committees: TBA
Qualifications: Certified Practising Accountant
Occupation: Financial Manager - Becks Home Hardware

Derek Fails - Director

Sub-committees: Finance & Audit
Occupation: Optometry Manager
Professional affiliations:
Tasmanian Practitioner representative on the Optometry Board of Australia; Previous member of the Optometrists Registration Board; Former project manager of the "Tasmanian Eye Health and Vision Care Initiative"



"I'm proud to work for Royal Guide Dogs Tasmania knowing the community supports and appreciates what we do"

- RGDT Telemarketer

Board Members

continued

David Gordon - Director

Sub-committees: Risk Management

Qualifications: Diploma Industrial Catering

Occupation: Accredited Access Consultant - Castellan Consulting, Hobart

Professional affiliations:

Accredited Access Auditor ACAA #144 [Australian Consultants in Access Australia]; Committee Member Access Advisory Committees Hobart and Glenorchy Councils; Secretary/Treasurer Tasmanians with Disabilities Inc.; Secretary/Treasurer Tasmanian Visually Impaired Children's Support Group Inc.; Director/Treasurer Physical Disability Australia Ltd; Representative for PDA to the Australian Universal Housing Committee; Consumer Consultant Representative for Tasmania (CHF) Consumer Health Forum Australia Ltd.



Bruce Free - Director

Sub-committees: Risk Management

Occupation: Media and Marketing Manager - Crime Stoppers Tasmania.

Professional affiliations:

Vice President of the Tasmanian Olympic Council; Chairman and Vice President of the North Hobart Football Club

Directors Ian Liley and Robin Allardice retired during the 2010-11 year. The Association thanks them for their years of loyal service.

“Just today my crisp black pants got covered in yellow Labrador hair and when I looked down I smiled and said to myself, ‘This is a pretty great job. Where else can I look like this and proudly explain away my appearance?’”

-RGDT Staff Member

Royal Guide Dogs Tasmania is working to a plan. Our plan has included refreshing our Board, stabilising our financial platform, developing an exceptional team and delivering high quality services. I am pleased to report that we have delivered on that plan.

We have a strong, diverse Board with an emphasis on governance, strategy and risk management. I extend my thanks to the Board of Directors for their vision and guidance of the Association. In particular, I extend my thanks to Mike Harris for his leadership over a number of years. We are fortunate to have the services of this dedicated group of volunteers. Their professionalism is instrumental in structuring our plan and ensuring we deliver on that plan.



Chief Executive Officer's Report

Whilst your Association has experienced some financial difficulties over time, we have made significant changes to ensure this remains a thing of the past.

We have focussed on ensuring that, where possible, we contain our expenses such that they do not exceed our operational income and we have been successful in achieving this. This has enabled us to develop an endowment fund for the future of Royal Guide Dogs Tasmania created through the income received from bequests.

This endowment fund now provides a developing, recurrent income source that will continue to support service growth into the future. We are extremely appreciative of those generous donors who have considered Royal Guide Dogs Tasmania in their Estate.

Our most important asset is our staff. Aristotle is attributed with the concept that the whole may be greater than the sum of its parts. This synergy is a hallmark of Royal Guide Dogs Tasmania staff.

Our telemarketing and fundraising teams are tiny by comparison to the results they achieve, providing the income necessary to deliver our services.

Our service delivery professionals provide services to approximately 80 - 100 Tasmanians per week.

Our administration team ably supports our service delivery and fundraising staff, ensuring we meet

our statutory, financial and reporting obligations.

And finally, the large volunteer component of our staff who provide countless hours of support across every facet of the Association.

To each member of our team, on behalf of the Board, Executive and Members, I offer our thanks for your contribution, your professionalism and your dedication.

The combination of Board, staff and volunteers, equipped with the necessary resources ensures that we are able to provide excellent quality services for blind and vision impaired Tasmanians. It is our aim to exceed the expectations of our clients and provide services that enhance independence, safety and quality of life. We expect to recruit more service delivery professionals in the coming years to further enhance our capacity to deliver programs that truly change people's lives for the better.

I am pleased to report to our members, supporters and sponsors that Royal Guide Dogs Tasmania has delivered on our plan. It is our intention to continue to strategically plan for the future and to deliver on the objectives of those plans for the benefit of the Tasmanian community.

Dan English, CEO



"This is an opportunity to directly impact on the quality of someone's life, whilst being able to pay bills and live - you can't get much more rewarding than that."

- RGDT Staff Member

Client Services Report

The focus of Royal Guide Dogs Tasmania is the provision of specialist services, including Mobility and Lifeskills, for blind and vision impaired Tasmanians. This financial year we have provided in excess of 7,200 services, representing a 57% increase on FY 2009/10. In total, we provided nearly 50% more actual hours of service (7,477 hours) over last year. We also placed another four Guide Dogs and at year end we have nine puppies in the Puppy Development Program.

During the year there were some very exciting developments in our services. In particular, we have become engaged more comprehensively in children’s services, now providing School Holiday Activity Programs, for school aged children and young adults. We are also providing comprehensive Mobility and Lifeskills programs to children in the Catholic Education System. This is a very significant development for our organisation.

When combined with significant increases in adult services, the expanding service provision in schools has resulted in a requirement for additional staff. Consequently, during the financial year, we engaged a new Orientation and Mobility Instructor and a new Client Liaison Officer, both taking up their roles in the South. The Board of Directors also approved the employment of further service staff to augment our current resources in the North of the state.

For many years, there has been talk in the media and public domain of an impending tidal wave of older Australians who will require services from organisations such as our own, due to the aging of

“The intelligent, well loved and adored dogs are the drawcard for me - because of them I love giving my time to the RGDT!”

- RGDT Supporter



the Baby Boomer generation. It is our belief that this is no longer an issue for the future, but is very much emerging as an issue of the present. Whilst we certainly expect referrals and demand for our services to continue to grow, we are experiencing the initial effects of this demand today. As a result, Royal Guide Dogs Tasmania is working hard to ensure we have the staffing resources and organisational structures in place to respond to rapidly increasing demand for our services.

This demand is reflected in the growth in increased service metrics including:

	2010/11	2009/10	Increase
Contact hours	3,806	2,415	57%
Support hours	1,655	1,248	19%
Travel hours	2,016	1,248	61%
Total service hours	7,477	5,057	47%
Service delivery instances	7,282	5,797	26%
Referrals	1,050	872	20%
Total KMs travelled	91,523	53,677	70%

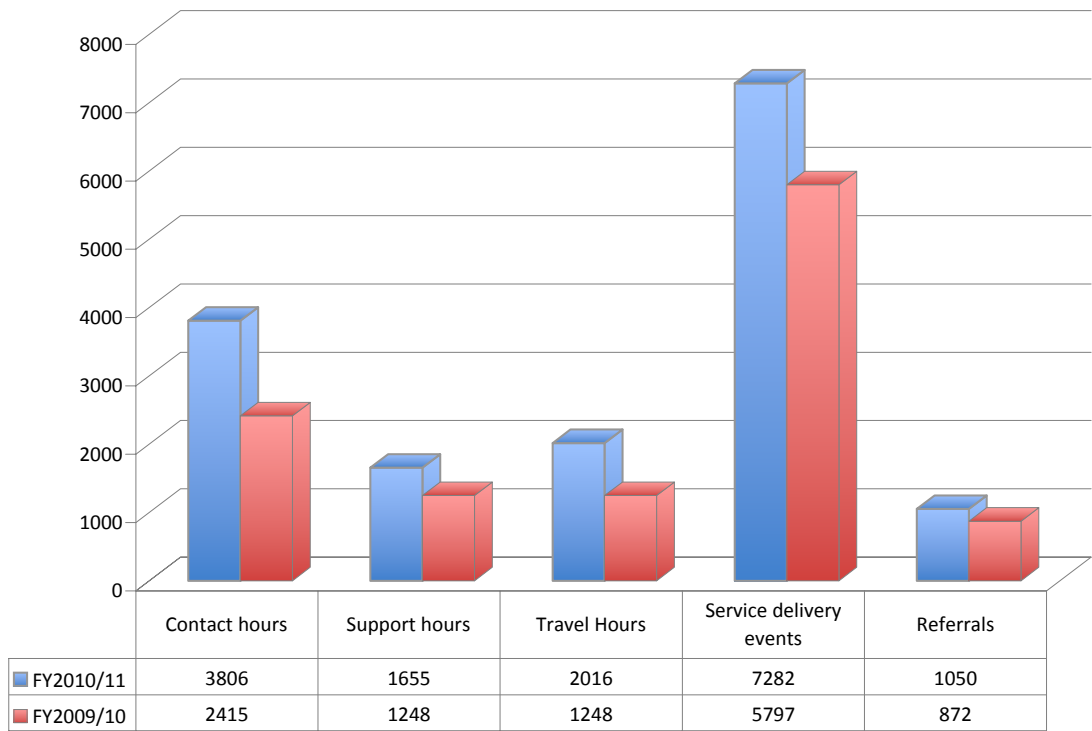
During the year, the Association focused on informing more people of the range of services we provide. Consequently, we made the strategic

decision to participate in Agfest in 2011. With approximately 60,000 people attending the event this year, there was a constant flow through our very professional display, which provided a strong overall view of the organisation - from fundraising, through to low vision services and guide dogs. Agfest was a major success in terms of whole-of-organisation promotion and we look forward to participating again next year.

As the demand for our services continues to grow, we look forward to meeting the associated challenges. The Client Service staff members are a highly professional team and the Mission of the of the Association is foremost in the minds of one and all.

Dan English, Client Services Manager

Client Service Statistics by Financial Year



“I like to see vision impaired people achieve their potential, be empowered to make decisions about their own lives and find their own life paths”

-RGDT Staff Member

Financial Statements Summary

The figures below are a summary from our audited Annual Financial Report 2010-11. The full Financial Report and Auditor's Opinion are available on request or via our website.

See: <http://www.royalguidedogs.com.au>

Statement of Comprehensive Income	2010-11	2009-10
Total income	3,167,738	2,787,808
Less expenses	(1,830,089)	(1,965,773)
Net surplus from continuing operations	1,337,649	822,035
Net surplus from discontinued operations	(1,076)	57,316
Revaluation of assets - buildings	78,917	508,854
Total Comprehensive Income for the Year	1,415,490	1,388,205

Statement of Financial Position

Assets		
Total current assets	3,379,536	2,044,057
Total non-current assets	1,909,560	1,867,575
Total assets	5,289,096	3,911,632
Liabilities		
Total current liabilities	266,523	280,021
Total non-current liabilities	144,779	169,307
Total liabilities	411,302	449,328
Net Assets	4,877,794	3,462,304

Equity		
Reserves	1,083,181	1,004,264
Accumulated surplus	3,794,613	2,458,040
Total Equity	4,877,794	3,462,304

"Keep up the worthwhile work. It's a pleasure to support you."

- RGDT Donor



Supporters

We at Royal Guide Dogs Tasmania are very fortunate to have many supporters; whether they donate their time as volunteers, or they donate financially, we are extremely grateful.

Volunteers include drivers, counters, mail sorters, raffle ticket splitters and, of course, puppy raisers who are on call 24/7. All of these people commit their time to us and our records conservatively estimate 90,000 hours were contributed to our various programs throughout the year. This is indeed a huge injection of skills and service to the Association, for which we are indebted.

We also appreciate the support of our donors. Puppy Love members, raffle ticket purchasers, Puppy Bank recipients, telemarketing donors, those who walk into our offices with donations, those who buy our merchandise and even those who put

their loose change in our collection dogs on shop counters; the generosity of all one-off or regular donors is humbling.

Our corporate sponsors and partners also enable the Association to continue to provide high level services. Whether a business sponsors a puppy or enables us to use their service in-kind, and everything in-between, these relationships are critical and we are grateful that these organisations have chosen to support us.

Finally, the Annual Report is the place to acknowledge the individuals who supported Royal Guide Dogs Tasmania through provision in their Estates. The individuals who have donated in this very special manner during the year are listed below, and with the deepest sincerity we say 'thank you'.

Bequest Donor Honor Roll

Henry Graham Baldwin
Doreen Batey
Melvie Mary Bennett
Winifred Lillian Hammond
Dorothy Rae Hogg
Betsy Anne John
Doreen Jones
Lorna Lee
Geoffrey Douglas Luttrell

Dorothy May Parker
Evelyn Louise Pedersen
Madge Anne Rust
Jessie Turner
Bruce Wall
Georgina Mary Walwyn
Joan Winifred Williamson
Peter Noel Wiseman



"They are always willing to take that extra step to make life easier for me."

- RGDT Client

Sponsors & Partners



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Central Launceston

The Deloitte Foundation
Towards a better community



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Wrest Point
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