



ROYAL GUIDE DOGS
TASMANIA

Annual Report 2009 - 2010



Through mobility comes independence



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

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PRESIDENT'S REPORT



Overview

If 2008/09 was one of the more challenging years in our history, then it would be fair to say that 2009/10 has been one of the more gratifying.

Last financial year we were able to reverse our fortunes and secure the immediate financial future of the Association. I am pleased to say that in 2009/10 we have been able to implement strategies designed to ensure the long term sustainability of Royal Guide Dogs Tasmania.

The development and implementation of a Three Year Strategic Plan was a highlight of the year. This cooperative process has set a framework for the future that has been embraced by both the Board of Directors and Management. The document sets solid goals for the Association and recognises the important contribution we have to make in the Tasmanian Community.

Much has been written and read about the difficult financial situation around the world during this past year. We have bucked this trend and posted a positive result. This is very pleasing from many perspectives.

Firstly, we have been able to implement a

policy of isolating bequests. Over many years, people have provided for Royal Guide Dogs Tasmania in their Estate; we have taken the decision to ensure these gifts have a lasting impact on the financial health of the Association. By sequestering bequests, we can build an endowment that will provide income for the Association in perpetuity. We believe this to be the most respectful manner in which we can utilise the most significant gift people will be able to afford to give. I take this opportunity to express our sincere gratitude to those members and supporters that have chosen to contribute to the Association through their wills. Thank you.

There has been a significant change in our balance sheet this year, most importantly the repaying of financial support provided to us during FY 2008/09. We are very grateful for the support we have received from our fellow Guide Dog organisations interstate and would like to acknowledge the important role their support has played in our outstanding recovery.

Most importantly, this year we have been able to invest funds in growing services. We have welcomed new staff in our Client Services Department and as a Board, we are excited to see this growth. We have allocated funds for the purchase of further Guide Dogs and hope to place a significant number of dogs in the coming financial year. Our core business is about providing services to enhance the safety, independence and quality of life of Tasmanians who are vision impaired. We look forward to ensuring this remains the focus of the Association into the future.

I would like to extend my thanks to my fellow Directors. We have enjoyed a wealth of experience, energy and commitment through the participation of some very talented individuals. Our Directors contribute to the Association on a voluntary basis, and their commitment and expertise are very much appreciated.

In particular, I would like to acknowledge the role of Mr Ian Liley, Vice President of the Board of Directors. Ian has contributed significantly across many areas of the Association. He has played an instrumental role in our Low Vision Clinic services on the North West coast and has served as Vice President of the Board for a number of years. Ian has recently advised that he will be retiring from the Board at the next Annual General Meeting to pursue other interests. On behalf of the Board, Members and staff, both past and present, I extend my heartfelt thanks to Ian for a wonderful contribution to Royal Guide Dogs Tasmania.

I join with Dan English, the Association's Executive Officer, in expressing our sincere gratitude to our donors, supporters and volunteers. We enjoy a wonderful community of donors and sponsors whose contributions enable us to continue to provide high quality services. We also enjoy the support of a fantastic group of volunteers, who support our staff in all aspects of the organisation. Without the support of these two groups of people, Royal Guide Dogs Tasmania would simply be unable to continue our important work in the Tasmanian community.

Finally, I would like to congratulate management and staff on a successful year, and express the gratitude of the Board for their efforts. Our staff members work tirelessly across many areas with competing demands to ensure the objectives of the Association are met. We are very privileged to have such supportive, committed and generous staff and extend the appreciation of the Board, Members and Clients of the Association for their efforts and their loyalty.



As President, I am again pleased to report to you my confidence in the Association and the direction we are taking into the future. Again, I ask and encourage members to become active participants in your Association. We look forward to the coming year as one of consolidation in our quest to provide the highest quality of services for Tasmanians who are blind or vision impaired.

Strategic Planning Day

In April 2010, the Board of Directors and the Management team joined to develop and finalise the Royal Guide Dogs Tasmania Strategic Plan for 2010 – 12. This document provides the framework for operations for the next three years.

The most significant change contained in this document was the decision to discontinue conduct of lotteries on behalf of external charitable organisations. Over several years, Royal Guide Dogs Tasmania steadily developed a business model based on the conduct of lotteries for other charities. Whilst this program contributed financially to the Association, the income has been difficult to sustain in a predictable manner.

The business model was based on a joint venture approach, with Royal Guide Dogs carrying all overheads and therefore the majority of risk. Diminishing returns over the last few years has been a result of some external economic and external partner factors. Due to the significant inherent risks associated with the program and the diminishing returns, the decision was made to discontinue this component of income production before it had the potential to cause substantial financial difficulties for the Association.

Whilst this was a difficult decision that impacted on a large component of our staffing, it has and will continue to have a positive impact on the Association well into the future.

Michael Harris
President

EXECUTIVE OFFICER



Consolidation has been the key to our success in the year 2009/10.

In particular, we have strived to consolidate and strengthen our client service programs in line with a strong commitment to the provision of professional mobility and independent living services for blind and vision impaired Tasmanians.

We currently have 21 guide dogs working in Tasmania, with another five applicants ready to receive a guide dog in the coming months, and a number of dogs coming up ready for placement. This year Royal Guide Dogs Tasmania staff provided 1,647 services for blind and vision impaired Tasmanians. Total Instructor hours increased from 4,243 hours in 2008/09, to 4,958 hours of service provision in 2009/10; representing a 17% increase in service provision.

This result is the reflection of our client services staff who have steadfastly continued to provide highest levels of service possible despite a number of challenges over the past few years. One of our primary objectives has been to restore client service outcomes to a position of primacy within the organisation.

Economically, this has not been a great year for Tasmania. Our island state has faced a number of downsizings and closures across major industry sectors, particularly in the North West of the state. This has been the result of both recent

global financial insecurity and the overarching economic circumstances within our state. Whilst Royal Guide Dogs Tasmania have not been immune from the influence of these issues, we have taken positive steps to ensure our financial security well into the future.

After poor financial results over a number years, this year has seen a very positive result, building further on the success of last year. Our annual financial results are important, however, of greater significance is our ongoing capacity to provide services for blind and vision impaired Tasmanians.

Royal Guide Dogs Tasmania has a fiduciary responsibility to ensure appropriate expenditure of the monies provided to us from all sources. As such, we are seeking to isolate non-recurrent income, particularly income from substantial bequests and invest this money for the future of the Association. The income derived from this capital will provide ongoing recurrent income to support and expand our service provision goals into the future.

I would like to thank all of our donors. Your support is essential to our ongoing support for blind and vision impaired Tasmanians. I would like to thank our sponsors, whose contributions have allowed us to maintain and grow our services. I would like to thank the State Government of Tasmania, who continue to support our services, other than Guide Dogs, on an annual basis. In particular, I would like to express our sincere gratitude to those who provide for us in their estates. Theirs is a lasting legacy that will provide for the future of Royal Guide Dogs Tasmania in perpetuity. All those who support us, in cash and in kind, contribute to our important work in supporting the Tasmanian community.

This financial year, we made a difficult decision to discontinue the conduct of lotteries on behalf of other charitable organisations, both in Tasmania and interstate. This part of

our business was fraught with risk and required the Association to absorb extensive overheads. Whilst this business model was returning a small profit, the risks associated with it, combined with diminishing income, dictated that discontinuing the program provided the safest outcome for the Association. This was a difficult decision that impacted on a number of people. We wish the very best for the future to all those former staff who are no longer with the Association.

The decision to discontinue the sale of external lotteries has, however, also had the positive effect of ensuring that all of the Association's assets and efforts are now focussed on outcomes specific to the needs of our clients. We are now able to redouble our efforts to ensure those outcomes continue to grow in number and quality. I would like to thank all staff, past and present, for their efforts and their commitment. Our staff are our most important and valuable asset.

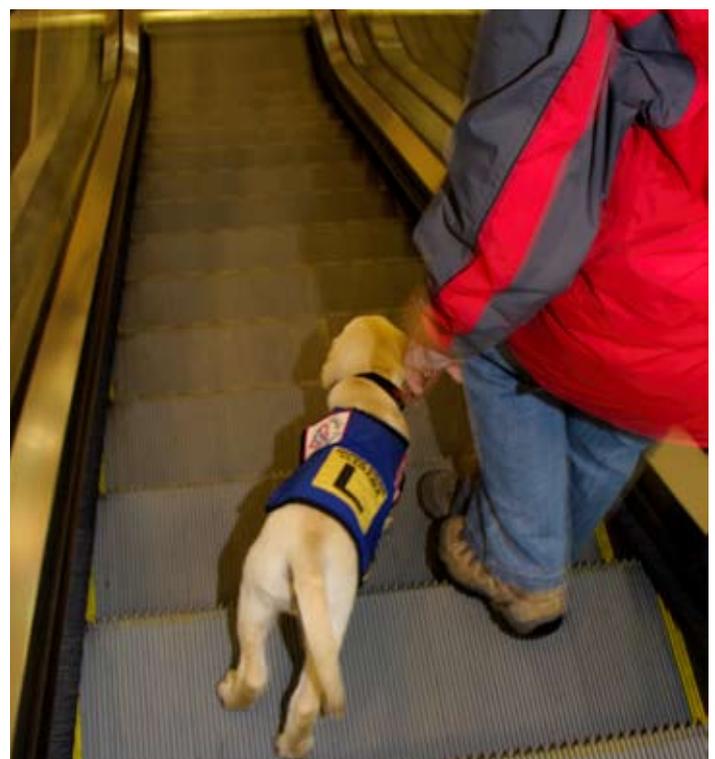
Supporting our staff is an extensive range of volunteers, assisting across all areas of the organisation. From administration, fundraising and guide dog services, our volunteers provide assistance and support to ensure we can get the job done. I would like to express the appreciation of all staff for the efforts of our volunteers, without whom it would be impossible for us to provide the level of service we do for blind and vision impaired Tasmanians.

I would like to extend my personal thanks to the Management Team. A permanent reduction in our management team, from seven to four, has

required each manager to take on greater responsibilities. It has also ensured that we have been able to channel resources directly to client service objectives. Our management team has worked tirelessly and have been instrumental in the creation of a sharper focus on the outcomes of the Association.

Finally, I would like to express my gratitude to the Board of Directors. Our Directors act in a voluntary capacity and accept the overall responsibility for the direction of the Association. Their efforts are have contributed significantly to a successful year for Royal Guide Dogs Tasmania.

Dan English
Executive Officer



BOARD OF DIRECTORS

Royal Guide Dogs Tasmania is governed by a voluntary Board of Directors, currently comprising nine members. Directors receive no compensation for their contribution to the Association.

Directors of Royal Guide Dogs Tasmania are as follows:

Michael Harris (President)

Since retiring from accounting practice Mr Harris has continued to lecture part-time at the University of Tasmania. Mr Harris has been a Director since 2004 and President since 2005. Mr Harris served as Chair of the Nomination and Remuneration Committee and a member of the Finance and Audit Committee during FY 2009/10.

Meetings attended:

Board: 13/14

Finance and Audit: 4/4

Nomination and Remuneration: 1/2

Ian Liley (Vice President)

A self-employed optometrist in Ulverstone, Mr Liley has been on the Board of Directors for 17 years. Mr Liley served on the Risk Management Committee during FY 2009/10.

Meetings attended:

Board: 11/14

Risk Management: 0/2

Robin Allardice (Treasurer)

A practicing accountant and partner in his own firm, Mr Allardice joined the Board as Treasurer in 2009. He has served as Chair of the Finance and Audit Committee during FY 2009/10.

Mr Allardice tendered his resignation from the Board at the end of the 2009/10 financial year, in order to concentrate on his business interests. We thank Mr Allardice for his contribution whilst on the

Board of Directors.

Meetings attended:

Board: 13/14

Finance and Audit: 4/4

David Gordon

Mr Gordon has been a member of the Board since 2000. Mr Gordon has a keen interest in issues relating to disability and has been working with a Guide Dog for a number of years. Mr Gordon served on the Nomination and Remuneration Committee during 2009/10.

Meetings attended:

Board: 13/14

Nomination and Remuneration: 1/2

Bruce Free

A career in marketing has led Mr Free to his current position, working with the Tasmanian Police and Crime Stoppers Tasmania. Mr Free also has a keen interest and engagement with thoroughbred racing. Mr Free served as a member of the Nomination and Remuneration Committee during FY 2009/10.

Meetings attended:

Board: 10/14

Nomination and Remuneration: 1/2

David Howie

Mr Howie is an Audit Partner with KPMG in Hobart. He has a keen interest in Risk Management and serves as the Chair of the Risk Management Committee during FY 2009/10.

Mr Howie has accepted the role of Treasurer subsequent to the retirement of Mr Allardice.

Meetings attended:

Board: 13/14

Risk Management: 1/2

Myllinda Purtell

Mrs Purtell is a solicitor, working with Hilliard and Associates. Mrs Purtell joined the Board in 2009 and serves on both the Finance and Audit Committee and the Risk Management Committee.

Meetings attended:
Board: 5/12
Finance and Audit: 4/4
Risk Management :1/2

Ben Swain

Mr Swain, a partner with Murdoch and Clarke Barristers and Solicitors, joined the Board in 2009. Mr Swain served on the Nomination and Remuneration Committee during FY 2009/10.

Meetings attended:
Board:6/12
Nomination and Remuneration:1/2

Derek Fails

Mr Fails joined the Board in 2009. Mr Fails is the Managing Director of optometry firm, Eye-lines. Mr Fails served on the Finance and Audit Committee during FY 2009/10.

Meetings attended:
Board: 6/7
Finance and Audit: 3/4

The following Directors retired from service with the Association during FY 2009/10:

Mr Anthony Mihal

Mr Mihal played a significant role on the Board and provided substantial pro bono legal advice to the Association during his term on the Board. Mr Mihal has retired to concentrate on his legal practice.

Mr Phil Menzie

Mr Menzie was the youngest recipient of a guide dog in Tasmania and has worked with guide dogs his whole adult life. Mr Menzie provided significant input on behalf of blind and vision impaired clients during his long tenure on the Board of Directors.

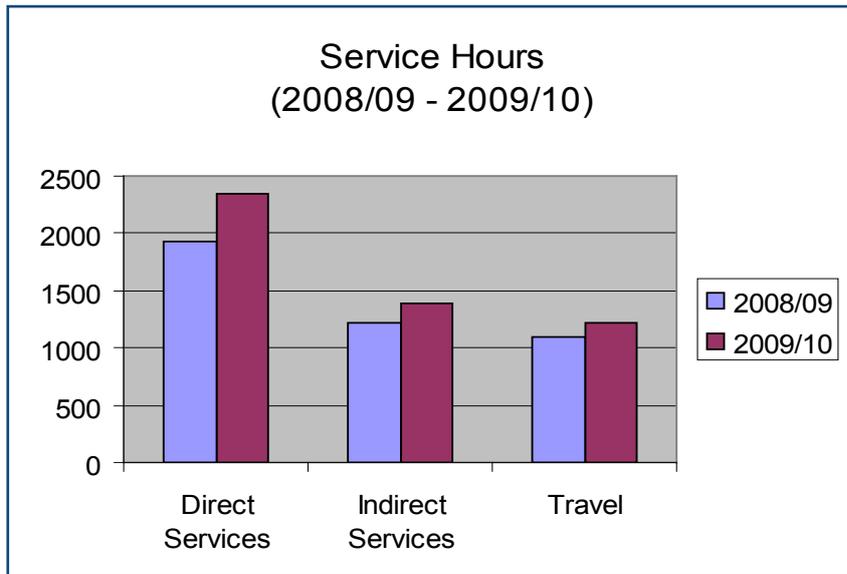
Dr Andrew Nicholson

Dr Nicholson is a partner in a major Hobart veterinary practice. Dr Nicholson has also been the Consultant Veterinarian for Royal Guide Dogs Tasmania for over 20 years. Mr Nicholson retired from the Board to concentrate on business and personal interests, but remains our Consultant Veterinarian.

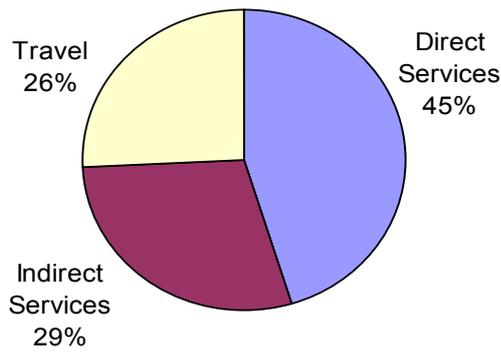
We would like to extend our sincere gratitude to the Directors, both past and present, who give so freely and generously of their time to serve the needs and promote the future of the Association. Their service in ensuring sound governance of the Association has been instrumental in the reversal of fortune over the past two years.



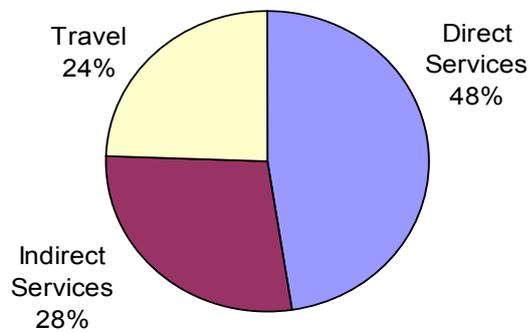
CLIENT SERVICES



Client Services 2008/2009



Client Services 2009/2010



“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.”

- Margaret Mead



Volunteers continued to donate their valuable time and skills to the Association throughout 2009/2010. They assisted with fundraising, mailroom duties and puppy raising.

The mailroom boasted seventeen dedicated volunteers who attended weekly morning rosters to open and distribute the large volume of mail comprising raffle tickets, butts and associated correspondence.

Our records indicate they volunteered 2661 hours over the financial year, which equates to 1.3 full time employees - an enormous saving in dollars for our organisation! Volunteers in the Mail Room also counted the thousands of dollars of small change that was generated from our Chocolate and Collection Dog fundraising programs.

Across the state a small but dedicated band of individuals continued to deliver and collect chocolates and collection dogs on behalf of Royal Guide Dogs Tasmania. Many thousands of kilometers were covered and the volunteers worked tirelessly in helping us raise valuable funds.

During the 2009/10 Financial Year, individuals made significant time contributions to raffle



sites, events, the Annual Door Knock and a range of other collection days. Without their service and the service of all of our valuable volunteers - be it daily, weekly, monthly or annually - there is no doubt that Royal Guide Dogs Tasmania would struggle to provide our current level of service.



Twenty five volunteer families committed an enormous amount of time over the last year as Puppy Raisers and Puppy Boarders. As integral members of our Puppy Development Program, Royal Guide Dogs Tasmania is incredibly grateful to these families and the commitment they make in taking great care of the puppies. Their efforts in raising and socialising the puppies is critical to the success of the Guide Dog services we provide to Tasmanians waiting for and working with a Guide Dog.

Royal Guide Dogs Tasmania is indebted to the service, skill and support our volunteers have continued to provide the Association during the last year.

OUR VOLUNTEERS

Thank You

OUR SUPPORTERS

We at Royal Guide Dogs Tasmania are extremely grateful to our supporters. Whether donating regularly or occasionally, we recognise that every cent counts in helping us to provide services for Tasmanians.

We appreciate the dedication and enthusiasm of our Puppy Love members. We also thank the organisers of Puppy Bank Musters in their school, place of work or community organisation. We are humbled by the generosity of those individuals who donate in response to our mail-outs; and we are constantly in awe of the number of Tasmanians who continue to support us through raffle ticket sales. We also value every cent that is given anonymously.

We would like to take this opportunity to thank our corporate supporters. The sponsorships and partnerships that have been established and continued during the year are, undeniably, extremely important for the Association to continue to provide high level services. We hope that those organisations find their involvement with us to be as equally valuable and worthwhile.

This is also the time and place to publicly acknowledge the individuals who support the work of Royal Guide Dogs Tasmania through provision in their Estates.



Quite simply, but with the deepest sincerity, we say 'thank you'.

Bequest Donor Honor Roll

Henry Graham Baldwin

Melvie Mary Bennett

Margaret Gladys Connor

Mary Irene Drayton

Stanley Harris

Joan Hill

Gwen Hollingsworth

Lesley Groome Johnstone

Beryl A Larsen

Eva May Lynch

Dorothy Jean Matthews

Grote Reber Foundation

James Arthur Richards

Olga Thompson

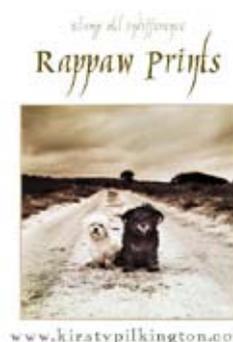
Bruce Wall

Dorothy Evelyn Waters

Brenda Lauren Wicks

Letitia Elwin Wright

SPONSORS & PARTNERS

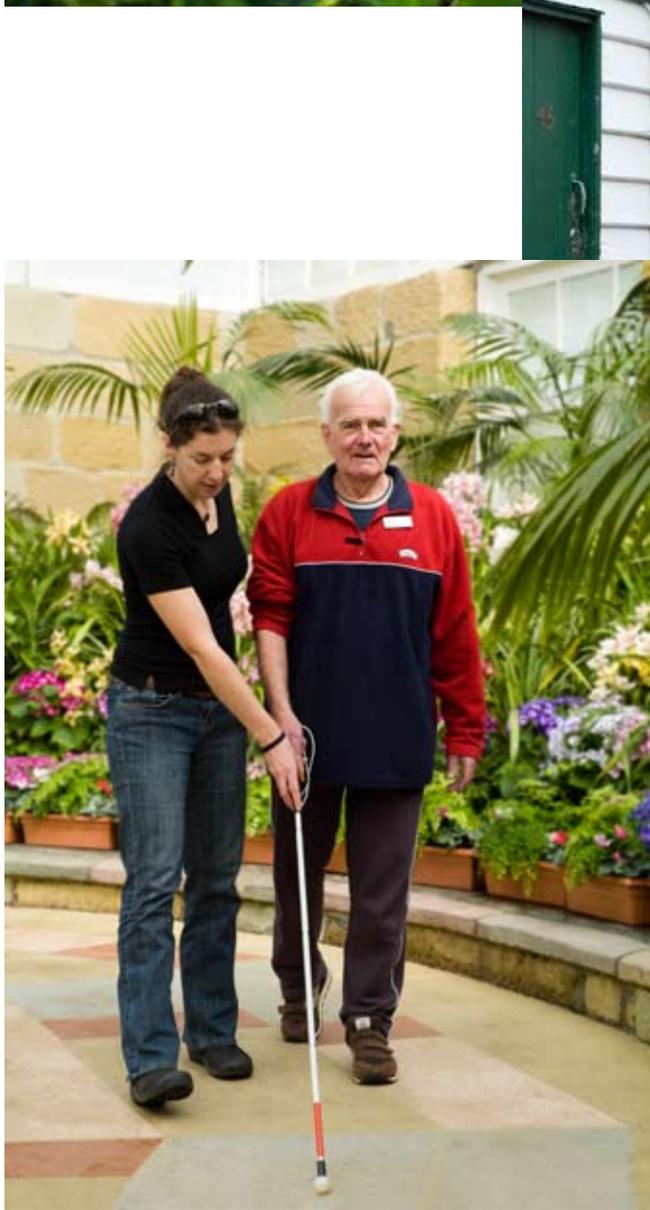
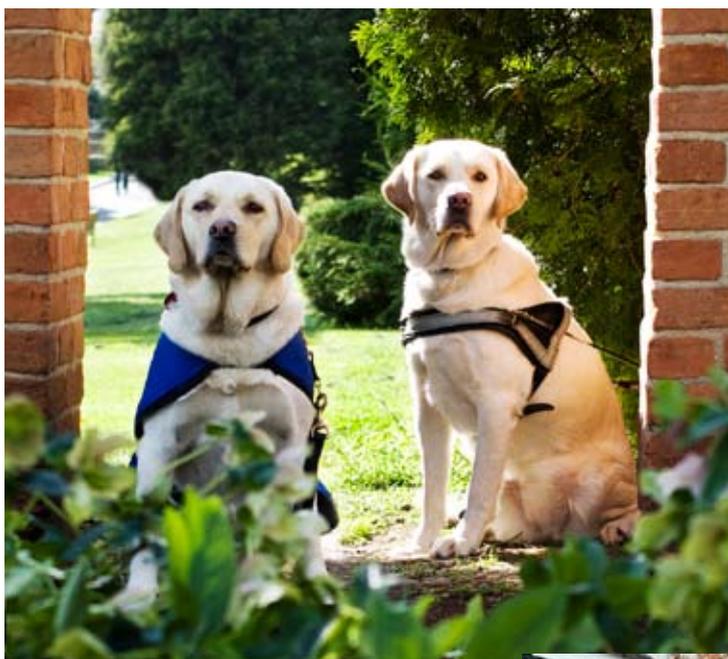


Financial Statements Summary

The figures below are a summary from our audited Annual Financial Report 2009-10. The full Financial Report and Auditor's Opinion are available on request or via our website.

See: <http://www.guidedogstas.com.au/pages/reports>

Statement of Comprehensive Income	2009-10	2008-09
Total income	3,882,767	4,000,728
Less expenses	(3,003,416)	(3,610,880)
Net surplus	879,351	389,848
Revaluation of assets - buildings	508,854	-
Total Comprehensive Income for the Year	1,388,205	389,848
Statement of Financial Position		
Assets		
Total current assets	2,038,959	1,595,844
Total non-current assets	1,867,875	1,636,868
Total assets	3,906,534	3,232,712
Liabilities		
Total current liabilities	396,261	499,430
Total non-current liabilities	47,969	659,183
Total liabilities	444,230	1,158,613
Net Assets	3,462,304	2,074,099
Equity		
Reserves	1,004,264	495,410
Accumulated surplus	2,458,040	1,578,689
Total Equity	3,462,304	2,074,099





ROYAL GUIDE DOGS

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