



Association
for the Blind of WA
Guide Dogs WA

Annual Review 2011





Contents

President's Report	2
Interview with the CEO	4
Confidence, Wellness, Connection	5
Board of Directors	6
A Real Reason for a Road Trip	7
Grants and Initiatives	8
Global Connections	10
Vision Management Services	12
Regional Services	13
Confident Living Program	14
Industry Skills Centre	16
Assistive Technology	17
Access and Consultancy	18
Braille and Talking Book Library	19
Children and Family Services	20
Guide Dog Services	22
Visionary Community	24
Our Thanks	26
Honorary Treasurer's Report	30
Leaving a Gift in Your Will	32
How You Can Help	33

This publication is available in print, large print, Braille, audio and email format. It is also available on our website www.guidedogswa.com.au in PDF or Microsoft Word format. In the interest of the environment and to reduce unnecessary printing only a limited number of copies of this report have been printed.

President's Report

It is with great pleasure that I present to you the Annual Review for the Association for the Blind of Western Australia Inc.



Embracing the Digital Space

2011 has seen the development of new programs and services, led by the implementation of our new digital library system. As a result of this project we are now leading the way in digital library services, not only in Western Australia but on national and international levels.

By embracing developments in audio recording, digital downloads and portable flash media through our digital library project, we are connecting with and providing services to our clients in new and exciting ways. The library's online catalogue now totals more than 50,000 titles, with texts converted on request to suit the interests and tastes of library users.

Valued Partnerships

We are again fortunate to benefit from our long-established relationship with Lotterywest. This year we have seen the tangible effects of close to \$500,000 in funding to assist in the digitisation of our library, allowing us to provide our existing library borrowers with DAISY players, a key piece of technology for the new system.

The Association was one of the first Western Australian not-for-profit organisations to receive support from Lotterywest when it was provided with funding in 1933. Over the years we have received tremendous support from Lotterywest. I would like to express my sincerest gratitude to Chairman of the Lotterywest Board John Atkins, the Lotterywest Board Members, Chief Executive Officer Jan Stewart, and all of the Lotterywest staff for the generous assistance we have received this past year and throughout our cherished partnership.

We also recognise the invaluable support of Variety WA, for which we were a charity partner in 2010. The Association was the beneficiary of the 2010 Variety Bash, and we were delighted that the Reder family, whose daughter Tegan is a client at the Association, were participants in the event.

The funds received from Variety WA will support the development of an early intervention centre for babies and young children living with a vision impairment and their families. It has been a privilege for the Association to continue its established and celebrated relationship with this iconic Western Australian charity.

This year we have continued to work in close collaboration with Dr L.S. (Stan) Perron and Jean Perron and their family, who have supported the Association for more than 50 years.

The Perron family has been instrumental in establishing the Foundation of the Association for the Blind of WA, which aims to raise an initial amount of \$10 million by 2013 to secure the long-term financial viability of the Association. Stan is the Patron of the Foundation and as a fellow founding member I would like to convey my utmost regard and appreciation for his support and guidance for this essential initiative.

Our Community

In my role as President I have been astounded by the dedication, commitment and selflessness of the community. Without this kind-hearted support we would not be able to touch the lives of the thousands of Western Australians who need our help each year.



My warmest and sincerest thanks go to our many donors, fundraisers, supporters and volunteers, whose loyalty and generosity enable us to keep our doors open each year.

My heartfelt gratitude also goes to my fellow board members, the Chief Executive Officer Dr Margaret Crowley, and all of our metropolitan and regional staff. Their passion, aptitude and determination to make a difference to the lives of Western Australians is enormously valued and appreciated.

I would like to make a special mention of the outstanding contribution of the board members who have retired during the past year: David Manera, Kim Laurence, Paul Bell and Dr Haruhisa Handa. Thank you for your tireless dedication to the stewardship of the organisation.

We also extend a very warm welcome to the esteemed and experienced individuals who have joined our board this year: Dr Iain Murray, Lana Thompson, Lorraine Driscoll, Geoff Cowie, Harry Kleyn and David Ligovich, and also to Hayden White, who has joined our Finance Committee.

This year we continued our research collaboration with Professor William (Bill) H Morgan and Adjunct Professor Nigel Morlet, senior Ophthalmologists, who are honorary consultants on our Board. We look forward to ongoing collaboration with the Lions Eye

Institute, the Eye Surgery Foundation and other eye health organisations to share knowledge and expertise.

We also recognise and value our partnership with Curtin University through the Centre for Population Health Research (Dr James Semmens), the School of Computing and Electrical Engineering (Dr Iain Murray) and the School of Occupational Therapy and Social Work (Professor Lorna Rosenwax).

As we move toward our centenary in 2013, we acknowledge the valuable and significant steps past members of our organisation have taken to improve the quality of life of people in Western Australia over the past 100 years. We must continue to show their tenacity and courage in exploring new ways to achieve this aim over the next 100 years - and more.

Debbie Schaffer
President

This year we have continued to embrace innovation in our programs and services and nurture valued partnerships with government, industry and the community.

Interview with the CEO

A conversation with our Chief Executive Officer Dr Margaret Crowley.



How far have the Association's services reached this year?

Our specialist staff continue to travel throughout the State to provide services to Western Australians who are blind or vision impaired within their local communities.

This year we provided services from our Perron Centre in Victoria Park, our four regional centres in Mandurah, Bunbury, Albany and Geraldton, as well as to the Great Southern, Goldfields and Kimberley regions through a number of dedicated visits from staff.

We celebrated a Babbingur Ceremony (Guide Dog Graduation) in Busselton, and our Guide Dog Instructors continued to provide support and assistance to Guide Dog Owners living in various regional areas.

How has the Association strengthened its relationships on an international level?

Collaboration has been a key theme at the Association this year. In March 2011 we welcomed a representative from the International Guide Dog Federation, who undertook an assessment and awarded international reaccreditation to our Guide Dog Program. Our success rate remains among the highest achieved by Guide Dog schools internationally.

Another flagship project has been our library digitisation, which has seen our traditional postal library service transformed into one of the largest digital talking book libraries in the Southern Hemisphere. We are now working with libraries in several other countries, including Malaysia, Indonesia, South Africa and the USA to share access to digital books and information.

What have been some of the major strategic developments at the Association over the past year?

One of the most significant developments in our service provision this year has been the launch of our new Access and Consultancy service, which will provide to business, government and the wider community, accessibility training, information and assessment on print information, websites and premises.

It was also exciting this year to welcome a number of new members to the Association's Board. These new members will contribute greatly to the Association by facilitating connections with government, corporate and community sectors to advance the needs of our clients.

What does the future hold for the Association for the Blind of WA?

As we approach our Centenary in 2013, we have reflected on the considerable changes within the organisation over its history to ensure it remains valuable and relevant to the community.

We anticipate the next 100 years will bring even greater evolution to our sector. An ageing population will bring unprecedented demand for our services. Change will undoubtedly come in the form of new technology and medical advances that will alter the needs of our community.

As we move forward into 2012, we will continue to grow, change and progress as an organisation to meet the needs of our clients, to continue to provide quality services to the Western Australian community.

Dr Margaret Crowley
Chief Executive Officer

Confidence, Wellness, Connection

Confidence, wellness and connection underpin our holistic approach to providing services to Western Australians who are blind or vision impaired.

Established in 1913, we offer a wide range of services that aim to assist children, young people, adults and seniors who are blind or vision impaired to:

- Minimise the effects of sight loss and retain independence.
- Realise their highest level of participation in daily life consistent with their expectations, abilities and desires.
- Bring about societal change which promotes this level of participation.



Vision

That people who are blind or vision impaired share a quality of life equal to all other Western Australians.

Values

We believe in a service and working environment that promotes excellence, honesty, dignity, respect, integrity, courtesy and fairness.

Mission

Our mission is to maximise the quality of life of people who are blind or vision impaired by building confidence, promoting wellness and creating connection.

Objectives

Participation

Increase the participation of people who are blind or vision impaired.

Sustainability

Ensure continuity of service delivery.

Community Awareness

Raise community awareness of blindness and vision impairment and work with others to reduce preventable blindness.

Board of Directors

The Association's Board of Directors is elected by members of the Association. Members include clients, families and carers of clients, donors and members of the public.



Debbie Schaffer
(President)
Company Director
Schaffer Group of
Companies



David Craig
Company Director



Peter Hickson
Managing Director
Spices Catering



Greg Madson
Office Administrator
University of Western
Australia



David Bevan
Company Director



Dean Pike
Founding Partner
Pike & Skinner



Helen Smith OAM
Director
Eye Surgery
Foundation



Dr Iain Murray
Senior Lecturer
Curtin University of
Technology



Lana Thompson
Self Employed



Lorraine Driscoll
General Manager
Lotterywest



Geoff Cowie
Project Director
Calibre



Harry Kleyn
Company Director



David Ligovich
Chief Financial Officer
HBF Health Insurance

A Real Reason for a Road Trip

Each year the Variety Bash raises thousands of dollars for Variety WA and its charity partners.



In August 2010 Kathryn and Andrew Reder, parents of 7-year-old Tegan and 8-year-old Chloe, joined the 2010 Variety Bash 'carnival on wheels' in their decorated pre-1975 car. Kathryn and Andrew had a very special reason for participating. Their younger daughter Tegan is a client here at the Association, and we were Variety WA's 2010 charity partner.

As a result of the Bash, Variety WA presented a grant to the Association to support the development of an early intervention centre for babies and young children living with a vision impairment and their families.

'The funding received from Variety WA will enable the Association to further help so many parents, children and their families in our situation,' says Kathryn.

'It will be used to expand the Children's Centre at the Association. The new room will help children to grow and develop with special sensory games, and encourage interaction with other vision impaired children. It will also accommodate siblings who are very often in the shadows of their brother or sister.'

The Reder family entered the Bash for the first time. Kathryn was inspired to enter after attending the launch.

'The launch gave us the opportunity to listen to some of the amazing stories and look at the great pictures of previous Bashes. Everyone was clearly having a blast!' explains Kathryn. 'Soon after the event we noticed a car for sale. After not very much thought but with loads of enthusiasm we decided to go ahead and buy it. We wanted to make it a Guide Dogs theme as the Association will benefit greatly from the bash this year'.

The Variety WA Bash began in Joondalup on 28 August 2010, passing through Geraldton, Mt Magnet, Meekatharra, Merredin, Narrogin and other towns before returning to Perth on 4 September.

'On behalf of my husband and I and all other parents out there facing our painfully hard, but continuously rewarding battle, we would like to thank the Bashers and the Association for the Blind of WA for making the development of the Centre possible,' Kathryn said.

'To be able to walk into a centre where your child is no different than any other and people do not look at you with pity, but with joy and happiness because of their passion, persistence and love for life, is always a happy moment.'

Kathryn encourages the public to keep up its fundraising efforts as the dollars raised will continue to help so many families like her own.



Grants & Initiatives

The support of government and a range of community and private organisations allows us to lead the way in research, technology and training for Western Australians who are blind or vision impaired.

Lotterywest Grant for Digital Library

In June the Association launched its new talking book library services after receiving a \$497,497 grant from Lotterywest. The grant was recognised at a morning tea cheque presentation at the Perron Centre in Victoria Park.

The Honourable Helen Morton MLC, Minister for Mental Health; Disability Services, presented the cheque to the Association to enable it to buy 1,270 portable Plextor PTN2 talking book players (a type of DAISY player) to provide to all existing library borrowers. The players are part of the digital library project, which has been developed over the past two years.

By transforming our collection of books on cassette into a collection of digital downloadable audio book files, and adding thousands of titles to our catalogue, we've embraced digital technology to offer library services to Western Australians with a vision impairment or a print disability. The library is continuing to develop opportunities for people with vision impairment to access information, including digitally from the internet.

The McCusker Foundation

Support for our library project was also generously provided by the McCusker Foundation, who contributed \$50,000 in funding. We acknowledge the invaluable support of Malcolm McCusker AO QC, Governor of Western Australia, and his wife Tonya McCusker.

First and Second Click

The Department of Training and Workforce Development provided a grant for the Association to provide its First and Second Click program in Victoria Park and Geraldton in 2011/2012.

The First and Second Click program provides basic computer literacy for people who are blind or vision impaired. Training incorporates the use of tactile makers, modified training methods and specialised adaptive software including Zoom Text (magnification) or JAWS (voice production software).

The Department of Training and Workforce Development (previously the Department of Education and Training) initially funded the Association to provide the first First and Second Click program in 2005, and has funded the program at its Victoria Park location ever since.

First and Second Click trainers instruct in word processing, email and internet to help clients become more organised and gain access to vital information and connectivity throughout the world. The program has successfully helped clients remain in contact with family and friends in Perth, interstate and overseas; and restore their self confidence and quality of life.

"The classes increased my knowledge, confidence, motivation and opened my mind to the world," said Second Click participant Margaret Johnson.

Classes will be offered from August 2011 to April 2012.

Consultation Contact Register

The Connections Project was a 2009/2010 Association initiative which comprised a review of the Association's consumer consultation practices, research into methodologies for stakeholder engagement, an extensive client consultation strategy, and analysis of the project's findings. The result of this 12 month project was a final report which was ratified by the Association's Board, endorsing 41 recommendations.

One of these key recommendations was the development of a Consultation Contact Register. The purpose of this register is to provide an avenue for the Association to connect with and inform clients, carers and volunteers when consultation and feedback opportunities arise.

People can nominate and update on an ongoing basis which matters are of interest to them. Topics include Association services, regional matters, access and inclusion planning, aids and equipment, children/youth matters, education, Indigenous issues, technology, library matters, and many others.



There are a number of ways to register. An online registration form has been developed and is now available on the website. Electronic and large print registration forms are available on request, or the form can be completed over the phone verbally. We also welcome requests for this information in languages other than English.

We would like to recognise the support of the Disability Services Commission in funding the Connections Project through a Quality Service Improvement Grant.

Fundi Software Support CISCO

This year Fundi Software has contributed \$20,000 towards the Cisco Networking Academy. This is the third consecutive year the Association has received support from Fundi Software, and its support will continue into 2012.

Fundi Software, an Australian software product development company, is one of the leading providers of tools for IMS (Information Management Systems) and CICS (Customer Information Control Systems).

The Cisco Networking Academy empowers people through e-learning environments that enable them to learn anytime, anywhere, at their own pace, and with more targeted assessments and accountability than traditional classroom settings.

Cisco qualifications are recognised throughout the world and can lead to employment in the information technology industry. They can be obtained using a mixture of online and practical resources.

The growing relationship between the Association and Fundi Software will help educate businesses of today in order to build knowledge of the resources needed for people who are blind and vision impaired.

WA Government Grant Upgrades Skills

Students from the Association have upgraded their skills in Office 2010 thanks to a grant from the WA Department of Training and Workforce Development. The Association has been faced with strong demand from clients who are currently employed or actively seeking employment, and who are competent users of previous software applications, but now need to upgrade their software skills for Microsoft Office 2010. The funding allowed ten students to each enrol in up to eight units and gain a Statement of Attainment for Certificate 3 in Business.

'Without the opportunity to retrain and upgrade their skills, these clients would be at a significant disadvantage in terms of retaining their current employment or being competitive within the current labour market,' explains Carol Solosy, Director of Corporate Services.

The Association's Industry Skills Centre, a Registered Training Provider, offers a supported training environment for people who are blind or vision impaired. A dedicated and highly qualified training team teach in small classes where students receive individual support and help.

Acquired Brain Injury

In March two representatives from the Association visited Guide Dogs Victoria to complete the Acquired Brain Injury (ABI) and Orientation & Mobility (O&M) course.

Jodie Bruce and Amy Kaciuba, Orientation and Mobility Instructors from the Vision Management team, participated in a variety of activities and completed theoretical and practical assessments. There were a number of facilitators from Guide Dogs Victoria and its local industry partners. Seminar topics included anatomy, client training and assessment, the impact of ABI and vision loss and the rehabilitation process.

Global Connections

We continue to build strong relationships with leading research, government, community and health organisations around the globe.



Steve's assessment included undertaking a tour of our facilities, observing clients and Guide Dogs in formal training, attending Puppy Class, visiting our Guide Dog kennels and meeting with various Guide Dog and management staff, among other activities.

The final reaccreditation report found that Guide Dogs WA has met or exceeded standards in all areas and has achieved re-accreditation to continue membership of the IGDF.

Our Guide Dog program's success rate remains amongst the highest achieved by Guide Dog schools internationally.

International Guide Dog Accreditation

In 2006, Guide Dogs WA became a full member of the International Guide Dog Federation (IGDF). Membership of the IGDF encourages Guide Dog Schools around the world to exchange expertise in providing services to people who are vision impaired.

To remain a member of the IGDF schools must be re-accredited every five years. In March we underwent this reaccreditation process at our Perron Centre in Victoria Park. International Assessor Steve Wilson spent four days with Senior Guide Dog Instructor Phil Stanley and his team as well as volunteers and clients completing a thorough assessment of all aspects of our program.

For more information on the International Guide Dog Federation visit www.igdf.org.uk

Sharing the Living Well Program with Singaporeans

From March 2011 the Association contributed to the National University of Singapore's research project titled 'A pilot study of the effectiveness of a low vision self-management program for older Chinese people with Low Vision in Singapore'.

This involved revising the Association's Living Well Program to more appropriately respond to the needs and culture of Singaporeans with low vision.

Susie Sim, Program Manager of the Confident Living Program at the Association, travelled to Singapore to participate in the training of five clinicians from the National University of Singapore, Singapore National Eye Clinic and Singapore Association for the Visually Handicapped. The clinicians were trained in group facilitation techniques, self management principles and facilitation of the Singapore Low Vision Self-Management Program.

By classifying this program as 'casual care', Singaporeans with low vision have access, for the first time, to an appropriate and affordable rehabilitative pathway.

Library Digitisation

As part of the library digitisation project the Association has partnered with libraries around the world to share knowledge and expertise and to increase our repertoire of digital texts.

In April we become an Associate Member of the DAISY Consortium, an international association that develops, maintains and promotes international DAISY (Digital Accessible Information System) Standards.

The Association worked with Kansas Audio Reader to archive the US-based service's library of audio-books to a new, easier-to-use format.



The Association will provide Audio Reader with access to MP3 files as well as bibliographic information for each of the books they convert. Audio-Reader's books will become part of the Association's online catalogue of more than 50,000 digital talking books.

Our library now also hosts texts for the Malaysia Library for the Blind, and has provided training and consultancy in digital library management to a delegation from East Java and South African Tape Aids for the Blind.

We continue to be an Australasian agent for Bookshare, a United States-based online library of digital books for people with print disabilities. Anyone in the Australasian geographical region who wants to register for membership of Bookshare is now referred to us from its website.

Sending Help to Tanzania

The Association worked with Upendo Artist Association (UPAA) to support people in Tanzania who are blind and vision impaired to build a better day-to-day life.

Director of UPAA Luke Bennett approached the Association for advice on how to develop an exercise program for people who are blind to help them to keep fit and stay healthy. Luke called the Association to find information about trying to involve Tanzanians with a vision impairment in physical activities. 'I was put in touch with Michael

Pereira, Senior Sport and Recreation Officer at the Association, and he was fantastic! He invited me to come and meet with him in person to discuss the different activities we could introduce in Tanzania,' continued Luke.

'I left the Association with a great sense of community. They were so lovely and the assistance they provided really helped me get my fitness program off the ground.'

International Education Links

The Cisco Networking Academy is operated by our Industry Skills Centre in collaboration with Curtin University. The Academy has students all over the world, including other States and Territories in Australia, New Zealand, USA, India, and Sri Lanka, amongst others. Academy instructors are qualified and certified through the renowned world-wide Cisco training program.

Feedback from students and academic outcomes demonstrate that through the CISCO Academy the Association has made a significant, positive difference to the lives of hundreds of students around the world who are vision impaired or have a print disability.

Results achieved through the CISCO Academy by vision impaired students (through online exams) compare favourably and often exceed the results achieved by sighted students enrolled at Curtin University.

'I left the Association with a great sense of community. They were so lovely and the assistance they provided really helped me get my fitness program off the ground.'

Vision Management Services

We provide a comprehensive service for people with low vision including vision assessment, strategies to maximise remaining vision and solutions in the home to improve the ease of daily tasks.

Optometrists and Orthoptists assessed vision, provided information about vision loss, prescribed magnifiers (some of which incorporate lighting), and demonstrated how to use these magnifiers most effectively.

A person's ability to undertake activities is generally enhanced when the optimal illumination is achieved. For example, many clients discovered they can more successfully undertake tasks indoors with good lighting and travel independently when wearing glasses and/or caps to reduce glare.

Occupational Therapists provided at-home assessments and advice to assist clients with daily tasks. They also provided information and strategies, and adapted household equipment for safe and effective use. Occupational Therapists also liaised with allied health professionals.

Social Workers and field officers offered information, support and advocacy regarding benefits, concessions and housing. Counselling around issues of grief and loss associated with vision loss was provided by Social Workers to clients and their carers.

Orientation and Mobility Instructors helped clients travel safely at home, in the community and in the workplace by learning to use white canes or electronic aids and orientation strategies.

Staff advocated for adaptations to built environments to enhance safe and independent travel.

Support Groups

A number of carers enjoyed the opportunity to undertake everyday activities while wearing glasses and/or blindfolds that simulate vision loss during our Care for the Carer groups. Participants developed a greater understanding of the needs of those with low vision and also identified their own needs. They explored and shared their personal communication and coping strategies.

With the help of valuable volunteer facilitators, three Telelink Groups provided weekly telephone contact for up to 24 people. Participants shared ideas and information and developed supportive friendships.

Regional Services

Our metropolitan based Vision Management team continues to provide support to our staff in regional offices and to clients living in remote areas.

Our Field Officer in Mandurah provided services in the Peel Region, with assistance from staff based in Victoria Park and Bunbury, and a wonderful volunteer who facilitates a Book Club.

The support, information and advocacy provided at Lotteries House, at a local optometrist's office and in clients' homes have increased independence and safety.

Occupational Therapists and Orientation and Mobility Instructors also provided services to clients and specialist education and training for health professionals throughout the State including the Kimberley Region. This year Jodie Bruce and Kate Veryard travelled to the Kimberley twice, Amy Kaciuba travelled to Kalgoorlie, Norseman and Esperance, and Sophie Mebalds travelled to Kalgoorlie and Geraldton.



Regional Services

With 25% of our clients living outside the Perth metropolitan area, the Association has a strong commitment to providing services to regional areas.

Kimberley Program

As part of the Association's Kimberley Program, staff make twice-yearly visits to locations across the Kimberley region including Derby, Broome, Fitzroy Crossing, Kununurra, Halls Creek and Wyndham.

This year Orientation and Mobility staff members Jodie Bruce and Kate Veryard visited the region in October 2010 and May 2011. In May they met with a number of Home and Community Care (HACC) workers at the HACC Forum held in Broome. The Association was the only service provider invited to the Forum.

As a result of positive feedback from local providers at this Forum who had accessed our services previously, staff were able to establish relationships with agencies outside of aged care, such as adult education and employment services, and to broaden links with the community.

This contact has enabled the Association to build relationships with new service providers, and extend the areas we visit to include the communities of Looma and Balgo as well as some of the more remote communities on the Dampier Peninsula. The use of Aboriginal Health Care Workers to act as liaisons within local communities helps us establish these relationships and has allowed us to deliver services that are relevant to the community.

This year we worked with Kimberley Aged Care Services (KACS), Disability Services Commission (DSC) and Kimberley Individual and Family Support Agency (KIFSA). Our staff trips to the Kimberley are made possible with ongoing funding from the DSC, for which the Association is most appreciative.

Guide Dogs in the Regions

One of the aims of the Guide Dog Program is to extend the reach of our services to people who are blind or vision impaired around the State. This year we provided training in both the Perth metropolitan and regional areas.

Clients living in the metro area were trained in their local communities, as well as in and around our purpose-built centre in Victoria Park. Our Guide Dog Instructors also travelled to regional areas to provide training to country residents. Where required, the Association facilitated travel and accommodation for regional clients to receive training in the metropolitan area.

In November 2010 we hosted a regional graduation ceremony for one of our Busselton-based clients. This year we also provided aftercare services for clients in Albany, Geraldton, Bridgetown, Bunbury and Toodyay as well as Perth and the surrounding areas.

Vision Management & Library Digitisation

Our Orientation and Mobility Instructors and our Occupational Therapists visited several regional areas this year to provide Vision Management and Orientation and Mobility services, and to support clients during the transition to the digital library system.

In May we visited the regional areas of Esperance, Norseman and Kalgoorlie to meet with our clients who are members from the Esperance and Kalgoorlie Vision Impaired Persons (VIP) groups and Book Clubs. As part of the visit staff demonstrated how to use the Plextor PTN2 Player, one of the recommended talking book players for the new digital library system.

During the year, Orientation and Mobility Instructor Sophie Mebalds also visited areas including Kalgoorlie, Pemberton, Bunbury, Geraldton and Binu to provide Orientation and Mobility assessments, cane replacements and training and advice on travel.

Our commitment to providing services in regional WA would not be possible without the generous, in-kind support of Skywest Airlines, who provide us with flights throughout this great State.

Confident Living Program

The Confident Living Program continues to assist people with vision loss to maintain and increase wellness, confidence and connection through its Leisure, Sport and Recreation Programs.

As required by the Home and Community Care Program, the Confident Living Program (CLP) works in collaboration with clients to meet their specific short term and long term goals, improve wellness and achieve greater independence.

In 2011 the program introduced healthier morning and afternoon teas, short walks, low impact exercise, Coping with Forgetfulness sessions and women's health clubs. It also continued to provide the Living Well and the Living Safe Programs.

Risk Management Strategies

CLP staff conducted a review of service delivery, facilities and equipment to implement risk management strategies and comply with Occupational Health and Safety requirements. This ensured safe practices; appropriate staff, volunteer and client ratios in the gym, woodwork shed and during community outings; and removal of hazards in the shed and pottery area.

Transport Services

This year the Association transported 94 clients, who as a result of their age-related medical conditions and vision loss, were unable to independently use public transport. With the help of 31 volunteer drivers, 3 staff and additional transport subsidies under the Taxi User Subsidy Scheme, a total of 5,716 one-way trips were provided to and from our clients' homes to the Perron Centre and on community outings.

Living Well Program

The CLP team conducted three Living Well Program workshops in 2010/11 for a total of 22 clients. Participants confirm that they have benefited from understanding eye conditions and their effects; learning and sharing new strategies and equipment to assist them to achieve greater independence and becoming familiar with services provided by the Association and other organisations. The demand for this six-week program continues to increase.

Sports and Recreation Camp

Sixteen young adults with vision impairment participated in a Sport and Recreation Camp at Ern Halliday at Hillarys Boat Harbour in November 2010. This was supervised by the Sport and Recreation team. The camp aimed to encourage greater physical fitness, confidence, social skills and team building among participants. The camp was a great success and all participants expressed interest in attending another camp in 2011.

WA Blind Sports Federation

The Association has worked in conjunction with the Department of Sport and Recreation, the Australian Paralympics Committee and all Blind Sports Groups in WA to form a Western Australian Blind Sports Federation Inc.

Blind Sport Clubs involved in the Federation include:

- WA Tandem Cycling Advisory Council
- WA Blind Bowling Association (Lawn Bowls)
- WA Cricket Council for the Blind
- Westerners Golf Club and WA Blind Golf Association
- Vision Impaired Persons Social Tenpin Bowling Club
- Vision Impaired and Blind Tenpin Bowling League
- Blind Sailing
- Goalball WA Inc

The constitution for the Western Australian Blind Sports Federation Inc has been endorsed by the Association's solicitor and will be registered after the 13 August 2011 meeting.

Goalball

The Department of Sport and Recreation, Australian Paralympics Committee and the Association continued to fund the Goalball program collectively. The Australian Paralympic Committee approved \$1,000 and the Department of Sport and Recreation \$3,000 to continue employing a Goalball Project Officer until September 2011. This recognises current Project Officer Gerry Crowley's outstanding contribution, and the capacity to further develop Goalball in WA.



A team of five players competed at the National Goalball Championships in Queensland on 8-13 October 2010. The WA Goalball team put in an amazing performance and placed fourth overall. Two players have been picked for the national team with the chance to play in the 2012 London Paralympics.

A training weekend for the Goalball team was conducted on 21 and 22 May, incorporating a 'Come & Try Day' on Sunday 22 May 2011. This event was conducted by Georgina Kenaghan, National Goalball Coach, Australian Paralympics Committee. The coaching was terrific and our team stretched their comfort zones to the maximum.

In October Goalball was included in our Children's Saturday program, resulting in the formation of a junior Goalball team. A primary school in Western Australia was introduced to Goalball for the first time ever when we took it to Mt Pleasant Primary School on 17 May. This sport was also introduced to students at John Curtin School of Arts and Next Generation Clubs Australia.

Goalball WA Inc was registered in May 2011 with the first Annual General Meeting held on 16 July 2011.

Culturally and Linguistically Diverse Brochures

The Ethnic Disability Advisory Council (EDAC) funded the Association \$5,000 to translate the "Eye Concerns" brochure into Arabic, French, Swahilli, Burmese

Vietnamese and Mandarin. The brochure is available in hardcopy, CD, Braille (French only) and on the website.

The brochures have been helpful for service providers as well as our clients and their families from culturally and linguistically diverse backgrounds.

Walk in the Park – Stay on Your Feet

The Injury Control Council of Western Australia funded a Walk in the Park – Falls Prevention Seminar in September 2010 to assist seniors with vision loss to stay on their feet, manage medicines safely and remain independent. The 38 participants enjoyed walking in Burswood Park using sighted guide and attending sessions on managing health and improving balance to avoid falls.

Christmas Fair

The 2010 Christmas Fair held in our Confident Living Centre on Tuesday 16 November was a brilliant success. Clients in the Confident Living Program were involved in the planning, labelling and weighing of produce, cooking and serving on stalls. The Association received a grant of \$1,000 from the Town of Victoria Park to hold the Fair. With the help of this grant and through efforts on the day, the Fair made a profit of more than \$4,000.

Our Volunteers

Eighty six volunteers provide an invaluable service to the Confident Living Program. These volunteers bring with them an extensive range of life skills and experiences to computer groups, music appreciation, woodwork, pottery, mosaics, Italian, cooking, gardening, discussion, pool/land walking, the gym, martial arts, handicrafts, spinning and women's health groups.

Eighty six volunteers provide an invaluable service to the Confident Living Program. These volunteers bring with them an extensive range of life skills and experiences.

Industry Skills Centre

A total of 71 students graduated from our Industry Skills Centre within the past year, with qualifications in a range of specialty areas including business, information technology and Braille.

The Association's Industry Skills Centre, a Registered Training Provider, offers an accessible training environment for people who are blind or vision impaired. A dedicated and highly qualified training team teach in small classes to ensure students receive individual support and help, where required.

2010 Training Program

The Industry Skills Centre's 2010 training program was completed with the following results:

- 9 students graduated with Certificate I in Information Technology (IT)
- 4 students were awarded Statement of Attainment towards Certificate I in IT
- 3 students graduated with Certificate III in Business
- 21 students were awarded Statement of Attainment towards Certificate III in Business
- 21 Cisco Certificates were awarded, many to international students.
- 6 students were awarded Grade 1 Braille
- 2 students were awarded Grade 2 Braille

During the year Microsoft Office 2007 was withdrawn from sale and Office 2010 released. This led to an urgent update of training course material. In 2011, all training is now completed using Microsoft Office 2010.



Training Manuals

Following months of sustained and intensive development work, our training staff completed the production of new training manuals for both Microsoft Office 2007 and 2010, using ZoomText or JAWS. These tools have no world-wide equivalents; they are carefully constructed to consolidate skill acquisition and are exceptionally thorough and detailed in their instruction. The Association is now selling these publications.

2011 Training Program

The 2011 training program commenced strongly with 42 students enrolled across courses including Certificate III in Business, Certificate I in IT, Braille instruction groups for Grades 1 and 2, and a Braille Reading Group.

Staff Development

The Industry Skills Centre welcomed the creation of two new positions for Trainee Training and Development Officers, which were filled by Gino Del Casale and Ryan Honschooten.

Assistive Technology

We continue to lead the way in providing technological solutions for our clients, staff and the wider community.

Assistive Technology

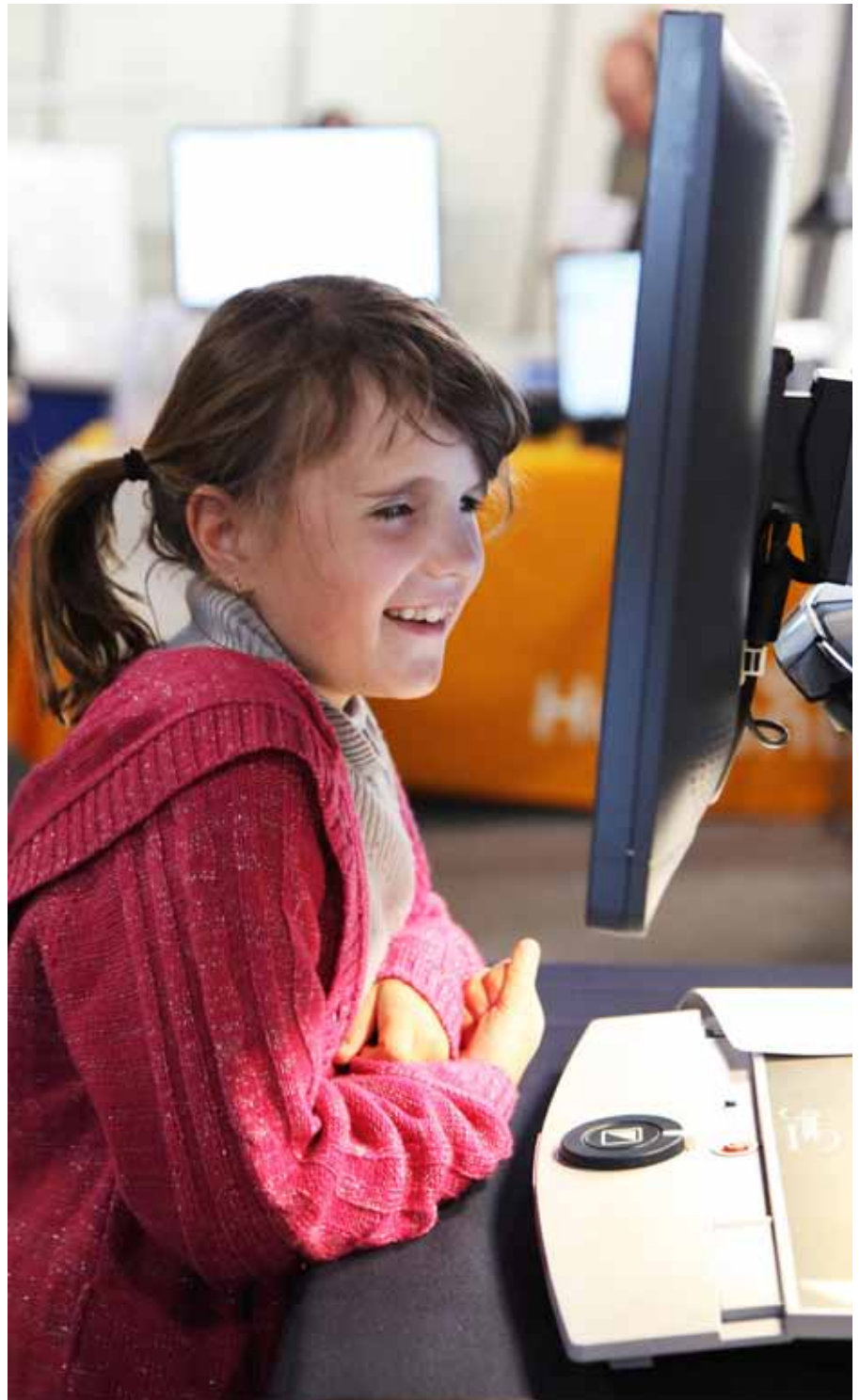
The Assistive Technology area has had a busy year with the number of referrals totalling almost 450, including demonstrations, assessments of equipment and repairs and training.

This year the Assistive Technology team serviced clients throughout Perth and in regional areas including Bunbury and Albany. The hard work of the team has resulted in equipment worth more than \$750,000 being provided to Western Australians. CCTVs made up \$500,000 of this total.

CCTV

CCTV is a video magnifier that enables users to view their paperwork on a computer screen. They offer magnification between 2.6 and 50 times. The reading material is placed on a movable table, set at the desired magnification level and viewed as a high contrast image on the screen.

CCTV can display printed materials in high-contrast black text on a white background or white text on a black background. The white text on black or negative image is ideal for glare reduction. The centre point 'grey scale' viewing mode is ideal for viewing photographs, pictures, or diagrams.



Access & Consultancy

One of our newest service areas, Access and Consultancy, will provide specialised, relevant information and services to businesses, government and industry.



This year a new workshop “Harnessing Assistive Technology in the 21st Century” was developed. Aimed at employment providers, the workshop provides an overview of the assistive technologies used by people with vision impairment. It was developed in response to the Employment Assistance Fund service. A new Eyelink e-newsletter has been created to promote upcoming workshops.

Access

Our Access Services, developed over the past 12 months, will provide advice to external stakeholders on the following areas:

- General access, for example, physical spaces with a significant focus on the introduction of the Disability (Access to Premises – Buildings) Standards introduced in May 2011.
- Print access, for example, what constitutes good practice in print standards.
- Web accessibility, including how websites can be made more accessible and conform to the new W3C Web Content Accessibility Standards 2.0.

Staff members Crystal Chan and David Vosnacos undertook training in the first Certificate IV in Access Consulting to be offered in Australia, and are expected to complete the certificate by May 2012. This training focused specifically on general physical access.

Staff across a number of areas attended a one day workshop with Dr Scott Hollier on preparing website accessibility audits. Following the training, the Association was donated a corporate license to a commercial web auditing tool, SortSite, which will assist in providing this service.

Consultancy

Eyelink Professional Development Program

Aside from the usual schedule of training delivered at the Perron Centre, the Eyelink Program ventured to Norseman under contract to Home and Community Care (HACC).

Employment Assistance Fund

The Association has continued with its contract under Job Access to conduct worksite assessments throughout WA for people with vision impairment, who are not necessarily Association clients. During the 2010-2011 financial year we undertook 46 worksite assessments which have generated income in excess of \$30,000.

Compensable & Non-residents

Within the past 12 months a review has been conducted into how services are provided to compensable and non-permanent residents. This background work will allow services to be provided in a more streamlined manner.

Acquired Brain Injury

Orientation and Mobility Instructors Jodie Bruce and Amy Kaciuba attended the Acquired Brain Injury short course in human brain function and Orientation & Mobility held at Guide Dogs Victoria. Their visit was the first stage of our development of services in this area.

Braille & Talking Book Library

This year we have focused on providing support and assistance to borrowers to facilitate our transition to digital talking books.

Over the past two years we've embarked on a library digitisation project that will shape our accessible information production and delivery service well into the future. The Association's library has transformed its collection of books on cassette into a collection of digital downloadable audio book files, embracing digital technology to offer new services and information resources to Western Australians with a vision impairment or a print disability.

The Association rolled out its new digital talking book library services in June after receiving a \$497,497 grant from Lotterywest. The grant enabled the Association to buy 1,270 portable Plextor PTN2 talking book players to provide to all existing library borrowers.

The Digital Space

The digital library has an online catalogue of more than 50,000 titles. Digital books are produced in special audio book format known as DAISY, which is a world-wide standard developed specifically for people who have a print disability. DAISY files can be played on any mainstream MP3 player, including iPods, mobile phones and Personal Digital Assistants (PDAs). When played on a dedicated DAISY player, DAISY files have added features, such as the option to navigate by heading, chapter or even page number.

For borrowers without access to the internet or knowledge of computers, we transfer digital books onto a special re-usable USB cartridge, known as a BookDrive, that is played on a dedicated digital talking book player. These robust, easily handled BookDrives allow us to better cater to the needs of our borrowers, many of whom are elderly. They also allow us to utilise the benefits of flash media storage with low environmental impact.

Partnerships

We have formed an important relationship with the nation's second-largest Internet Service Provider iiNet. iiNet hosts our library's server in its Freezone, offering iiNet subscribers the opportunity to download audio books and other material without affecting their download quota. This reduces potentially significant financial barriers for library borrowers who might not otherwise be able to afford to download a high number of audio files.

Round Table Conference in Melbourne

The Association is a founding member of the Round Table on Information Access for People with Print Disabilities Inc. The Round Table is an organisation dedicated to facilitating and influencing the production and use of quality alternative formats for people with print disabilities in Australia and New Zealand.

The Round Table celebrated its 30th anniversary at its annual conference in Melbourne, and the Association is proud to be hosting the 2012 Conference in Perth.

Accessible Format Production Service

Our Accessible Format Production Service converts computer files, printed books, existing recordings (including analogue tapes), and other materials into Braille or DAISY digital talking book format. The service also offers rapid production of synthesised audio materials in DAISY format to non-clients of the Association, who are charged a modest fee to have their materials converted or produced.

Audio Book Production

At its premises in Victoria Park the Association has state-of-the-art recording studios in which staff and volunteers narrate high quality audio books, both to add to our Library collection and for commercial sale. The studios focus particularly on Western Australian material and staff work closely with publishers and local children's authors to provide the best service to clients, other libraries and the public.

Children and Family Services

We continue to provide family-centred services that are developed and implemented in partnership with parents, and in collaboration with teachers and other professionals.



Early and School Aged Intervention

The Early Intervention Program brings together specialist staff who provide individual and group services to vision impaired children aged up to six years and their families. This year the program provided services to 52 children.

Our School Age Intervention Program provided individual and group services to 63 children and adolescents from metropolitan and regional areas.

In addition, 55 clients with vision impairment who receive their primary support from other service providers or who reside in regional areas accessed specialist vision impairment intervention and support.

Kindergarten

Our Kindergarten covers key learning areas in a 'reverse integrated' environment, where sighted and non-sighted children learn together, providing encouragement and support. This year our Kindergarten operated two days per week with 14 or 15 children each day. In 2010, five children with vision impairment attended and in 2011 there are four children with vision impairment in the group.

Holiday and Saturday Programs

School Holiday and Saturday Programs were attended by 45 children with vision impairment. Many siblings and friends also attended. Our Saturday Program operates during school terms and provides children with a safe and supportive environment to try new activities and learn important life skills while having lots of fun. It also provides opportunities for peer support. This year the Saturday Program included increasing attendance at Goalball, and a computer and technology club.

The School Holiday Program has put the building to work at all hours with two sleepovers where children participated in activities during the day and then rolled out their sleeping bags to stay overnight.

SALSA Camp

The SALSA (Social and Life Skills Activities) camp went to Lake Leschenaultia in October 2010 to focus on life and social skills.

The camp was attended by 18 young people and six staff over four days and three nights.

Vision Education Service

This year, the Association maintained its contract with the Vision Education Service to provide Orientation and Mobility services to children with vision impairment in schools.

We are continuing to develop a close working relationship with the Vision Education Service. This year saw the establishment of a teacher hub at the Perron Centre.

Professional Development

Association staff have participated in professional development forums in collaboration with the Vision Education Service. Topics included ophthalmology, sensory processing, genetic research and understanding vision impairment.

Staff also attended training on a number of subjects including sensory processing, responsive parenting, and DIR Floortime.

2010 Variety Bash

The Association was the major beneficiary charity of the 2010 Variety Bash, held on 4 September. Variety works directly with individual families and organisations to enrich the lives of sick, disadvantaged and special needs children. Funds from the Variety Bash will be used to re-develop our Children's Centre.



Guide Dog Services

At the end of this financial year there were 43 working Guide Dogs in Western Australia, with another eight dogs in formal training and 15 in our puppy program.

International Guide Dog Federation

Member schools are assessed every five years by an inspector of the International Guide Dog Federation (IGDF) Accreditation Committee.

The Association underwent its IGDF accreditation assessment in March 2011, with the result being that the Guide Dog Program met or exceeded standards in all areas.

A Crucial Role

The primary goal of the Puppy Raising Program is to produce healthy, well-behaved and well-socialised dogs that can be trained as Guide Dogs. The puppies live with their own Puppy Raiser who provides invaluable support.

As of 30 June 2010, there were 24 young Labradors living with puppy raisers who provide loving care and support. The puppies stay with their carers until they reach approximately 18 months of age and are ready to enter formal training. Most Puppy Raisers choose to look after their charges until they graduate as Guide Dogs at two to two-and-a-half years of age.

To maintain and improve our high standards of care and development and to help support our foster families, we have weekly puppy raising classes. The classes help teach obedience and provide a great opportunity to further socialize the puppies.

Our success rate remains among the highest achieved by Guide Dog schools internationally.

Our Staff

This year we had some movement of staff, which reduced the number of available, qualified and experienced Instructors. Despite this, we were able to improve the number of dogs qualified per Instructor and to graduate the planned number of clients and Guide Dogs in new partnerships.

We have been very fortunate to have engaged a Guide Dog Program Support Officer who is providing invaluable administrative help to the Guide Dog team.

Partnerships

We continued our valued relationship with the Cottesloe Veterinary Clinic, which has this year provided advice, consultations, vaccinations and treatment to our working Guide Dogs, Guide Dogs-in-training and pups at walk.

Our growing puppies have large and healthy appetites. Thanks to the generous support of Mars Petcare we are able to provide our team of learners with ADVANCE super-premium dog food. We value our long-standing relationship with Mars and are pleased to be able to nourish our future Guide Dogs with Australian-made dog food.

Reducing the risk of heartworm disease and the treatment and prevention of fleas is important for us to ensure the well-being of our Guide Dogs in-training. Merial generously provide us with Heartgard and Frontline treatments needed for the continued good health and performance of our puppies.

Senior Guide Dog Instructor Phil Stanley visited Guide Dogs Queensland and Guide Dogs New South Wales to observe their programs and discuss ways to benefit from the sharing of skills and expertise.

Ongoing Training and Support

Guide Dog staff continue to support and work with Guide Dog teams throughout their working life, which is approximately eight to ten years. Guide Dog Instructors regularly visit Guide Dog Owners to provide technical and practical support and prepare Guide Dog Owners for retirement of their old dog and training with a new Guide Dog if one is required. This ensures that owners and dogs maintain safe and effective Guide Dog mobility.

Approximately half of our graduating Guide Dog teams this year have been replacements for owners who have retired their old Guide Dog.



State-wide Service

One of the aims of the Guide Dog Program is to extend the reach of our services to people who are blind or vision impaired around the State. This year we provided training in both the Perth metropolitan and regional areas. Clients living in the metro area were trained in their local communities, as well as in and around our purpose-built centre in Victoria Park.

Our Guide Dog Instructors also travelled to regional areas to provide training to country residents. Where required, the Association facilitated travel and accommodation for regional clients to receive training in the metropolitan area.

In November 2010 we hosted a regional graduation ceremony for one of our Busselton-based clients and provided aftercare services for clients in Albany, Geraldton, Bridgetown, Bunbury and Toodyay as well as Perth and the surrounding areas.

Our success rate remains among the highest achieved by Guide Dog schools internationally.



Visionary Community

Collaboration, education and the generous support of the Western Australian community enables us to provide services to enhance the quality of life of people who are vision impaired.

Contributions are made in many ways - through individual giving, corporate and government grants, bequests, direct mail, corporate sponsorship, trusts and foundations.

Another way people show their support is by seeking to learn more about blindness and vision impairment and helping to promote and share our message to the wider community.

We applaud and sincerely thank those who recognise the importance and value of the Association's work and continue to support us throughout the year.

New Guide Dog Branded Cars Arrive

In June the Association received three new Guide Dog branded cars that will be used for events, publicity and by Guide Dog training staff. The three white Mitsubishi Outlanders have custom vinyl graphics of Guide Dogs and Guide Dog puppies, and prominently display the Association's logo and website address. The tagline on the bumper of the cars is 'Leading the way in Western Australia since 1913'.

The cars were provided through generous in-kind support from local Victoria Park business John Hughes. The branded cars will help to promote the Association's services and core messages by increasing visibility in public spaces around Perth.

International Guide Dog Day Wrap-up

Volunteers and staff from the Association and more than 100 enthusiastic volunteers from businesses around Perth participated in celebrations to mark International Guide Dog Day, 27 April 2011.

The Guide Dog Corporate Challenge in the Perth CBD saw teams of volunteers with Mini Dog coin collectors put feet (and paws!) to pavement to fundraise for the training of Guide Dogs in WA and our other vital services.

Following the morning session, staff and volunteer Puppy Raisers 'hit the shops', attending stalls at shopping centres in Victoria Park, Claremont, Bassendean, Mt Hawthorn and Noranda to educate the public about Guide Dog training and access.

We extend a big thank you to all of our wonderful volunteers who braved the rain and crowds to make the day a spectacular success. Thanks also to the many members of the WA community who showed their support by making a donation.





Conference Centre

The Guide Dog Conference Centre continues to be popular with organisations seeking facilities for training, professional development or corporate events. This year the Centre received more than 400 bookings and hosted several large-scale events.

The Centre continues to provide opportunities for the Association to educate the community and raise awareness of vision loss, our services and the difference we make within the community.

Organisations that used the Conference Centre included:

- Department of Agriculture
- Horizon Power
- Bunnings
- Toyota WA
- Aveling Training Group
- Canning Division of General Practitioners

“Thank you to the Guide Dog Conference Centre for all of their help in accommodating our requests. First class facility and first class service!”

- Adam Song, Toyota WA

Telesales and Guide Dog Shop

This was a year of consolidation for the Guide Dog Shop and Telesales area, with a focus on maintaining a positive return for the Association. The net surplus from Telesales was on budget and continues to provide a significant contribution to the operational income of the organisation. An improvement in the gross margin percentage was encouraging and ensures that maximum return on investment is being achieved.

The consolidation of this program provides a foundation from which we can realistically consider growth opportunities. This will include consideration of:

- Additional telesales staff
- Operational initiatives to improve calling productivity and measurement of performance
- New product options
- Expansion of the Guide Dog Collection product range

The Guide Dog Shop website continues to be a vehicle for featuring key Guide Dog branded products and audio books and has had great exposure from the Association’s re-designed main website.

Mini Dog Month

In February 2011, 12 staff took time away from their regular duties to visit Perth businesses and ask them to host their own Mini Dog. Staff visited shopping centres throughout the metropolitan area promoting the Mini Dog Program and the access rights of Guide Dogs.

The team used social media to keep the community aware of their progress, posting real-time updates and photos on Facebook. Public relations dogs Calvin and Marci were a hit with the public and made the initiative a great success. Throughout the month the team placed a total of 240 Mini Dogs, which will collectively raise up to \$45,000 each year in community donations.

Recognising Our Life Members

Life Membership recognises those members of our community who have given 10 or more years of outstanding service. At this year’s Annual General Meeting in October we recognised Kim Laurence, Margaret Dawbarn and Elizabeth Needham as Life Members.

Our Thanks

We would be unable to support Western Australians living with vision loss or impairment without the generous support of a wide range of individuals and organisations.

Thank you to all members of the community who have donated to our appeals, joined our Guide Dog Puppy Club, bought products from our Guide Dog Shop, put money in our Mini Dogs, volunteered their time and raised funds for us.

On behalf of all of our clients whose lives have been touched by your generosity, we convey our deep appreciation.

Volunteers

The support of volunteers during 2010-2011 has been outstanding. The Association has over 200 active volunteers tirelessly working throughout Western Australia.

Over 11,000 volunteer hours have been recorded, with almost an additional 10,000 hours from regional volunteers and our wonderfully dedicated puppy raisers, who are on call 24/7.

The Confident Living Program has continued to provide an extended program in leisure, sport and recreation this year. This has been possible because of the invaluable contribution of 86 volunteers. Their commitment, patience and generosity of heart are valued by clients and staff.

The tremendous support of our regional volunteers is invaluable. Our Mini Dog collectors are ambassadors out in the community who go about their role quietly and confidently.

Their support contributes significant funds to the Association annually.

Each year we celebrate the efforts of our volunteers with an end of year function. To coincide with International Volunteer Day (Sunday 5 December 2010) we held a special morning tea celebration in the Guide Dog Discovery Centre on Monday 6 December 2010.

Without the support of our volunteers the Association would not touch so many lives in such positive ways – thank you on behalf of our clients and staff.



Major In-kind Partners

Our in-kind supporters make it possible for us to direct much-needed funds to vital services. Over the years they have become part of our community; building friendships, supporting our work and making many of our projects possible. We can't thank them enough for their continued support - support that is appreciated, valued and respected.



Marketforce Communications

The team at Marketforce continues to provide us with fantastic creative support, finding unique and innovative ways to help raise awareness of the vital services we provide in Western Australia. This award-winning Perth marketing and communications firm certainly is a force to be reckoned with!



West Australian Mechanical Services

The team at West Australian Mechanical Services (WAMS) help us keep our cool all year round. WAMS maintains and services our air conditioning systems throughout the year, always looking at ways to ensure we have the cleanest and coolest air possible.



Skywest

We have enjoyed the support of the Skywest crew for many years, flying us to all corners of this great State and helping us deliver much needed services in the regions. We proudly fly Skywest to the Kimberly, Pilbara, Goldfields, Southwest and beyond.

The West Australian

The West Australian

We are privileged to have the support of such an iconic Western Australian media organisation. It shares our stories with the community, helping us connect with supporters and clients across the State.



Holiday Inn City Centre Perth

The welcoming and friendly staff at Holiday Inn provide a 'home away from home' for our regional staff, clients and interstate visitors when visiting Perth on business or for service support.



Worldwide Online Printing Cannington

Worldwide Online Printing Cannington provides invaluable in-kind support to the Association, assisting with the production, dispatch and distribution of our marketing, fundraising and stationery items.

The knowledge, professionalism and 'can-do' attitude of its staff helps us produce high-quality and relevant communications for our clients, supporters and the wider community.

Worldwide's efficient service ensures we're never without the essential day-to-day items needed to provide our vital services to the community. It goes the extra mile to find solutions to keep our communications open and accessible to the whole community.

A big thank you to Arnold, Jon, Breanna and the team at Worldwide Online Printing Cannington for their continued support.

www.worldwide.com.au

Our Thanks

Corporate and Community Supporters

The Association recognises the following Corporate and Community supporters:

- Allens Arthur Robinson
- Australian Government Attorney-General's Department
- Australian Government Department of Employment, Education and Workplace Relations
- Australian Government Department of Health and Aged Care
- Australian Government Department of Veterans' Affairs
- Australian Department of Families, Housing, Community Services and Indigenous Affairs
- Australian Paralympic Committee
- Australia Post
- Bekkers IT
- BHP Billiton
- Blackboy Kennels
- BPS Video Service
- Cash and Carry
- Chalkdell Kennels
- Chamber of Commerce and Industry WA Inc
- City of Fremantle
- City of Gosnells
- City of Perth
- City of Rockingham
- Courtsum Kennels
- Curtin University
- Department for Communities
- Eye Surgery Foundation
- Fire and Emergency Services Authority of Western Australia
- Frances Andrijich
- Fremantle Dockers Football Club
- Fremantle Press
- Fundi Software
- Home and Community Care Program
- Injury Control Council of Western Australia
- KPMG
- Lions Eye Institute

- Lotterywest
- Matthew Dwyer Photography
- Office of Multicultural Interests
- Paul Newman's Own Foundation
- Perpetual Trustees
- Pindan
- Police – Crime Prevention and Community Safety Unit
- Professional Public Relations
- Price Sierakowski
- Public Trustee
- Residents of Prairie Dunes, Connolly
- Rockingham Regional Campus Library
- Royal Perth Ophthalmic Unit
- Snap Printing
- Spices Catering
- Spirit Communication
- State Library of WA
- Subiaco Investments
- Swan Taxis
- Town of Victoria Park
- Traffic Studio
- Western Australian Disability Services Commission
- Western Australian Department of Culture and the Arts
- Western Australian Department of Training and Workforce Development
- Western Australian Department of Health
- Western Australian Department of Sport and Recreation
- Westpac
- Wickham Old Bastards Social Club
- Work Cover WA

Guide Dog Sponsors

Many individuals, schools and companies support the Association's Guide Dog program through the Guide Dog Puppy Club. The ongoing success and growth of the program is also reliant on the support of our major Guide Dog sponsors who provided a minimum of \$30,000 per donation. This year we recognise the following wonderful Guide Dog sponsors:

- Rio Tinto – Hope Downs who sponsored Hope
- Coles who sponsored Colette
- Major Holdings who sponsored Bill
- The Bevan family who sponsored Sally
- Burswood Seafoods who sponsored Austin
- BHP Billiton Petroleum who sponsored Macey
- The Linton family who sponsored Jimmy
- WA Business News who sponsored Ruby

We would also like to thank the sponsors of Guide Dogs Birdie and Polly who chose to remain anonymous.

The waiting list for Guide Dogs and the prospect of more retirements means this will continue as a key fundraising priority in the future.

Guide Dogs Australia

Guide Dogs Australia is a brand that represents Australia's state based Guide Dog organisations. This year we have continued to work with Guide Dog organisations nationally to explore opportunities for collaboration.

We proudly thank and recognise our Guide Dogs Australia national partners:

- Coles
- Deloitte Touche Tohmatsu
- Kimberly Clark Australia
- Mars Petcare
- Merial
- PwC

Bequests and Trusts

This year we gratefully received funds from the following Trusts managed by Perpetual Trustees:

- Jean Marion Isobel Balston
- Alan & Lilian Cameron
- Harry Frederick Carter
- Valma June Cook
- Hansen & Kean
- Margaret Harper
- Jeanne Krajanich
- Francis John Longhurst
- Francis Joseph Ryan
- Alan Dexter Strawbridge
- Lindsay & Nan Wilkinson

This year we gratefully received gifts in Wills from the following estates:

- May Georgina Adams
- Edward Isaac Allan
- Irene Leslie Bertoli
- Peggy Marjory Cook
- Walter Donald Couper
- Olive Rose Galliers
- Maureen B Guthrie
- Phyllis Frances Hall
- Joan Yvonne Harley
- Frederick Barbor Hastie
- Patrick Charles Hogan
- Kyra House
- Irene Linton
- Jean Mae Lubcke
- Elaine Patricia Macmillan
- Jack Mead
- Edna Winifred Trethowan
- Marjorie Catherine Wieck
- Ruby Agnes De Jong
- Roderic Angus George
- Audrey Ailsa Shaw
- Stella Therese Smith

Become a Member of the Arnold Cook Society

People who have pledged a gift in their Will to the Association are invited to join the Arnold Cook Society, named in honour of Dr Arnold Cook who brought Australia's first Guide Dog to Perth in 1951, and who helped to establish Guide Dog training in Australia. Members are invited to special functions, and kept informed about the Association. We welcome your participation.

Life Members

- Ron Anderson OAM
- Cam Ansell
- Michael Barton
- Dr Gordon Bougher
- Leonie Courtney-Bennett OAM (deceased)
- Connie Craig OAM
- Margaret Dawbarn
- Professor Geoff Gallop AC
- Clifford Gooch
- Dixie Gunning OAM
- Tony Hagan
- Lester James
- Dorothy Judd
- Kim Laurence
- Graham Laycock (deceased)
- Ida Lloyd AM BEM (deceased)
- Tina Mackay
- Ross McLean OAM
- Steve Moore
- Elizabeth Needham
- Joyce Palmer
- Jean Perron
- L.S. (Stan) Perron AM
- Peter Potter MBE
- Ruth Reid AM Cit. WA
- John Rodgers
- Roma Shilling
- John Stokes OAM (deceased)
- Geoffrey Summerhayes OAM (deceased)
- John Thompson
- Ray Walters
- Marjorie Wood

Executive Committee

- Debbie Schaffer (Chair)
- Dean Pike
- David Bevan
- David Craig
- Peter Hickson

Finance and Audit Committee

- Dean Pike (Chair)
- Debbie Schaffer
- David Bevan
- David Craig
- Peter Hickson
- David Ligovich
- Hayden White

Futures Committee

- David Bevan (Chair)
- Hayden White
- Harry Kleyn

Consumer Advisory Committee

- Marie Bedford
- Trevor Dawson
- Michelle Griffin
- Colleen Kerwin
- Greg Madson
- Fiona Payne
- Jenny Rawlings
- Janet Shaw
- Jo Thomas

The Consumer Advisory Committee is a Subcommittee of the Board of Directors. It meets quarterly and consists of people who are blind or vision impaired and/or their carers. In broad terms, the role of the Committee is to comment and advise on policy issues relating to the Association's services at the request of the Board.

Honorary Treasurer's Report

Financial support from both the Western Australian and Commonwealth governments enable the Association to continue to provide its range of services to Western Australians who are blind or vision impaired.

I hereby present to you my first report as Treasurer of the Association. However before I do so I would like to thank to my predecessor, Kim Laurence, for carrying out this role with distinction for the previous eighteen years before he retired at last year's Annual general Meeting.

As a charity, the Association continues to face ongoing challenges to ensure its long term financial sustainability. The organisation relies on many different sources of income, and constantly strives not just to maintain but to grow these so that its suite of services can continue to be delivered efficiently and effectively to those Western Australians who need them.

The ongoing uncertainty in the world economy continued through the 2010-2011 financial year and still remains a concern. However the Association's expenses continue to be prudently managed.

I am pleased to report that the Association generated a cash surplus in the financial year of \$602,000, recovering most of the cash shortfall experienced during 2009-2010 as a result of the tighter financial environment caused by the global financial crisis.

The Operating Result

The deficit reported on the Statement of Comprehensive Income for the financial year is \$463,000. Given that this result is after expensing \$483,000 of depreciation costs associated with the new building and its fit out, the Association effectively generated a modest operating surplus of \$20,000.

Included in the financial report are substantial grants received from Lotterywest, amounting to over \$500,000, and I express my sincere gratitude to them for this invaluable support. These funds were provided in support of the major Digital Library project that was under way during the year, and have enabled the Association to make DAISY digital talking book players available to existing cassette library patrons.

Grants comprise 44% of the Association's revenue. I acknowledge the continued support that the Association receives for its programs from the Disability Services Commission, Commonwealth Department of Health and Ageing, WA Department of Health, the Department of Culture and the Arts, Department of Training and Workforce Development, Department of Education and Workplace Relations and the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs.

Representing 36% of our income, donations, bequests, telemarketing and fundraising appeals contributed \$3.06 million in funds (net of direct costs) to our client service delivery and support work. Fund raising revenue is of enormous importance to the Association, but is unpredictable and can vary substantially from year to year. We are grateful to those who leave the Association a legacy in their bequests, on which we depend, and I sincerely thank them, their trustees, executors and families for the making it possible for our many valuable services to continue even though not all are funded by government.

During the year Lotterywest monies administered through the Independent Living Centre enabled the Association to donate \$283,500 of equipment to improve the daily lives of low-income Western Australians who are blind and vision-impaired.

Financial management

Each year the Association manages its finances by preparing a detailed budget for its service delivery and back office support functions, and by reporting its actual financial performance relative to budget during the course of the year to the Finance and Audit Committee of the Board, and to the Board itself.

Balance Sheet

At the end of the financial year, the organisation had \$1.56m in cash and funds on deposit, a significant and necessary improvement of \$602,000 on the position at 30 June 2010. Cash reserves have continued to be invested prudently.

At 30 June 2011, the Association has accumulated surpluses of \$15.4m, represented primarily by investments in its premises and adjacent buildings in Victoria Park. Please note that the current market value of these assets is likely to be higher than the amount at which they are recorded in our financial statements.

Future

The Association continues to work closely with, and provide support to, the Board and management of its charitable Foundation. The Foundation was incorporated in 2009 to plan for and invest funds in the Association's greater long term financial security.

Appreciation

I would like to thank my colleagues on the Board for the time, skills and experience that they generously donate, and their commitment to the Association. I also thank the Association's staff and volunteers for the great work that they do every day, the members of the Association for their support.

Finally, the in-kind support we receive from a number of organisations and our volunteers is invaluable. Many of these benefactors are listed elsewhere in this Annual Review, but I would particularly like to thank Western Australian Mechanical Services, Holiday Inn and Skywest Airlines who partner with us to make so much possible.

**Dean Pike B.Bus., AssocDipVal,
GradDipBus, FCA, FTIA**
Honorary Treasurer

Abridged Financial Statements For the Year Ended 30 June 2011

Statement of Comprehensive Income

	2011 \$	2010 \$
Redevelopment Appeal	-	187,499
Government Subsidies	3,518,076	3,815,705
Fundraising	3,089,751	2,438,835
Telephone & Technology Sales	2,425,109	2,255,267
Other Operating Income	701,898	691,696
Total Income	9,734,834	9,389,002
Total Expenditure	10,197,660	9,323,605
Net Surplus/ (Deficit) for the Year	462,826	65,397

Statement of Financial Position

	2011 \$	2010 \$
Current Assets	2,007,424	1,735,991
Non-Current Assets	16,913,218	17,672,985
Total Assets	18,920,642	19,408,976
Current Liabilities	1,578,173	1,642,331
Non-Current Liabilities	1,976,482	1,937,832
Total Liabilities	3,554,655	3,580,163
Net Assets	15,365,987	15,828,813
Accumulated Surpluses	15,365,987	15,828,813

NOTE: This information is a summary of the Association's financial performance for the year and its financial position at the end of the year. The full audited financial statements are available from the Association upon request.

Leaving a Gift in Your Will

We encourage you to consider the Association for the Blind of WA – Guide Dogs WA as a beneficiary in your Will. This is also called making a bequest.



It's a significant decision to provide for the people, and causes, you care about as a result of a lifetime's hard work and careful planning. Over the years, gifts in Wills have enabled us to change the lives of thousands of Western Australians.

When you choose to leave a gift in your Will, of course you want to be certain that it will be effective. Your gift to us stays in WA and continues to support Western Australians.

Arnold Cook Society

If you decide to leave us a gift in your Will, please let us know. You may like to become a member of the Arnold Cook Society. The society honours Dr Arnold Cook, whose pioneering work in establishing the Guide Dog movement in Western Australia has improved the lives of thousands of people who are blind or vision impaired.

Membership of the Arnold Cook Society is in recognition of your foresight, generosity and commitment to leaving a bequest to the Association. Arnold Cook Society members are invited to special events such as Guide Dog graduations and are kept up-to-date on the Association's latest news.

When creating your Will, first provide for family and friends; and then consider whether you can also include a gift to us. A charitable bequest can take a variety of forms including;

Residuary – the remainder of an estate after specific gifts have been disbursed

Percentage – a percentage of either the residue or the entire estate

Pecuniary – a specific gift of cash
A specific asset – real estate, shares, bonds or other particular items of value
Residuary and Percentage are the most beneficial forms of bequest as they hold their value over time.

For further information about leaving a gift in your Will to the Association for the Blind of WA – Guide Dogs WA, please contact us on (08) 9311 8202 or bequests@guidedogswa.com.au.

If you leave us a gift in your Will, we request that you use the following wording:

I give to the Association for the Blind of Western Australia (Inc):

- the rest, residue and remainder of my estate

OR

- _____ percent of my estate

OR

- _____ percent of the residue of my estate

OR

- the sum of \$ _____

The receipt of the Treasurer or current officer of the Association will be sufficient discharge to my Executor/Trustee.

How You Can Help

There are many ways that members of the WA community can support the Association for the Blind of WA – Guide Dogs WA.

Living with blindness or vision loss can be profoundly difficult and lonely. More than 40,000 Western Australians and their families live with this reality every day, with many more diagnosed each year.

But with your support we can help by providing services that build confidence, encourage wellness and create connection within the community. Your support can help life become full of possibilities for people who are blind or vision impaired.

We need your assistance because someday you, or someone you love, may need ours. Here are just a few ways you can make a difference:

- Join our Guide Dog Puppy Club
- Be a volunteer driver
- Help raise our Guide Dog puppies
- Sponsor a Guide Dog
- Volunteer in our leisure programs, including our Woodworking Shed
- Host a Guide Dog collection box in your business or office
- Volunteer in our Braille and Talking Book Library
- Buy gifts from our online shop
- Donate goods or services
- Leave a bequest
- Tell someone about us

If you would like to find out more, or know someone who might benefit from our services, we would love to hear from you.



Donation Form Thank you for your kindness

Please accept my gift of: \$ Donations over \$2 are tax deductible

- My cheque/money order is enclosed and made payable to Association for the Blind of WA OR
- Please debit the above amount to my credit card: Diners Master Card VISA Amex
(For telephone credit card donations phone (08) 9311 8202)

Card No.

Signature: _____ Expiry Date: _____ / _____

Name: _____ Date of Birth: _____ / _____ / _____

Address: _____

Suburb: _____ Postcode: _____

Phone: _____ Email: _____

Please send me information about: How to give by direct debit and reduce costs. Including a lifetime gift in my Will.



**Association
for the Blind of WA**
Guide Dogs WA

The Perron Centre (Main Centre)

61 Kitchener Avenue Victoria Park 6100

PO Box 101 Victoria Park 6979

Tel: (08) 9311 8202 Fax: (08) 9361 8696 Toll free: 1800 847 466

Email: info@guidedogswa.com.au

www.guidedogswa.com.au

