

2014 Annual 2015 Report

Meeting the Needs of the Future



Giving the gift of
independence at any age.



Vision

To be the provider of choice for client directed services to people who are blind or vision impaired.

Mission

To deliver sustainable quality services that meet the needs of clients.

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History

Making a difference then and now

More than 130 years ago, people who were blind or vision impaired were forced to beg on the streets of Adelaide. That was until founder of the Royal Society for the Blind (RSB), Andrew Whyte Hendry, had a vision of starting an industrial training school in South Australia.

Hendry, who himself was blinded from the age of six, wanted a place where people who were blind or vision impaired could learn an occupation, allowing them to be active and valued members of their communities.

In 1884, this vision came to fruition with assistance from Sir Charles Goode, a wealthy merchant and politician. A suitable location in North Adelaide was found and the Institution for the Blind was born – the genesis of what would become the Royal Society for the Blind (RSB).

The institution's goal then, as it is now, was to assist Australians who are blind or vision impaired to achieve the quality of life to which they aspire.

The RSB has since grown from an ambitious employment and training centre to become a leading provider of services to more than 12,000 Australians nationally who are blind or vision impaired.

The RSB holds true today to the vision Andrew Whyte Hendry held in 1884 – the vision to make a difference now and into the future.





The RSB holds true today to the vision Andrew Whyte Hendry held in 1884.



Corporate Governance

Corporate Governance is the process by which the RSB is directed and controlled. The aim is to ensure that the management of the RSB is ethical and acts in accordance with its vision and values.

The RSB is regulated by The Royal Institution for the Blind Act (1934) as amended, and its Constitution. These define the rules and processes through which the RSB is managed.

The Board of Directors has responsibility for the governance of the RSB. It sets strategic direction, monitors the affairs of, and reviews the RSB's performance against targets and objectives.

To assist in this process, the Board has created the following RSB sub-committees to provide specialist advice:

Client Advisory Committee

Finance and Audit

Nominations and Governance

All Directors are required to acknowledge and subscribe to the following responsibilities:

To act honestly and in good faith

To use due care and diligence

To act in the best interest of the RSB

To ensure that management is competent

Not to engage in conduct likely to discredit or bring the RSB into disrepute

Patrons

His Excellency, the Honourable Hieu Van Le, AO, Governor of South Australia
7/8/2014 – Present

His Excellency, Rear Admiral Kevin Scarce, AO, CSC, RANR, Governor of South Australia
8/8/2007 – 7/8/2014

Mrs. Marjorie Jackson-Nelson, AC, CVO, MBE
3/11/2001 – 31/7/2007

Sir Eric J. Neal, AC, CVO
22/7/1996 – 3/11/2001

The Honorable Dame Roma Mitchell, AC, DBE, CVO
6/2/1991 – 21/7/1996

Lieutenant General Sir Donald B. Dunstan, AC, KBE, CB
23/4/1982 – 5/2/1991

Sir Keith Seaman, KCVO, OBE
1/9/1977 – 28/3/1982

Sir Douglas R. Nicholls, KCVO, OBE
1/12/1976 – 30/4/1977

Sir Mark Oliphant, AC, KBE
1/12/1971 – 30/11/1976

Major General Sir James W. Harrison, KCMG, CB, CBE
4/12/1968 – 16/9/1971

Lieutenant General Sir Edric M. Bastyan, KCMG, KCVO, KBE, CB
4/4/1961 – 1/6/1968

Air Vice Marshall Sir Robert George, KCMG, KCVO, KBE, CB, MC
23/2/1953 – 7/3/1960

Lieutenant General Sir C. Willoughby Norrie, KCMG, CB, DSO, MC
19/12/1944 – 19/6/1952

Sir C. Malcolm Barclay-Harvey, KCMG
28/7/1934 – 23/2/1939

Major General Sir Winston Dugan, KCMG, CB, DSO
28/7/1934 – 23/2/1939

Brigadier General The Honorable Sir Alexander G.A. Hore-Ruthven, VC, KCMB, CB, DSO
14/5/1928 – 26/4/1934

Lieutenant Colonel Sir Tom M. Bridges, KCB, KCMG, DSO
4/12/1922 – 4/12/1927

Lieutenant Colonel Sir W.E.G. Archibald Weigall, KCMG
9/6/1920 – 30/5/1922

Lieutenant Colonel Sir Henry L. Galway, KCMG, DSO
18/4/1914 – 30/4/1920

Admiral Sir Day Hort Bosanquet, GCVO, KCB
18/2/1909 – 22/3/1914

Sir George R. Le Hunte, KCMG
1/7/1903 – 18/2/1909

Right Honorable Hallam, Lord Tennyson, KCMG
10/4/1899 – 17/7/1902

Sir Thomas F. Buxton, Bt, GCMG
29/10/1895 – 29/3/1899

Right Honorable The Earl of Kintore, PC, GCMG
11/4/1889 – 10/4/1895

Board of Directors

Andrew Creaser

DipFP, CFP
President
Board Member since
June 2013



Rob Richards

Cert App.Sc.
Vice President
Board Member since
November 2010



Ray Clark

JP, AICD, MLBS
Vice President
Board Member since
August 1996



Bradley Gay

BEC, DGipAppFin,
MSc, FFINSIA
Treasurer from April 2014
Board Member
since June 2013



Pieter Haverhoek

MAICD
Secretary
Board Member since
2012



Andrew Daly

BEC, ACA, JP
RSB Executive Director
Board Member since
July 1996



Barry Clarke

MNIA
Board Member since
February 1992



Roz Sommariva

N.Path
Board Member since
November 2010



Dr Celia Chen

MBBS, PhD,
FRANZCO
Board Member since
December 2011



Damian Papps

BEC, ACA, JP
Board Member since
November 2013



Dr Grant Raymond

MBBS, FRACO, GAICD
Board Member since
September 2014



Michael Zannis

Employee
Representative
Board Member since
November 2014



Management

Andrew Daly
Executive Director



Chris Muldoon
Manager,
RSB Guide
Dog Service



Robert Depold
Deputy Chief
Executive Officer



Keith Smith
Manager,
Business Services



James Bardsley
Manager,
Client Services



Darrin Johnson
Manager,
Marketing and
Fundraising



Mark Burleigh
Manager,
Industrial Services



President's Report

Andrew Creaser, President



As the President of the Royal Society for the Blind (RSB), I am delighted to present the 2014/15 Annual Report, 'Meeting the Needs of the Future'.

As the primary source of assistance to those who need it most, the RSB's ongoing commitment to improve the quality and independence of clients' lives continues to grow as the RSB looks to the future.

In 2014/2015, the RSB has continued the work commenced in our 130th year to position the organisation for the changes in both the Disability and Aged Care sectors.

Significant strategic activities this financial year have included:

- Increased commitment to the Southern areas of Adelaide through the commencement of a new purpose built facility at Noarlunga set to open in early 2016.
- Increased commitment to regional South Australia with new staff engaged in Mount Gambier, the securing of permanent premises in Victor Harbor and the finalising of a plan to open an office in Kadina by October 2015.

- The release of a Client Charter of Commitment
- An investment in a new online presence at www.rsb.org.au
- The launch of Operation K9 a program that provides alternative career paths for RSB Assistance Dog to support veterans suffering Post Traumatic Stress Disorder.

In addition, our core services have also continued to thrive. RSB Industrial Services has provided valuable and meaningful employment for more than 130 years, and today employs 65 people who are blind or vision impaired.

This financial year, our clients received almost 170,000 hours of service and support and our RSB Guide & Assistance Dog Service increased our trained Assistance Dog teams to 61, including 57 RSB Guide Dogs and four Operation K9 Dogs.

RSB staff and management are to be commended for their continued hard work, energy, and dedication. Every day, more than 200 staff ensure the RSB's services are delivered at the highest standard, helping to improve the lives of so many Australians living with vision loss.

Special thanks must also be bestowed upon our benefactors, donors and sponsors – the fabric of the RSB is woven with so many stakeholders of support, commitment and passion from all avenues of our community.

Lastly, we are pleased to welcome South Australia's new Governor, His Excellency the Honourable Hieu Van Le AO as RSB's new Patron, and personally thank and acknowledge RSB's Patron in 2014/15, former Governor of South Australia, Rear Admiral Kevin Scarce.

Andrew Creaser
President

Executive Director's Report

Andrew Daly, Executive Director



The RSB's greatest commitment has always been to provide the highest quality of services to clients.

As leading providers of disability services RSB has released a Charter of Client Commitment, which enshrines the organisation's belief in the need to provide clients with impartial and transparent advice and to deliver quality services.

The Charter is the RSB's commitment to always act in the clients' best interest and, together, the RSB family aims to deliver clients with the highest quality of services, listen to their needs and work with them to access the services of their choice.

In providing these quality services and care to our clients, the 2014/15 RSB journey has again been a great success.

In 2014/15, we received 5,542 new referrals requesting services from the RSB.

An outstanding 24,311 individual service occasions were provided to clients, making this a 67% increase on last financial year.

Continuing to work with our clients within the comfort of their own homes, RSB Occupational Therapists provided 12,546 hours of service to clients.

In strengthening our reach to younger clients, RSB Child and Youth Services provided 1,318 hours of assistance and support to clients under the age of 18 and their families.

In 2014/15, RSB Volunteers once again went above and beyond to help change the lives of people who are blind or vision impaired. Without the support and generous time given by almost 700 RSB Volunteers, the provision of many RSB services would not be possible.

The volunteers' invaluable efforts across all areas of the RSB delivered 109,897 hours of service to 6,091 clients. This represents about \$3.8 million in saved wage costs to the RSB.

The RSB Board of Directors has continued to provide professional advice and support to the RSB. This volunteer Board provides countless hours of support and I thank the Directors for their dedication and commitment to the work of the RSB.

Financially, the RSB retains a strong balance sheet and whilst we are facing unprecedented change through the continued rollout of the National Disability Insurance Scheme, the organisation is well positioned to support those who are blind or vision impaired into the future.

Andrew Daly
Executive Director

Client Services

James Bardsley, Manager, Client Services



RSB Client Services provides a range of specialist services to support people who are blind or vision impaired to remain at home, maintain their independence and participate fully in the communities in which they live. These services are delivered from the RSB's many service centres across SA, ACT and the Hunter in NSW.

The RSB Client Services team works with clients to identify, assess and deliver an individualised and tailored package of services that incorporates client choice and best meets their individual needs.

In 2014/15, more than 169,021 service hours were delivered by RSB Client Services staff.

During 2014/15, 5,542 new referrals requesting services from the RSB were received. 24,311 individual service occasions were provided to clients by the RSB's multi-disciplinary teams across South Australia, Hunter in New South Wales and Canberra.

RSB Client Services is made up of the following key services:

Mobility Services

RSB's Orientation and Mobility Services enable people who are blind or vision impaired to independently travel throughout the

community with safety and confidence, including the use of public transport.

RSB's professional Orientation and Mobility Instructors provide assistance to people who are experiencing difficulties moving around due to vision loss.

The most common concerns experienced by people who are blind or vision impaired are managing hazards, such as steps and drop offs, crossing roads safely, and using public transport.

The RSB's Orientation and Mobility Instructors teach a range of strategies, and the use of various mobility aids, to assist people to manage these challenges with safety and confidence.

Independent Living Training

RSB Occupational Therapy staff delivers a range of services to assist people who are blind or vision impaired through the prescription of a range of low vision aids and equipment.

The RSB's Independent Living Services provide people who are blind or vision impaired with the necessary skills, equipment and strategies to live life as safely and as independently as possible.

The RSB has a team of trained allied health professionals who can assess the needs of people who are blind or vision impaired, make appropriate recommendations and teach them how to use a range of aids and techniques to assist with managing their vision loss. With this assistance, everyday activities can be managed, such as meal preparation, house cleaning, washing, ironing, personal grooming, gardening and money management.

During 2014/15, 5,542 new referrals requesting services from the RSB were received. **24,311 individual service occasions** were provided to clients by the RSB's multi-disciplinary teams across SA, NSW and ACT.



In 2014/15, the RSB
delivered a total of
7,018 hours of health
& wellness services
to more than
3,300 clients.



Health & Wellness Services

RSB's Health & Wellness Services continued to deliver significant results with a range of programs focused on the health and wellness of people who are blind or vision impaired in 2014/15.

The RSB's Health and Wellness Services provide assistance to people who are blind or vision impaired to maintain their independence and remain active.

The RSB offers a personalised service to maintain the health and wellness of clients, either at home or in a community based setting. This includes integration into mainstream activities and involvement in activities specifically for people who are blind or vision impaired.

The RSB also provides information on a wide range of health and wellness groups such as sport, craft and cultural activities. This enables the person who is blind or vision impaired to continue to enjoy participation in a range of community based activities in their local area.

RSB's Health and Wellness Services aim to enhance the health, functional abilities and quality

of life of a person who is blind or vision impaired. This is achieved through individual assessments and service plans to assess the individual's interests and abilities.

RSB's Social Support Programs assist people who are blind or vision impaired to maintain their leisure and social interests, or discover new ones.

The RSB's Social Support Groups provide people who have experienced vision loss with an opportunity to meet and share thoughts and ideas with others who are blind or vision impaired.

Services include integration into mainstream leisure and social activities in the client's local community, or involvement in activities specifically for people who are blind or vision impaired.

Services include:

- Social Inclusion – Providing social support to a client in their own home or in the community, including social support groups specifically for people who are blind or vision impaired
- Shopping – Assisting clients with regular grocery or occasional personal shopping

- Appointments – Support to attend medical appointments including transport.
- A range of activities including:
 - Spectator – Concerts, plays, movies, sporting events
 - Social – community events/groups/activities, RSB special interest events
 - Creative – craft, knitting, singing
 - Travel – outings, trips, lunches
 - Technology – Audio Books, iPads
 - Puzzles/Games – Trivia, Crosswords, Bingo

In 2014/15, RSB Occupational Therapists provided **12,546** hours of service to clients.

In 2014/15, RSB Orientation and Mobility Instructors provided **5,125** hours of services to clients.

In 2014/15, RSB Child and Youth Services provided **1,318** hours of assistance and support to clients under the age of 18, as well as their families.



Counselling Services

The RSB has a specially trained team of counsellors who assist individual clients to adjust to their vision loss and assist them with referrals and support to external services. Counselling is also provided for the families of people who have experienced vision loss, to provide them with an awareness and understanding of the functional impact of vision loss.

Child & Youth Services

RSB's Child & Youth Services (CYS) offer a variety of support services to children and youth between the ages of 0 to 18 and their families.

RSB's CYS program provides a holistic, family-centred service to children with vision loss and their families to assist them to reach their full potential.

The RSB provides a variety of trans-disciplinary supports, tailored to suit the individual needs of the child and their family.

Low Vision Centre – South Australia

No matter what eye condition a person may have, or level of vision loss they are experiencing, the RSB's Low Vision Centre continues to deliver specialised services to clients living in SA.

Through the support of Optometrists and Ophthalmologists in SA, **the RSB Low Vision Centre supported more than 3,000 clients in 2014/15.** This includes a total of 8,168 direct service hours to clients and 9,804 hours of information and advisory services for people interested in RSB Low Vision Services.

Through the RSB's strong relationship with Flinders University the RSB continues to provide a training ground for new optometrists studying at Flinders University. It provides these students with a unique experience in understanding what happens to clients once they leave the services of an optometrist, creating new referral pathways for the future. The RSB in conjunction with Flinders University's Low Vision Clinic, now provides the opportunity for RSB clients to be seen at this new state of the art clinic based in the southern suburbs.

Adaptive Technology Centre (ATC)

4,979 – The number of information and advisory services provided in 2014/15 to a variety of other clients and stakeholders interested in the wide array of specialised equipment that is on offer in RSB's Adaptive Technology Centres. These centres are also now available to clients in the Hunter Region, NSW and Canberra, ACT.



In 2014/15, the ATC provided direct training services to more than **2,766** clients and provided **6,777** hours of training services in Australia.



In 2014/15, a total of **3,995** hours of counselling services were delivered to clients.



In 2014/15 RSB Employment Services delivered **8,407** hours of services to clients.



Employment Services

In 2014/15, RSB Employment Services continued to focus on obtaining and maintaining sustainable employment for clients who are blind or vision impaired, which has resulted in a significant increase in sustainable job placements.

Through a range of new initiatives, RSB Employment Services is now better placed to support clients wanting to maintain their employment, return back to the workforce, or look for their first job.



Client Services – Continued

RSB Volunteer Services

In 2014/15, RSB Volunteers once again went above and beyond to help change the lives of people who are blind or vision impaired.

Without the support and generous time given by almost 700 RSB Volunteers, the provision of many RSB services would not be possible. The volunteers' invaluable efforts across all areas of the RSB delivered **109,897 hours** of service to **6,091 clients** which equates to about **\$3.8 million in saved wage costs**.

The RSB is grateful to all volunteers who dedicated their time to assist people who are blind or vision impaired in 2014/15 and looks forward to the support of these volunteers in 2015/16.



Community Education

This year, the RSB Community Education has expanded to include interstate audiences.

RSB staff delivered presentations to clients across all areas, providing information about reforms and how to access funding for services through the National Disability Insurance Scheme and the My Aged Care Gateway. Attendees were reassured that RSB staff is able to assist with navigating these pathways.

A Vision Loss Screening Tool has also been developed to encourage appropriate referral to the RSB for support services.

NDIS & Aged Care Reform

Over the last 12 months there has been a plethora of changes to service provision in the sector brought about by government reform at a federal level, including both the introduction of the National Disability Insurance Scheme (NDIS) and the Aged Care Reform Agenda.

This coupled with changes to Disability Employment Services (of which RSB is a part of) and reform to the Health Services sector has brought with it a number of challenges for the RSB including how to operate in this changing environment but also how to best continue to deliver our specialist services to people who are blind or vision impaired and identify opportunities for new service delivery to further assist our client group.

Since the NDIS was first mooted, the RSB has continued to actively campaign on the need to adequately include and account for, the future needs of people who are blind or vision impaired, and the organisation continues to actively seek support at both state and federal levels.

At an operational level, RSB Client Services continues to look at ways to support clients through this very confusing and changing period, with the ultimate goal of opening up new avenues for service provision to people who are blind or vision impaired, and to continue to offer client choice in the services that they receive.



Government of South Australia

Department for Communities and Social Inclusion



Health



Australian Government

Department of Veterans' Affairs



ACT
Government



Australian Government

Department of Health



Australian Government

Department of Social Services



**Disability[™]
Employment
Services**

AN AUSTRALIAN GOVERNMENT INITIATIVE

ndis National Disability
Insurance Scheme

My Eye Health Program

James Bardsley, Manager, Client Services



The My Eye Health Program (MEHP) is a community awareness program about eye health, focusing on the early detection and prevention of eye disease and improving access and delivery of services to support people who are blind or vision impaired.



The program reaches a wide variety of audiences within the community and, this year, there has been a focus on Cultural and Linguistically Diverse (CALD) groups,

Educators have provided information and resources to retirement villages, service clubs, hospitals, aged care, government departments, community groups and students in both country and metropolitan regions. Activities included a seminar for GPs and optometrists and there have been opportunities to work in collaboration with Diabetes SA and the University of South Australia.

The MEHP continued to work with the Aboriginal Health Council of SA (AHCSA) and the Adelaide Crows to look at ways to improve Aboriginal eye health.

With the help of Dr. Cesar Carillo, from Sight for All, an Impact Evaluation Study of the MEHP has commenced to capture feedback from participants and review outcomes of the program.

This financial year (2014/2015) there were 192 presentations delivered reaching 4,147 people.

The RSB and all MEHP program partners would like to thank His Excellency, Rear Admiral Kevin Scarce AO CSC RANR, the Governor of South Australia for his involvement as Patron of the My Eye Health Program, and welcome His Excellency, the Honourable Mr Hieu Van Le as the new Patron.

With thanks to My Eye Health Program Partners:

- Freemasons Foundation
- RANZCO (SA)
- Sight For All

The continued success of MEHP has proved to be beneficial to both students and professionals in the health and aged care industry, as shown in the testimonials below:

"This experience made me deeply appreciate the range of quality services that are available to people who are blind or vision impaired."
– Student, Certificate III in Disability

"The presentation was beneficial to staff and we have booked the My Eye Health Program to return later in the year." – Facility Manager (Aged Care)

“Our students are now aware about how to refer clients in to the RSB, and the self-assessment competency framework sheets have been used in practical scenarios during training.”

**Registered Training
Organisation (Aged Care)**



RSB Guide & Assistance Dog Service

Chris Muldoon, Manager, RSB Guide & Assistance Dog Service



The RSB Guide & Assistance Dog Service is the RSB's most recent service development, established in 2006. This year, the service is proud to have 57 RSB Guide Dogs and client working teams, as well as four RSB Assistance Dogs and client working teams.

Breeding Program

The RSB Guide & Assistance Dog Service boasts a successful breeding program, with Brood Bitches generously donated from guide dog schools all over the world, including Guide Dogs UK, Kansai Guide Dog School Japan, Asian Guide Dog Breeding Network (AGBN), Guide Dogs for the Blind Ireland, Guide Dogs Norway, Guiding Eyes New York, USA, Guide Dogs for the Blind USA San Rafael and Guide Dogs Queensland.

In 2014/15, the Y, Z, A, B, C and D pups were welcomed! A total of 22 pups that all have the breeding pedigree to become future RSB Guide & Assistance Dogs. In total, the RSB Guide & Assistance Dog Service had an amazing total of 51 pups, plus 12 breeding stock, on the program as at 30 June 2015.

Puppy Education

Puppy Education at the RSB Guide & Assistance Dog Service would not exist without the vital ongoing support of more than 200 RSB volunteer puppy educators, bed and breakfast boarders, emergency boarders and brood bitch holders and we thank them for their continued efforts and dedication in raising our pups to become RSB Guide & Assistance Dogs.

Congratulations Graduates!

The RSB Guide & Assistance Dog Service is proud to announce the following RSB Guide Dog graduates for 2014/2015 – congratulations to RSB Guide Dogs Isabella, Iden, Gilbert, Hazel, Isla, Halle, Indie, Jessa, Patrick, Mia and Eddie.

The RSB Guide & Assistance Dog Service is proud to announce the following RSB Assistance Dog graduates for 2014/2015 – congratulations to RSB Assistance Dogs Macey, Murray, Ruby and Prince.

The RSB Guide & Assistance Service is proud to boast a new total of 61 RSB Guide & Assistance Dog and client working teams in South Australia.

63

The number of pups
in the RSB Guide &
Assistance Dog Service
Puppy Education Program
in 2014/15.



RSB Guide & Assistance Dog Service – Continued

Helping those who have seen too much...

Since the announcement of the Operation K9 program, a total of four dogs have been paired with Australian veterans living with Post Traumatic Stress Disorder (PTSD).

The new initiative reflects the RSB and Returned & Services League's (RSL) commitment to supporting the welfare of those who have bravely served their country in a way that uses the RSB's unique capabilities as South Australia's leading provider of Assistance Dogs.

The RSB Assistance Dogs involved in Operation K9, who can accompany their owners everywhere, including on public transport and in shopping centres, cinemas and restaurants, are trained to carry out a range of tasks aimed at reducing anxiety, as well as being a 'friend' and companion to those living with PTSD.

For more information on the RSB Guide & Assistance Dog Service, contact (08) 8417 5656

Thank you

The RSB Guide & Assistance Dog Service would not be the world class service it is today without the dedication and commitment of volunteers, veterinarians and valued sponsors, including Royal Canin, PETstock, Novartis, IDEXX Pathology Services, Boehringer Ingelheim, FaB Cleaning Services and Accede Holdings.

The RSB would also like to extend a special thank you to our passionate and dedicated vets, including Dr Mark Reeve (Tea Tree Gully Veterinary Hospital), Dr Angus Brown (Stephen Terrace Veterinary Clinic), Dr Andrew Carter (Magill Veterinary Clinic), Dr Chris Girling (Noah's Crossing Veterinary Clinic), Dr Roger Lavelle (Lavelle Diagnostic, Lancefield Victoria) and Dr Tony Read (Veterinary Ophthalmic Services, Plympton).





"Operation K9 is a program which should go national. Before Perry, I hated crowds and had a nervous habit of rubbing the back of my neck, which I rarely do now because Perry is trained to notice the signs if something isn't right."

**Christopher Rapson,
RSB Client and
returning veteran**

RSB Industrial Services

Mark Burleigh, Manager, Industrial Services



Another busy and successful year at RSB Industrial Services stands as a credit to the workforce at the RSB Gilles Plains factory.

65

The number of people who are blind or vision impaired who are provided with valuable and meaningful employment at RSB Industrial Services.

\$1.3 million turnover – RSB Industrial Services has established a strong reputation for quality and efficient delivery of packaging and assembly solutions.



In 2014/15, RSB Industrial Services remains incredibly passionate about partnering with local businesses, and has attracted many new customers across a diverse range of services, and retained business partnerships with major clients Electrolux, Philmac, Sarstedt and Toro.

A continuing member of Food SA, RSB Industrial Services is proud to support some of South Australia's best producers, including Tuckers, Goodies and Grains, Robern Menz, Kytons Bakery, Barossa Cheese Company, and Emmaline's Country Kitchen.

In comparison with other Australian Disability Enterprises (ADEs), RSB Industrial Services stands strong as a one-stop shop for its clients, capable of assembling, fitting and finishing special job requirements.

RSB Industrial Services also retains the highest levels of accreditation with ISO 9001 Quality Assurance and HACCP (Hazardous Analysis Critical Control Points) Certification.

RSB Industrial Services continues to thrive in a difficult economic environment, which is a credit to both its loyal customers and the quality and value of what it has to offer, including:

Manual bag and box filling

Sorting

Collating and labelling

Shrink-wrap packaging

Heat sealing

Blister packaging

Die cutting

Sonic welding

Thermoforming (vacuum)

Pressure forming

Call RSB Industrial Services on (08) 8417 5600 or visit our website www.rsb.org.au for more information.



"I've had a great time working at RSB Industrial Services. I actually enjoy coming to work, which is an amazing feeling."

Richard Starling,
RSB Industrial Services Employee



Print Alternative & Digital Library Services

James Bardsley, Manager, Print Alternative & Digital Library Services



In 2014/15, more than 2,100 RSB clients accessed information in print alternative options, including 19,000 pages of Braille and tactile diagrams, almost one million large print pages, more than 6,200 pages of e-text and 12,700 hours of audio requests.

10,928

The total number of titles available through the RSB Digital Library Service.

811

The number of clients who use the Digital Library Service on a regular basis.

The monthly production of large print crosswords continued with thanks to the volunteer services of the East Torrens Lions Club. In 2014/15, more than 1,650 copies of large print crosswords were distributed nationally each month, free of charge to Australians who are blind or vision impaired. Demand for this service continues to grow with requests from across Australia.

Accessible Information Service

The RSB's Accessible Information Transcription Service is available to all RSB clients free of charge, and fee for service to businesses, service providers, government departments, educational facilities, clubs, churches and community groups. This valuable service enables people who are blind or vision impaired to access information in their communities.

With current technology and RSB's highly skilled staff, nearly all print material can

be transcribed into a format more suited to an individual's requirements. In 2014/15, regular requests included newsletters, business cards, performance programs, books, schematics, reports, wine labels and tasting notes, and appliance instructions, and more.

In 2014/15, 30 organisations across Australia accessed this service, including: Fox Creek Wines, City of Mitcham, City of Charles Sturt, Adelaide Legacy, University of South Australia, ECH, Julia Farr Group, Access2Arts, ACT Government, Office of Paul Caica MP, Office of Kelly Vincent MP, Micro Promotions, Aged Rights Advocacy Service (ARAS), NDS, Inprint Design, and SA Museum.

Enquiries are welcome for this important community service. Please call (08) 8417 5555, visit www.rsb.org.au or mail@rsb.org.au

“With current technology and RSB’s highly skilled staff, nearly all print material can be transcribed into a format more suited to an individual’s requirements.”



Marketing & Fundraising

Darrin Johnson, Manager, Marketing & Fundraising



Making a mark in the community

The Marketing and Fundraising unit is responsible for raising funds and promoting the work of the RSB across South Australia, ACT and the Hunter Region of NSW. Our services included management of the RSB brand, advertising campaigns, social media, newsletters, publications, media relations, public appeals, grants trusts and foundations, lottery programs, bequests, community fundraising and events.

Change for Charlie

Change for Charlie encourages businesses to support the RSB during the month of June by asking their customers and staff to donate change in Change for Charlie tins. A record number of tins were placed in the community in June this year with more than 900 participating sales points.

Special thanks to our major partners Foodland for supporting the program across every cash register at every Foodland Supermarket.

To support the campaign, a new television commercial was launched raising much needed awareness for the RSB featuring Zali, one of our gorgeous Golden Retriever pups.

Public votes support the work of the RSB

During the year, two significant donations to the RSB were secured thanks to the support of our volunteers, donors, social media supporters and the general public.

"I've loved partnering with the RSB to help spread the message that there is guidance for people living with vision loss."

**Erin Bell – Adelaide Thunderbirds
& Australian Diamonds Netballer**



"Dick Smith ranked the RSB eighth in all of Australia in the Dick Smith Charity Breakthrough."



Marketing and Fundraising – Continued

In February, Dick Smith Foods ranked us eighth in all of Australia in the Dick Smith Charity Breakthrough, based on supporters nominating the RSB and sending a photo of themselves with a Dick Smith product. The RSB was thrilled to receive a \$10,000 donation from Dick Smith himself.

Throughout April, the State Government through their Fund My Community initiative allowed the public to vote on innovative projects that would support the South Australian community. The RSB received one of the highest votes in the state for our new Operation K9 program and was one of two charities to receive the maximum possible funding of \$100,000. These funds will be used in the 2015/16 financial year to support the training and development of four new Operation K9 dogs to support veterans with Post Traumatic Stress Disorder.

How can I be a part of this community work?

With just 45 per cent government funding, the RSB relies heavily on the generosity of RSB donors, supporters and followers to assist us to continue to provide free client services.

To help the RSB assist people who are blind or vision impaired, you can:

- Attend RSB events or hold your own
- Volunteer
- Sponsor an RSB Guide & Assistance Dog pup or an event
- Donate
- Become a regular donor
- Buy an RSB lottery ticket
- Leave a Bequest
- Like us on Facebook or share the RSB Facebook page
- Display an RSB coin collection unit at your organisation or workplace

Like to know more?
Please call RSB Marketing and Fundraising on (08) 8417 5555, visit www.rsb.org.au or www.facebook.com/RSBfocus or donate by calling 1800 644 577.



 www.facebook.com/RSBfocus

 www.twitter.com/RSBfocus

 www.YouTube.com/RSBfocus

RSB Ambassador Team

Sharing the RSB's vision to make a difference into the future are RSB Ambassadors. As respected leaders in their fields, the support of the RSB Ambassadors delivers invaluable messages to the wider community about the important work that the RSB undertakes. In 2014/2015, their attendance at RSB events has assisted us to generate new interest and audiences.



Erin Bell

Adelaide Thunderbirds
and Australian Diamonds
Netballer

"I became an RSB Ambassador due to my own personal experience with vision impairment. I have worn glasses/contact lenses since I was 10 years old and would not have been able to pursue my sporting dreams without vision correction."

Seamus Evans

Totally Wild, Network Ten

"The journey that both the RSB Guide Dogs and their owners who are blind or vision impaired walk down is out of this world! Being an RSB Ambassador is a great opportunity to raise awareness for this beautiful partnership."



Rachael Leahcar

RSB Client and The Voice Australia Finalist

"I was born with Retinitis Pigmentosa and one day I will be totally blind. This would be scary if not for the Royal Society for the Blind. As an ambassador for them, I hope I can do everything in my power to help others like myself live their lives to the fullest, like the RSB has helped me to do."



Jane Reilly

Former FIVEaa Breakfast Radio Host

"Imagine how lonely and sad it must be to be born blind or vision impaired or to acquire vision loss. The RSB is there to support clients and their families during difficult times and to give them a brighter future."



Adam Gibson

Adelaide 36ers, Team Captain

"I am very excited to be an RSB Ambassador this year, as it will give me the opportunity to support and raise awareness for people who are blind or vision impaired through the many programs and events that the RSB organise."



Special Thanks

The RSB receives generous support from many caring individuals, organisations, Trusts and Foundations.

To all our major donors and supporters, the RSB appreciates your generosity and acknowledges that without your support we could not achieve the level of service and support provided to our clients – more than 12,000 Australians who are blind or vision impaired.

A special thank you is sincerely expressed to the following:

Foundations and Organisations

Special thanks to the many Service Clubs for their financial and volunteering support

Aboriginal Health Council of South Australia (AHCSA)

Accede Holdings

Adelaide Eye & Laser Centre

Adelaide Football Club (AFC)

Aged Persons Welfare Foundation (NSW)

Alert SA

ANZ Staff Foundation

Australian Hotels Association – Hotel care Community Project

Beyond Bank

Boehringer Ingelheim

City of Port Adelaide Enfield

CMI Toyota

CMV Foundation

CMV Group

Coopers Foundation

Community Benefit SA

Dick Smith Food Foundation

FaB Cleaning Services

Fay Fuller Foundation

Foodland

Freemasonry SA & NT

Freemasons Foundation
Hyde Park Bankers Lodge
No 193

Freemasons Foundation
Flinders Park

Freemasons Foundation Inc
Lewis Lodge Brighton

Fund My Community – Minister for Communities and Social Inclusion

Goodies and Grains

Hancock Foundation (The)

Honda Foundation

IDEXX Laboratories

Kirsten Charity Trust

Kiwanis Club of Glenleg

Lions Club of East Torrens

Lions Club of Mannum

Mazda Foundation

Morgans Financial Limited

Morialta Trust

Mount Gambier & Districts Club for the Vision Impaired

NAB (National Australia Bank)

Optometrist Association of SA (The)

Pack'n'Label Solutions

PETstock

Port Adelaide Enfield Council

| | | |
|---|---------------------------------|--|
| RAA of SA | South Australian Jockey Club | St Lucia Festa Group |
| Rex Airlines | Senior Citizens Friendship Club | State Recovery Office, Department for Communities and Social Inclusion |
| Rotary Club of Kidman Park | Sentinel Spectrum | Tea Tree Gully Vet Hospital |
| Royal Australian and New Zealand College of Ophthalmologists SA (RANZCO SA) | Sight for All | |
| Royal Cainin | Smithfield RSB Knitting Group | |
| Royal Commonwealth Society | | |



Special Thanks – Continued

Individuals

The Family of Gwenda
Martin, OAM

Maxwell Cooper Family Trust

Mrs M Addis

Mr DV Allen

Ms R Aulton

Mr TCA Binks

Ms J Bonner

Mrs P Boots

Mrs B Bray

Mrs M Buxton

Mr and Mrs P & V Carmen

Mr BC Clarke

Mr B Cooper

Ms L Cunninghame

Mr D Cutting

Mrs JW Dean

Mr and Mrs G and M Dimmitt

Mr CJ Domaille

Mr D Fiegert

Mr R Finder

Dr A Fordham

Mr and Mrs I and C Fraser

Ms C Germaine

Mr B Gillard

Mrs M Gramp

Mr GG Grivell

Mr GA Hackett-Jones

Mr K Harant

Mrs M Hardy

Mr RM Hawkes

Mr and Mrs RW Hazell

Mr K Hendry

Ms E Jefferson

Ms S Jones

Mr R Kemp

Mr R Kenrick

Mrs L Kernick

Mr Klaschen von Averhoff

Mr H Kramer

Miss WM Laffer

Mrs EC LeMessurier

Mr SJ Leschke

Mr M Liebelt

Mr GR Lyons

Mr G Matheson

Mr R McNeil

Mr and Mrs McPherson

Mrs I Medianik

Mr P Miller

Mrs Miller and Family

Mr C Mitchell

Mr and Mrs Ogier

Mr and Mrs G & E Palmer

Mrs BJ Pelton

Mr and Mrs M & S Rabbitt

Ms V Rivers

Mr I Robertson

Mrs E Roth

Mrs A Ryan

Mr RT Sexton

Ms H Simonitsch

Miss C Tattershall

Mrs M Tattershall

Miss PH Trott

Mr G Uyttenhove

Mrs C Van Hattum

Mr B Videon

Mr I Wall

Mrs Ward

Mrs J Willis

We would also like to thank the media for their ongoing support of the RSB.

Special mentions go to South Australian regional radio stations and newspapers for their continued coverage of the My Eye Health Program.

The RSB would also like to acknowledge the many South Australian service clubs who offered their financial and volunteering support throughout the year.

Fundraising Auxiliaries

The passion and commitment to raise vital funds for people who are blind or vision impaired by volunteers from the RSB Auxiliaries in Gawler and Murray Bridge is sincerely appreciated and acknowledged.

Through organising events, attending fairs, placing coin collection units, Badge Day participation and with merchandise and trading table sales, these special volunteers have not only been wonderful ambassadors for the RSB but have raised funds to provide much needed equipment and programs to benefit people living within their community who are blind or vision impaired.

The Board, Management staff and clients are very grateful for your commitment to help others.

If you would like to volunteer to assist the RSB Marketing & Fundraising team, please call RSB Volunteer Services on (08) 8417 5599 or email volunteer@rsb.org.au

RSB Guide & Assistance Dog Collection Units

A special thank you to the many South Australian businesses and organisations who are supporting the RSB Guide & Assistance Dog Service throughout the year with an RSB coin collection unit. Each donation assists in raising the \$25,000 it costs to breed, raise and train an RSB Guide & Assistance Dog.

We are extremely grateful to the many locations supporting the RSB through our coin units.

If you would like to display a RSB Guide & Assistance Dog coin collection unit to help raise money for a great cause, please call RSB Marketing and Fundraising on (08) 8417 5555.



Bequests

Leaving a legacy that will continue to assist people who are blind or vision impaired is a wonderful and lifesaving gesture that ensures ongoing RSB services and support are available for generations to come. It is with great honour and gratitude that the RSB acknowledges people who have chosen the RSB as their preferred charity of choice in their Wills.

The RSB honours the following who have generously contributed through their bequest support during the last financial year:

M E Addis

P A Anthony

W F M Appleby

M R Aulton

M H Auschild

S R Biggs

W H Blake

B Boucher

WE H Bridgman

G A Carter

C and L Clarke

F M Colmer

R A Doepeke

K M Fletcher

M G Fraser

M B Gerblich

J Guiver

E Jefferson

S G Lane

E M McBriar

D C McCracken

P McLaren

J Melrose

B and E Miers

H J Nankivell

J N Pedler

C Power

O and S Raymond

E M Rivers

T M Ryan

G M B Rychter

A H Schlank

H Simonitsch

L Thompson

D J Walker

M D Williams

T C Wollaston

T M Woods

If you would like to leave a bequest to the RSB, please contact the RSB Donor Liaison Officer on (08) 8417 5555 for a confidential discussion or visit www.rsb.org.au. Your bequest will assist the RSB to continue its long-standing service of more than 130 years into the future.



Form of Bequest

Residual Bequest

I.... give and bequeath free of all duties (insert whether all or part) of the rest and residual of my real and personal property to the Royal Society for the Blind of SA Incorporated of 254 Angas Street, Adelaide, South Australia, absolutely for the general purpose of the said Society. I direct that a receipt of the Treasurer or other proper officer for the time being of the Royal Society for the Blind of SA Incorporated shall be sufficient discharge of my Trustee.

Pecuniary Bequest

I.... give and bequeath free of all duties (include the amount in words and figures) to the Royal Society for the Blind of SA Incorporated of 254 Angas Street, Adelaide, South Australia, absolutely for the general purpose of the said Society. I direct that a receipt of the Treasurer or other proper officer for the time being of the Royal Society for the Blind of SA Incorporated shall be sufficient discharge of my Trustee.

For potential bequestors living in interstate locations where the RSB provides services (NSW and ACT) the wording remains applicable. For specific queries, please call the RSB Donor Liaison Officer on (08) 8417 5555.

In Memory

The RSB acknowledges this gift of support and community spirit by celebrating the lives of the following:

Mr Donald Allcock

Mrs Betty Andrew

Mrs Marjorie Atkins

Mrs Dorothy Bell

Mr Antonio Bratovich

Mrs Valma Brooks

Mrs Audrey Cocks

Mr Gary Leslie Cranwell

Mrs Betty Joyce Ellery

Mrs Hilda Farrell

Ms Gloria J Franklin

Mrs Jane Margery Fuller

Ms Susie Giles

Mr Carl Gogoll

Mrs Doris Irene Greenfield

Mrs Elaine Harfull

Mr Syd Harrex

Mrs Mangalika Hirschi

Mr Michael Stuart Hoare

Mr Kyle Phillip Holman

Mrs Rowena Margaret Jackway

Mrs Elizabeth Joraslafsky

Mrs Alice Kemp

Mrs Laurel Jessie Kennedy

Mrs Margaret Lampard

Mrs Norma Lehmann

Mrs Joan Leigh

Mrs Phyllis Maiden

Mrs Dawn McBride

Mrs Connie Norris

Mr Charles Paulit

Mrs Mary Josephine Renfrey

Mrs Betty Rickard

Miss Ellen Ryan

Mr Merv Satterley

Mrs Doreen Shekle

Mrs Shirley Sherman

Mr Roston Sims

Mrs Edna Mabel Thomson

Mrs Jean Tomczak

Mr Eric Kingsley Torr

Mrs Norma Trewren

Mr Mimis Tzelilis

Mr John Ward

Mr Kenneth Wasley

Mrs Francis Westley

Mr Prince Star White

Mrs Betty Wrigley

Mrs Evelyn Faye Yeend

Mr Keith Oliver Young

If you would like further information about In Memory donations, please contact the RSB Donor Liaison Officer on (08) 8417 5555 or visit www.rsb.org.au. In Memory envelopes are available on request.



Treasurer's Report

Bradley Gay B.Ec, GdipAppFin. M Sc. FFINSIA, Treasurer



The RSB's consolidated financial statements have been prepared in accordance with the Reduced Disclose Requirements under AASB1053. BDO has audited these statements and a full set of accounts including an unqualified audit report will be tabled at the RSB's Annual General Meeting, or made available on request.

This Treasurer's Report has been prepared to provide a concise summary of the RSB's consolidated financial results and to assist readers of the report to better understand the RSB's financial position.

Operating Results

The underlying deficit from normal operations was \$3.09 million compared to \$2.84 million for the previous financial year. After adjustments for changes in the market value of investments and property, bequests and other items, our Statement of Comprehensive Income shows a net deficit of \$0.96 million compared to a net surplus of \$0.26 million for the previous financial year.

In the Statement of Consolidated Comprehensive Income, the RSB has brought to account devaluation of its available for sale equity instruments of \$385,248.

Net Assets

The consolidated Net Assets of the RSB now stand at \$35.10 million compared to \$36.06 million for the previous financial year. The RSB is in a sound financial position to meet future service requirements.

Services

Over the last financial year, the RSB has provided nearly 170,000 core service hours to clients and more than 109,000 volunteer service hours.

This result reflects our commitment to meet the increased demand for client services and support.

On behalf of the Board, I would particularly like to highlight the importance of benefactors, supporters and the government in maintaining our relatively strong financial position.

The RSB now supports the needs of more than 12,000 Australians who are blind or vision impaired.

The incidence of vision loss in our community will continue to increase in proportion to the ageing of our population, and therefore it is vital that the RSB continues to attract bequests in order to fund future increases in demand for services, as well as realising some initial fee for service revenue in RSB interstate offices, such as New South Wales and Canberra.

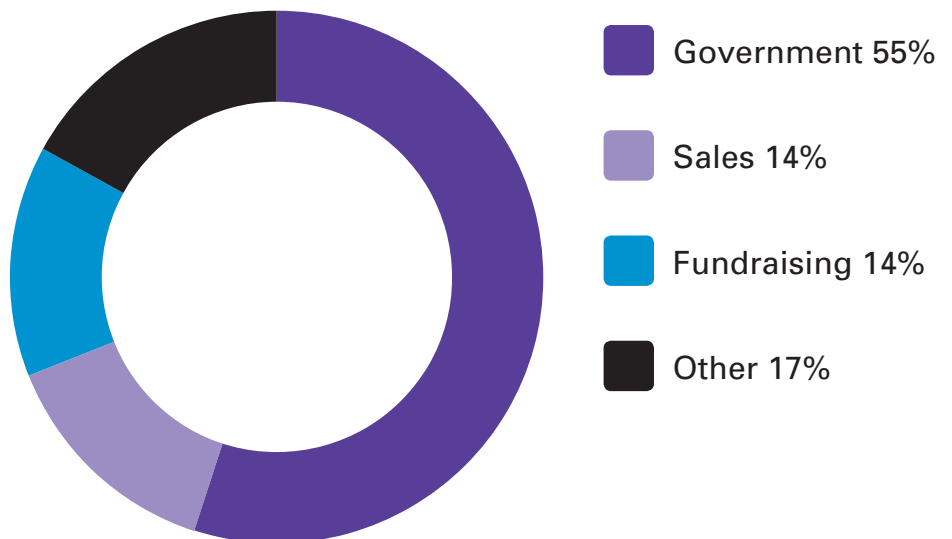
Governance

The RSB's financial statements are audited each year. The Finance and Audit Committee, a sub-committee of the Board of Directors (Board), meets monthly to examine the RSB's financial position in detail and, as Treasurer, I provide a monthly report of these meetings to the Board.

The Investment Sub Committee, a sub-committee of the Board, meets three times a year to review the management of the investment portfolio, in order to optimise returns and minimise risk.

Through ongoing strong management practices, the RSB has placed itself in a sound financial position that will enable it to assist people in South Australia who are blind or vision impaired for many years to come.

Summary of Revenue from Continuing Operations



Offices of the RSB

Adelaide, SA Office

230 Pirie Street
Adelaide SA 5000
(08) 8417 5599
mail@rsb.org.au

254 Angas Street
Adelaide SA 5000
(08) 8417 5555
mail@rsb.org.au

Hunter Region, NSW Office

151 Lambton Road
Broadmeadow NSW 2292
(02) 4956 2282
rsbhunter@rsb.org.au

Canberra, ACT Office

Griffin Centre
20 Genge Street
Canberra ACT 2601
(02) 6247 4580
canblind@tpg.com.au

Outer Metro & Regional Offices South Australia

Gilles Plains

T (08) 8417 5656

Smithfield

T (08) 8417 5690

Mt Gambier

T (08) 8725 1921

Christies Beach

T (08) 8417 5660

Port Augusta

T (08) 8641 1980

Victor Harbor

T (08) 8552 9774

NDIS Provider Registration Numbers

SA 35234897
NSW 26405704
ACT 12736229

Donor Toll Free Number

1800 644 577

Client Toll Free Number

1800 675 554

Puppy Sponsorship

(08) 8417 5555

www.rsb.org.au



This annual report is available
in alternative formats.



www.facebook.com/RSBfocus



www.twitter.com/RSBfocus



www.YouTube.com/RSBfocus



rspb

Royal Society for
the Blind





For more information about the Royal Society for the Blind,
call (08) 8417 5599 email mail@rsb.org.au or visit www.rsb.org.au