




Annual Report 2017/18



Navigating
new routes

A photograph of two men in an office setting. In the foreground, a man with curly dark hair is wearing large black headphones and a dark jacket, looking down at a laptop. His hands are on the keyboard. Behind him, another man with a beard and light brown hair is leaning over, looking at the same laptop. The background is a plain white wall.

RSB Employment
Services' client, Tim,
learning new skills from
Yuri at Freerange Future

Our Vision

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

Our Mission

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

Our Values

Clients:

- Are respected and valued members of the community.
- Have the same rights as all Australians.
- Through our services are enabled to improve the quality of their lives.

Staff and Volunteers:

- Are critical to the success of the RSB and their contributions are recognised and acknowledged.
- Are encouraged to develop their knowledge and skills for the benefit of our clients.
- Work in an appropriately resourced and safe working environment.

Partners:

The RSB values collaboration to improve outcomes for clients.

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2017-2018 Snapshot



172,796

Hours of service and support delivered to our clients.



3,089

Hours of service provided by the Low Vision Centre to **849** clients.



134

Continuous years of service to the blind and vision impaired community.



5-star

Government rating achieved by Employment Services.



94

RSB Guide and Assistance Dog working teams.



92%

Client satisfaction with RSB assistance in preparing their NDIS plan.



812

TV, radio, print and online media stories or references.



38,870

Followers on Facebook.



V8 Supercar Driver, Nick Percat, visits Gilles Plains.



Ch7 Sunrise broadcasting live from Gilles Plains.



RSB LapDogs "Doggy Look-alike" winner.



International Guide Dog Day in Rundle Mall.



President, Barry Clarke, representing the RSB at the Adelaide 500.

President's Report



Barry Clarke

While the RSB supports the objectives of the NDIS and the choices it claims to provide to Australians with a disability, the difficulties associated with its roll-out are well documented.

Unfortunately, the NDIS only provides for people under 65 whereas vision loss is most prolific as people age. Therefore, people over the age of 65 only have the My Aged Care system to support them. This has inadvertently created a terrible new era of age discrimination where people who need the most support receive much less.

Unfortunately, we anticipate that it will still take some time for many of the issues directly impacting our clients to be resolved. We have and will continue to, advocate on behalf of the blind and vision impaired community and work with the relevant authorities to ensure our clients continue to receive the highest levels of assistance possible.

To say the last year has been challenging, is an understatement. The continued roll out of the NDIS and My Aged Care, coupled with the cessation of traditional block funding, has seen the RSB operating in the toughest environment that I can personally recall.

I would like to acknowledge the appointment of RSB's new Executive Director, Robert Dempsey. With a broad range of experience working across the health, disability, ageing and mental health sectors, he is well qualified to guide the RSB safely along a difficult pathway ahead. Rob has hit the ground running and has provided an exceptional standard of leadership and guidance from day one.

The contribution of our people throughout this challenging period has been outstanding. Not only have they assisted with planning and implementing the changes needed to maintain continuity of service to our clients, they have also achieved amazing successes, including:

- The RSB Project XLR8 team for their Gold Award in the national Good Design Awards.
- Our Marketing and Fundraising team for maximising our opportunity as the Official Charity Partner of the 2018 Adelaide 500, to deliver an extraordinary fundraising result.

- The RSB Guide and Assistance Dog team for progressing negotiations with the Thai Government to establish the first Guide Dog Program in their country. As you read this, an official agreement will have been signed, providing a new revenue stream for the RSB to deliver services to the South Australian blind and vision impaired community.

As always, I would like to acknowledge the assistance of our dedicated group of volunteers, along with the generous financial support of our donors, bequestors, state and federal governments, and other benefactors.

Finally, I'd like to express my appreciation to the Board of Directors for their dedicated support, due diligence and governance of the RSB. In accordance with our Constitution I will be relinquishing my role as President at this year's AGM. I wish my successor the very best.

Executive Director's Report



Robert Dempsey

Since commencing my role with the RSB in November 2017, I have been in awe at the passion of everyone involved in this very special organisation. It is a huge privilege to be entrusted as custodian of a rich heritage spanning 134 years.

My initial focus was familiarising myself with the broad range of services we provide and how we go about delivering them.

It has been a steep learning curve and although I already knew the RSB was an outstanding organisation, my admiration has grown with every passing month. My sincere thanks to everyone – clients, the Board, staff and the Management team – who have made me feel so welcome and helped get me up to speed.

Although my relationship with the RSB is quite new in a professional sense, it goes back many years on a personal level. My father became blind from the devastating effects of Glaucoma at a relatively young age and as a family, we experienced the care and dedication of the RSB from a client's perspective.

Now, having been diagnosed with Glaucoma myself, I have a very personal interest in ensuring the RSB continues to thrive.

Planning to ensure the RSB adapts to the new environment of NDIS and Aged Care funding models was well underway before my arrival. By responding to rapidly-changing circumstances, we have been able to continue supporting clients onto the NDIS and Aged Care systems, as the former State Government funding for many of our services was discontinued. However, there is no doubt that we are currently experiencing the most challenging period the RSB has ever faced.

The teething problems associated with the NDIS rollout and Aged Care funding are well documented and have resulted in many of our clients languishing on long waiting lists, not receiving funding for services they previously received or need to commence, and in many instances receiving less funding for services than it costs us to provide them. We are not alone in this, with virtually all disability service providers facing the same or similar realities.

However, just as our clients face adversity and overcome many challenges, I know the RSB is a resilient organisation and we are singularly focused on the task ahead of supporting people who are blind and vision impaired to remain independent and to live a full and rich life.

Community Services

It was a year filled with change, activity and engagement for RSB's Community Services team, providing services across South Australia to support more than 2,000 people.



RSB has been extremely active in Adelaide's northern communities working with people to access services from NDIS and Aged Care.

Throughout the year, RSB hosted 15 NDIS information sessions in both metropolitan and regional areas. Positive feedback suggested that the information sessions helped many customers to understand NDIS better and take the next steps in the process. As the NDIS has continued to roll out across the state, the central and southern teams have become engaged in planning and have provided a relaxed environment for both new and existing customers to learn more about the services that RSB provides to achieve their goals.

RSB continues to learn, engage and adapt as we implement the NDIS and Aged Care reforms across the organisation. We have invested in our Intake team with the establishment of a dedicated Customer First team and Pathway Specialists to improve navigation across various funding sources. Investment in a new Client Management System, IT infrastructure and our financial systems has built strong foundations for our continued growth as we navigate ongoing reform challenges.

RSB Therapy and Health and Wellness services now includes Exercise Physiology and has delivered an outstanding level of innovative support. The team is extremely effective in engaging

people with vision impairment to engage in and achieve the things they want to. These services span from young children to aged care and provide a holistic 'whole of life' approach and support each person to achieve individual outcomes.

Therapy services has also diversified its revenue streams to include Medicare, DCSI/ DHS, CHSP, NDIS and fee for service.

RSB delivered supports to more than 850 people over 65 years. The types of support offered has focused on building confidence, community participation activities and supported people with strategies to maintain their independence. Learning new ways to complete essential activities and tasks such as cooking, cleaning, personal care, reading and so on, has been truly valuable to the people we support.

RSB employs a specialist team of allied health professionals with a reablement approach to improving the lives of people who are blind or have vision loss.



Young RSB clients enjoying an Exercise Physiology session.

RSB Community Services' time spent assisting the communities in which we live.



2,012

Hours of services provided by Orientation and Mobility Instructors.



6,026

Hours of independent living training provided to **1,269** clients.



16,803

Hours of health and wellness services provided.



1,093

Hours of counselling services delivered to **217** clients.



73,930

Hours of services provided by RSB volunteers.

Services available through RSB Community Services include:

- identifying vision support needs
- emotional support to adjust as vision changes
- assistance to make it safer and easier to move around at home and in the community
- programs to improve skills to continue to the things you want to do
- identifying the technology and products that are best suited for you
- exercise program tailored to meet specific needs and vision loss
- increasing independence to access community, social and recreational activities
- creating opportunities to try new activities, maintain interests and build connections with other people.

Project XLR8

The Board endorsed the creation of a Transformation Team, entitled Project XLR8 in 2017. The team was largely recruited from within, based on a demonstrated desire to lead RSB to a sustainable future business model so that it could continue to make a difference to the lives of our many customers and their families.

The Project XLR8 Team has led the design and development of the RSB's change agenda – considering new processes, systems, tools, job roles and responsibilities. The Team and its program of change was uniquely designed for and on behalf of the RSB. Key streams of Customer Experience, Discipline Integration and Process and System improvement were supported by a renewed focus on Business Development, Marketing and Change Management.

Although the Government reforms were the impetus for change, the approach to change has been strategic and holistic, with the customer at the heart of the design. RSB had to face the realities – an old infrastructure; limited investment in our people; poor data integrity; reduced revenue; an organisation built on a Traditional Not for Profit mindset.

Our foundations needed to be stronger to enable us to transform with agility, meet customer needs and respond to the ever-disruptive marketplace of NDIS and Aged Care.

RSB's priority was to design and introduce an improved customer experience through empowering our people, simplifying processes and implementing new systems. Examples include:

- Investment in better understanding our Customer by engaging and listening to what they want or value. Through our Ideas Innovation Hubs, our employees met with over 100 customers to better understand their pain points in an effort to design improved outcomes

- Our design has been built around the experience – new positions have been implemented to support customer engagement and service delivery at RSB.
- We continue to empower our frontline – a whole of organisation customer first training program was rolled out in readiness for the new NDIS marketplace.
- Metrics have also been introduced to ensure that each customer promise is actioned within realistic timeframes.
- With the rollout of new systems and process, RSB will work together with customers to actively seek feedback on how we can continue to improve on the quality of our service delivery.



The RSB team accepting the national Good Design Award for Innovation Design.

“RSB’s priority was to design and introduce an improved customer experience through empowering our people, simplifying processes and implementing new systems.”

The introduction of an out of the box standard CRM and resource-scheduling tool has fast tracked system implementation at a reduced cost. This has been a deliberate decision to enable RSB to determine future needs through learning and doing.

Every effort has been made to extend development opportunities within, however we have also not been afraid

to seek the input of external parties to support capability uplift while also developing future knowledge and expertise.

Project XLR8 has kick-started RSB’s drive to future state, however there is still much work to be done if we are to achieve the desired ROI by:

- establishing our digital workforce

- living and breathing a customer centric culture
- achieving an engaged and empowered workforce
- improving business intelligence
- innovating new ways of work.

The Transformation Project at RSB has brought external attention including a national award for Innovation Design at this year’s Good Design Awards and our Executive Manager, People and Transformation has been an invited guest speaker at a number of events, most notably on behalf of the Don Dunstan Foundation at the Adelaide Thinker in Residence Program.

Adaptive Technology Centre (ATC) and Low Vision Centre (LVC)



2,031

Hours of service provided
by the Adaptive Technology
Centre to **442** clients.



A young RSB client trials the eSight3.

The RSB AT service remains at the forefront of technology with the eSight 3 being launched in Adelaide in October 2017.

This wearable device enhances functional vision for people who are low vision or legally blind.

Designed for people with central vision loss, the eSight 3 enables the wearer to carry out a range of daily living activities including reading, watching TV, cooking, arts and crafts.

Since the launch over 250 people have trialled the device.

This year's Techfest event was held at the RSB Adelaide office in June with over 300 people attending the two-day event which showcases the latest in technology from Australia and overseas.

The RSB Low Vision Centre assists people with significant vision loss to optimise the use of their remaining vision.

Utilising counsellors, optometrists and ophthalmologists to provide a specialist vision assessment, the LVC helps determine the most appropriate low-vision aids that will assist people to maintain their independence.

During a clinic session, an RSB counsellor talks with a client to determine how they are coping with their vision loss.

An optometrist then assesses their vision and prescribes suitable magnification aids that can be trialled, prior to a decision on whether to purchase them. Finally, clients are given an opportunity to talk with an ophthalmologist to answer any questions they may have about their eye condition.



3,089

Hours of service hours
provided by the Low Vision
Centre to **849** clients.

Guide and Assistance Dog Services

Maintaining or improving an individuals' lifestyle is paramount for the RSB Guide and Assistance Dog Service.

This year, RSB successfully passed its two five-yearly accreditation assessments by the International Guide Dog Federation and Assistance Dogs International. RSB's world class breeding program has seen two brilliant dogs from Japan, one of which graduated as an RSB guide dog, the other producing a litter of pups in an RSB volunteers' home. Additionally, quality dogs from USA and UK guide dog schools have sired litters this year, ensuring the highest quality dogs are available for training.

It's wonderful to see the cycle of guide dog mobility at our annual graduation - the

retirement of the seasoned workers and the enthusiasm of the new recruits. The retired dogs often gaining a new lease on life with the younger dog in the household.

Our successful Operation K9 assistance dog program continues to grow, aiding veterans with post-traumatic stress disorder. The professional quality of RSB's work has been extensively highlighted during the year, from live crosses for national morning TV program Sunrise, to electronic and print news stories.

Our OpK9 work has captivated the interest and admiration of the public and respect amongst peers.

RSB dog training staff have a wealth of dog behaviour knowledge that we put to good use by producing a series of training videos to assist the public with their pets. Topics ranged from dealing with distractions, to health checks. This has an additional financial benefit, with people subscribing to get this information.

We sincerely thank our clients, volunteers, sponsors and supporters for their outstanding efforts and amazing dedication.



75 RSB Guide Dog and **19** Assistance Dog working teams.



40 pups, **12** dogs in training, plus **12** breeding dogs as at 30 June, 2018.



Volunteer puppy educators, bed and breakfast boarders, emergency boarders, breeding stock carers and administration volunteers.

Industrial Services

The 2017/18 financial year proved a successful one for RSB Industrial Services in terms of both revenue generation and the development of client relationships both at home and overseas.

Significant growth was seen in the volume and variety of work we undertook with food industry clients and our relationship with the Chinese market continues to develop and create exciting new opportunities.

While increasing our concentration on export markets, we are achieving success by focusing on the local businesses who provide this work and building strong, long-lasting relationships.

Emphasis has been placed on diversifying our offer to beyond just supplying finished product. RSB Industrial Services is now positioned as an organisation that can control our client's inventory through the purchase of raw products – adding considerable value to our offering.



Donna, enjoying her work at RSB Industrial Services.

 **\$1.73M**

Sales revenue.
Up 12% from
previous year.

HACCP
CERTIFIED


Quality
Accredited
Licence Number
ISO9001

Employment Services

After achieving a 5 Star Government rating in the previous year, RSB Employment Services was successful in maintaining this highest standard throughout the 2017/18 period.

This was an outstanding result, achieved by the dedication and hard work contributed by the entire team.

For clients, RSB Employment Services provides individual and group-based supports to assist people in finding and maintaining open employment. Services provided include individual case management, career planning assistance, training in job application, resume writing and interview skills and employer liaison.

For employers, RSB Employment Services can provide assistance with applicants and referrals, arranging work trials, traineeships and wage subsidies and ongoing support to both the business and employee.

RSB Employment Services can also help businesses to retain employees who have developed a vision impairment.

Our Employment Services team works closely with our Adaptive Technology Centre (ATC) to

individually assess employees at risk and recommend suitable adaptive technology software, equipment and support, such as large screen computer monitors, screen magnification software, Braille devices, training and more.

One of RSB Employment Services' success stories over the 2017/18 period was a collaboration with SA based business, Tradco, which has resulted in five vision impaired staff being employed on a full-time basis.



Steven Bradley of Tradco with RSB Employment Services client, Michael.



Maintained a Government **5-star** rating.



Expansion to **4** offices



Establishment of a hearing-impaired employment service.

Marketing and Fundraising

With the added challenges of changes to the way the RSB is funded, the need to generate revenue via fundraising was greater than ever during the 2017/18 year.

Our Fundraising Team stepped up and delivered an outstanding result, via trusted, long established programs and the introduction of new initiatives to continue driving growth into the future.

The PupStars regular giving program, established early in 2017, continued to grow, raising over \$60,000 within the financial year. This covered the cost of two RSB Guide and Assistance Dogs.

With our donor base diminishing due to age and natural attrition, an acquisition campaign to attract new donors and financial supporters was undertaken. This consisted of two mailers showcasing four key services the RSB provides to South Australia's vision impaired community. The campaign was a great success, increasing our donor base by 49.4%.

To commence a renewed focus on building stronger

relationships with the corporate sector, our first World Sight Day Business Breakfast was a great success. Attracting almost 160 guests from the business community, the 2017 event was the first of what we are confident will become a long-term opportunity to attract more corporate support.

As the official charity of the 2018 Adelaide 500, the early part of 2018 was incredibly busy for the Marketing and Fundraising team.

Our LapDogs event, held on the Sunday prior to the Adelaide 500, attracted 387 people and their dogs to walk around the race track, raising a total of \$10,870.

The four days of the Adelaide 500 itself would have been unachievable without an army of 191 volunteers who contributed to a total of 1,604 hours across 401 shifts. This mammoth effort secured a total income of \$77,959.



812

TV, radio, print and online media stories or references.



76,413

Visits to rsb.org.au.



\$103,045

Sales and donations from rsb.org.au.



31,441

Lottery tickets sold.



38,870

Facebook followers – an increase of **3,072**.



facebook.com/RSBfocus



twitter.com/RSBfocus



YouTube.com/RSBfocus

On a Marketing front, there were numerous highlights throughout the year, including:

Sam Mac from Ch7 Sunrise made a trip to Gilles Plains to broadcast his weather crosses back to the studio, interviewing numerous RSB Guide and Assistance Dog Service staff and Operation K9 clients.

Channel 9's lifestyle show, Outdoors Indoors, featured the RSB Guide and Assistance Dog Service over two episodes.

Extensive coverage across all media for the launch of eSight 3 and our involvement with the Adelaide 500.



RSB employees and volunteers at the Adelaide 500.

Print Alternative and Digital Library Services

Access to a wide range of information is a cornerstone for independence and social inclusion. Print Alternative Services transcribes printed information into alternative formats that are accessible to people who are blind or vision impaired.

RSB's highly skilled Print Alternatives team transcribes almost any printed material into a format more suited to an individual's requirements, making it accessible through formats such as Braille, large print, audio, electronic text, or tactile diagrams and maps.



1,700

Clients accessed information in print alternative options.



650,000

Large print pages printed.



11,000

Pages of Braille and tactile diagrams created.



7,500

Hours of audio requests.

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.

A special thank you is sincerely expressed to the following:

Foundations and Organisations

Adelaide Catholic Parish

Adelaide Eye & Laser Centre

Adelaide Veterinary Specialist & Referral Centre

Adtrans

Aged Persons Welfare Foundation

Argo Investments

Beyond Bank

Boehringer Ingelheim

Bill & Dorothy Martin Memorial Trust

CMV Staff Foundation

Elanco

Fay Fuller Foundation

Noah's Crossing Veterinary Clinic

Honda Foundation

IDEXX Pathology Services

Kirsten Charity Trust

Lavelle Diagnostic

Lions Club of East Torrens

Maxwell Cooper Family Trust

Minister, Department for Communities and Social Inclusion

Mt Gambier & Districts Club for the Visually Impaired

PETstock

Pfizer Cares Award

Port Adelaide Enfield Council

Rex Airlines

Rob's Roasts

Royal Canin

Stephen Terrace Veterinary Clinic

Tea Tree Gully Veterinary Hospital

The Henry & Patricia Dean Endowment Fund

Individuals

Mr R Aquilina

Mr G Bishop

Mrs P Boots

Mrs B Bray

Mrs M Buxton

Mrs V & Mr P (D'cd) Carmen

Mr B Clarke

Mr & Mrs G Dimmitt

Mr C Domaille

Mr D Fiegert

Dr A Fordham

Mr D George

Mrs M Gramp

Mr R Hawkes

Mr & Mrs R Hazell

Miss S Jones

Mr R Kemp

Miss W Laffer

Mrs E Le Mesurier

Mr S Leschke

Mr M Liebelt

Mr G Lyons

Mr & Mrs N McPherson

Mrs I Medianik

Mrs R Miller

Mr P Miller

Mr G Nicholls

Mr & Mrs N Ogier

Mr & Mrs G Palmer

Mr W Roberts

Mr B Saint

Prof P Scott

Mr R Sexton

Mrs J Sharp

Miss C Tattershall

Miss P Trott

Mr & Mrs W Usher

Mrs C Van Hattum

Mr & Mrs P Von Czarnecki

Mr I Wall

Ms F Winson

Dr C Woods

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

The RSB also acknowledges the many South Australian service clubs who offered their financial and volunteering support throughout the year.

RSB Fundraising Auxiliaries

The commitment from the many volunteers who continue to raise funds to support those in their communities who are blind or vision impaired is acknowledged and greatly appreciated by the RSB.



Bequests

Leaving a bequest that will continue to assist people who are blind or vision impaired is a wonderful and often lifesaving gesture that ensures RSB services are available to support generations to come. It is with honour and gratitude that we acknowledge the 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:

K Addison Estate
P A Anthony Perpetual Trust
M R Barkla Estate
L M Booth Estate
J M Boundy Estate
B C Boucher Estate
C Brown Estate
R Burford Estate
G A Carter Perpetual Trust
E F Chandler Estate
S M Cherry Estate
M J Chesser Estate
F M Colmer Perpetual Trust
V J Dawkins Estate
G Fischer Estate
J V Fishburn Estate
D J Flint Estate
M J Flower Estate
J O Forrest Estate

W Gallagher Estate
S G Garratt Estate
B Gillard Estate
J Gummow Estate
M Hudson Estate
B R Jones Estate
J Kennett Estate
N Kulakowski Estate
S G Lane Perpetual Trust
E A Larish Estate
R McGregor Estate
P M McLaren Perpetual Estate
D C McCracken Perpetual Trust
J E McDonough Estate
V J Maurice Estate
J Melrose Charitable Trust
B & E Miers Charitable Trust
A S Munday Estate
H J Nankivell Estate
J C Needs Estate
Prof J Newton Estate
N G O'Keefe Estate

R A Park Estate
E Robinson Estate
M Robinson Estate
A H Schlank Estate
F Searle Estate
D M Steer Estate
Y C Thomas Estate
M F Thurston Estate
L Withall Estate

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 delivering its long-standing service of more than 130 years, into the future.

In Memoriam

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

Mrs Margret Barkla

Mrs Isabel Turner

Mrs Jean Whitlock

Mrs Margaret Banfield

Mrs Roslyn Paterson

Mrs Sylvia Farkas

Mrs Dorothy Godyn

Mrs Joan Pitman

Mrs Doris Wright

Mrs Janet Thompson

Stella Schultz

Mr John Good

Mr Douglas Jorgensen

Mrs Dorothy Smith

Mrs Margaret Foster

Mr Peter Ellbourn

Mrs Jean Holmes

Mrs Brenda Henschke

Mr Kenneth Walter Griffin

Mrs Gwen Howie

Mrs Joan Williams

Miss Eliza Rose Murphy

Mr John Stewart

Mr Tom Knight

Mrs Joyce Powell

Mr Douglas Niland

June Watson

Elsie Collins

Mr William Thomas Johnson

Mr Stuart Vandepeer

M Merle Amos

Mr Franz Rigo

Mr Dennis Johnson

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

In Memoriam envelopes are available on request.



Corporate Governance

The Board of Management is responsible for the corporate governance of The Royal Society for the Blind Inc (RSB) and accountable to the subscribers of the organisation.

The Board guides and monitors the business and affairs of RSB and is responsible for setting its strategic direction.

The Board approves the annual budget, monitors financial performance and liaises with RSB's Auditors. The Board establishes and monitors the achievement of corporate goals and ensures the integrity of risk management, legal compliance and quality assurance systems.

The Board reports to members, stakeholders and

regulatory authorities and is also responsible for the appointment, remuneration and succession planning of senior executives.

Each Board Member is bound by RSB's Code of Conduct, which outlines the expectations and corporate behaviours of all members of the Board.

Director's participation in committees

For each meeting, the first figure indicates the number of meetings the Board member attended, and the second figure indicates the number of meetings the Board member was eligible to attend.

Board member	Board meetings		Finance & Audit Committee		Investment Sub Committee		Client Advisory Committee
	ATTEND	HELD	ATTEND	HELD	ATTEND	HELD	
Kate Berry	10	12					The Committee was re-established and met 23 October 2017 and 20 March 2018; it was chaired by B Clarke with membership made up of 8 RSB clients
Celia Chen	10	12					
Barry Clarke	12	12	8	8	2	2	
Robert Dempsey ¹	8	8	5	5	2	2	
Robert Depold ²	11	12	8	8	2	2	
Brad Gay	11	12	7	8	2	2	
Pieter Haverhoek	9	12					
Allana Hinks	8	12					
Darrin Johnson ³	1	1					
Kate McKeough	11	12					
Damian Papps	9	12	8	8	2	2	
Grant Raymond	10	12					
Michael Zannis	11	12					

1 commenced as Executive Director November 2017.

2 acting Executive Director as of November 2017.

3 acting Executive Director June to July 2017.

Board of Directors

Barry Clarke

FIPA
President
Board Member
since 1992



Pieter Haverhoek

MAICD
Vice President
Board Member
since 2012



Dr Grant Raymond

MBBS, FRACO, GAICD
Vice President
Board Member
since 2014



Bradley Gay

BEC, DGipAppFin,
MSc, FFINSIA
Board Member
since 2013



Kate McKeough

Secretary
Board Member
since 2016



Associate Professor Celia Chen

BMBBS, PhD, FRANZCO
Board Member
since 2011



Damian Papps

Treasurer
Board Member
since 2013



Kate Berry

Grad Dip HRM,
Dip BUS T
Board Member
since 2015



Michael Zannis

Employee
Representative
Board Member
since 2014



Allana Hinks

Board Member
since May 2016



Robert Dempsey

SJ JP. MBA, B.Bus (Acct),
MAICD, AFCHSM, CHE
Executive Director
Board Member since 2017



**His Excellency,
the Honourable
Hieu Van Le, AC,
Governor of South Australia
Patron
August 2014 – Present**



Treasurer's Report

Damian Papps

The RSB's consolidated financial statements have been prepared in accordance with relevant Australian Accounting Standards, inclusive of Reduced Disclosure Requirements under AASB1053. Accounting firm, 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.

The 2017/18 Treasurer's Report has been prepared to provide a concise summary of the RSB's consolidated financial results.

Operating Results

The underlying deficit from normal operations was **\$5.83M** compared to **\$3.28M** for the previous financial year. After adjustments for changes in the market value of investments and property, bequests and other items, the Statement of Comprehensive Income shows a net deficit of **\$2.13M** compared to a surplus of **\$0.26M** for the previous financial year. A significant contributor to the net deficit for 2017-18, was lower bequest and fundraising revenue of **\$1.42M** compared to the previous year.

In the Statement of Consolidated Comprehensive Income, RSB has brought to account an increase in the fair value of financial assets of **\$0.64M**.

Net Assets

The consolidated Net Assets of the RSB now stand at **\$32.38M** compared to **\$34.51M** for the previous financial year.

Services

During 2017-18 RSB continued to respond to challenges from changes to the funding of the disability sector as a result, of the roll out of the National Disability Insurance Scheme.

RSB has invested in new systems and reviewed its operations, which included the closure of offices in the Hunter Valley and Canberra. In order, to achieve a sustainable model of service delivery to its vision impaired community.

The incidence of vision loss in our community will continue to increase in proportion to our ageing population. RSB's bequest and fundraising program continues to provide significant income to the

organisation to help fund services that are not fully funded by Government.

On behalf of the Board, I would particularly like to highlight the importance of benefactors, supporters and government in assisting the RSB to remain a provider of choice for the blind and vision impaired community of South Australia.

Governance

The RSB's financial statements are audited each year. The Finance and Audit Committee, a sub-committee of the Board of Directors, meets monthly to evaluate the RSB's financial position.

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

Income and Expenditure Summary

Revenue from Ordinary Activities 2017-18



- Government 43.38%
- Fundraising/Bequest 24.40%
- Sales 17.68%
- Investments 5.06%
- Other 9.48%

Expenses of Ordinary Activities 2017-18



- Personnel Costs 65%
- Cost of Sales 6%
- Repairs & Mtce 2%
- Depreciation 3%
- Service Delivery Costs 16%
- Other 8%

Contact

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Adelaide SA 5000
(08) 8417 5599
enquiry@rsb.org.au

Adelaide

254 Angas Street
Adelaide SA 5000
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Gilles Plains

11 Blacks Road
Gilles Plains SA 5086
(08) 8417 5600

Smithfield

27 Anderson Walk
Smithfield SA 5114
1300 944 306

Noarlunga Downs

58 Dyson Road
Noarlunga Downs SA 5168
(08) 8417 5660

Port Augusta

2 Mackay Street
Port Augusta SA 5700
(08) 8641 1980

Victor Harbor

South Coast Health Centre
14 Victoria Street
Victor Harbor SA 5211
(08) 8552 9774

NDIS Provider

Registration Number

SA 4050000219

Donor Toll Free Number

1800 644 577

Client Toll Free Number

1800 675 554

Puppy Sponsorship

(08) 8417 5555

www.rsb.org.au



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