

See
D!fferently.

Annual Report 2022/23





We work side-by-side
with South Australians
of all ages living with
low vision.





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**The Royal Society for the Blind of South
Australia Inc. trading as See Differently**

ABN: 37 680 837 839

The Royal Society for the Blind is Registered
as a Charity by the Australian Government
Charities and Not-for profit Commission.





See
D!fferently.



Pacific Vision
see more with technology

techFEST

Next level technology today

Quantum
Reading • Learning • Vision

H

SAGE
Automation

VISI Q TECH
MAGNIFIERS
YOUR VISION. OUR MISSION.

We welcomed Sam Seavey at 'This Blind Life' in the US to talk technology at TechFest 2023, a showcase of assistive technology.

About us

We See Differently

We are See Differently with the Royal Society for the Blind and we provide our clients with the capability to See Differently. To envision a new future and begin another journey by accessing the broad range of services and technologies we offer.

Next year we mark our 140th year in operation, making us one of the most knowledgeable and experienced providers of low vision services in South Australia. We are also one of the oldest charities in our state and take pride in the way we have delivered vital services for the community over so many generations.

Today, it is our range of services that sets us apart. Not only do we offer a holistic range of services for people who are blind or living with low vision, we also support veterans with PTSD and autistic children through our leading assistance dog program. Our employment programs and manufacturing and packaging facility also support hundreds of people with a range of disabilities to work meaningfully.

Our values help us to see clearly

We are fond of the Albert Einstein quote –
'Strive not to be a success, but to be of value.'

Every day our incredible team of professionals is committed to making a difference and serving our communities. As a team our values are important to us.

1

We are collaborative.

We value teamwork and are in it together with clients, volunteers, funders and partners.

2

We are inclusive.

We value everyone's unique experience and work hard every day to ensure opportunity for all.

3

We are creative.

We value intelligence and problem solving and are open to new ways of working.



From the President

Commitment to purpose and a plan for today.

In every corner of See Differently you will see the same commitment to purpose. It's there in all our teams, it drives our volunteers, our donors and the work of our Board. We are here to make a difference for our clients and community.

While we are driven by the impact we have on our client's lives and those of their families and communities, we are also united by a shared plan that sets out what is important to us today and what we are aiming to achieve by 2025.

The plan is built around four sound strategic pillars – to have the right team, to foster an integrated business, to be known for quality services and to allow innovation to grow. We are about half-way through the plan and already we can see our focus is paying dividends.

After several years of consolidation and focus on financial sustainability, we have this year been able to invest in our team and people. We have welcomed new occupational therapists and animal trainers to bolster our health services and guide and assistance dog teams respectively. These are both areas where our services are in strong demand.

Many of our business areas have grown in the past year. We have increased client referrals and are offering more frontline services and technology products from Gilles Plains, the city, Noarlunga, Smithfield and Port Adelaide. We have record revenue and new contracts in our manufacturing and packaging division which not only supports the employment of people with disabilities but also offers a high quality service for local and national businesses.

In the last year we have delivered over 20 guide and assistance dogs and have a long waiting list for our OPK9 program which supports veterans with PTSD. Our school leavers employment program has expanded and is supporting young people with disabilities find the right career path and job for them.

In the coming year we are embarking on an ambitious program to give our team the right technology, tools and processes to truly support first class client services. Our teams and clients are involved in every step of the program, and we are excited to have started this program.

We are in a sound financial position with our income derived from a combination of government funding, fundraising and goods sold. We benefit from the community supporting us through gifts in wills and are humbled by the generosity of these gifts and know they will make a huge difference to our client services.

Lastly, I would once again like to thank our fantastic team for their energy and focus on clients. From our staff to our volunteers, to our Board and our donors, we are here to make a difference and to See Differently.

Kate McKeough

President



From the Executive Director

The social measure of impact.

Every one of our clients has an individual story to tell about how their life has been impacted by low vision, by unemployment or by experiencing PTSD after serving our nation. We are proud to share their stories and to be part of their journey in moving forward.

But how do we really measure the full impact of what we do. It's easy to share the big numbers, like how many hours of services we have delivered, or how many goods we've packed in our manufacturing facility (over 1 million), or how many guide and assistance dog teams we currently support (more than 130).

There is of course the economic impact, the health impacts, how we improve our environmental impact, our impact on society and how people with disabilities are viewed, but without doubt the greatest impact we have is on people's lives, the social impact.

We know it costs tens of thousands of dollars to train and deliver a See Differently guide or assistance dog, but the return over the 8 years of the dogs working life is delivered many times over. The value of a mum being able to pick up her kids from school with the confidence of a guide dog, the value of a disability advocate traveling interstate to attend conferences with her guide dog, the value of a young man going to university with their assistance dog by their side. This has infinite value to them personally and in turn on our society.

What value do we place on independence?

Participants of our school leaver program are being given the right start to life with a job that not only pays the bills, but gives them meaning and confidence to embrace life to its fullest. Our mobility, occupational therapy and technology are allowing people with low vision to live independently on their terms. For older South Australians this can mean many more valuable years at home.

And our flagship OPK9 program is saving the lives of veterans with PTSD. These veterans have paid a high price in serving our nation, and in improving their confidence, the social impact is not only to them as individuals but their families, friends, colleagues and communities. When you look at the impact to all those lives and the reductions in harms, then the upfront cost of a highly trained assistance dog is a price well worth investing in.

Every day we are doing more to increase our social impact and be the best profit for purpose organisation that we can be. In our manufacturing and packaging facility we have invested in new machinery, have increased our use of recycled materials in manufacturing, and have a low emission strategy to limit our environmental footprint. At the same time we all benefit from employing people with disabilities to enable people to enjoy fulfilling lives.

In the coming year we'll be talking and measuring our social impact with ever more focus. We know our work is changing, saving and improving thousands of lives, and we will continue to walk side by side with the people who need us.

Damian Papps
Executive Director





People & Culture

It's no surprise really that in our recent staff survey, commitment to purpose was the top motivator for people at See Differently. It's in our DNA. Our team are proud, know how they contribute and understand what they need to do to make a difference. Our people also recognised the work-life balance afforded at See Differently and the opportunities to be involved.

In the past year our team has expanded, with some 24 new people joining the team. One crucial new role is our Executive Manager of People and Culture. This role drives the focus on our people, their development, how they are rewarded and recognised and to foster a culture of collaboration.

Strategy tastes better with donuts

Since launching our new strategy in 2021 we've ensured everyone in the team is kept up to date with progress and can contribute. Every quarter we bring the team together for a strategy session, but we also share lunch (sometimes donuts!) and take the time to connect with one another. It's a great way for everyone to see our progress, understand the main priorities and how we all contribute to delivering our strategic goals.

Training, mentoring and shadowing

As specialists in low vision and assistance dog training, our professionals work in a highly specialised environment, and it's important that we offer a great program of training and development. In the past year we have supported optometry, occupational therapy and animal behaviour university students to complete placements at See Differently; our senior teams have been taking part in work shadowing to see how different parts of the group connect with clients; and we offer individualised training and development programs.

Not your average employer

For our entire history, providing meaningful employment to people with disabilities has been a big part of what we do. More than 40% of our team has a disability. Many of our frontline services team have lived experience of low vision which provides a unique perspective and real empathy when working with our clients. In our manufacturing and packaging division we have over 65 people with various disabilities working together. We offer a very different model of supported employment and are continuing to grow and invest in this part of our business. We employ people on award wages, while also offering a fantastic local service for the local and national businesses who use our manufacturing and packaging services.

Welcome to Royal Lifesaving on campus

In the past two years we have really brought our Gilles Plains campus back to life. Many of our own teams have been brought together and last year we welcomed ACH Group as a major tenant. This year we welcomed Royal Lifesaving SA, which is now operating the pool complex with a multitude of community programs and we acknowledge the support from the state government for the refurbishment. They are offering an incredible service for the local community, including swimming lessons for autistic children and many others who cannot access or afford regular swimming programs. We're working with them now on a program for the low vision community. It's great to have them on campus.





Advocacy

A fairer community

Getting people to See Differently and broaden their views about people with disabilities is core to our mission. Our advocacy efforts focus on the needs of our clients and we've seen some headway made in the past year.

Phone based voting in SA

For years we have been fighting for phone based voting at elections. It's a highly accessible form of voting for people who are blind or vision impaired. It's been great to see that the collective efforts of organisations like ours has finally paid off, with the first phone voting offered during the South Australian state election in March 2022. Phone voting was also offered during the federal election in 2022.

EV's expand at a cost

As the rate of EV ownership grows, there is an increased risk for people with low vision. In Australia, electric vehicles are extremely quiet, and while this might seem like a great thing for many, for people who are blind or vision impaired or hard of hearing, it's dangerous. We've been campaigning for Acoustic Vehicle Alerting Systems (AVAS) which would allow people who are blind or vision impaired to hear the approaching EV. We will continue to advocate at state and federal levels for legislative changes to ensure EV's are safer for everyone.

Equal access for older Australians

Access to funding that is fair and allows people of all ages with a disability to access the services they need is always a priority for us. Many people do not realise that it's very difficult for someone over the age of 65 to get funding for a guide dog if they require one. We've been advocating for changes to aged care funding to ensure that people over 65 who could benefit from a guide dog are also able to access appropriate funding in the future.

We're here to help.

Every year we work with banks, transport providers and businesses to make their services more accessible for people with low vision.





Client Services

Walking side by side with South Australians with low vision

Our amazing team and the range of services we offer are what set us apart. We collaborate with our clients to discover the best services, products, and technologies to achieve their goals and envision a new future.

See Differently services include:

- Occupational Therapy
- Orientation and Mobility Instruction
- Support Coordination
- Low vision Optometry
- Low vision Assistive Technology
- Support Workers
- Employment Services
- Counselling
- Braille Instruction
- Guide and Assistance Dog Services
- Guidance on funding available to people with low vision

We're local

Spending more time with our most important people, our clients, was a focus this year for See Differently. Hundreds of people attended our Open Days, discovering how See Differently's low vision services and products can have a significant impact on day-to-day life and we thank our suppliers for their support of these events. Assistive Technology was showcased at all events, with participants trying out the latest products for themselves, from high tech wearable devices to handheld magnifiers.

With visits spanning from Ceduna to Mt Gambier the client services team have been clocking up the kilometres. We're here for clients across South Australia, and that's why in 2022-23 we increased our visits to regional centres with a packed program of expos and one-on-one appointments. Rex Airlines also jumped onboard as a valued partner, jetting our client team to where they're needed across the state.

Future proofing through education

With a highly trained and experienced team of low vision experts, we are passionate about sharing our knowledge with the next generation of vision specialists. In partnership with Flinders University, we provided intensive low vision training to Optometry students in the final year.

Optometrists and Ophthalmologists participated in See Differently's professional development series at the Low Vision Centre, and online. Industry leaders Dr Celia Chen and Dr Adam Rudkin, headlined the sessions, with presentations about Retinal and Macular Disease and Neurological Field Defects.

#1

low vision service
provider in
South Australia

10%

increase in
new referrals
in 2022-23

20%

increase in assistive
technology sales in
2022-23

8,000

clients aged
from 3 to 108





Meet Nikita ►

Smashing goals on and off the court

To help her navigate her day-to-day life, Nikita utilises a range of See Differently's services. These include occupational therapy, optometry, and using technology such as apps and GPS devices to improve mobility.

Nikita also found See Differently's counselling services invaluable post-diagnosis to get her through what she calls a "pretty dark place."

"I went from wearing normal glasses to wearing sunglasses which was a lot of changes for a 13-year-old to go through.

"I spent a lot of time with a counsellor from See Differently and they helped me cope with a lot of these things and learn how to deal with a lot of issues that come up. It was really helpful and probably invaluable to get me through a pretty dark place that I ended up in during that time."

As well as working at a conveyancing firm, Nikita helps her family on their farm at Palmer AND plays elite level Goal Ball. And with international tournaments and Paralympics on the horizon, the future is looking bright for Nikita.



Meet Connie ►

Support Coordinator Superstar

Support coordination is a service that is transforming people's lives.

See Differently Support Coordinator Connie is passionate about helping people navigate the NDIS – making the most out of their existing plan, and reducing confusion and stress.

As someone with a vision impairment herself, Connie understands the unique challenges experienced by people with vision loss. She's here to connect individuals with the best services and supports for them, to live the life they choose!

Support coordinators work closely with clients to identify their goals and find out how they're managing with everyday activities. From here they'll create a roadmap to build a person's capacity and to create the life they want!

We have access to a huge range of high-quality low vision services, and can link to external organisations for home cleaning, garden maintenance and lots more.



And the most important part of support coordination for Connie?

"Helping to empower people with a disability to be a part of their community, to live independently and achieve their dreams."



The next level in low vision technology.

We are connected to the world's leading technology manufacturers and suppliers, meaning See Differently clients can access the latest and best low vision tech solutions.







Employment Services

More than a job

See Differently's Employment Services do a lot. More than just helping people to find work, our expert team works closely with clients to create meaningful careers. We understand that everyone needs different support to reach their employment goals, which is why our services include:

- Resumé, job application and interview skills
- Career planning
- Apprenticeship and traineeship information
- Communication and teamwork skills
- Confidence building and working independently
- Assistive technology – matching and training
- On the job support (post-placement)

Employers are set up to succeed too, we work closely with businesses to create accessible and positive work environments for people with a disability.

As well as working with people who are blind or vision impaired, See Differently Employment Services work alongside people who are Deaf or hard of hearing, or have a neurological, acquired brain injury, psychological, intellectual or learning disability.

Connecting through community

Vital career pathway support for young people is created through the School Leaver's Employment Support Program. In 2022-23 the SLES team commenced a school visits program, equipping soon-to-be school leavers with the information they need to develop their career aspirations and direction.

Connections were also built within the Deaf community, with See Differently represented at the Deaf Sector Round Table meeting in May. Across the organisation, See Differently has many clients who are DeafBlind also, and with access to translators and highly trained team members, we're uniquely placed to provide these individuals with quality, customised services.



◀ Meet Jason *On the employment road*

Jason dreams of being a truck driver. And thanks to See Differently's employment services, the 21-year-old is well on his way. Jason, who is autistic, is now employed by a truck washing company, where he's loving being part of the team and gaining insight into the industry he's passionate about.

Having obtained his licence, with help from See Differently, Jason is now working towards getting his heavy vehicle licence. Jason's dream career is fast approaching!





Guide & Assistance Dogs

The life changers

See Differently guide and assistance dogs change lives. They change the lives of the clients they are matched with, as well as their families and the wider community. They give independence, companionship, comfort and perhaps most importantly confidence.

At our recent Guide Dog graduation ceremony, our keynote speaker and experienced guide dog handler Jody described her See Differently dog as a luxurious BMW, worth every cent, and we couldn't agree with her more. These highly trained animals are expensive, but the collective and individual impact they have is phenomenal.

Our programs:

We offer four impactful programs:

- Guide Dog Program supports South Australians with blindness or low vision
- OPK9 Program supports veterans with PTSD
- Animal Assisted Therapy Program supports autistic children
- Facility Dog Program supports community wellbeing in health and education settings

What sets us apart?

Our Guide and Assistance Dog Program is special to see in action, and there's four key things that set us apart.

1. An amazing team – highly trained, internationally accredited and passionate about people and animals.
2. Puppies bred by us – with access to top notch breeding stock, we breed our own puppies and raise them in homes, starting their training early.
3. Hard working and caring volunteers – we couldn't do it without them! Our volunteers care and train the puppies when they are small, they give them emergency boarding and they bring them to school.
4. Accredited training program that work – as members of the International Guide Dog Federation and Assistance Dog International, we follow tried and tested training methodologies.

It's worth having your heart broken (temporarily)

As our Guide and Assistance Dog program grows, so does the need to grow our amazing community of volunteers. The number one question we are always asked is 'How can I give back the dog?'. The answer is simple – our volunteers are helping change a life – but we used this provocative question for our campaign to recruit more volunteers.

We advertised on local bus backs and radio stations, Facebook, Instagram and LinkedIn, and we hosted information sessions and worked with our existing volunteers to share their stories in local media and how much they get out of being part of our community and how rewarding it is to see the dog they trained changing a life.

The campaign has been a great success with many new volunteers joining us. But of course, we're always looking for more, so get in touch if you'd like to find out more: volunteer@SeeDifferently.org.au

“It is difficult to explain how much Lana has changed my life and how much I appreciate the trainers and puppy volunteers.

She comes everywhere with me – to work, to pilates, the supermarket, Adelaide Oval and even the Australian Open in Melbourne.”



Volunteer Mandy with Lisa and Guide Dog Lana.





**Since having
Syd by my side,
I never feel
alone. I'm able
to navigate the
world with my
ray of sunshine.**

– Sarah



Saving lives every day

We talk about our program changing lives, but in the case of our flagship OPK9 program, we are saving lives. We now support more than 50 veterans with PTSD to live better lives with their See Differently assistance dogs.

The social impact of the program is profound. Through independent research with the University of Adelaide and Military and Emergency Services Health Australia (MESA) we know that veterans in the program have less suicidal thoughts, less alcohol use, less depression and anxiety, but also more social and family connection, more exercise and more positivity.

The demand for the program continues to grow, with our program supporting veterans of all ages. In the past year we have boosted our team to grow sustainably. Daniel has completed his cadetship and is now a qualified instructor, we have welcomed new dog trainer Indigo and promoted Pip to a dog training role.

The support of the Department of Veteran's Affairs and our major corporate partners is incredibly important and is allowing us to increase the number of veterans we can support every year.

A passport to learning

As an internationally accredited Guide and Assistance Dog school we are part of a global community that shares research, best practice, new ways of working, and even breeding dogs.

One of the hardest parts of Covid-life was not being able to get out and see some of our global partners in person. In the past year we've grabbed our passports and been fortunate to attend the 2023 International Guide Dog Federation Conference in Vancouver and the 2023 Assistance Dog International conference in Croatia.

In addition to strengthening existing partnerships and creating new ones for the benefit of our program, in Vancouver we were also the recipient of the Derek Freeman Scholarship. This prize awards endeavour in dog breeding and puppy raising and our team will use the funding for further education and learning.

Supporting our Guide and Assistance Dog Program

We are extremely grateful to receive funding from the NDIS and Department of Veteran's Affairs for the clients in our program. But the upfront investment in breeding and puppy raising is immense, and about 50% of our funding continues to come from the generous support of the community.

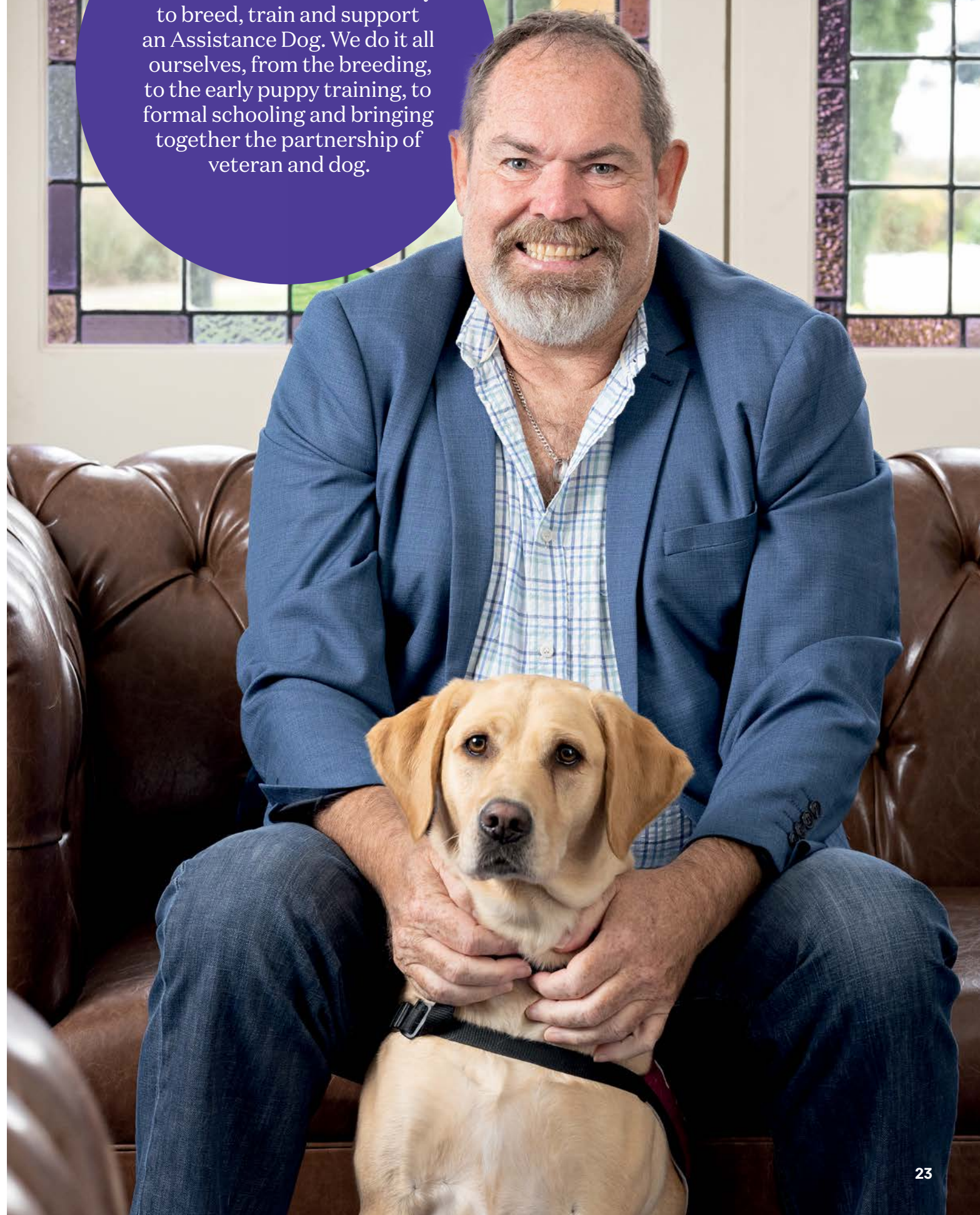
This support comes from corporate partnerships, from trusts and foundations, our regular givers in our Pupstars program and from many individuals who donate to us every year. We are also humbled to receive gifts in wills which allow us to deliver this life changing program. To all our supporters we again say thank you for your support in the past year – you allow us to make a difference and change lives.

“I now have more purpose in life working as a facilitator of inclusion and equity education for anyone with a disability or in a vulnerable group. Maple enables me to live and access the world independently, even to the extent of flying. I'm now able to access the world in the same way as someone who doesn't have vision impairment which in turn, enables me to give back to the community.”

Annette and Guide Dog Maple



It takes time and a community to breed, train and support an Assistance Dog. We do it all ourselves, from the breeding, to the early puppy training, to formal schooling and bringing together the partnership of veteran and dog.





Manufacturing & Packaging Services

Investing in people pays off

In 2022-23 See Differently invested in the Manufacturing and Packaging Department, both in the semi-automation of equipment, and in people. Two new roles; a logistics coordinator and packaging coordinator also commenced and are positively impacting warehousing and logistics efficiencies and customer experience.

The growth and increased profitability of Manufacturing and Packaging has enabled us to invest more in what matters most: our people. The upskilling of staff has enabled more variety in the type of work done by individuals. Team members have had access to low vision services from the Gilles Plains site, including Optometry and Occupational Therapy, during work hours. The manufacturing team are a vital part of our organisation, contributing to quarterly staff strategic sessions and training and development days.

Customer confidence is key

As our customer base expanded in 2023, See Differently's existing customers also demonstrated their confidence in our work, increasing their product volumes and ranges. We have capacity to produce manufacturing solutions for businesses to any scale. Across Australia, we're working with a range of customers in sectors including;

- FMCG
- Mining
- Packaging
- Promotional
- Pharmaceutical
- Food

Sustainability is at our core

The Manufacturing & Packaging team are focused on environmental impact and sustainability and are engaged in comprehensive recycling programs, managing supply chain waste and use of remanufactured raw materials.

With growth set to continue for See Differently Manufacturing and Packaging Services, the team is placed for a sustainable and positive year ahead.

Exceptional is how I would describe the See Differently team and as a result I have recommended them to other business owners.

I have required them to meet extremely short deadlines before and they have never disappointed.



See
D!fferently



32

tonnes of recycled
materials used to
manufacture food
grade packaging

100,000

production hours
from the team

1 million +

food products
packaged



◀ Meet Minetta

Three years in and Minetta is still loving every day at work with See Differently's Manufacturing and Packaging Services. Before joining See Differently, Minetta worked as cleaner, but as her vision deteriorated, she was forced to resign. Commencing as a casual with See Differently, Minetta's skills and positive outlook saw her quickly transition into a full-time role.

Minetta is joined on her daily commute by See Differently guide dog Nimble, who she praises for giving her more freedom and flexibility.

"Landing the job is a dream come true."

"I like doing things for myself. At work I feel valued, I love working in a team, and keeping up an active and busy lifestyle is a must."

Our difference

1. **We're a social enterprise that thinks and acts commercially.** We work to provide great quality outcomes for our customers to meet their time and budget requirements.
2. **We have invested in new machinery, automation and modern processes,** and will continue to do so in coming years.
3. **We're a great partner.** We work with our customers to understand their needs, when they need it and how we can make a difference for their business needs. And we're local and easy to work with.
4. **We have a skilled and enthusiastic workforce.** More than 80% of our team have previously worked in open employment and our staff survey results show great passion and commitment for work.
5. **We are making a difference in the community.** Our customers get a great service from our Manufacturing and Packaging team, but are also supporting the wider work of See Differently, including areas like our incredible guide and assistance dogs program.



Volunteers

Our army of almost 300 hardworking and caring volunteers see the impact the pups they raise have for people with blindness or vision loss, or veterans with PTSD. Our pups featured on billboards, bus backs and even radio in early 2023 as part of a campaign to recruit new volunteers.

We know that puppies raised in a home environment where they are lovingly cared for and exposed to a variety of environments, are happy, well adjusted, and well-prepared for formal training. Our puppies in training need different volunteers throughout their journey.

A popular starting point for volunteers is Emergency Boarding. It involves the short-term care of a puppy whilst their primary volunteer is away or unavailable for a few days, so is a great way to get involved with less time commitment and more flexibility.

If you're familiar with a school drop off, Bed and Breakfast boarding is just that! Formal training for See Differently's bigger pups takes place at our Guide and Assistance Dog school in Gilles Plains, with volunteers dropping off and picking up their 'student'

from Monday to Friday for around 5 months. The bonus - these volunteers have a well-trained companion to hang out with in the evenings and on weekends!

Other volunteering opportunities include caring for breeding dogs (and tiny pups!) or raising a puppy from 8 weeks to 15 months (Puppy Educating). Our volunteers come from all walks of life, they share a love of dogs, a caring nature, and a desire to give back to the community.

To find out more about volunteering with See Differently, visit the website and register to come along to one of our regular information sessions.



"Volunteering for See Differently has been an incredibly rewarding experience."

◀ Meet Denise

After 14 years of volunteering with See Differently, last year Denise took things to the next level, caring for a female breeding dog and a litter of eight puppies from her retirement village!

"It was the most amazing experience in my life. I had eight puppies that needed care, and I was lucky that a few ladies from my retirement village could provide me additional support besides the support that See Differently gave me."

Denise is a superstar volunteer and was recognised for her service milestone at the 2023 Volunteer Acknowledgment Awards. For Denise, seeing puppies she has raised develop into service dogs, bringing independence and freedom to their handlers is what motivates her.

"Volunteering for See Differently has been an incredibly rewarding experience. Not only have I been able to help train amazing guide and assistance dogs, but I've also been able to raise awareness about the important work that See Differently does." Denise said.

A woman with blonde hair and sunglasses on her head is smiling and holding a yellow Labrador puppy. She is wearing a yellow hoodie. The puppy is looking directly at the camera and has a silver tag on its collar. They are standing in front of a brick building with a blue roofline under a cloudy sky.

Over 20 clients have been partnered with a See Differently guide or assistance dog in the past year, with dozens of newborn puppies and near-graduates in training.



Fundraising & Corporate Partners

It takes a lot of time, a lot of training and a lot of money to produce our incredible See Differently Guide and Assistance Dogs.

The financial and in-kind support we receive from South Australian individuals and businesses quite simply, helps us change lives. We're building meaningful partnerships with our supporters; meeting with teams; supporting events, educating, engaging, and having fun!

Without the support of our generous donors and corporate partners, we would only provide half as many people with a life changing See Differently dog.

Ways the community has supported us in 2022-23:

Donations

Connecting our donors to the people and programs they are supporting is key. Our twice-yearly fundraising campaigns have featured client stories, illustrating the personal impact See Differently has had on people's lives.

Regular giving is more fun at See Differently thanks to the Pupstars program. Pupstar supporters get regular pup-updates from the guide and assistance dog school and invitations to member-only events.

Our bequest program demonstrates the generosity of our supporters and was a significant part of our fundraising revenue in 2022-23. A gift in your Will can help make a difference to the future of South Australians in need.

Our friendly team is here to answer any questions you may have about Gifts in Wills, or any of our other fundraising activities. For more information email fundraising@SeeDifferently.org.au

Corporate Partners

We love working closely with our corporate partners to align their donations with programs and activities that are meaningful to their organisation and values.

As a South Australian charity we value partnerships and have many amazing long-standing corporate partners who help deliver our incredible programs.

From airplane trips to reach our regional clients, to dog training treats and veterinary services, in-kind support is immensely appreciated and another way businesses are supporting See Differently.

Puppy cuddles are a welcome addition for our corporate volunteers, such as those from Beyond Bank, who have generously lent a hand at events including the Big Quiz Night and our Volunteer Thank You Day.





Community Fundraising

The community fundraising activities for See Differently are as diverse as the incredible individuals and organisations coordinating them. From cake stalls to golf days, our generous community donates their time, passion, and expertise in support of See Differently.





◀ Giving back to veterans

The defence community is a great supporter of the OPK9 Program, with a commitment to partnering more veterans with PTSD with assistance dogs each year. We're grateful for the amazing corporate support for OPK9 from Masonic Charities Trust, Daronmont Technologies, the Defence Training Centre, Navantia, SA Power Networks and REDARC Electronics.

A place to connect ▶

The Gilles Plains Hall is a crucial hub for our team to work with dogs in training and meet with future and current handlers and volunteers. The Commonwealth Bank generously contributed to the hall's re-vamp, which included general repairs, full re-paint, and new signage. With thanks to REDARC Electronics, 'The Lounge' was opened, providing a new welcoming space where veterans can meet with the team and gain the skills they need to work with an assistance dog.



◀ Paws for Celebration

Fundraising dynamo and See Differently client, Charlotte, rallied her community for a bingo day and gala dinner during the year, with money raised going to our Guide and Assistance Dog School. As a See Differently guide dog handler, Charlotte has unique insight into the impact the program has on our clients.

Dusty's legacy for our veterans ▶

Operation Unity is a longtime supporter of See Differently's OPK9 program - veterans supporting veterans.

In 2023, Operation Unity member Paul 'Dusty' Miller, a community-minded campaigner for veterans, sadly passed away. The Operation team continued their tireless fundraising efforts with all money raised from the past year going towards raising and training 'Dusty', a very special See Differently OPK9 dog, dedicated to Paul's memory.





Governance

Strong governance and client voice

See Differently has a strong governance framework in place and is regularly audited as a compliant NDIS and Aged Care provider. All of the work we do is designed to manage risks, provide a great standard of service for clients and continually improve.

We have a number of sub-committees that meet regularly, including the Finance and Audit Committee and Investment sub-committee, the Governance and Nominations Committee, the Property Committee and the OPK9 Committee.

We work closely with our Client Advisory Committee which comprises a group of See Differently clients. Chaired by Michael Hutchinson, the committee provides advice on client services as well as recommendations on new services and projects.

Board of Directors



▲
(Left to right): Barry Clarke, Kate Berry, Pieter Haverhoek, Damian Papps, Ian Campbell, Kate McKeough, Richard Starling, Brad Gay, Dr Celia Chen and Jane Ford. (Absent: Dr Grant Raymond). (Front) See Differently Guide dog in training, Obie.

In June 2022, Brad Gay retired from the board and in August 2023, Edward Carlson joined the Board.

Executive Team



Damian Papps
Executive Director



Allison Berry
Executive Manager,
Finance & Commercial



Jody Martin-Rankin
Executive Manager,
Strategy, Partnerships & Innovation



Sally Raphael
Executive Manager,
Marketing & Fundraising



Peter Ware
Executive Manager,
Manufacturing & Packaging



Tara Watson
Executive Manager,
People & Culture

Accreditation



**International
Guide Dog
Federation**





Treasurer's Report

See Differently's consolidated financial statements have been prepared in accordance with relevant Australian Accounting Standards – Simplified Disclosures for For-Profit and Not-for-Profits Tier 2 Entities. Audit firm, BDO, has audited these statements and a full set of accounts, including an unqualified audit report, will be tabled at the See Differently Annual General Meeting or made available on request.

The 2022-23 Treasurer's Report has been prepared to provide a concise summary of See Differently's consolidated financial results.

Operating Results

The operating surplus for 2022-23 was \$1.291m. Total Comprehensive Income for the year was \$2.615m and compares to a deficit of \$1.470m for the previous financial year. Revenue of \$19.356m was received during the year, an increase of 27.5% from the previous year, while expenses of \$18.064m increased by 17.2% from the previous year. Employee expenses are the organisation's largest single expense at 62% of total expenses.

Net Assets

The consolidated Net Assets of See Differently as at 30 June 2023 are \$40.724m compared to \$38.108m for the previous financial year. Current assets exceed current liabilities at a ratio of 2.2:1 reflecting a solid financial position.

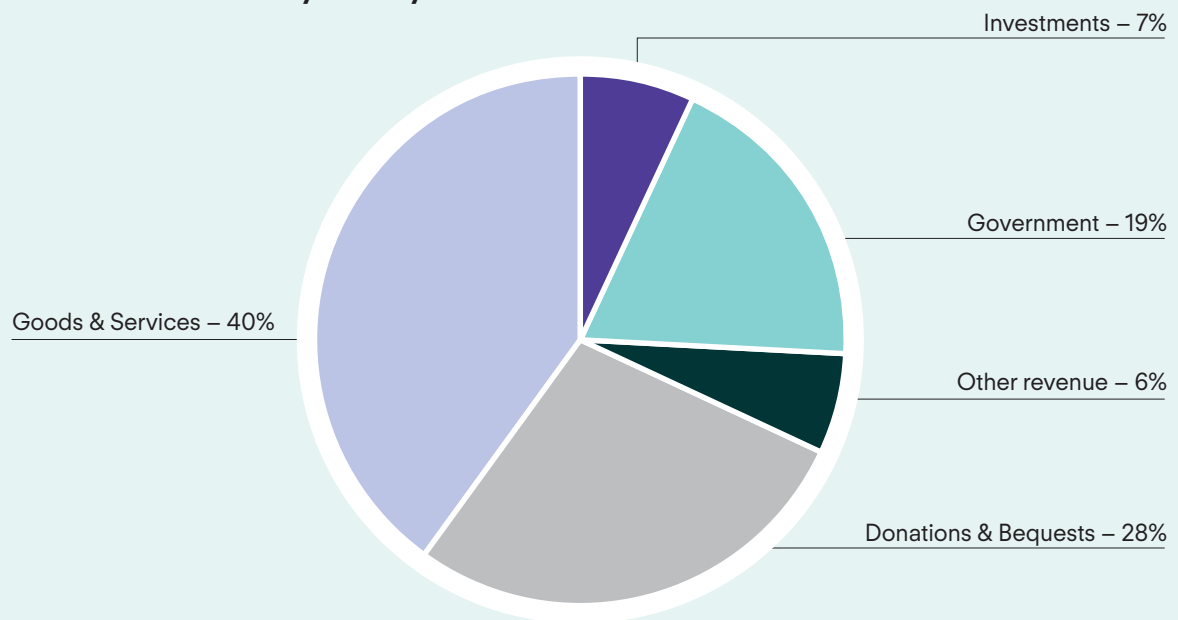
Other Highlights

During the year See Differently achieved the Department for Employment and Workplace Relations' Right Fit For Risk Cyber Security Accreditation. This represents a significant investment made to ensure a secure IT environment across See Differently's entire network.

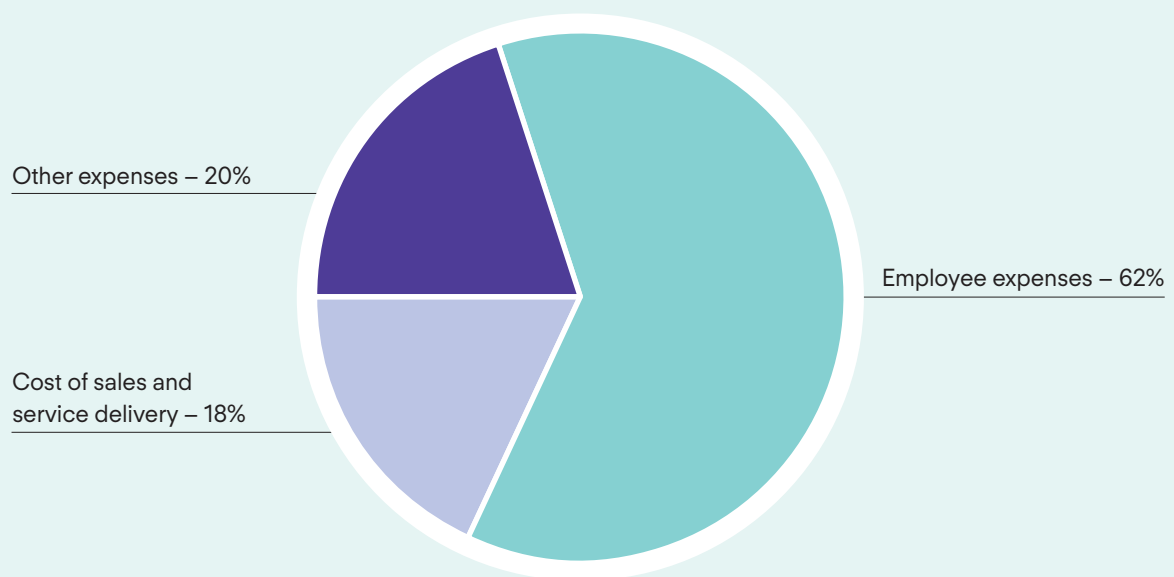
On behalf of the Board, I would particularly like to recognise the importance of benefactors, supporters, corporate partners, staff and government in assisting See Differently remain the provider of choice for the blind and vision impaired community of South Australia.



Revenue from Ordinary Activity



Expenses from Ordinary Activity





1300 944 306

contact@SeeDifferently.org.au

SeeDifferently.org.au

**See
D!fferently.**

