

2015 Annual 2016 Report



Embracing the
Challenge of Change

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.

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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2015/16 Snapshot



143,072

Hours of service and support delivered to our clients.



132

The number of years of continuous service to the blind and vision impaired community.



94%

Client satisfaction rating with RSB services.



96%

Satisfaction with RSB staff and volunteers.



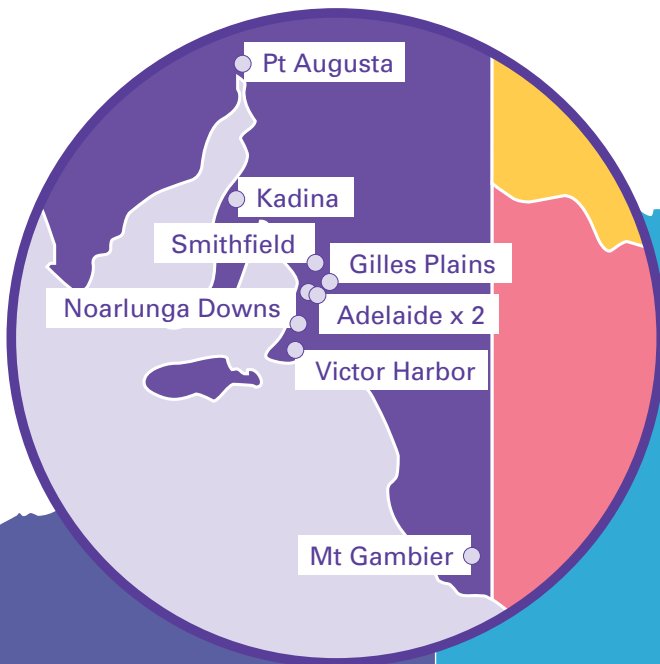
88%

Of clients reported that RSB had made a difference to their quality of life.



South Australia

3,084 clients during 2015/16



Hunter Region

304 clients during 2015/16



Canberra

148 clients during 2015/16

President and Executive Director's Report

The RSB has experienced testing times over the last year, with significant changes to the disability and aged care sectors. The changing funding paradigm with the ongoing rollout of the NDIS and My Aged Care has, and will continue to, present challenges that will positively transform the RSB to be a stronger and more vibrant service provider, into the future.

Our primary focus has always been on providing the best possible services to our 12,000 blind and vision-impaired clients. External client surveys have again demonstrated our success in achieving a consistent 94% client satisfaction level.

Our ability to provide these high quality and unique services has been made possible with the generous financial support of our donors, bequests, state and federal governments, and other benefactors. We thank them for their continued support.

In addition, the RSB appreciates the assistance of over 900 volunteers, who provide thousands of hours each year to assist our clients with a range of supports.

The RSB is fortunate to have a dedicated management team and staff who go about their business with enthusiasm and commitment.

Earlier in the year, our long serving Executive Director,

Andrew Daly, resigned and accepted a new role in NSW. We express our appreciation for his many achievements and dedication to the clients of the RSB. Robert Depold, acted as Executive Director until a suitable appointment was made.

The Board of the RSB is very pleased to welcome Glenn Rappensberg to the role of Executive Director. Glenn is an experienced Chief Executive who brings with him a wealth of knowledge about the disability and health care sectors. His previous position was the CEO of Novita Children's Services.

During the year several board directors retired. We express our sincere appreciation to Ray Clark, Andrew Creaser, and Roz Sommariva for their many years of service. Ray served as a previous President and as a Director for 19 years and his contribution to the RSB was invaluable.

The RSB welcomed three new Directors to the Board this year:

- Kate Berry is General Manager Human Resources at the Adelaide Football Club
- Kate McKeough is a Partner at HWL Ebsworth Lawyers
- Allana Hinks is Marketing Manager at Brauer Natural Medicine.

Their experience and expertise will be a great asset to the RSB Board.

Finally we want to express our appreciation to the entire Board of Directors for their dedicated support, due diligence and governance of the RSB.

The challenge for our board and executive team in a changing funding environment will be to develop the RSB into a sustainable service model that can support the primary needs of our growing numbers of blind and vision impaired clients.

Barry Clarke – President
Robert Depold – Acting Executive Director



President Barry Clarke
greets incoming
Executive Director,
Glenn Rappensberg.

Community Services

RSB Community Services provide a range of specialist services to support people who are blind or vision impaired, assisting them to remain at home and supporting their independence to participate fully in the communities in which they live.

RSB Community Services is comprised of:

- Mobility
- Independent Living
- Health & Wellness
- Counselling
- Child & Youth Services
- Volunteers
- Community Education
- Adaptive Technology Centre

Embracing the opportunities of the NDIS

With the vision of NDIS now a reality, the RSB

has embraced the opportunity to support people with vision loss on their journey to greater community contribution and participation.

People with vision loss now have clear choice and control about the services they want; and who they want to deliver them.

RSB staff focus on actively listening to each person's unique story and then assists to bring their NDIS

plans to life. RSB services are responsive to individual changing needs and aim to support people, as needed, with the implementation of goals; resulting in an array of positive outcomes.

Strong relationships, knowledge and expertise underpin and support people to tap into their full potential, engage and contribute within the community, and most importantly live meaningful lives.



5,772

Hours of services provided by Orientation and Mobility Instructors.



10,200

Hours of independent living training provided.



2,900

Hours of health and wellness services provided to **450** clients.



3,766

Hours of counselling services delivered to **307** clients.



1,640

Hours of assistance provided by Child & Youth Services.



217

Community education presentations delivered to **4,669** people.



119,000

Hours of services provided by RSB volunteers.



5,300

Hours of training services provided by the Adaptive Technology Centre to **1,100** clients.

Low Vision Centre

The Low Vision Centre (LVC) 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 free of charge, prior to a decision on whether to purchase them.

Finally an ophthalmologist undertakes an examination and answers any questions the client may have about their eye condition.



1,397

Clients attended the Low Vision Centre.

Low Vision Centre funding success

In May this year, the Hon Christopher Pyne MP, announced the culmination of 18 months of effort to help the RSB secure \$359,000 funding for our Low Vision Centre.

The RSB Low Vision Centre costs almost \$1,000,000pa to operate, and as the rollout of the NDIS continues, some essential services (like the LVC, as it is a vision assessment program) will no longer be fundable from existing government programs.

The RSB is grateful for the Federal Member for Sturt's support in working with numerous government departments in order to secure this funding for a further 12 months.



Guide & Assistance Dog Services

Celebrating its 10th Anniversary in 2016, the RSB Guide Dog Service has progressed from humble beginnings, to this year attaining 66 RSB Guide Dog working teams. Our assistance dog program encompasses Operation K9, autism assistance dogs, therapy dogs and companion dogs; and has also grown to 11 working teams. That's 77 working teams in total – an amazing achievement.



Celebrating 10 years of the RSB Guide Dog Service

The backbone of the RSB Guide & Assistance Dog Service is our world class breeding program, which attains high success rates. Stock is generously donated from guide dog schools all over the world, including Guide Dogs UK, Guide Dogs for the Blind California, Guiding Eyes New York, and Kansai Guide Dog School Japan. During 2015/16, eight litters were welcomed, producing a total of 49 pups with the breeding pedigree to become future RSB Service Dogs.

The RSB Guide & Assistance Dog Service comprised 56 pups, 16 dogs in training, plus 12 breeding dogs as at 30 June 2016.

Puppy Education at the RSB Guide & Assistance Dog Service would not exist without the vital ongoing support of our 281 RSB volunteer puppy educators, bed and breakfast boarders, emergency boarders, breeding stock carers and administration volunteers. We sincerely thank them for their outstanding efforts, wonderful support and amazing dedication.





77

66 RSB Guide Dog and **11** Assistance Dog working teams.



84

56 pups, **16** dogs in training, plus **12** breeding dogs as at 30 June, 2016.



281

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



Industrial Services

RSB Industrial Services has enjoyed a busy and successful year, remaining viable and competitive in a tough business environment. Flexibility and adaptability of work practices has enabled RSB Industrial Services to embrace diversity, opening new opportunities to ensure the varying needs of our customers are met to the highest possible standards.

Over the year there has been steady growth in the plastics moulding section as well as the food packaging area, following the inclusion of a multi-head food filling machine. Growth is particularly evident in the products being packed within the Clean Room area, in a dust free, temperature controlled environment that is conducive to clean packing.

Many companies have removed much of their manual labour force,

especially to fulfil small-scale orders and short production runs. Their most profitable course of action is to outsource specialised packaging requirements – and this is where RSB Industrial Services fills a significant gap in the market.

In comparison with other ADEs, RSB Industrial Services stands strong as a one-stop-shop for its clients, capable of assembling, fitting and finishing special job requirements. This ensures that professional

relationships with customers stand the test of time.

And most importantly, retained business enables RSB Industrial Services to continue providing job security to blind and vision impaired employees, who rely on us for gainful employment, networking with peers and a sense of belonging within the community in which they live.



\$2.077M

Turnover for 2015/16.



5,000

Gourmet Goodie Show Bags assembled.



66

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



16,200

Show bags packed for Roben Menz.



\$1,297,709

Sales for the Financial Year.

Employment Services

In 2015/16 RSB Employment Service continued to focus of placing blind and vision impaired clients into sustainable open employment, in both Government and private sectors, in a large variety of fields. This has resulted in RSB Employment Services now being one

of the leading providers of disability employment services, nationally. We have also assisted many people that were experiencing difficulties due to vision loss, to maintain employment, through advocacy, training and adaptive technology.

As we prepare for the roll out for NDIS, we will increase our ability to service clients wishing to transition from school to education or employment or look for an after-school role; and assist those wishing to increase their working hours, change their role, or look for a new job.

RSB Employment Services is now one of the leading providers of disability employment services, nationally.



41

Clients placed in employment.



17

Point increase in National Star Rating against national averages.



27

Clients assisted by our Jobs in Jeopardy program.

Print Alternative & Digital Library Services

Print Alternative Services makes printed information accessible to people who are blind or vision impaired, by providing it in accessible formats such as Braille, large print, audio, electronic text, or tactile diagrams and maps.

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.



2,500

Clients accessed information in print alternative options.



15,000

Pages of Braille and tactile diagrams created.



950,000

Large print pages printed.



5,000

Pages of e-text printed.



14,000

Hours of audio requests.



10,925

Titles available via the Digital Library.

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

The Marketing and Fundraising department is responsible for raising funds and promoting the work of the RSB across SA, ACT and the Hunter Region of NSW.

This entails management of the RSB brand, advertising campaigns, social media, newsletters, publications, media relations, public appeals, grants, trusts and foundation applications, lottery programs, bequests, community fundraising and events.



Brand Ambassadors, Rachael Leahcar and Erin Bell.



260

The number of stories generated for TV, radio, print and online media.



65,622

Visits to rsb.org.au.



21,172

Followers on Facebook.



42

Bequests.



36,459

Lottery tickets sold.



2,251,000

Dollars generated..



www.facebook.com/RSBfocus



www.twitter.com/RSBfocus



www.YouTube.com/RSBfocus

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

Accede Holdings
Adelaide Eye & Laser Centre
Adelaide Veterinary Specialist & Referral Centre
Boehringer Ingelheim
Booze Brothers
Dr Angus Brown – Stephen Terrace Veterinary Clinic
Dr Andrew Carter
City of Onkaparinga
CMV Group
Community Benefit SA
Department of Environment,

Water & Natural Resources
FaB Cleaning Services
Fay Fuller Foundation
Dr Chris Girling – Noah's Crossing Veterinary Clinic
IDEXX Pathology Services
James & Diana Ramsay Foundation
Kirsten Charity Trust
Dr Roger Lavelle – Lavelle Diagnostic
Lions Club of East Torrens
Maxwell Cooper Family Trust
Mt Gambier & Districts Club for the Visually Impaired
Newcastle Permanent Charitable Trust
Novartis
Perpetual Trustees – The Elliott Family Trust
PETstock
Dr Tony Read – Veterinary Ophthalmic Services
Dr Mark Reeve – Tea Tree Gully Veterinary Hospital

Rotary Club of Kidman Park
Royal Canin
SA Health
Semaphore Bakery
Slater & Gordon
The Bill & Dorothy Martin Memorial Trust Fund
The Honda Foundation
Wallbridge & Gilbert

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



Individuals

Mr G Bishop

Mrs P Boots

Mrs B Bray

Mrs M Buxton

Mr P & Mrs V Carmen

Mrs M Carthew

Mr B Clarke

Mr G & Mrs M Dimmitt

Mr C Domaille

Mr D Fiegert

Mr B Gillard

Mrs M Gramp

Mr G Grivell

Mr R Hawkes

Mr & Mrs Hazell

Mr J & Mrs V Irish

Miss S Jones

Mr R Kemp

Mr P Klaschen von Averhoff

Miss W Laffer

Mrs E LeMessurier

Mr S Leschke

Mr M Liebelt

Mr G Lyons

Mr & Mrs Mayo

Mr N & Mrs R McPherson

Mrs I Medianik

Mr P Miller

Mrs R Miller & family

Mr C Mitchell

Mr N & Mrs A Ogier

Mr G & Mrs E Palmer

Mr C Richardson

Mr R Sexton

Miss C Tattershall

Miss P Trott

Mrs C Van Hattum

Mr W Wenig

Ms F Winson

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.

Fundraising Auxiliaries

A special thanks is extended to the dedicated volunteers who form the RSB's Fundraising Auxiliaries in Gawler and Murray Bridge.

Many volunteers have raised funds for more than 35 years, being not only wonderful ambassadors but importantly, generating much needed funds for those in their community who are blind or vision impaired.

It is with sincere gratitude that we acknowledge these volunteers who continue to fundraise by hosting events, such as community stalls, barbeques and badge days.

On behalf of the Board, Management and staff we commend them on their commitment and significant fundraising results during the 2016 financial year.



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:

M Addis

P Anthony

W Appleby

M Aulton

M Auschild

S Biggs

W Blake

B Boucher

W Bridgman

G Carter

C & L Clarke

F Colmer

R Doepke

K Fletcher

M Fraser

M Gerblich

J Guiver

E Jefferson

S Lane

E McBriar

D McCracken

P McLaren

J Melrose

B & E Miers

H Nankivell

J Pedler

C Power

O & S Raymond

E Rivers

T Ryan

G Rychter

A Schlank

H Simonitsch

L Thompson

D Walker

M Williams

T Wollaston

T 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 delivering 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 230 Pirie 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 230 Pirie Street, Adelaide, 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.

If you have any questions regarding bequests, please call the RSB Donor Liaison Officer on (08) 8417 5555 or email bequest@rsb.org.au

In Memorium

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

Keith Allan Altmann

Salvatore Basile

Laurel Bedford

Decimo Boffo

Eileen Dorothy Callaghan

Zellah Cameron

John Crowson

Judith Amelia Danos

Pauline Davies

William Dawson

Catherine Ellis

Thelma Gaskin

Leo Gilbertson

Dorothy Harben

Verna Harkness

Marjorie Hayes

Maurice John Hennessy

Kurt F Holk

Mary Howie

Monica Jacobi

Roma King

Samuel Kriek

Nancy Larcombe

Andy Leitch

Flavie Lewis

George Mearing

Barbara Mill

Ora Pink

Gilbert Potter

Marjory Edith Praite

Evelyn Price

Yvonne Robertson

Dudley J Scheer

Judy Seabrook

Rolf Sherwin

Dorothy Smith

Violet Voit

Brenda Wanklyn

John William Warren

Joan Warmington

Merle Weste

Isobelle Willmott

Patrick George White

Laurel Young

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

In Memorium envelopes are available on request.



Corporate Governance

The Board of Directors 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 Director 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	
	ATTEND	HELD	ATTEND	HELD	ATTEND	HELD
Kate Berry ¹	5	6				
Celia Chen	10	11				
Ray Clark ²	2	5			0	1
Barry Clarke	11	11	9	11	2	2
Andrew Creaser ³	5	5			0	1
Brad Gay	11	11	8	11	1	2
Pieter Haverhoek	8	11				
Allana Hinks	0	2				
Kate McKeough	3	3				
Damian Papps	8	11			1	1
Grant Raymond	10	11				
Rob Richards	9	11				
Roz Sommariva ⁴	4	6				
Michael Zannis	11	11				
Andrew Daly ⁵	3	4	2	4	0	1
Robert Depold ⁶	11	11	8	11	2	2

1 elected November 2015, 2 resigned November 2015, 3 resigned January 2016, 4 resigned February 2016, 5 resigned as Executive Director November 2015, 6 acting Executive Director November 2015 to July 2016

Board of Directors

Barry Clarke

FIPA
President
Board Member
since February 1992



Pieter Haverhoek

Vice President
MAICD
Board Member
since February 2012



Damian Papps

Vice President
Board Member
since November 2013



Bradley Gay

Treasurer
BEc, DGipAppFin,
MSc, FFINSIA
Board Member
since June 2013



Kate McKeough

Secretary
Board Member
since May 2016



Associate Professor

Celia Chen

BMBBS, PhD, FRANZCO
Board Member
since December 2011



Dr Grant Raymond

MBBS, FRACO, GAICD
Board Member since
since September 2014



Kate Berry

Grad Dip HRM, Dip
BUS T
Board Member
since November 2015



Allana Hinks

Board Member
since May 2016



Michael Zannis

Employee
Representative
Board Member
since November 2014



Patron

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



Over 143,000 hours
of support to
assist clients to
maintain their
independence.



Treasurer's Report

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

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 2015/16 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 \$3.36 million compared to \$3.09 million 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 \$0.85 million compared to \$0.95 million for the previous financial year.

In the Statement of Consolidated Comprehensive Income, the RSB has brought to account a revaluation of its Land and Buildings of \$2.44M and a devaluation of available for sale equity instruments of \$0.18M.

Net Assets

The consolidated Net Assets of the RSB now stand at

\$34.25 million compared to \$35.10 million for the previous financial year.

Services

Over the last financial year, the RSB has provided more than 143,000 service hours and more than 119,000 volunteer hours.

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

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 some 12,000 people who are blind or vision impaired.

The RSB is evolving to respond to the challenges and opportunities of reform in the sector, in particular through our interstate presence in Canberra and the Hunter Valley. In those regions we are now delivering services and receiving modest

funding under the early stages of the National Disability Insurance Scheme. This augurs well as the Scheme is fully implemented.

The incidence of vision loss in our community will continue to increase in proportion to our ageing population and therefore, it is vital that the RSB continues to attract bequests in order to fund future increases in demand; given that fee for service income does not fund the full cost of services provided.

The RSB also continues to actively consider strategies to maximise fee for service opportunities associated with Aged Care Reform and the NDIS.

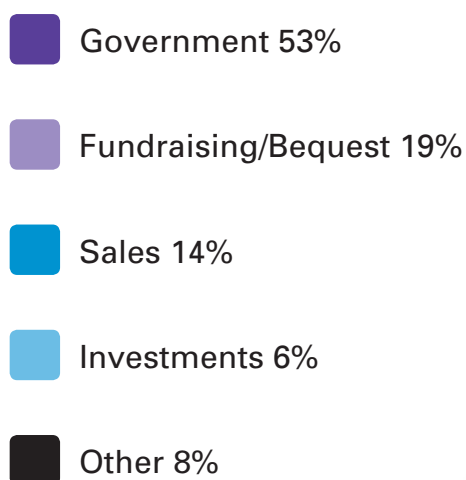
Governance

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 investment portfolio, in order to optimise returns and minimise risk.

Through ongoing due diligence and effective financial management practices, the RSB has placed itself in a sound financial position to assist people who are blind or vision impaired, for many years to come.

Summary of Revenue from Continuing Operations



Contact Details

South Australia

Adelaide - Knapman House

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

Adelaide

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

Gilles Plains

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

Smithfield

27 Anderson Walk
Smithfield SA 5114
(08) 8417 5690

Noarlunga Downs

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

Port Augusta

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

Mt Gambier

Mt Gambier Eye Centre
Pinehall Avenue
Mt Gambier SA 5291
(08) 8725 1921

Victor Harbor

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

Kadina

6 Hallett Street
Kadina SA 5554
(08) 8821 2209

New South Wales

Hunter Region, NSW Office

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

NSW - Low Vision Clinic

Suite 2, 47 Bolton Street
Newcastle NSW 2300
(02) 4088 4200

Australian Capital Territory

Canberra, ACT Office

Griffin Centre
20 Genge Street
Canberra ACT 2601
(02) 6132 9200

NDIS Provider Registration Numbers

SA 4050000219
NSW 4050000796
ACT 4050001269

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





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