



# Annual Report

2020-2021

# Our Mission and Values



OUR MISSION IS TO EMPOWER BLIND AND VISION IMPAIRED MEMBERS OF THE SOUTH AUSTRALIAN COMMUNITY TO LEAD INDEPENDENT AND REWARDING LIVES

## Values

These are the core values that underpin the way RSB partners with its clients, supports and engages its staff, and sustains its quality service standards. They are values that guide our decision making, frame our behaviours and they are the measures that we hold ourselves accountable to.

**Respect**

**Support**

**Inclusive**

**Creative**

**Collaborative**



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Front cover image:

**Rachel Leahcar, RSB Ambassador, and Ella, her guide dog**

# Presidents Report

This last year has seen the RSB make great progress in its quest to be a sustainable provider of services to the vision impaired and blind. The COVID pandemic has been an added pressure over this period. The NDIS and My Aged Care have continued to be problematic sources of funding for our niche sensory disability sector. The transition from block funding has been slow and challenging.

I am most grateful to all Directors for their dedicated efforts to provide the necessary strategic and risk management oversight as the RSB adapts to maximise benevolent cost effective service provision. Zoom and Hybrid meetings have continued as we adjust to the “new normal”. The Finance and Property Committees have been particularly active as we have initiated the necessary changes to become more sustainable.

On behalf of the Board I would like to thank our Executive Director, Damian Papps, and his team for their hard work and tireless efforts. I would like to take

this opportunity to thank Rob Dempsey for his dedicated efforts as Executive Director before he resigned late last year to pursue other ventures. Damian has settled well into his role, restructuring the organisation with a renewed emphasis on accountability and rationalising our properties and business units.

The RSB team continues to demonstrate great commitment to the vision impaired community. Our Guide and Assistance Dog Programme, Fund Raising, Employment Services, Industrial Services and Community Services all provide ongoing essential services for our clients.

My thanks to our volunteers who allow us to achieve so much more for our clients. The generous financial support of our donors, bequestors, State and Federal Governments and other benefactors are critical to our programme provision. Our Guide and Assistance Dog Programme will benefit enormously from new DVA funding and generous support from Masonic Charities.

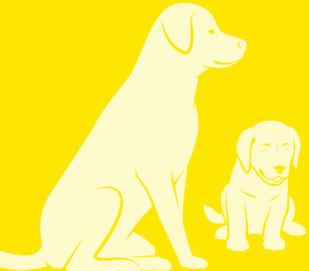
I am coming to the end of my three year term as President of the RSB and feel privileged to have enjoyed the opportunity to have worked with such a supportive and skilful Board who donate their time



to try to make a difference for the vision impaired and blind clients we serve. The friendships I have enjoyed with Board Members and our RSB team will remain a highlight as I reflect on a busy, challenging phase in the history of the RSB.

I offer my best wishes and support to my successor as RSB President, Kate McKeough.

**Grant Raymond**



**394,200**  
**volunteer**

hours spent training  
our guide and  
assistance dog puppies



**42,523**  
**km travelled**

by RSB services in  
delivering goods...



# ED Report

2021 has been a transformational year in RSB's 137-year history.

In addition to delivering an Operating Surplus the year saw several projects and achievements that underpin our sustainability for future generations.

We were pleased to appoint Graham Cornes OAM and Andrew McLachlan CSC as RSB ambassadors and we are extremely grateful for their tireless work in promoting and supporting our work. Graham provided a wonderful podcast through his 5AA show 'Conversations with Cornsey' to promote the work we are doing with Veterans through OPK9 which featured Brad and his dog Bunji.

With our clients and the community at the centre of everything we do, RSB is totally committed to leading conversations in

the NDIS, Aged Care, Employment and Veteran spaces. We want to ensure our clients are heard and empowered to live full lives within South Australia.

In terms of expanding service, we had the great opportunity to add MJP and YES employment services to our offering to assist the wider disability sector into open employment.

Our Industrial Services Division, which primarily employs people with vision impairment, has had a record year of production and achieved an operating surplus. Work has been widespread with a large focus on food packaging for South Australian companies and thermoforming a range of products from air conditioning



**7,925**  
**clients**  
supported across  
RSB services!

covers to food trays, punnets and mine detection equipment. Moving forward we are focused on further transforming our workplace with new partnerships, investments and a focus on automation and technology.

We offer a holistic service offering for people with vision impairment and blindness, and our Community Services team offers occupational therapy, orientation and mobility instruction, assistive technology specialists, counselling, optometry, support coordination and aged care facilitation. They continually work with our clients to achieve great outcomes and have provided more than 32,000 hours of support this past year.

Our dog services continued to expand from a strong base as the demand for Assistance Dogs grows. We successfully piloted a new Autism service with children which has had remarkable outcomes. We are the leading provider of Guide and Assistance Dogs in South Australia and the support we receive from the community is integral to this success.

Technology has been a focus for many years and is fundamental to our community leading independent and rewarding lives. We continue to invest in our Adaptive Technology offering which this year also saw unprecedented demand for innovative products and services. A new website and online shop was launched which will continue to expand with new products and a new CRM and financial system were successfully implemented.



**61**  
puppies  
born across  
9 litters



**42**  
teams  
graduated

Post year end saw the settlement of Knapman House, with the proceeds being set aside for re-investment. It enables us to refresh our city offering as we move across the road into more accessible and modern premises.

I take this opportunity to welcome Richard Starling to the Board who was elected as the employee representative and has been a tremendous member of our Industrial Service Division over the past 7 years.

Our results and success are only possible through the absolute dedication and effort of our staff to our clients and the guidance and commitment of our Board who provide their expertise and energy to fulfil our mission.

**Damian Papps**



# Community Services Report

Our vision is very clear. It's about building a community where people with vision loss and blindness are supported on their terms and given the services and technologies they need to live great lives.

Once again both our team of specialists and our clients have dealt with a challenging year. Change is just a part of life, but we've all had to be adaptable and resilient to deliver services through a raft of COVID restrictions and interruptions. Our staff team have been amazing in looking for new ways of working and remaining connected to our clients, and we want to acknowledge that hard work.

It sounds obvious, but at the heart of improvement for RSB is listening to our clients. They drive our work, what we do and how we do it. We have really focused

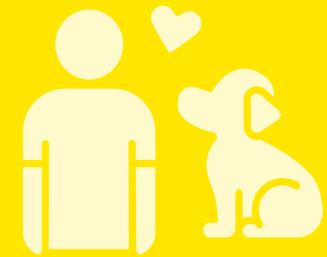
on building a more coordinated and holistic service offer and working in partnership with our clients when they need us.

Delivering solid core services is always important. Our Customer First team received nearly 17,000 calls last year, providing clients and their families with sound advice and information. Our external referrals grew by nearly 20%, reflecting the increasing need for our specialist services, both in metropolitan and regional areas.

Our optometry services team delivered more than 700 sessions which help

people understand their vision loss, maximise their remaining vision and seek ways to ensure their continued independence.

In this way, assisted technology continues to grow and offer our clients new ways of working, interacting with their friends and families and managing life in general. We continually work with a range of international suppliers to ensure the best global products are available to our clients. Our team provides training on how to use other widely available smart phone and voice activated technologies which are transformative.



**#1**  
**in providing**  
**Guide and Assistance**  
**Dogs in South Australia**

As always, we have ensured we are delivering the highest quality, safe and reliable services. We completed an NDIS Audit, updated our clinical governance framework, introduced new client incident protocols and invested in staff training.

Lastly, we have delivered a number of new programs including a pilot program where children with autism have been helped with assistance dogs and a group cooking skills class. We look forward to further expanding these initiatives in the coming year.



**16,588**

**phone calls**

received from  
clients!

**ndis**

**registered**

provider

**CHSP**

Commonwealth  
Home Support

Provider approved



# Industrial Services

The 20/21 Financial year was another step forward for Industrial Services, as we work towards financial sustainability, and engage new customer agreements to cement the future and improve revenue streams with a focus on automation, efficiency and doing the basics really well.

While the COVID pandemic did affect some of our customers who deliver what are considered non essentials, there was much growth seen in local food/ beverage manufacturing with many new projects.

We were also able to secure a temporary viability grant through DSS which allowed us to invest in equipment to assemble and supply face shields through Cheiron Health to hospitals around the country to allow for stockpiling of PPE supplies without reliance on imports from offshore.

In the second half of the financial year there was also a pleasing increase in work for the thermoform area, with Polyaire air conditioning plenums being ordered for both the domestic and export markets as businesses reopened in Australia and the UK. Food related packaging including trays produced in the thermoforming area were also in high demand and our workforce that had been redeployed and engaged in food packaging were now busily returning to their previous thermoforming duties.

Collaboration with community services and employment businesses of RSB has been crucial to ensuring that all

NDIS eligible funded factory employees transition as soon as possible to the new model funding streams based on supports in employment. The outcome for our employees will be an improved focus on individual supports to maintain, train and upskill wherever possible according to the needs of the employee and the resources available.

A complete review of our quote tool this financial year has enabled us to increase profitability and analyse tasks that had been undertaken for long periods of time that were no longer viable or required significant price increases to

remain sustainable. The outcome has allowed Industrial services to reposition our business model and engage a more profitable work mix. This has led to a 10 % increase in total revenue for the 20/21 financial year despite the challenging and changing environment,

The entire team at Industrial Services is to be commended for their commitment and dedication to ensuring Industrial Services remains a valuable component of RSB.



**864**  
years  
collective and  
dedicated  
service by the  
RSB Industrial  
Services team!



**72L**  
of  
superglue  
used in  
packaging  
goods for  
clients



**1.6M**  
kg of  
packaging  
completed by  
RSB Industrial  
Services



# Employment Services

RSB's Employment Services staff members rose to every challenge during 2020/2021, and despite the unprecedented circumstances, we continued to assist job seekers into open employment.

Our Disability Employment Services (DES) team completed around 14,500 case notes and delivered some 7,500 hours of service to our caseload of around 310 DES clients over the financial year.

Many of the contacts made during lockdown periods became focussed on our client's welfare, and included helping them with online tasks, such as shopping. By focussing on the positives, we were able to help clients embrace the technology and aids available to improve

their independence, including video calls and online services.

The Employment Services team also provided over 1,700 supports totalling over 2,000 hours to our NDIS participants. This includes 236 hours of AUSLAN interpreting and over 1,000 hours of direct support work.

There were also opportunities to celebrate with our clients. In particular, one of our deaf clients, hosted by the City of

Onkaparinga, was awarded the CITB sponsored Apprentice of the Year 2020-21 in addition to his Certificate III in Carpentry.

We look forward to the new financial year and the opportunity to support more people into gaining and maintaining their employment.

**89,908**  
hours of  
supported employment



**293** clients  
engaged in employment  
via our RSB Employment  
Services teams



# Marketing and Fundraising Report

Quite simply, the money we raise through fundraising and corporate support, allows us to do more. We are extremely grateful to the people who provide donations, who raise money at quiz nights and golf days, as well as our corporate partners who share our values and ambition to make a difference.

In a year where many of our normal events were impacted by COVID-19 restrictions, we are proud to have delivered a solid fundraising performance. Income from our regular direct mail program was up 31.9% from last year, demonstrating the ongoing generosity of our community.

We are fortunate to receive bequests - a form of philanthropy that is always bittersweet. Several generous gifts meant we doubled bequest income this year.

The expansion of our digital marketing and fundraising efforts continued and will further expand. We launched our new website offering more information about our wide-ranging services, products, and programs. Ongoing campaigns on LinkedIn and Facebook have kept our clients and supporters involved and informed. We still managed some events this year, including our inaugural Wags Trail Walk for guide dogs and dog lovers

alike, and the Perspectives Series for optometrists to learn more about our work.

Several Trusts and Foundations have supported our work, with some of the funding used to grow our OPK9 program, which provides psychiatric assistance dogs to returned veterans experiencing Post Traumatic Stress Disorder. These therapy dogs have helped many veterans turn their lives around.



**8,200**  
**donors**  
supporting RSB  
fundraising appeals

It is these stories that drive us every day. Our services help people of all ages to live better lives. But we see our role in society as greater than just service delivery. With 15% of all Australians living with a disability, it's just part of life. Our new 'See Differently' brand proposition is all about seeing people in all their facets, not just their disability. We're looking forward to pushing ahead, challenging stereotypes, increasing understanding and all 'seeing differently'.



# Treasurer's Report

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 2020- 2021 Treasurer's Report has been prepared to provide a concise summary of the RSB's consolidated financial results.

## Operating Results

The net surplus for the year is \$0.11M and compares to the net deficit of \$3.26M for the previous financial year. The improvement of \$3.36M from 2019-20 was due principally to increased revenue of \$1.1M across our main revenue streams of Govt. funding, sale of products and

service delivery, and an increase of \$0.7M in the value of financial assets. Lower costs, principally salary and wages, of \$1.06M from the previous year, also contributed to the improved result for 2020-21.

Other comprehensive income increased by \$8.38M comprising \$6.35M increase in the value of Land and Buildings held by RSB and \$2.03M increase in the value of RSB's Foundation investments.

## Net Assets

The consolidated Net Assets of the RSB at 30 June 2021 are \$39.58M compared to \$31.38M for the previous financial year. The increase being due to the increase in value of Land and Buildings and investments as noted above.

## Operations

During 2020- 21 RSB consolidated positive gains made in the operation of our Industrial Services and Low Vision

Products division, with both areas experiencing increased sales in 2020-21.

RSB's addition as a provider to the Department of Veteran's Affairs, Psychiatric Assistance Dog Program, has resulted in increased demand for the supply of assistance dogs.

At this time last year it was reported that the Pirie Street property was under contract as a development site. The property has now been sold, with



proceeds received on 20 October 2021 being invested by the RSB's Foundation.

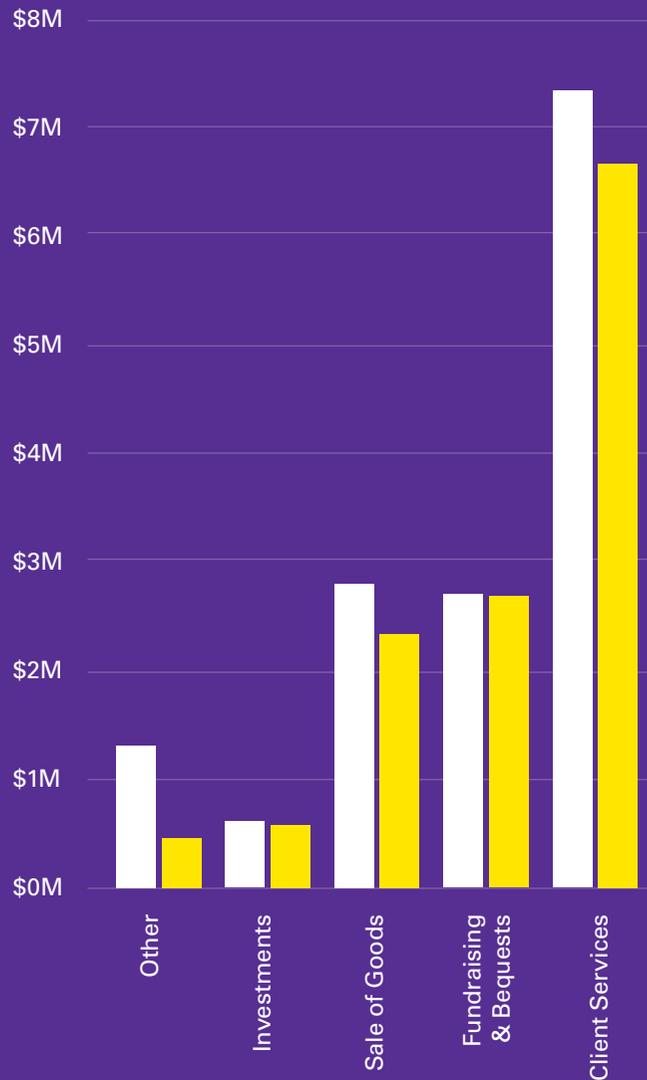
On behalf of the Board, I would particularly like to recognise the importance of benefactors, supporters, staff and government in assisting the RSB to remain a provider of choice for the blind and vision impaired community of South Australia.

**Ian Campbell**

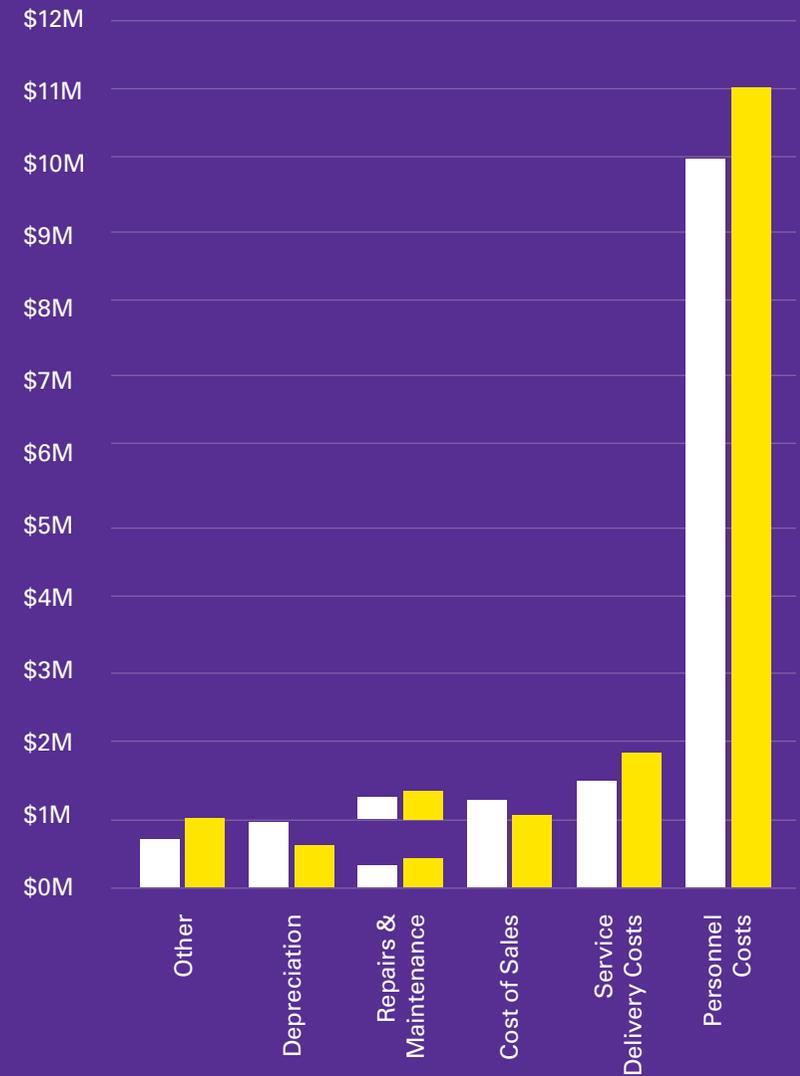
## Income and Expenditure Summary

FY2021  
 FY2020

### Revenue from Ordinary Activities



### Expenses from Ordinary Activities



# RSB Patrons

**His Excellency, the Honourable  
Hieu Van Le, AO, Governor of  
South Australia**

7/8/2014 – 31/8/2021

**His Excellency, Rear Admiral  
Kevin Scarce, AO, CSC, RANR,  
Governor of South Australia**

8/8/2007 – 7/8/2014

**Mrs. Marjorie Jackson Nelson,  
AC, CVO, MBE**

3/11/2001 – 31/7/2007

**Sir Eric J. Neal, AC, CVO**

22/7/1996 – 3/11/2001

**The Honorable Dame Roma Mitchell,  
AC, DBE, CVO**

6/2/1991 – 21/7/1996

**Lieutenant General**

**Sir Donald B. Dunstan, AC, KBE, CB**

23/4/1982 – 5/2/1991

**Sir Keith Seaman, KCVO, OBE**

1/9/1977 – 28/3/1982

**Sir Douglas R. Nicholls, KCVO, OBE**

1/12/1976 – 30/4/1977

**Sir Mark Oliphant, AC, KBE**

1/12/1971 – 30/11/1976

**Major General Sir James W. Harrison,  
KCMG, CB, CBE**

4/12/1968 – 16/9/1971

**Lieutenant General Sir Edric M. Bastyan,  
KCMG, KCVO, KBE, CB**

4/4/1961 – 1/6/1968

**Air Vice Marshall Sir Robert George,  
KCMG, KCVO, KBE, CB, MC**

23/2/1953 – 7/3/1960

**Lieutenant General Sir C. Willoughby  
Norrie, KCMG, CB, DSO, MC**

19/12/1944 – 19/6/1952

**Sir C. Malcolm BarclayHarvey, KCMG**

28/7/1934 – 23/2/1939

**Major General Sir Winston Dugan,  
KCMG, CB, DSO**

28/7/1934 – 23/2/1939

**Brigadier General The Honorable  
Sir Alexander G.A. Hore-Ruthven,  
VC, KCMB, CB, DSO**

14/5/1928 – 26/4/1934

**Lieutenant Colonel Sir Tom M. Bridges,  
KCB, KCMG, DSO**

4/12/1922 – 4/12/1927

**Lieutenant Colonel  
Sir W.E.G. Archibald Weigall, KCMG**

9/6/1920 – 30/5/1922

**Lieutenant Colonel  
Sir Henry L. Galway, KCMG, DSO**

18/4/1914 – 30/4/1920

**Admiral Sir Day Hort Bosanquet,  
GCVO, KCB**

18/2/1909 – 22/3/1914

**Sir George R. Le Hunte, KCMG**

1/7/1903 – 18/2/1909

**Right Honorable Hallam,  
Lord Tennyson, KCMG**

10/4/1899 – 17/7/1902

**Sir Thomas F. Buxton, Bt, GCMG**

29/10/1895 – 29/3/1899

**Right Honorable The Earl of Kintore,  
PC, GCMG**

11/4/1889 – 10/4/1895



“I no longer look at a glass half full. I no longer look at a glass as half empty. Now I just see the glass. He just helps me see things differently.”





**Donate. Volunteer. Partner.**