

EverAbility
Group



Impact Statement 2023



Accessible Online Report
October 2023

1.



“EverAbility Group continues to evolve, seeking to be ahead of the significant changes sweeping its operational landscape whilst staying true to the delivery of services to clients in Western Australia and Tasmania knowing the difference these services can and do have.”

From the Chair



During the second year of implementing our Strategic Intentions, EverAbility Group has progressed as planned towards its organisational reset. The Board and Leadership Team has evolved, diversifying the skills and expertise within our senior leadership group. This growth and skill mix is essential in creating a solid and agile foundation to achieving our strategic goals.

In 2022-23 we realigned our core values of Collaboration, Excellence and Respect within every facet of our organisation. By undergoing an organisation-wide functional review, we have made significant advancement towards achieving financial sustainability, developing a people-centric culture, establishing our diverse brands within their markets, and reviewing and improving all areas of service delivery.

EverAbility Group continues to be a beacon of hope to people living with vision loss and disability in Western Australia and Tasmania. I feel privileged to witness the incredible gift of independence, confidence and safety that our services offer and our team provides to the community. This year we were pleased to welcome Rita Kleinfeld-Fowell to the EverAbility Group Board. On behalf of the organisation I sincerely thank retiring Board Directors, Jenny Dawson and Iain Murray for their many years of committed service, bringing energy and vision to help drive our success.

To provide the skills necessary for organisational transformation, the Board approved two new roles within the

Executive Team. We were delighted to be joined by our new Chief Financial Officer, Julia Hannan, and Chief Operating Officer, Felicity Beaulieu.

Again this year, I express my thanks to our Chief Executive Officer, Anna Presser and the Executive Team for their ability to expertly lead the operational changes required to ensure the vitality of EverAbility Group. I would also like to acknowledge our staff for their efforts and embracing these changes. I am proud that our highly regarded organisation, with its rich history, is well placed to thrive long into the future. This organisation would not exist without our many supporters. I extend my sincere gratitude to our ever-generous and always-present Western Australian and Tasmanian communities. Thank you for your ongoing support. It is my pleasure to lead a Board of such passionate and engaged Directors, I look forward to my continued work with you all.

Aaron Constantine
Board Chair

From the CEO

This year has been a year of consolidation, building a sustainable business for the future. Our clients and community are at the heart of the EverAbility Group. They are the reason we continue to grow and develop through improving our capabilities whilst striving to be our best.

Our newly established Breeding and Cadet Training Programs have been developed in line with international standards. It has placed Guide Dogs WA and Guide Dogs Tasmania in an excellent position to continue to meet the needs of our communities living with low vision, disability or illness. With 27 in WA and two in Tasmania, a total of 29 puppies this year are coming from our own Breeding Program, meaning we have better control over our supply chain. Six Cadets are making their way through our training program so that we have the highly qualified and specialised staff in place for the future.

This year we had our first Assistance Dog International audit. The purpose of these audits is to ensure standards of excellence in all areas of Assistance Dog acquisition, training and partnership are met. I am proud to say that our team passed the audit with no changes required.

Therapy services have been improving efficiencies with our waitlists reduced. This also includes increased collaboration between teams resulting in a multidisciplinary focus creating better outcomes for our clients.

This year, our VisAbility Awards were bigger and better than ever. We love celebrating people's successes. The revamped awards were open to the community and not just our clients. The awards were a great success with an amazing 337% increase in nominations.

It takes a community to do what we do. Every person, no matter what role they carry out, contributes to the organisation's success. To everyone who has contributed to EverAbility Group this year, including our valued donors, bequestors, Board members, volunteers and staff, thank you for your valued support.



Anna Presser
Chief Executive Officer



“I am grateful to our donors, supporters, partners and volunteers for being on the journey supporting us in our mission.”

Our Board

Our organisation is driven by a group of committed, passionate and experienced people.



Aaron Constantine
Chair



Sue Shoobridge
Treasurer



Kym Georgiou
Board Member



Hayden White
Board Member



Scott Marston
Board Member



John Nolan
Board Member



Rita Kleinfeld-Fowell
Board Member

EverAbility

We all have the right to live the life we want. To connect with others. To pursue our goals and dreams. To live our vision of a rewarding, independent life.

At EverAbility Group, we provide the services, support and spaces our community – everyone in our community – needs to do just that.

Vision

The future we are creating: Achieving maximum ability for our clients through our exceptional services.

Values

Collaboration: We achieve more when we work together and value other's differences

Excellence: We continually grow and develop through expanding our capabilities whilst striving to be the best in everything we do

Respect: We respect our stakeholders who are at the centre of everything we do

Promise

Our commitment, across all our brands, is to provide a professional, person-centred service and offer quality of life outcomes that help people to live the life they choose.

VisAbility



Perron Place





196

Total employees

23

Number of allied health students on placements

521

Total volunteers

69%

Staff satisfaction survey rating

3.



65,615

Total number of service hours delivered in WA

8,579

Total number of service hours delivered in Tasmania



VisAbility

VisAbility provides personalised vision support across Western Australia and Tasmania. In 2022-23, VisAbility implemented monthly client feedback surveys across therapy programs to collect more timely and targeted feedback to guide service improvements.

It's been another action-packed year for VisAbility staff and clients.

The highly attended Perth Web Accessibility and Inclusive Design Camp was again sponsored and hosted by VisAbility in February.

VisAbility WA attended and presented at both the Print Disability Round Table Conference and the ATSA Expo in May. Two team members shared their experiences of parenting with low or no vision.

VisAbility continued as the preferred provider of Orientation and Mobility services for the Department of Education School of Special Needs: Sensory.

VisAbility WA continued participating in the Print Disability Services Program (PDSP).

In March, VisAbility's Audio Library reached a new milestone, producing over

20,000 talking books for people with a print disability.

The VisAbility band, Grand Delusions, performed with Perth Symphony Orchestra at Coogee Live in March.

In May, VisAbility WA hosted the Biennial Awards, celebrating the achievements of our low or no vision community.

VisAbility's Disability Employment Service (DES) achieved a net growth of 14% in its caseload for the year.

VisAbility Tasmania enlisted the help of a local artist to create an engaging and educational animation for White Cane Day.

Tasmanian therapists delivered accessibility training and education sessions to Devonport City Council and Metro Bus staff.

3401

People accessed services across WA

637

People accessed services across Tasmania

4.



79

Working dogs

8

Dogs matched in
new partnerships

31

New puppies in training

155

After care visits

Guide Dogs WA

In 2022-23, Guide Dogs WA has focused on nurturing strong collaboration with other Australian and international Guide and Assistance Dog organisations.

Guide Dogs WA welcomed six Western Australian born litters from its new Breeding Program, producing a total of 27 Guide and Assistance Dog puppies in the 2022-23 financial year.

Guide Dogs WA received one of its Breeding Dogs (Broods) from the Oceanic Breeding Cooperative. The sharing of resources worldwide aims to improve the health and temperament of working dogs through genetic diversity.

WA was awarded The Derek Freeman Scholarship in 2023 from the International Guide Dog Federation. The scholarship will enable the puppy development team to work closely with

Guide Dogs of America on an exciting project to support our growing puppy numbers.

The Cadet Program has six individuals in training to become highly qualified Guide Dog Trainers and Mobility Instructors. There is a world-wide shortage of these much-needed roles.

Guide Dogs WA received accreditation from our first Assistance Dog International audit. Accreditation of organisations who place Assistance Dogs, like Guide Dogs WA ensures that the highest standards of operations are met.

10

Number of Breeding Dogs

\$4,931,868

Total funds raised in WA

1023

Coin Collection Dog sites

252

Volunteers supporting our programs

Guide Dogs Tasmania

In 2022-23, we welcomed our first Tasmanian born puppies, named Digby and Dora. An auspicious moment for the organisation, the pups are now developing socialisation skills under the care of their Puppy Raisers.

Our Facility Dog program is growing, with training and preparation underway for placement of dogs at three important facilities. These four dogs will have a significant impact on many in the community.

Our Cadet Program is helping to ensure that Guide Dogs Tasmania can continue to train and place dogs with people in need. Our Guide Dog Mobility Instructor Cadet completed training for two dogs who were successfully matched with Tasmanians.

An event at Government House thanking our most valued volunteers and supporters, was greatly enjoyed by all

who attended. We launched an exciting new line of winter merchandise and focused on the acquisition of volunteers to support fundraising activities across the state.

A song was written and recorded for Guide Dogs Tasmania by Tyler Richardson, lead vocalist in award winning Tasmanian punk rock band. The song was launched as part of the 2023 access rights campaign. It successfully engaged a younger demographic, received statewide media coverage, and raised awareness about the access rights of Guide Dogs, and how our communities can be more inclusive.

37

Working dogs

7

Dogs matched in new partnerships

24

New puppies in training

107

After care visits

5.



134

Volunteers supporting
our programs

\$2,296,608

Total funds raised in Tasmania

1148

Coin Collection Dog sites

35

Fundraising events in Tasmania

6.

Kites Children's Therapy

Kites Children's Therapy (Kites) provides therapy solutions for children with disability or developmental delay in Western Australia and Tasmania. Our therapists provide support as early as possible, when it can make the biggest difference in each child's life.

In 2022-23, Kites focused on improving the way families across Western Australia and Tasmania can access its services.

Responding to a demand for services during school holidays, Kites launched a series of highly attended group programs and assessment clinics. The pleasing numbers has encouraged the team to expand the age groups targeted and activities offered in the coming years.

In Western Australia, Kites secured a new service location in the northern metro suburbs of Perth for the delivery of Dog-Assisted Therapy,

with expansion plans to include other therapy services. This is meeting a local service shortage in the area and providing existing clients in the northern suburbs with a convenient location for children who have difficulty travelling long journeys.

Kites Tasmania welcomed additional Therapy Assistants to support the delivery of therapy programs, allowing clients more frequent and intensive sessions.



884

Dog-Assisted
Therapy hours in
WA and Tasmania



7447

Total service hours
delivered in WA

4047

Total service hours
delivered in Tasmania

526

Clients supported in
WA and Tasmania

3439

Toy Library loans in WA

7.



Perron Place

Since its 2020 launch, Perron Place has continued to offer services that promote community connection and provide bookable meeting spaces. Its popularity and demand grow each year as appreciation of the facilities spreads.

Use of the Centre exceeded previous years, with 4,500 booking hours and a record \$175K of revenue from room hire and other activities.

During May 2023, the Centre achieved the most monthly booked hours of 649, yielding the highest monthly booking revenue.

During the year, bookings by 149 organisations and individuals resulted in a 13% increase. This growing engagement confirms the Centre as an inviting community space.

Our ongoing focus to both nurture established community partnerships while engaging new, has contributed to this year's success.

The Centre is always looking for new opportunities to service the wider community and has expanded its adult programs whilst also considering the best service offerings for the future to support the community and organisation.

Perron Place continues to be an inclusive space to nurture, inspire and connect with the community.



4500

Total hours of
venue hire

\$175,000

Total income

Financials

At EverAbility the combination of our tireless volunteers and widespread community engagement, both financially and in kind, allow us to continue to meet and exceed our vision every day.

Treasurer's Report

The 2022-2023 financial year (FY23) has seen the organisation focus on its strategic financial sustainability pillar. This follows a three-year period impacted by Covid-19 and operational disruption. A review of the wider industry confirms the financial management challenges currently facing operators. Escalating expenditure, notably salaries and wages, not offset by increased pricing, is contributing significantly to reduced surplus margins. Innovative and efficient work practices will be essential to securing financial success now and in the future. This commitment to continuous improvement in operations and resource utilisation, formed the basis for the functional review completed across all programs in the last quarter of FY23.

The aggregated net loss for FY23 was \$0.73M with an operational surplus before depreciation of \$0.3M. In contrast to the previous financial year, improved investment performance positively contributed, \$0.7M, to the overall result. This, in addition to revenue growth and an increased focus on reducing expenditure, has produced an improved financial result.

The group's total revenue of \$22.7M represented a \$1.8M increase from FY22. The generosity of our community continues to humble us with \$7M of bequest, donations

and fundraising income reported. Our organisation could not operate without this community support, funding the continued training of Guide and Assistance Dogs and supporting the growth of dog services. Our vision-based services expanding across therapy programs and centre based programs including the Resource Centre, Disability Employment Services, Community Activity Centre and Accessible Information Services, contributed \$9.6M with a further \$1.7M from our Kites programs. Breeding Program revenue of \$1.7M was reported, further utilising the FY22 Western Australian State Government grant.

Expenditure for FY23 increased to \$22.8M, a 5.5% increase from FY22. Salaries and wages continue to represent the majority of operational cost at \$16.9M. An improvement in internal reporting will see regular analysis of key performance indicators, assisting in measurement of performance to both budget and industry benchmarks. Escalating costs in the current economic environment will represent the biggest challenge to our organisation in the year ahead and managers are to be commended for their support in the focus on achieving efficiencies.

The positive result for FY23 could not have been achieved without the contribution and support of all staff and each individual's role

in our service delivery; either directly or indirectly. Thanks to our volunteers who freely provide their services and whose support is greatly appreciated. Our mission to service our community will continue to be achieved based on this commitment from our workers. Thank you.

Statement of Financial Position

| | |
|---------------------|---------------------|
| Total Assets | \$32,589,962 |
| Total Liabilities | \$8,418,903 |
| Net Assets | \$24,171,059 |
| Total Equity | \$24,171,059 |

Statement of Profit and Loss and Other Comprehensive Income

| | |
|--|--------------------|
| Total Revenue | \$22,670,849 |
| Total Expenses | \$23,660,402 |
| Deficit from operations | (\$989,553) |
| Other Comprehensive Income/(Expense) | \$75,301 |
| Total comprehensive income/(expense) for the year | (\$914,252) |

The financial summary should be read in conjunction with the accompanying notes set out in our annual Audited Financial Statements.

Our Supporters

EverAbility Group

In-Kind Supporters

Clayton Utz

HWL Ebsworth Lawyers

National Partners

Boehringer Ingelheim Animal Health

Australia

Coles

Delicate Care

KONG

Petstock Foundation

Guide Dogs WA

Local Partners

Cottesloe Vet

Perth Airport

The Animal Hospital at Murdoch

University

Vetpath Laboratory Services

Major Supporters

Channel 7 Telethon Trust

Jean Bladen Foundation

Major Holdings

McCusker Charitable Foundation

Stan Perron Charitable Foundation

Gifts in Wills and Trusts

The late Pamela Chant

The late Elva Errington

The late Stewart Hammond

The late Damian Hewett

The late Norma Hitchcock

The late Beryl Hume

The late Margaret Lee

The late Joan Moore

The late Mary Nix

The late Brian Pollard

The late John Rijavec

The late Susan True

The late Verena Vonesch

The late Merle Watson

The late Mary Whitehair

The Jean Balston Trust

The Alan and Lilian Cameron Trust (General)

The Harry Carter Trust (General)

The Valma Cook Trust

The Hansen and Kean Trust (General)

The Margaret Harper Trust

The Jeanne Krajanich Trust (General)

The Francis Longhurst Trust (General)

The Francis Ryan Trust (General)

The Alan Strawbridge Trust

The Tricia and Colin Watson Trust

The Lindsay and Nan Wilkinson Trust (General)

VisAbility WA

Gifts in Wills

The late Stephen Daniels (VisAbility)

The late Martin Huber (VisAbility)

The late Gertrude Light (VisAbility)

The late Wilhelmina Pennenburg (VisAbility)

The late Ivy Tate (VisAbility)

Guide Dogs TAS

Puppy Sponsors

Mrs Bridget Stott

Mrs Barbara Self

Bruce Wall Trust

Local Partners

Hobart City Council

Tasbus

Tassielink

O'Driscoll Coaches

Montrose Veterinary Care

Gifts in Wills & Trust

The late Corbetta Coppin

The late Willis Jacques

The late Hedley Woolley

The late Dugald McDougall

The late Eleanor Trethewie

The late Lesley Johnstone

The late Frank Croucher

The late Antonio Coppe

The late Udo Wallinger

The late John Donnell

The late Peggy Stubbs

The late Moreen Davidson

The late John Roberts

The late John Robertson

The John Matthews Trust

The Ailsa Lilian Calvert Trust

The Betty Crosby Trust

The Mary Johnstone Trust

The Henry Abbott Trust

The Maud Creasey Trust

The William Schuetz Trust

The M L Tonks Trust



EverAbility Group

VisAbility kites 

Guide Dogs Perron Place
WA/TAS

EverAbility Group Limited

61 Kitchener Ave, Victoria Park WA 6100

Mail to: PO Box 101 Victoria Park WA 6979

Phone: (08) 9311 8202

Email: info@everabilitygroup.org.au

Website: everabilitygroup.org.au

ABN 11 157 291 960



Registered NDIS Provider