

EverAbility  
Group



# Impact Statement 2024

Accessible Online Report  
November 2024



“Our core objective and purpose is the provision of essential choices and support for people living with low or no vision, disability or illness in Western Australia and Tasmania.”



# From the Chair

**The last few years have been a period of internal reflection, consolidation and a disciplined focus on prudent financial and operational management.**

I am delighted to report that we have experienced some great outcomes for our clients, partners and stakeholders this past year. We were successful in our audits across the Group. We continue to be recognised and endorsed by governments and key industry bodies, such as the International Guide Dog Federation and Assistance Dog International.

Success in our Breeding Program gives us the confidence that we can provide more people who are living with no or low vision, disability or illness access to the life changing difference of a Guide, Assistance, Therapy or Facility Dog. We will continue growing our impact by expanding our Dog Services into the coming years.

I thank my fellow Board Members for their commitment and dedication. This year we welcomed two new Board Members, Jane Tandy and Jak Nutall to the EverAbility Board. On behalf of the organisation, I extend heartfelt thanks to our retired Board Directors Sue Shoobridge and Kym Georgiou for their many years of service. Sue served out the maximum ten year

term and Kym provided nine years of service to our organisation. The length of their tenure demonstrates their incredible commitment to the values and growth of the EverAbility Group. We are so grateful for their gifts of time, insight and energy.

I would like to give special thanks to our CEO Anna Presser and the Executive team for their unwavering dedication, drive and focus on our clients. I acknowledge the generosity of our volunteers, funders and supporters; without your help we would not be in the position to assist our clients achieve their maximum ability.

As we continue our journey forward, our organisation is determined to adapt and respond to the ever-changing nature of our economic, political and social landscape because we are committed to providing the best possible outcomes for our clients.

Aaron Constantine  
Board Chair



# From the CEO

Here at the EverAbility Group, we operate from both the ‘heart and the mind.’ Our team are passionate and professional, combining great empathy with analytical insight and a commitment to delivering service excellence.

After a period of realignment, it is wonderful to celebrate some heartwarming achievements created for our clients and stakeholders.

Our vision of creating a world class Guide and Assistance Dog Breeding Program is well and truly coming to fruition. This year we welcomed our 100th homegrown puppy. Our Facility Dog program has grown, with key external research demonstrating the valuable support our Facility Dogs provide.

We’ve established an innovative FIFO model whereby West Australian Therapists fly to Tasmania to assist with the shortage of local Therapists in Tasmania. This offers families opportunities to access critical early therapeutic intervention for their children.

Social connections are vital to health and wellbeing. Our Community Activity Centre in Western Australia has seen an increase in participation. While MAFS (Meeting a Friend Socially) Group, a new program for our young adults, has created flourishing spaces for friendship.

At the heart of EverAbility are our remarkable clients who motivate us with their journeys. I would like to thank everyone who is connected to our cause and plays a valuable role, including our generous donors, Board, staff and volunteers. It’s the collaboration and the sum of all the individual contributions that shine a bright light for our future.

Anna Presser  
Chief Executive Officer



“It’s people who are at the heart of all that we do. Our clients, staff, volunteers, and our generous supporters, coming together enables us to make a life changing difference.”

# Our Board

Our dedicated Board Members leverage their expertise to guide our organisation forward in providing the highest quality of support and services to our clients.



**Aaron Constantine**  
Chair



**Scott Marston**  
Deputy Chair



**John Nolan**  
Deputy Chair



**Hayden White**  
Board Member



**Rita Kleinfeld-Fowell**  
Board Member



**Richard Gilmour**  
Board Member



**Jak Nuttal**  
Board Member



**Jane Tandy**  
Board Member

# EverAbility

## Our Approach

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

The future we are creating focuses on achieving maximum ability for our clients through our exceptional services.

Our brands, including VisAbility, Guide Dogs and Kites Therapy, are aligned with our vision and provide specialist support and services in both Western Australia and Tasmania.

## Our Executive Team



**Felicity Beaulieu**  
Chief Operations Officer



**Julia Hannan**  
Chief Financial Officer



**Jonelle Kapsalos**  
Chief Marketing Officer

## Our shared 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 our best.

**Respect:** we respect our stakeholders, who are at the centre of everything we do.

In line with our goals for organisational transformation, we added a Chief Marketing Officer role to the Executive Team.

# VisAbility

# kites

A graphic element consisting of several overlapping triangles in shades of green, yellow, and orange, positioned to the right of the word 'kites'.

# Guide Dogs

WA/TAS





**194**

Total employees

**557**

Total volunteers

**64%**

Staff satisfaction  
survey rating

**94,185**

Total client service  
hours delivered

# VisAbility

Therapy, technology and services for people living with low or no vision. Supporting Western Australians and Tasmanians to live the lives they want, with confidence.

VisAbility provides support for clients at every stage of their lives.

Our playgroup is growing in both numbers and popularity. For our young adult clients, a new Meeting a Friend Socially (MAFS) Group was introduced in collaboration and with sister brand Kites Children's Therapy. We also received a substantial grant to develop a Youth Transition Program to support young people in achieving their employment and/or tertiary study goals.

The Community Activity Centre has significantly increased its membership this year, showing the need for peer connection.

Our Print Disability Services Program has continued to expand to meet the needs of individuals living with a print disability and to enhance access to printed materials for all Australians. Our dedicated volunteers have contributed over 7,600 hours to this service. Some notable achievements include:

- The addition of 2,962 new audiobooks
- Production of 5,584 pages of Braille.

VisAbility's reputation and brand continues

to grow. VisAbility played a significant role in hosting **The Round Table on Information Access for People with Disability Conference** in Perth this year, with three staff members presenting on digital accessibility considerations. Special congratulations to resident accessibility expert Vithya Vijayakumare for winning the 2023 Accessibility Advocate of the Year, awarded by the Centre for Accessibility Australia.

VisAbility Occupational Therapist (OT) & Assistive Technology (AT) expert Sinead O'Bryant presented on her experience of living, working and parenting with a vision impairment at the **OT Exchange Conference** in Perth.

VisAbility also attended the **Australian Braille Authority AGM**, collaborated with Curtin University and the University of New South Wales and trained Lifeline WA Crisis Supporters.

While in Tasmania, the OT and AT teams expanded their Telehealth Service to remedy a statewide Therapist shortage.

**69,033**

Total number of service hours delivered in WA

**3,225**

Total number of service hours delivered in Tasmania





**A client, therapist in training, and an albinism advocate - Karin Boulton**

Karin started her journey with us as a baby attending the VisAbility Low Vision Playgroup.

Following 20 years of accessing VisAbility services, Karin is in the middle of her Physiotherapy degree and is already giving back to her community. Karin plays a pivotal role in organising and promoting the annual International Albinism Awareness Day events at VisAbility and with the Albinism Fellowship of Australia.

Karin is a driven leader and an award-winning advocate for the albinism community.

# Kites Children's Therapy

Kites Children's Therapy (Kites) provides therapy services for children with disability or developmental delays. Critical intervention as early as possible gives children the best opportunity to reach their full potential.

This year, Kites focused on increasing access to vital therapeutic services in the face of growing demand in both Western Australia and Tasmania.

To support service delivery in Tasmania, Kites WA recruited a Physiotherapist and Speech Pathologist to undertake a Fly In Fly Out (FIFO) pilot program to deliver intensive therapy blocks over a fortnight, every two months. Local Tasmanian Therapy Assistants then stepped in to provide ongoing support for clients between FIFO visits, supported by telehealth consultation with Therapists.

Kites Tasmania's physiotherapy team launched a popular school holiday group program to promote gross motor skill development. Based on this success, client input will be sought prior to developing new group programs in the

year ahead. With two new Physiotherapists scheduled to start in November.

The LEGO® Group returned over the school holiday periods to engage 6 to 10 year olds with LEGO® based therapy, facilitated by a Child Psychologist.

While 17 to 20 year olds were invited to a monthly Meeting A Friend Socially (MAFS) Group run by our Speech Pathology team. Both groups providing essential opportunities for skills development and social connection.

The client feedback from our Dog Assisted Therapy has been wonderful with parents reporting children involved in this service are more engaged and responsive with the use of highly trained dogs as a part of their therapy intervention.



## 5,547

Total service hours delivered in WA

## 4,010

Total service hours delivered in Tasmania

PET CLINIC





Guide  
Dogs  
WA



Guide  
Dogs  
WA

Guide  
Dogs  
WA

# Guide Dogs WA

Guide Dogs WA has a long and proud history of supporting West Australians with low or no vision, disability, or illness. The success of our Breeding Program ensures we can continue into the future.

This year, we celebrated an impressive 12 litters, delivering 79 puppies and welcoming 53 puppies into our official Puppy Development Program.

Given the success of our Breeding Program, the June launch of a unique partnership with the Department of Justice for the residents at Boronia Pre-release Centre for Women was perfectly timed. Guide Dogs WA will support the residents in teaching the puppies basic obedience and socialisation, and providing a loving home-like environment.

We also increased our community impact through the Facility Dog program in the

Western Australian Children's Court.

The Cadet Program welcomed six new individuals undertaking their training to become qualified Guide Dog Trainers and Mobility Instructors.

On International Guide Dog Day in April, we celebrated with our biggest advocacy campaign yet for access rights. This included bus back promotions, an orange volunteer army of nearly 100 people, community pop up events and illuminating important Perth landmarks in Guide Dog orange.

A highlight was being a finalist in the Volunteering WA award for Community Volunteer Organisation of the Year.

## 172

Total Dog Colony

## 298

Volunteers supporting our programs

## 1,023

Coin Collection Dog Sites

## 7,173

Guide Dog Service Hours

## \$6.54M

Total Funds raised in WA



# Guide Dogs Tasmania

This year, we were excited to announce the birth of our second litter of Tasmanian born puppies. All the puppies are doing well under the care of their Puppy Raisers.

Our new puppies have won the hearts of the people of Tasmania, and ABC Radio Hobart has been giving monthly updates on their journey.

To create a sense of safety, security and wellbeing our Facility Dogs are trained to perform specific skilled tasks in various facility environments. This year, our Facility Dogs were placed at the mental health service in the Peacock Centre and Launceston General Hospital, providing valuable assistance for patients. Our highly trained Facility Dogs also support

witnesses at three Department of Justice courtrooms across the state.

International Guide Dog Day in April is one of the most important events on our calendar. We received remarkable support from the community, with many businesses holding training, awareness, and fundraising events. The Hobart City Council displayed Guide Dogs Flags and illuminated iconic buildings in vibrant orange in honour of the day.

**84**

Total Dog Colony

**133**

Volunteers supporting our programs

**1,114**

Coin Collection Dog Sites



**5,197**

Guide Dog Service Hours

**\$2.14M**

Total Funds raised in Tasmania





**Client Lee with Facility Dog Ziggy**

**Consumer Lee talks about his experience with Facility Dog Ziggy.**

“When you’re in a therapy setting it can be really difficult to open up, but with Ziggy there you’re not talking to the therapist but talking through the dog. It’s also that distraction of having a dog there, this warm creature who’s curled up on you and just loves you”.

Lee was a consumer at the Peacock Centre that provides care and support to more than 2,000 Tasmanians, for mental health and wellbeing.

## Client Jodie with Guide Dog Sarabi

“Sarabi’s intelligent, perceptive and has an amazing temperament. She’s more like a guardian angel than a Guide Dog. She understands me and seems to be one step ahead at all times.”

Jodie lives with Usher Syndrome, a rare genetic disorder causing gradual vision loss along with hearing loss.



# 2023/2024 Financial Report

The sector in which EverAbility operates continues to undergo formal reform and review. We are in the initial transition phase of the NDIS as the government endeavours to transform the scheme. In conjunction with this, providers are facing increased operational challenges as they navigate balancing compliance requirements, employee needs, workforce shortages and service delivery with no or minimal price indexation. Despite these challenges, EverAbility is committed to delivering high quality services to our clients to ensure we continue to improve lives and foster independence.

EverAbility has reported a positive financial performance for FY24 (2023/2024) attributable to the generosity of the organisation's supporters, both donors and volunteers.

The organisation was fortunate to receive a high number of bequests throughout the year that will ensure the long-term delivery of services from our Dog Service programs and the continued philanthropic support of our VisAbility operations.

This, in conjunction with the improved return on investments and interest returns with improved interest rates, has contributed significantly to the surplus for FY24. In addition to this revenue improvement, a reduction in labour costs in comparison to FY23 is indicative of the functional review outcomes and improved efficiency in service delivery. Our program managers, led by the Executive team, are transitioning to a more commercial foundation in service delivery, whilst remaining true to the organisation's mission and cause.

## Statement of Financial Position

Total Assets	\$33,675,414
Total Liabilities	\$7,842,389
Net Assets	\$25,833,025
<b>Total Equity</b>	<b>\$25,833,025</b>

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

The Group's total revenue of \$24.2M represented a \$1.5M increase from FY23.

We are forever grateful for the generous support of our donors with \$9.6M received throughout the year from bequests, trust distributions, major gifts and donations.

This community support continues to provide the foundation of our expanding Dog Services programs with a colony of 256 dogs in June 2024.

Our VisAbility operations, encompassing Therapy Services, Disability Employment Services, Accessible Information Services, Community Activity Centre and our Resource Centre, combined to contribute \$11M to revenue and other income.

The Resource Centre recorded sales over \$1M for the first time, demonstrating the community need for assistive equipment and the expanded product offering for clients.

Throughout FY24 improvements in governance, including insurance cover, compliance and Information Technology operations, have occurred ensuring the organisation remains contemporary and aligned to industry best practise. Process and service efficiencies have been implemented and all staff are to be commended for their willingness to be agile and adopt change to contribute towards the improved financial performance of the organisation and client experience.

In complementing these improvements, our volunteers continue to play an integral role in supporting our services through the donation of their time and resources, and for this we will always be thankful and humbled.



Julia Hannan  
**Chief Financial Officer**

## Statement of Profit and Loss and Other Comprehensive Income

Total Revenue and Other Income	\$24,184,046
Total Expenses	\$22,986,987
Surplus from Operations	\$1,197,059
Other Comprehensive Income	\$464,907
Surplus attributable to members of the entity	\$1,661,966

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

# Our Supporters

“As we reflect on another impactful year, we extend our heartfelt gratitude to our supporters, donors, funders and volunteers. We are deeply grateful for your trust and partnership. Thank you for believing in our vision and for being an integral part of our success.”

Anna Presser CEO

## EverAbility Group

### Funding & Grants

Department of Communities  
Department of Education –  
School of Special Education  
Needs: Sensory  
Department of Health: Commonwealth  
Home Support Programme  
Department of Health, Tasmania  
Department of Social Services  
Department of Veterans Affairs  
National Disability Insurance Agency  
Stan Perron Charitable Foundation  
State Library of Western Australia  
Department of Justice, Western Australia  
Department of Justice, Tasmania  
Department of Local Government, Sport  
and Cultural Industries, Western Australia

### In-Kind Supporters

HWL Ebsworth Lawyers

### National Partners

Boehringer Ingelheim Animal Health  
Australia  
Coles  
Delicate Care

KONG

Petstock Foundation

## Guide Dogs Tasmania

### Gifts in Wills & Trusts

The late Alan James Jacobs  
The late Antonio Coppe  
The late Christine Anne Cooper  
The late Donald Browning  
The late Gillian Avice Winter  
The late Henry Crocker  
The late Joan Elizabeth Mcwatt  
The late Joyce Kathleen Court  
The late Malcolm J Melrose  
The late Mary Jane Slover  
The late Michael McGuigan  
The late Phyllis Frankcombe  
The late Ronald Bona  
The late Ruby Kathleen Booth  
The late Ruth Mary Trevitt  
The late Susan Heather Salier  
The late Trevor Hart  
The late Wendy Collins  
John Henry Matthews Trust  
Ailsa Lilian Calvert Trust

### Major Donors & Puppy Sponsors

The Late Mrs Bridget Stott  
Mr Stephen Newham  
Bruce Wall Trust

### Local Partners

Hobart City Council  
Montrose Veterinary Care  
O'Driscoll Coaches  
Tasbus  
Tassielink

# Guide Dogs WA

## Gifts in Wills & Trusts

The late Albert Bain  
The late Pauline Baker (VisAbility WA)  
The late Nell Bourke  
The late Florence Chol (VisAbility WA)  
The late Muriel Cooper (VisAbility WA)  
The late Diane Dawkins  
The late Amelia Dixon-Pugh  
The late Neil Gardiner  
The late Sandra Gray  
The late Patricia Green  
The late Margaret Hams  
The late Barbara Hollands  
The late Clarissa Hronsky  
The late Margaret Humphries  
The late Margaret Jansen  
The late Howard Jones  
The late Pamela Jones  
The late Michael Joyce  
The late Marjorie Keller-Tun  
The late Christine Kleiman (VisAbility WA)  
The late Wendy Lee  
The late Gertrude Light  
The late Frank Mortola (VisAbility WA)  
The late Gordon Palmer  
The late Kenneth Paterson  
The late Ronald Perry  
The late Desmond Phillips  
The late John Reilly  
The late Denise Reynolds  
The late Justine Romney (VisAbility WA)  
The late Robert Scott  
The late Lillian Turner  
The late Florence Tye  
The late Merle Watson  
The late Kylie Wehr  
The late Mary Whitehair  
The late John Willis  
The late Anthony Wood  
The late Margaret Woods  
The late Philip Wright

The Jean Balston Trust  
The John Bowra Charitable Trust  
The Harry Carter Trust  
The Alan and Lilian Cameron Trust  
The Valma Cook Trust  
The Hansen and Kean Trust  
The Margaret Harper Trust  
The Jeanne Krajanich Trust  
The Francis Longhurst Trust  
The Alan Strawbridge Trust  
The Tricia and Colin Watson Trust  
The Lindsay and Nan Wilkinson Trust

## Major Supporters, Donors & Puppy Sponsors

Australian Gas Infrastructure Group  
Bankwest Fantastic Fundraisers  
Burrows Family Foundation  
Daphne & Kevin Outred Foundation  
Gene Tilbrook Endowment Fund  
Jean Bladen Foundation  
King Family Private Ancillary Fund  
Major Holdings Pty Limited  
Prendiville Family Foundation Pty Ltd  
Stan Perron Charitable Foundation  
Beryl Dawson  
Hilary & Walter Hall  
Jean Hertsted  
June Hodges  
John & Janet Hughan  
Bev Margetts  
David Minear  
The Reynolds Family  
Michael Tichbon  
The Late Mr Gene Tilbrook  
Jackie Williams

## Local Partners

Cottesloe Vet  
Groven Legal  
Perth Airport  
Murdoch University  
The Animal Hospital at Murdoch University  
Vetpath Laboratory Services

# VisAbility

# kites

## Guide Dogs WA/TAS

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