

AUSTRALIAN LIONS HEARING DOGS



ANNUAL REPORT 2017

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PATRON

His Excellency the Honourable Hieu Van Le AC Governor of South Australia



I am honoured to be Patron of the Australian Lions Hearing Dogs.

For over 35 years, the Australian Lions Hearing Dogs have served Australians with hearing impairments with distinction.

We're very proud that the National Training Centre is located here in South Australia, at Verdun in the Adelaide Hills, and that Hearing Dogs are provided free of charge.

Each Hearing Dog costs over \$35,000 to train and I thank Lions Clubs from across Australia for their outstanding support, as well as the continued generosity of the Australian public.

I congratulate the Australian Lions Hearing Dogs on another successful year and wish the organisation all the best for the future.

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

SUPPORTERS



Mt. Barker & Bridgewater



BOARD & GOVERNANCE

PATRON

His Excellency the Honourable Hieu Van Le AC
Governor of South Australia

BOARD

PDG Rhys Roberts OAM
Chair

PDG Graham Smithers
Treasurer

PDG Frank Gratton
Secretary

Lion Margie Thomas
C Districts Coordinator

Lion John Chate
N Districts Coordinator

Lion Andy Fitzgerald
Q Districts Coordinator

Lion Geoff Clow
T District Coordinator

Lion Maureen Capizzi
V Districts Coordinator

Lion Robert Halford
W Districts Coordinator

DISTRICT

C Districts

Lion Margie Thomas (C2)
Lion Vanessa Malycha (C1)

N Districts

Lion John Chate (N5)
Lion Mark Scott (N1)
Lion Tracey Anderson (N2)
Lion Gladys Mitchell (N3)
PDG Robert Smith (N4)

Q Districts

Lion Stewart Proud (Q1)
Lion Bill Firth (Q2)
Lion Diane Hobson (Q3)
Lion Juanita Goodland (Q4)

T Districts

Lion Geoff Clow (T1)

V Districts

Lion Wayne Buckland (V1-4)
Lion Robyn Atchison (V2)
Lion David Thomas (V3)
Lion Glenys Needham (V5)
Lion John Loader (V6)

W Districts

Lion Robert Halford (W2)
PDG Ivan Sturgess (W1)



CHAIRMAN'S REPORT

2017 – a record year of growth, change, innovation and consolidation for Australian Lions Hearing Dogs (ALHD).

One in six Australians suffer from some form of hearing loss. This rate is much higher in older Australians – one in three over 50 and one in two over 60.

Whilst the welcome technological advances with hearing aids and cochlear implants continue to improve, often it is only a Lions Hearing Dog that can help. From the hard of hearing person who takes their aid off at night to the profoundly deaf person where no aids help, many Australians live at risk when they can't hear sounds such as the knock at the door, a telephone or, most seriously, a smoke alarm. Since 1982 Lions Hearing Dogs have provided a set of "furry ears" to hundreds of Australians, all possible from the generous, ongoing support of Lions Clubs across Australia. A Hearing Dog costs over \$35,000 to train and deliver, free of charge, to its deaf or hard of hearing owner.

2018 sees the launch of an exciting initiative with our new national (there is an Award in each of Australia's 19 Lions Districts) Student Grant Program to help deaf and hard of hearing youth across Australia follow their dreams and reach their fullest potential by providing financial support for their academic or sporting aspirations.

The Grants will be used for tuition, travel, equipment or accommodation to help break down the barriers of being deaf or hard of hearing and create opportunities that may not have been possible without our help.

The initiative grows on the philosophy from ALHD's now retired Sound Field System Program by providing individualised support for a larger range of youth, whereas the Sound Field System Program had a one product fits all situations approach that was

limited to helping a restricted age range.

All Lions Districts will have a major role in the initiative with District Governors choosing the successful applicants, and local Clubs presenting the Grants in Australian Lions Hearing Dogs' name.

With the growing demand for ALHD's services, which has seen our waiting list extend to 12 to 18 months, support from Lions Clubs and the public across Australia is needed now more than ever. Every dollar raised from Australian Lions Clubs goes directly into the training and delivery of professionally trained Hearing Dogs which are given to those in need.

Lions Hearing Dogs continue to be delivered to deaf and hard of hearing people across Australia and there is an upsurge in demand for Lions Hearing Dogs as our profile throughout the deaf community and the community at large increases. It is an exciting outlook for the Project, and the Board and the close knit staff are looking forward to further growing its potential.

A handwritten signature in blue ink, reading 'Rhys Roberts', with a long horizontal flourish extending to the right.

Rhys Roberts OAM
Chairman



CHIEF EXECUTIVE OFFICER'S REPORT

2017 has been one of the most successful for the program. Not only were more dogs delivered to deaf and hard of hearing Australians than any other year this century, but over 70 currently active dogs were assessed, more applications were received and the program was involved in expos and conventions across the country.

The previous year saw the organisation retain our accreditation with Assistance Dogs International (ADI) which sees ALHD partake in an intensive and arduous process which ensures that our training program, client support, facilities, processes and policies all meet the high standards expected of a gold standard service dog training program.

Australian Lions Hearing Dogs has an excellent reputation within the service dog industry, both here and internationally. With this reputation the opportunity has come for ALHD to take a stronger leadership role by taking a seat on the ADI Oceania Board which represents all ADI accredited organisations within the region.

With the demand for our services at such a high, the organisation is actively reviewing our program and looking at ways to grow and to improve our services in the future. In November Training Coordinator Darren Coldwell and I were hosted by Hearing Dogs for Deaf People New Zealand and had the opportunity to see another program in action, thereby gauging how ALHD has grown and performed over the years, as well as building strong relationships with our peers. In 2018 we will be hosting our New Zealand counterparts when they visit in March.

The future looks bright for ALHD and 2018 in particular will see the program grow with the introduction of new and exciting initiatives to help more deaf and hard of hearing Australians by efficiently providing Hearing Dogs, free of charge.

Beginning in January ALHD started a volunteer program for the first time in its history. Enthusiastic volunteers will have the opportunity to work with staff and the trainee dogs at the National Headquarters and Training Centre, giving valued experience and references to those wanting to break into the industry and increasing the mental and physical stimulation of our dogs in training.

ALHD will also be establishing a puppy raising program, where puppies are purchased by the organisation and then fostered and socialised by local Lions Members. The aim of the initiative is to have dogs ready to enter the program without having to rely on suitable dogs being found in pounds and shelters, which is becoming increasingly difficult.

The puppy raising program is another way Lions can become involved in the program and by taking a puppy into their homes for a short time and helping that dog on its way to becoming an Australian Lions Hearing Dog.

A handwritten signature in dark ink, appearing to read 'David Horne', with a long horizontal line extending to the right.

David Horne
Chief Executive Officer



TRAINING COORDINATOR'S REPORT

2017 has been our best year in the past 20 years, not only have we completed 19 deliveries, but we have performed 76 Public Access Tests (PATs) and received 37 applications for a Lions Hearing Dog, which is double the number from the previous year.

2017 saw us promote the program at 3 Dog Lovers Shows in Melbourne, Sydney and Brisbane, as well as attending 3 Lions conventions where we had the opportunity to showcase how Hearing Dogs work on stage.

Increasing corporate sponsorship became a focus over the past 12 months and we are very pleased to announce that we have a new car sponsor, Jarrett Motors of Bridgewater and Mt Barker.

In November David Horne (CEO) and I were lucky enough to spend a couple of days working with Hearing Dogs for Deaf People training centre in New Zealand. We had the opportunity to witness their dogs working sounds within the centre, as well as visiting one of their local recipients. Also seeing some of the advantages of having a puppy program and how they socialise their puppies.

In developing goals for the upcoming year 2018, we are aiming to deliver more than 20 dogs and in turn greatly reduce waiting times for our applicants. Promotion of the program at every Dog Lovers Show as well as the Lions Multiple District Convention in Townsville this May are already booked in. Additionally 2018 sees the introduction of a volunteer program for the first time in our history - the volunteers will get the opportunity to spend time with the dogs in our enrichment yard.

The most exciting new initiative commencing at Australian Lions Hearing Dogs this year is the introduction of a puppy fostering program.

We have sourced two puppies from a Labradoodle breeder in Queensland which we hope to receive in late March early April. The aim of the program is to have members from local Lions Clubs as socialisers and puppy walkers, and to increase Club involvement from the early stages of our Training Program.

Darren Coldwell
Training Coordinator

1IVP VISIT



Photo: Lisa Thomas Waratah Photography

In October 2017, Australian Lions Hearing Dogs was honoured to be visited by 1IVP Gudrun Yngvadottir and her husband PID Jon Bjarni Thorsteinsson.

In South Australia for the 201C2 District Convention, 1IVP Gudrun and PID Jon Bjarni were treated to a demonstration by trainee ALHD Barkley and a tour of the National Headquarters and Training Centre.

1IVP Gudrun, who will become the first female International President at the 2018 International Lions Convention in Las Vegas, was presented with a ALHD toy dog by CEO David Horne, as a memento of her visit.

Local dignitaries including Mayor of the Mount Barker District Council, Ann Ferguson, attended the event.

Pictured in the group photo above is Lion Frank Whinnen, Trainer Jo Gale with ALHD Barkley, CEO David Horne, 1IVP Gudrun Yngvadottir, Chairman PDG Rhys Roberts OAM, PID Jon Bjarni Thorsteinsson and Training Coordinator Darren Coldwell with ALHD Audrey.

2018 & BEYOND

2018 sees the introduction of three new pilot programs to help reduce training times and waiting lists.

A Volunteer Program was begun in January, and aims at giving the opportunity for those wanting to break into the service dog industry some much valued experience. Though our program is part of the Lions organisation, Australian Lions Hearing Dogs has never given the chance for volunteers to help at our National Headquarters and Training Centre.

Australian Lions Hearing Dogs has historically sourced the majority of new trainee recruits from pounds, shelters and rescue organisations, however these sources are increasingly becoming more and more unreliable. 2018 will see the introduction of a puppy raising program where puppies will be purchased direct from breeders and put into foster homes to be socialised until they are ready to enter the training program.

Lions Members are being approached to be involved in the puppy program, giving another way for Members to have a hands-on role in the process of helping deaf and hard of hearing Australians.

The final new program to begin in 2018 is the Student Grant Program, the evolution of our popular Sound Field System Program.

Since the inception of the Sound Field System Program, Australian Lions Hearing Dogs has donated over \$1million worth of sound equipment to schools across Australia

to help primary school students with hearing loss. The new Student Grant Program aims to expand the reach of those we help to students under the age of 25 who are deaf or hard of hearing.

The program will provide grants of up to \$2500 to help pay for equipment, tuition or other approved uses to aid in fulfilling the academic or sporting aspirations of deaf and hard of hearing youth.

Along with the introduction of the three new programs Australian Lions Hearing Dogs is continuing to provide quality trained Hearing Service Dogs to the deaf and hard of hearing as well as exploring new ways to support those in need and taking a leadership role in the industry.

CEO David Horne has joined the Board of Assistance Dogs International Oceania, giving Australian Lions Hearing Dogs a voice on the matters affecting the organisation and others in the region.

Australian Lions Hearing Dogs will also have a presence at the 2018 Assistance Dogs International Conference in Minneapolis, Minnesota later this year. To coincide with our attendance we will be visiting other organisations in the region to expand our knowledge, to learn new ideas and to foster new friendships with our international peers.

STUDENT GRANT PROGRAM



Australian Lions Hearing Dogs is introducing a Student Grant Program that will be taking the place of our popular Sound Field System Program.

Our Sound Field System Program ran for a decade and through the program over \$1,000,000 worth of Sound Field equipment was donated to help deaf and hard of hearing primary students across Australia.

The popular program was limited in the age range of students we could offer assistance to and thus the Student Grant Program was developed to increase the range of deaf and hard of hearing youth who could benefit from the program and to individualise the support they could receive.

The Australian Lions Hearing Dog's Student Grant Program is aimed to help deaf and hard of hearing Australians under the age of 25 by providing up to \$2500 in monetary assistance to purchase assistive technology, tuition, equipment or other approved items to help them reach their fullest academic or sporting potential.

A limited number of Student Grants will be given out annually through each Lions District with applications closing 31st October every year.

Application forms for the Student Grant Program are available on the Australian Lions Hearing Dogs website.

CORPORATE SUPPORT



2017 saw Australian Lions Hearing Dogs partner with Jarrett Motor Co. as new corporate supporters of the organisation. Jarrett Motor Co. provides financial support, discounts on new vehicles as well as ongoing donations with every purchase of a vehicle when Australian Lions Hearing Dogs is mentioned. We are thrilled to have the support of Jarrett Motor Co. and look forward to working with them for many years to come.

Australian Lions Hearing Dogs is honoured to have the support of several generous organisations who have supported the program over many years.

Royal Canin, Reid Print and iPac have been long term supporters of our organisation for well over a decade and their continued and

generous support ensure that the Australian Lions Hearing Dogs program can be run at the same high standard into the future.

In the past two years we have partnered with Rachel Lawrie from Ray White Real Estate and Adelaide Vet.

Rachel Lawrie is a huge supporter of community not for profits and is supporting Australian Lions Hearing Dogs by running fundraising events for the organisation.

We have partnered with Adelaide Vet as our official Veterinary provider. Adelaide Vet provides the highest standard of Veterinary care through clinics across Adelaide.

BILL HOLMES AWARD



Recipient	Year Awarded
PCC Bill Holmes OAM	2016
Linda Harvey	2016
Lion Jan McMinn	2017

Australian Lions Hearing Dogs presents an annual award to recognise those who have greatly contributed to the organisation over a number of years.

Created in 2016 as a tribute to retiring CEO and past National Chairman PCC Bill Holmes OAM whose service and commitment to the organisation over his twenty years of involvement has cemented Australian Lions Hearing Dogs as the world class service dog training organisation that it is today. Bill was presented with the inaugural award upon his retirement.

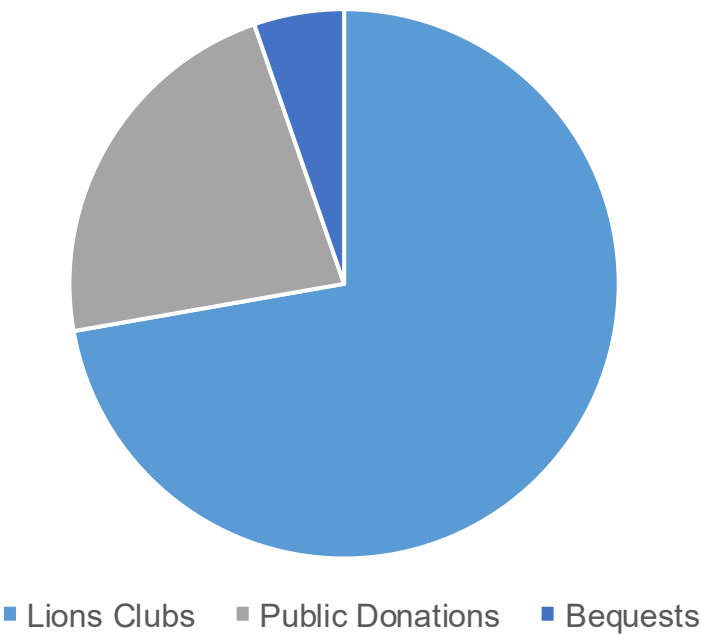
Pictured above is Trainer Linda Harvey and Lion Jan McMinn who received Bill Holmes Awards in 2016 and 2017 respectively.

Linda Harvey received her award in recognition on her 20 years of employment with Australian Lions Hearing Dogs as a Trainer. Linda is an integral part of the organisation and has been involved in training every dog to leave the Training Centre since 1996.

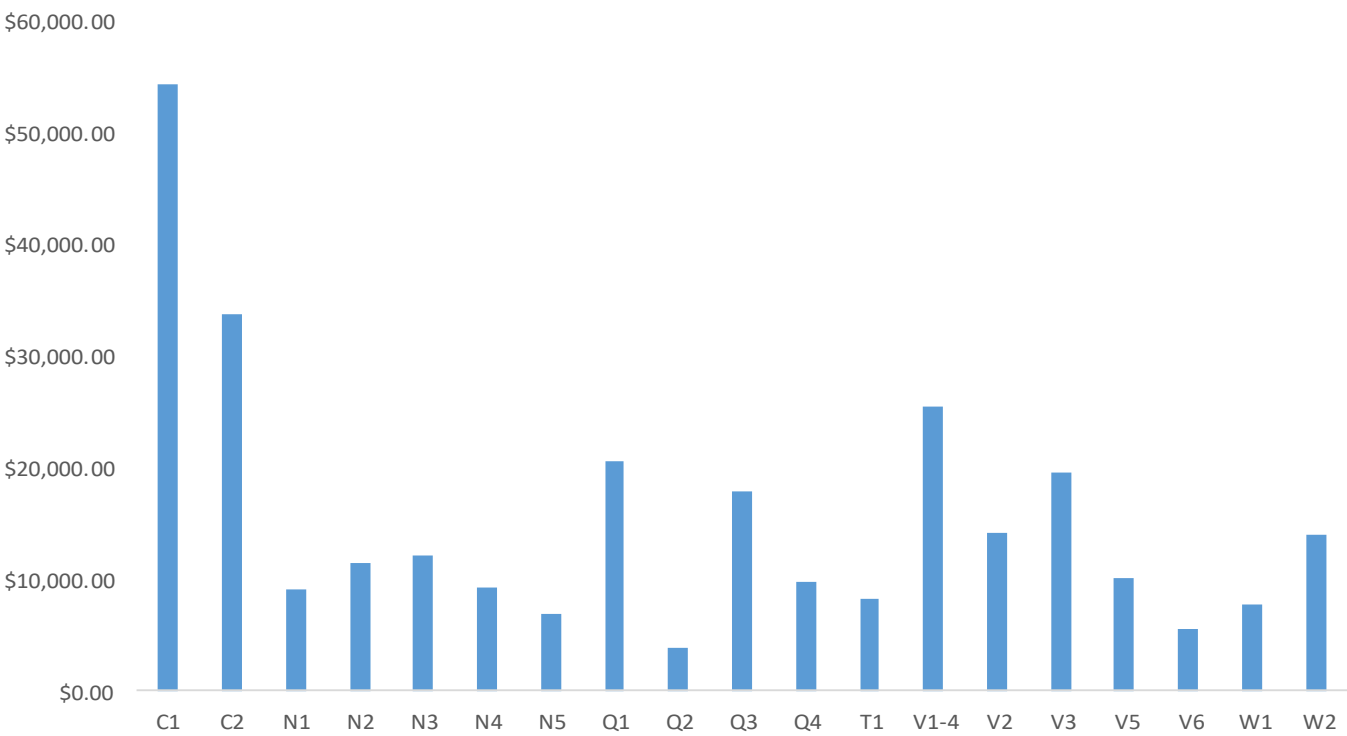
Lion Jan McMinn has been a strong promoter and advocate of the organisation since receiving her Australian Lions Hearing Dog, Ashley, in 2006. Jan is also the founder of the Hearing Dog Friendship Group, an online community which supports Hearing Dog owners across Australia.

DONATIONS & LIONS SUPPORT

Donation Sources



Lions District Donations 2016/17



FINANCIAL REPORT

NOTE: Figures extracted from 2017 Audited Report

	<u>2017</u>	<u>2016</u>
<u>OPERATING INCOME</u>		
Donations—Lions Clubs	\$271014	\$274870
Donations—General Public	\$84207	\$40432
Donations—Bequests	\$19915	\$58082
Government Subsidies	\$87154	\$98770
Merchandise Sales	\$7010	\$14179
Other	\$93632	\$57390
TOTAL INCOME	\$562932	\$543723
<u>OPERATING EXPENSES</u>		
Staff Expenses	\$476979	\$435119
Other Operating Expenses	\$245017	\$229158
TOTAL EXPENSES	\$721996	\$664277
OPERATING SURPLUS/DEFICIT	-\$159064	-\$120554
<u>INVESTMENT PORTFOLIO</u>		
Increase in Investment Portfolio Value	\$134441	\$37205
Income from Investment Portfolio	\$180753	\$149595
Total Investment Income	\$315194	\$186800
Sound Field System Expenses	\$53774	\$100952



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