

2019 ANNUAL REPORT





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Message from the Governor of Queensland



As Patron of the Queensland Braille Writing Association, I am delighted to contribute this message to the 2019 Annual Report. As always, 2019 has been a busy year for Braille House as the organisation continues to empower people of all ages who are vision impaired.

In 2019, I officially opened the 17th Deafblind International World Conference on the Gold Coast. There I spoke of the importance of supporting and advocating for the blind and deafblind communities, although each community of course confronts their own unique challenges.

Reading is a wonderful way in which to learn about the world and expand our imaginations; reading can help us experience empathy and allows us to understand the world from other perspectives. Alas, for every 100 books to which a sighted child has access, a blind child has access to only three to five books.

It was, therefore, with great pleasure that I noted two worthwhile Braille House initiatives from 2019. The first was the opening of Bookshop 507, a bookshop helping raise revenue for Braille House. The Community Library Membership program is the second beneficial initiative which deserves commendation, enabling organisations to borrow from the Braille House library for community use.

Finally, I welcome well-known author, poet and speaker Mr Rupert McCall as Braille House Ambassador. Mr McCall will no doubt be instrumental in advancing the Association's important inclusive mission, and in raising Braille House's profile.

May I finish by extending my very best wishes for another successful year. I hope, and am confident, given the professionalism of the administration and the dedication of all supporters, that Braille House will continue to excel in serving its community for many years to come.

Paul de Joney

His Excellency the Honourable Paul de Jersey AC Governor of Queensland



President's Report

2019 saw significant change at Braille House.

This year we said good-bye to Sue Wagner and Cinta Graves from the Council. I thank them both for their many years of contribution and support to Braille House. With our new Constitution, the Council is now a Management Committee, and we welcomed this year Associate Professor Barry Oliver to our Management Committee. Barry's addition to the Management Committee means we have a wonderful mix of legal, accounting/commerce, research & financial management within our Committee. We could always do with more members however – if you're reading this Report and you are interested in joining the Management Committee please let Sally Balwin know! Expertise in fundraising for not-for-profits would be greatly appreciated as would those with experience and connections in the visually impaired industry.

The 2018-2022 Strategic Plan is well underway and I will let the General Manager update you on progress in her contribution contained later in this Report. Many in-roads have been made; however, we must remain vigilant, to identify opportunities in a constantly changing environment, to ensure Braille House remains relevant, contemporary and viable.

We look forward to advising you at the next association meeting of our progress over 2020.

Jenni Erbel President

From The Management Committee

In 2019, the Management Committee continued to focus on the strategic direction and issues for Braille House leaving operations to the General Manager.

Braille House Management Committee has one sub-committee, the Finance & Asset Management Committee (FAM). This sub-committee meets monthly and reviews the financial affairs of Braille House with a particular focus on investments – which includes the Braille House property and any investible funds. Due to cash rates dropping, we have implemented a system where we are able to invest our cash deposits with the highest rated BBB bank via an on-line platform.

We have some surplus funds that FAM is considering investing for the longer term. However, we are very conscious of the risk profile of our investments, but with interest rates very low, it is prudent to consider alternatives to bank deposits. This investment analysis is underway and should be resolved in May 2020.

The Management Committee is also analysing the value of the house and property at Ipswich Road. We are seeking advice regarding the repair and upkeep costs of the house to inform the long-term viability of housing the charity at the current premises. This project will be the focus of FAM for the remainder of the year.

We continue to ensure that the organisation meets its legal and ethical obligations relating to workplace health and safety for both volunteers and staff.

In 2018 and 2019 we began investigating the possibility of opening regional hubs of Braille House to more effectively support our members across many locations. In 2020 we expect to progress this project by working closely with partners and associated businesses.

Our thanks are extended to everyone that has supported and continues to support Braille House in the many different ways. We welcome all the new members, volunteers, clients, donors, sponsors and other stakeholders in our community over the past 12 months. You are all valued and we are all extremely grateful to you all. We look forward to our continued work for children and adults, who are blind or have low vision, and their community.



Jenni Erbel MFP, BCom, BBus, DipEd, Cert IV TAE Director Paraplanning Professionals & Strategic Outsource Solutions



David Balwin FCPA BCom BEcon Director, Balanix Solutions





Karen Benson BCom(Hons), MCom, PhD



Barry Oliver



Tony Crilly LLB

President





Braille House Ambassador

"Like Braille House, I believe that every Australian should have the opportunity to pick up a book and experience the magic of reading"

Rupert McCall OAM

Braille House is proud to welcome Rupert McCall as an ambassador as few can capture the essence of our country and its heroes like renowned this author and poet.

In 2013 as part of the Queen's Birthday Honours List, Rupert received a Medal (OAM) of the Order of Australia for services to the community, particularly as a poet.

In many sectors, Rupert McCall has become the poet of our generation. In 2005 he was awarded the honour of opening the Prelude to the Dawn Service in Gallipoli with his acclaimed and moving tribute NINETY YEARS AGO and in 2011, he recited his poem A FIREFIGHT-ER'S DREAM at Ground Zero for the New York Fire Dept on the 10th Anniversary of 9/11. Rupert has also paid tribute to heroes and legends such as Roger Federer, Rod Laver, Greg Norman, Shane Warne, Gary Ablett, John Eales, Dawn Fraser, Don Bradman and Black Caviar! With a strong passion for sport and Australia, Rupert is highly sought after as a guest speaker or someone who can pay special tribute to special occasions.

Rupert McCall is a highly respected and internationally renowned Australian author and poet with a strong passion for sport. Whether reciting a special tribute to a special occasion or speaking at an event, few can capture the essence of the moment like Rupert McCall.



General Manager's Report

For every 100 books a sighted child can access, a blind child has access to between 3 and 5 (International Federation of Library Associations and Institutions). However, children who are blind and have access to a wide range of resources in braille have a higher chance of finishing university and gaining employment (Journal of Blindness, Innovation and Research).

The vital resources Braille House provides to Australian children, not only benefits those who are blind or have low vision through accessibility, inclusion and non-discrimination, but also benefits their peers who are sighted. When a child who is blind is reading the same text in similar format in the same environment as a sighted child, the benefits reach across both. The blind child doesn't feel isolated, and the sighted child feels a stronger connection. This has wide reaching and long lasting impacts for the whole community as these children take this valuable lesson of acceptance and inclusion through the rest of their lives and also share their experiences with others.

2019 saw Braille House continue to provide access to Braille for everyone. The Specialist Disability Support in Schools Program Grant (formally the Non-School Organisations Grant) was successfully renewed for three years. As the Grant had changed to its new format the process opened up opportunities to build closer linkages and relationships between Braille House and Education Queensland.

Braille House Community Library Memberships grew in 2019 in part due to the generosity of the Brisbane Airport Corporations through its Grant program which funded ten (10) Community Library Memberships for Braille House to give away. Community Library Memberships are so important in Braille House achieving its goals as it is an easy accessible way for organisations to access the Braille House resources and make them available to their community.

By way of example, in 2019, Shaye was a grade 11 student at the Beaudesert State High School who had only been at the school 12 months. In this time, Shaye transformed from an introverted shy young lady to a confident, strong and engaging teenager navigating her way in a supportive school and community. You see, Shaye is almost totally blind but has found a connection with agriculture through a love of animals and the Archibull competition. This brave young lady is now grabbing her vision impairment by the horns and making the most out of life.

Part of this journey has included learning braille. I was so touched and motivated by the school's efforts and Shaye's story, I offered the school a Braille House Community Library Membership until Shaye finishes school. This will enable the school to access all our braille resources in our library to support Shaye and other students to achieve their goals.

Continued on following page



General Manager's Report (continued)

I could not have imagined the ripple affect of this simple gesture as now her friends and fellow school mates are starting a braille club so they can learn braille with her.

Community Library Memberships have been taken up by schools, early childhood centres and a café.

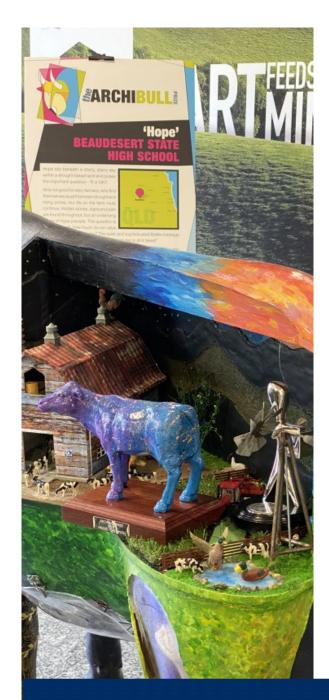
Bookshop 507 was opened at Braille House in 2019 - Reading funding Reading. This fundraising initiative sees the sale of print books to fund braille books. Bookshop 507 has been well received both in its physical and online communities (join us on Facebook at the Bookshop 507 Group and on Instagram).

The end of the year saw Braille House undertaking extensive research into better utilising technology out there to ensure we are servicing our clients more efficiently and effectively. I am not a braille reader however I have transcribed a book (with the help of one of our experienced transcribers) in about half a day. This research and work is the foundations for more reengineering to take place in 2020.

This is just a snippet of 2019 finishing the year with the launch of the Members' Benefit Program which sees many offers and benefits being available to our Members on an ongoing basis. The Braille House website Members area communicates the offers and benefits and I encourage everyone to get on board.

None of the 2019 achievements could have been possible without the efforts and dedication of the Braille House staff and volunteers. I am privileged to be the General Manager of this almost 123 year old not for profit and although tied by the end of each year I am so excited about what lies ahead.

Sally Balwin General Manager



Beaudesert State High School—Grand Champions

Braille House Community Library Recipient

The Archibull Prize is an innovative program that sees school students research an agricultural industry and express their findings through artwork – specifically a fibreglass cow.

Many schools from all around the country enter and the competition is fierce. In 2019 there was one entry that was a stand-out even before making the finals of the national competition. After being acknowledged front-runners for the past two years, Beaudesert State High School was aptly rewarded this year with the prestigious overall grand champion award and they also won an award for best artwork and the Alan Eagle Award for community involvement as well as receiving a highly commended awards for best blog, Sydney Science Park Enterprise Skills and best infographic.

"HOPE" was the entry from the school and there were 250 students that worked directly on Hope – designing, painting, soldering and applying the myriad of LED lights, **there** was even Braille included by a visually impaired student named Shaye who put a special message on the udder: 'From grass to glass, five minutes is all it takes'.

The 2019 theme was "Feeding, clothing and powering a hungry nation is a shared responsibility" and the students used the blank, life-sized fibreglass cow to highlight the struggles faced by dairy farmers in an increasingly challenging industry. By using Braille, the students also highlighted that it is the responsibility of everyone in the community to play their part in feeding, clothing and powering the nation.

"Hope" was discovered by Braille House through the use of Braille on her udder and we are so glad that we got the opportunity to follow this amazing project right through to Beaudesert State High winning the grand prize. Braille House General Manager mentions more about this relationship in her report.

We congratulate the students and we are sure that Beaudesert State High School will continue to be an important voice for their community and will lead the way with innovation and communication of these important messages.

Abridged financial statements

STATEMENT OF COMPREHENSIVE INCOME	2019	2018
For the Financial Year ended 31 December 2019	\$	\$
Donations	213,048	202,545
Grants	57,938	68,944
Bequests	2,505	2,762
Braille House Market Income	1,425	1,971
Fee for Service Income	22,823	11,776
Investments Income	10,211	16,642
Membership Subscriptions	3,034	1,870
Other Income	10,053	1,564
Rental Income	-	-
Revenue from ordinary activities	321,046	308,074
TOTAL INCOME	321,046	308,074
Expenses		
Employee	177,404	111,175
Consultancy Fees	86,240	86,160
Computer Costs	6,353	14,945
Depreciation	30, 986	33,436
Insurance	8,931	8,413
Other	85,215	68,934
Total Expenses	395,129	323,063
NET SURPLUS/IOSS FROM ORDINARY ACTIVITIES	-74,086	-14,989





2019 IN NUMBERS

Library Books Transcribed

ADULT 47 books/ 205 volumes - Braille 32 books - Ebraille

YOUNG ADULT

12 books/ 50 volumes		- Braille
8 books	- Ebraille	

JUNIOR FICTION

20 books/ 27 Volumes - Braille 8 books - Ebraille

PICTURE BOOKS

313 books - Braille

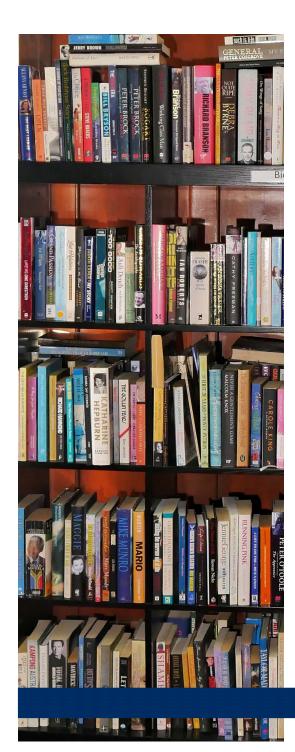
79 Braille books/ 282 volumes Total (392 inc. picture books.)
48 Ebraille books Total 127 titles TOTAL (440 inc. picture books)

Library Loans

310 titles/ 1615 volumes- Embossed
Adult: 269 titles/ 1530 volumes
Young adult: 8 titles/23 volumes
Junior fiction: 33 titles/62 volumes **49 books** - Ebraille
Adult: 18
Junior fiction: 3
Young adult: 0
Magazines: 28

408 books- Magazines181 books- Picture Books

948 titles/ 2,253 total items across all volumes, ebraille, and magazines in total added to the library in 2019



BOOKSHOP 507—READING FUNDING READING

In 2019 Braille house embarked on a new journey for fundraising and opened a print bookshop called Bookshop 507.

This came about because there was a local community bookstore closing and they were looking for a new home for their books. Braille house already had a large collection of books that had been donated to be transcribed into Braille and so this was a natural fit.

Print books for sale, funding library books in Braille!

The space within the main room of Braille House was underutilised and so this is where Bookshop 507 was set up with shelves, furniture and books. Having more people visiting Braille House has also seen an increase in sales from the craft, stitched cards and other items for sale in the market.

The bookshop has introduced a new audience to Braille House and we have had many lovely comments from customers about how lovely it is to have a bookshop in such a beautiful space.

The new space has also allowed us to branch into new territory and we have hosted various events such as poetry spas, songwriting workshops and community meetings.

Free author events have been introduced to engage the reading community more and these have been an instant success as they give everybody the chance to meet the authors, hear their stories first hand and even get their latest book signed.

The authors also get the chance to take a tour of the Braille and Moon library, they are all very impressed with the variety and quality of books we have on offer for our members.



Thank you to all contributors to Braille House in 2019

Grants

Brisbane City Council - Seniors Celebration Donation 2018/19 Department of Education and Training -Non Schools Organisations Program Department of Communities, Child Safety and Disability Services - Quarterly Funding Disability Services The Australian Communities Foundation Grant - Clack Family Memorial Fund **Trusts** Dr Ellice Dart Trust

Associations

Northside Low Vision Support Group Nundah Queensland Blind Assiciation

Norma Benporath Charitable Trust

Donors

John Davenport Case & Kirsty McCaul Interdepartmental Accounting Group Inc (IAG) Sunsuper Brisbane City Child Care Ferny Grove Markets Dorothy Akers David Balwin Sally Balwin Catherine Beebe Bonnie Boon Emma Boon Ailsa Boyd Amanda Brown Mary Byrne Margaret Byrne Leslie Byrnes Vera Cahill Abipradwiyana Caldwell Peter Callaghan Kathy Caplice Lisa Colussa Beryl Cook Angela Davoli Judith Dingle Catherine Donald Robert Fraser Susan Gaya John & Karen Goldsworthy Sarah Green Sue Greenall Anne Hampton Stella Haralampou Penny Harland

Gwen Hav Dianne Hill Darryl Irwin Patricia Johnson Vick Kandiah Gina Kerr John Langworthy George Lawrence Maya Lee-Nambiar Linda Marsh Mark McCarthy Mhairi McDonald Val Millican Deirdre Otter Barbara Oziganow Dell Purtill Lisa Ridler Helen Simon George Smith Lorinda Spray Jaimee Thompson Kaye Walton Karen Watson Jean Weaver Amy Wood

Braille House relies on support from the community and can only continue to operate with the assistance of our generous contributors.

THANK YOU!

Thank you to all volunteers of Braille House in 2019

Wendy	Alexander
Andrew	Backhouse
Jennifer	Baker
David	Balwin
Sally	Balwin
Liudmyla	Bardiuzha
Karen	Benson
Denise	Blumke
Ailsa	Boyd
Vera	Cahill
Evangline (Evie)	Carrodus
Meghan	Clark-McDaniel
Renee	Cohen
Frances	Cooke
Nerissa	Cox
Anthony	Crilly
John	Davenport
Angela	Davoli
Jack	Douglas
Janet	Douglas
Lynden	Douglas
Kayt (Katherine)	Duncan
Rebecca	Durham
Marget	Elson
Jenni	Erbel
India	Francis

Jan	Franklin
Maggie	Gaffney
Jeannie	Gamble
Cinta	Graves
Sue	Greenall
Lynne	Grevell
Julie	Hammond
Gwen	Hay
Margaret	Hinkler
Karen	Но
Philly	Hoang
Xinyan (Carolyn) Huang
Karen	Jones
Natthika	Kantee
Colin	Kay
Michelle	Kuang
Heather	Landers
Rebecca	Lilley
Brittany	Madeley
Karen	McClure
Helene	Merker
Marian	Milalizzi
Kerry	Moulton
Denise	Munns
Mala	Nambiar
Bev	Nevin
Kerrie	O'Callaghan

Darcy Barry Jennifer Kathryn Apollonia Hanna Sam Pamela Bahar Kerstin Margaret Kay Emma Lauren Henny Wendy Sue Kharma Jackie Leah-Mae Linda Gail Phoebe Jackie Kate Max Hannah Denise

O'Connor
Oliver
O'Sullivan
Pell
Perry
Pickersgill
Pickup
Raff
Razaghi
Reimers
Rein
Ridgers
Rough
Rouse
Santa
Sara
Schwartz
Scott
Searle
Shelley
Slemint
Smith
Snow
Sorensen
Stephens
Stephens
Stone
Summerscales

Duen	Sureeyathanaphat
Simone	Tait
Anne	Tann
Graeme	Tann
Bernadette	Vialle
Patrick	Von Holt
An	Vu
Sue	Wagner
Melissa	Young

Braille House has a diverse and talented group of volunteers That work across all aspects of Braille House from garden and ground maintenance, library services, tutoring, production, proof reading, binding and bookshop 507.

To all of our valuable volunteers we say THANK YOU!

More experienced volunteers join the Braille House library

Braille House has been lucky enough over the years to have had some great librarians and our members get to know our helpful library volunteers through borrowing books and magazines.

Our library staff are great at making sure that our members receive great service and can borrow and return materials with ease.

Here we meet our two new library coordinators and find out more about them and their journey so far at Braille House.

Rebecca Lilley

Joined Braille House January 2019 and is completing a Masters in Information Studies (Librarianship) at Charles Sturt Unversity.

Rebecca began as a library volunteer and now a coordinator

Rebecca says "Working at Braille House library is a fantastic experience. Not only am I expanding my professional skills within a speciality library setting, I get to work alongside a great organisation that promotes inclusive reading and learning"

"Concentrating on expanding the young adult and junior fiction collections has become a primary goal for me. It can be difficult growing up different as a child. But that should not interfere with the chance of experiencing the excitement of reading and exploring fictional worlds that all other children/young adults experience."

Jack Douglas

Joined Braille House July 2019 and is completing a Bachelor Degree in Information Studies (Librarianship) at Charles Sturt University.

Jack began as a library volunteer and now a coordinator

Jack says "It's pretty fun working here, the other volunteers are great, and it feels good to help make a difference in people's lives. Working in the Braille House library also provides unique challenges not encountered working in most libraries, giving me experience that will be invaluable in my future career.

My primary goal for this year is to expand the science fiction and fantasy sections of the library to reflect the changing demographics of our patrons."





Corporate Governance

Braille House's commitment to excellence in corporate governance, transparency and accountability is evident through the organisation's culture and behaviour, underpinned by a quality system to ISO 9000. This quality system is continuously reviewed both internally and by external parties. Our policies and procedures ensure we meet the Australian Standards – AS 8000-2003 Good Governance Principles.

QBWA Management Committee Package and Composition

The Braille House Management Committee Package exists to ensure sound governance of the organisation starting from the top. The document sets out the Management Committee's roles, responsibilities and Code of Conduct. The package also includes the Management Committee's competency matrix to ensure a competent and diverse set of skills, experience and knowledge exists amongst the Management Committee members.

The names of the Management Committee members including qualifications and experience are contained on pages 8–9. More details can also be obtained from the Braille House website.

Role and Conduct of the Council

The Management Committee held 10 monthly meetings in 2019, as well as the Annual General Meeting. The Management Committee has organised itself to include the following sub-committee: Finance And Asset Management.

In 2019, the Management Committee led an extensive review of the organization's Investment Policy to ensure surplus monies are appropriately invested to maximise returns at an appropriate risk whilst ensuring funds are available to meet day to day expenditure. This policy includes, amongst other things, the risk profile of the Management Committee in relation to investments and what investments it will and will not consider.

The Management Committee conducts itself inline with the Braille House Management Committee Package. The Management Committee works closely with the General Manager to whom it has delegated day-to-day responsibilities and activities whilst still ensuring appropriate governance and quality checks. The Management Committee receives a report from the General Manager at each of its meetings which includes, among other things, key performance measures.

Corporate Governance continued

Conflict of Interest

Pursuant to the Management Committee's Code of Conduct, Management Committee members are required to:

- avoid real or apparent conflicts of Interest;
- not give preference to any person, organisation or other interest group as a result of any private association with that person, organisation or interest group;
- not solicit or receive any benefit in return for services performed as a Management Committee member;
- immediately on becoming aware of any conflict between private interests and official duty, whether real or apparent, disclose details to the Management Committee; and
- immediately disclose any connection whereby relatives, close friends or business partners are connected in any way with the functions of the organisation.

On receipt of a disclosure from a Management Committee member the Management Committee will determine the extent of any conflict of interest and direct any action required to resolve the conflict.

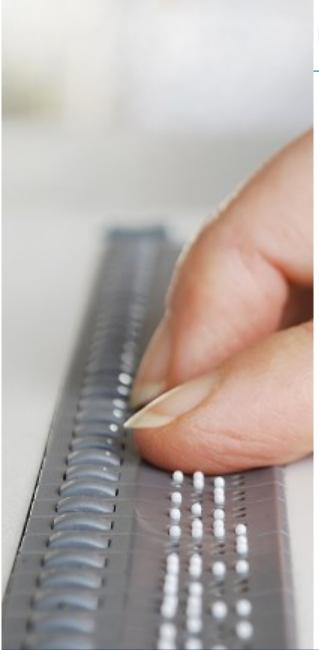
Ethical Standards and Performance

In addition to the Management Committee's Code of Conduct and the quality system, there exists an organisational Code of Conduct which applies to all staff, contractors and volunteers. Braille House prides itself on the professionalism and ability of its employees and volunteers, including Management Committee members, to meet community needs. We strive to be a leading service provider and to provide a safe, healthy and happy workplace for all.

This Code of Conduct is designed to ensure that all Braille House personnel and community members are treated in a manner that reflects the mission, culture and legal obligations of the organisation. To this end, the Code of Conduct addresses, among other things, workplace health and safety, human rights, privacy/confidentiality and behavioural matters that must be adhered to.

Auditors

The Management Committee has retained external auditors to audit the organisation's finances annually. All auditor reports are presented to the Management Committee for consideration and action if required. Further, Braille House's quality system's formal internal review is conducted at least every three years and outcomes provided to various external organisations for scrutiny in line with funding arrangements.



NDIS, YOU AND BRAILLE HOUSE

Braille House is a registered provider under the National Disability Insurance Scheme (NDIS).

Over the past year, Braille House has supported, and continues to support, a number of NDIS clients through tutoring in Braille, having material Brailled as part of work and/or leisure activities, as well as, transcribing to Braille, NDIS Plans.

Keep in mind, you can nominate Braille House as your service provider for all your Braille needs.

The choice and control the NDIS offers means you can work with your own carers or with registered external carers and supports. You and your family have more control over choosing the services that work best for you and get the support you choose and need.

Braille House can support you in your future. You can talk to us at any stage of your NDIS journey, however, best to get us involved as early as possible. Our experienced people will work with you in establishing your short and long term goals and the supports you will need to achieve them in preparation for your NDIS planning meeting. This pre-planning will give you the confidence and understanding to work with the NDIA (National Disability Insurance Agency) in establishing your support to achieve your goals.



How to get involved

Volunteer

Volunteer and benefit from developing new skills or updating existing skills whilst making new friends and feeling a sense of community and personal satisfaction.

Donate

Approximately 70% of our funding comes from donations and fundraising. We greatly appreciate any one-off or ongoing donations you can give to keep Braille House going. Please go to www.braillehouse.org.au and click on the "Donate" button to conveniently and simply give.

Fundraise for us

Our "Dotty Program" enables everyone to fundraise for us. Whether it be a morning tea, sponsored team in a walk/run, an a-thon of sorts or an event like a wine tasting, fundraising is fun and satisfying. Don't want to organise a fundraiser – then volunteer at Braille House to help out with the fundraising event organised by us.

Become a member

Become a member of our community for the small annual cost of \$25 (individual) or \$40 per family. Membership provides our quarterly newsletter, a vote at the AGM, attendance at our Member's Christmas morning tea, as well as VIP offers, discounts and communication on all the other events and activities happening in our community and partners.

Shop

Braille House has launched an online shop that sells a range of products like cards, soaps, pictures, knitted and crocheted items and other handmade clothing and homewares.

Corporate involvement

Braille House works with all types and sized organisations to create mutually beneficial partnerships based on common values and shared objectives. Many of the involvement opportunities may provide a tax deduction/benefit. Please contact Braille House on 07 3848 5257 and ask to speak with our General Manager to discuss opportunities further.

Gift on your behalf

Have everything you need? You can request that wedding or party guests donate to Braille House in lieu of a gift.

In Memoriam gift

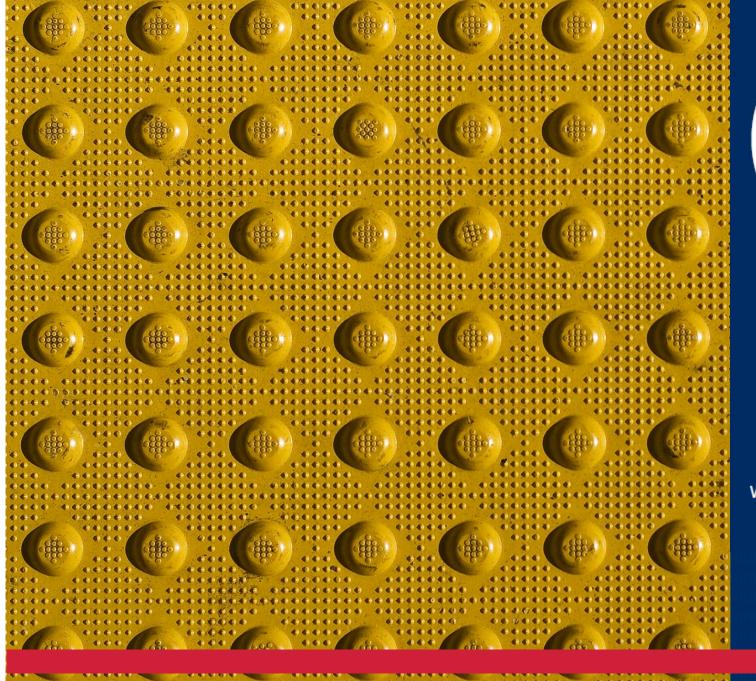
Commemorate your life and/or the life of a loved one by requesting donations be made to Braille House at the passing.

Make a bequest

Your bequest to Braille House, no matter how small, will be greatly appreciated to support us and our community to continue our vital work.

Get involved

Visit our website www.braillehouse.org.au for more information on how you can get involved or call us on 07 3848 5257 to learn more.



BRAILLE

507 Ipswich Rd Annerley QLD 4103 07 3848 5257 www.braillehouse.org.au

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