# Report on the Annual Plan Financial Year 2020

Each year, Blind Low Vision NZ Management, in consultation with New Zealanders who are blind, deafblind or have low vision, puts together a detailed business plan for the 12 month period of the fiscal year. The annual Business Plan draws on the Blind Low Vision NZ strategic priorities and outlines the roadmap towards achieving these goals.

The Financial Year 20 (FY20) ran from July 2019-June 2020 and its programme of initiatives supported five over-arching objectives. The objectives were identified as Service Delivery, Transition, Transforming Vision Rehabilitation, Community Connectedness and Participation and Driving Awareness. This report will provide a high level overview of the work Blind Low Vision NZ completed within each of these areas of focus.

## Achievements against the Business Plan Initiatives

### Service Delivery - Expand our workforce model with a focus on independence and self-reliance, enabling us to deliver the outcomes our clients want and where they want it.

Achievements from the Service Delivery Initiatives:

* Primary Service Provider (PSP) role was integrated across the organisation.
* Implementation of a staff / volunteer / training plan was completed to further enable the Person Directed Service Model (PDSM)
* Peer support was integrated into core vision rehabilitation service offerings.
* Phase 2 of the Voice of the Customer was implemented to measure client satisfaction and outcomes, and is completed and analysed by the organisation on a quarterly basis.
* The cost of service through the use of key business insights and effective data management is analysed by the organisation on a quarterly basis in comparison to industry standards with a view to create efficiencies and maximise productivity.
* To expand our network to be closer to the clients and volunteers, the feasibility of a new West Auckland location was completed culminating in the selection of a location in Henderson that will open in October 2020.
* Investigation and initial feasibility costing was commenced for a suitable South Auckland multi use space, within an existing structure on the property located on McVilly Road in Manurewa.

### Transition - Children, their families and whanau will experience a coordinated approach to transition across all key providers and will have the services, skills and information they need to ensure a successful transition to adult life

Achievements from the Transition Initiatives:

* In collaboration with our community partners extended the PACE programme for children by developing and implementing a transition programme for children from the age of 14 to 21 years, to employment, tertiary study or community involvement.
* Formal commitment achieved from both BLENNZ and PVINZ in delivering a coordinated service and framework established by all parties on a multi-agency approach.
* Established that services delivered by Blind Low Vision NZ will complement existing BLENNZ transition services and focus on supporting young people aged 14 to 21 on their journey of career exploration, work experience, internship and volunteering opportunity ahead of leaving secondary school.
* PVINZ to lead parent services as part of the wider transition service.
* Blind Low Vision NZ focus and primary service offering provided as it relates to employment was primarily in the area of job retention.
* Via the strategic plan consultation process BLVNZ received strong feedback that a future employment program offering should remain a high priority with an emphasis on job readiness, job preparation and job retention as the primary focus of the program.

### Transforming Vision Rehabilitation Services: To seek increased government funding for comprehensive vision rehabilitation services so that people needing these services can access them through the public system

Achievements from the Transforming Vision Rehabilitation Initiatives:

Successful implementation and execution of phase 2 of Blind Low Vision NZ Vision Rehabilitation strategy targeted to government in conjunction with Eye Health Aotearoa (EHA) with the objective of raising the awareness of vision loss in New Zealand and the subsequent introduction of a seven point action plan in response.

* Eye Health Aotearoa included “Ensure rapid access to comprehensive vision rehabilitation, habilitation and low vision services” in the *Make Vision Count in 2020* pre-election policy.
* Completed phase 2 of the campaign and briefed the Minister for Health and the Associate Health Minister on the challenges and opportunities of delivering integrated and comprehensive vision rehabilitation services and solutions to removing access barriers.

### Community Connectedness: Enable more people to be self-reliant, to be connected and participate fully in their communities.

Achievements from the Community Connectedness Initiatives:

Completed

* Phase one of the volunteer strategy was executed including the creation of a single National Volunteer Manager position to provide oversight and leadership in this critical aspect of operations.
* Further emphasis upon the coordination of activities to ensure we are engaging, retaining and managing volunteers to maximize their value to the organisation.
* Phase two of the strategy was completed that focused upon the transition responsibilities to the regional model and a specific refresh of the Community and Support groups.
* Regional Managers and Area Managers now have oversight for volunteers in their geographical area including community support groups and recognising volunteers as an extension of the workforce in our service operation.
* Implemented via salesforce a measurement system for client’s participation opportunities.
* Partnered with numerous community based recreation organisations across the country who are providing participation opportunities.

### Driving Awareness of Blind Low Vision NZ:

Achievements from Driving Awareness of Blind Low Vision NZ initiatives:

* Blind Low Vision NZ brand launched in October 2019 through a profile campaign integrated into Blind Week fundraising activity. The new brand was very well received
* Awareness campaign successfully executed in October and November 2019, with a reach of upwards of 2.3million New Zealanders
* Brand change management of key external touchpoints completed.
* Referrer engagement campaign completed including content production and media planning. Campaign launched through Optics Magazine and LinkedIn.
* Formal partnership with Auckland University, School of Optometry and Vision Sciences established.

## Financial Highlights

The financial year ending 30 June 2020 was a challenging year for the Royal New Zealand Foundation of the Blind (the “Group”) and its subsidiaries. The Group results include the Controlling Entity (Blind Low Vision NZ) combined with other entities controlled by the Group, including Foundation Properties Limited, which manages investment properties owned by the Group.

The Group operating revenue was $36.6 million, a slight decrease of $0.8m on the previous financial year. Total operating income for the Controlling Entity was $31.9m, $0.5m lower than the previous year. The difference between Group income and Controlling Entity income is largely the rental income generated from the investment properties the Group owns in Parnell, Auckland.

This financial year the Group recorded a $1.9m deficit before interest, dividend, revaluations and gains on sale of property compared to a $0.4m deficit the previous financial year.

Group income was improved by interest income of $0.6m and increases in the value of financial investment assets of $0.1m less $0.4m in interest expense. The Group recorded a $1.6m deficit including interest income and expenditure before property revaluations and gains on sale of property.

Total Group comprehensive revenue and expense was $1.5m, compared to $9.1m the previous year.  This year’s comprehensive revenue and expense includes a $0.6m decrease in the value of investment property, compared to a $7.7m revaluation increase in the previous financial year. The $0.8m is largely due to property valuations remaining relatively flat during the period and a significant amount of earthquake strengthening work being undertaken on the historical buildings in Parnell, Auckland during the year.

Excluding property revaluations, the Group recorded a surplus of $2.0m, compared to a $1.5m surplus the previous year including gains on sale of property and excluding property revaluations. This was a reasonable result given the impacts of covid-19 on fundraising and the value of our financial investments, which were adversely impacted. Overall, the RNZFB remains in a strong financial position and, as such, is able to weather unforeseen impacts such as covid-19 and the subsequent economic impacts.

The Controlling Entity (Blind Low Vision NZ) remains very dependent on the charitable giving, which provides around 74% of the Controlling Entity’s operating income. Competition for the donor dollar remains incredibly high and we are hugely grateful to our supporters who give generously to help provide essential services to New Zealanders who are blind or have low vision.