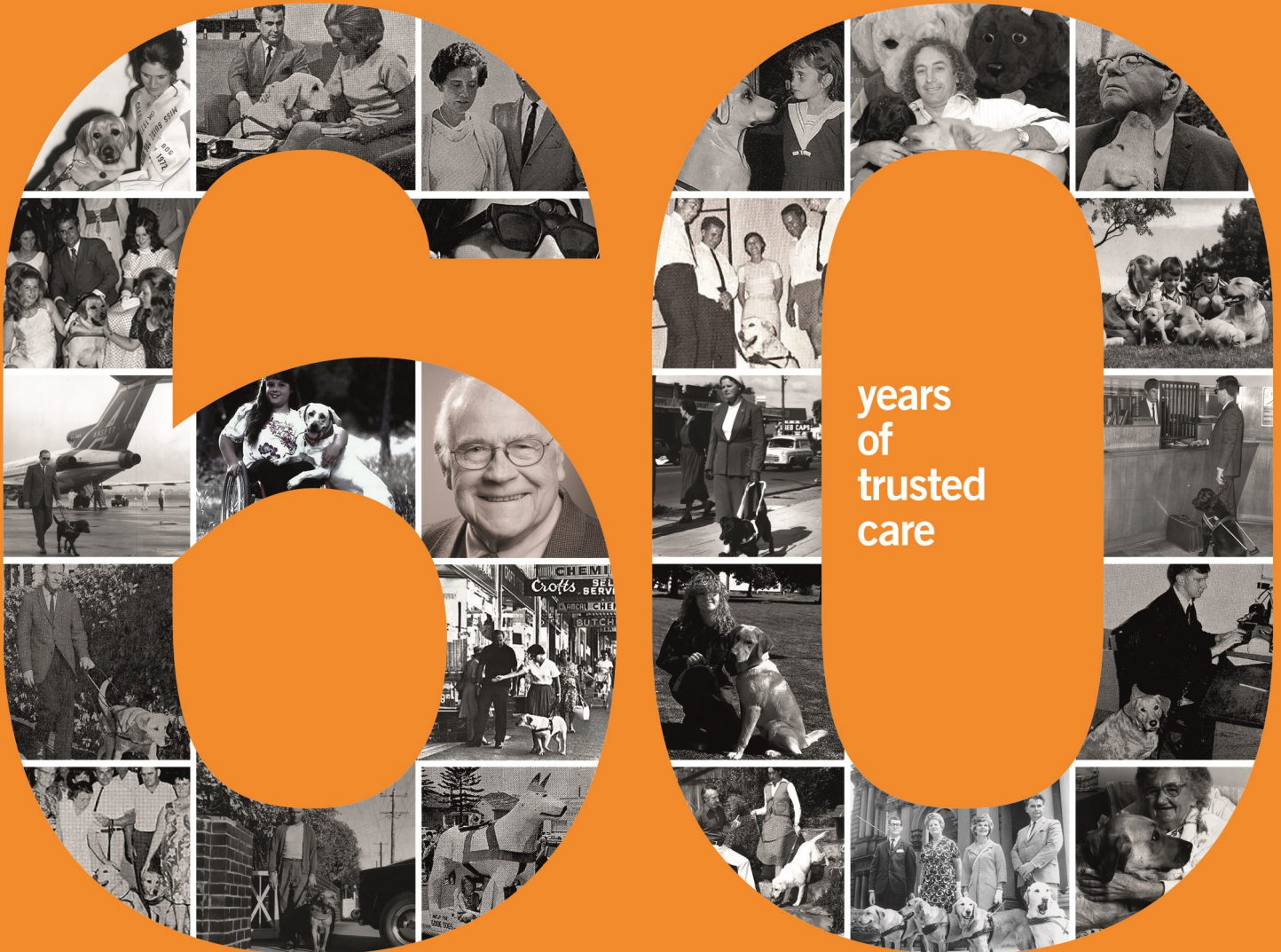


# Annual Report 2016/2017



**Guide  
Dogs**  
SA/NT



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# Highlights of 2016/17

## Beau's Pet Hotel

Beau's Pet Hotel is a milestone project for a milestone year—Guide Dogs SA/NT's 60<sup>th</sup> anniversary year. The successful construction of the state-of-the-art **Beau's Pet Hotel was completed on time and on budget** and opened for business in August 2017. This social enterprise will meet the growing demand in Adelaide for first class pet boarding services, with all profits being used to provide much-needed funding for Guide Dogs client services.

## Dog Services

Over the past 12 months we have **welcomed and raised an additional 23 puppies** through our puppy development centre. All these puppies are now among the **48 puppies who are living in the homes of our amazing puppy raisers** as they go through the various stages of their early development and training. We look forward to their successful training and eventual placement as Guide Dogs, Autism Assistance Dogs and Pets As Therapy Dogs—to change the lives of those living with a disability.

## Hearing Services

Guide Dogs is much more than just dogs and in 2016/17 our Hearing Service team provided **461 programs to hearing impaired people**, as well as holding information sessions for the general community, community groups and the aged care sector.

## Volunteers

We were immensely proud when **Guide Dogs SA volunteer Claire Donovan** was awarded a **Medal of the Order of Australia in the Queen's Birthday 2017 Honours List**. Claire is one of Guide Dogs SA's longest-serving Puppy Raisers and Home Boarders, having opened up her home to more than 60 of our puppies, either as a Puppy Raiser or a short term boarder. **Claire embodies the spirit of all our volunteers—and is truly an inspiration for others.**

# Chairman's Report

A Diamond Jubilee Year is an important milestone in any organisation. Our 60<sup>th</sup> year has been an opportunity to celebrate our history, reflect on how we have taken the legacy of the early pioneers to mould and evolve their passion, and use it as a springboard for our future.

Sixty years ago a group of young men from the Apex Club had a vision, having witnessed the ground breaking work in Western Australia where Guide Dogs were changing lives. So they embraced the call to action for a national association.

Throughout those 60 years, Guide Dogs has embraced innovation, expanded from the provision of dogs to include other mobility aids and introduced hearing services and Autism Assistance Dogs.

Today we are building on their dream; to enhance the lives of people living with disability.

It is fitting that in this landmark year we open an innovative social enterprise—Beau's Pet Hotel in the Adelaide Airport precinct, named after the first Guide Dog officially trained in Australia.

Beau's is a prominent symbol of our innovative thinking, our project skills and how we connect with our community and is designed to help buffer Guide Dogs SA/NT against the headwinds of the challenges of fundraising and gaps in National Disability Insurance Scheme (NDIS) funding.

For example, the NDIS covers people aged under 65 and it was disappointing to learn that it is unlikely the NDIS will fund our life-changing Autism Assistance Dog program, except as a last resort.

As the roll out of NDIS gains momentum, we are examining our business programs and gearing up to inform and guide the public on the complexities of the system through our Support Line and presence at Expos and external and internal information sessions.

On the financial front it is pleasing to report a very modest profit, in what has been a challenging year. During the year we undertook a comprehensive review of our costs and our activities to ensure we were providing our services to clients as efficiently as possible.

All at Guide Dogs were honoured to be named as Australia's Most Trusted Charity for the fifth year in a row. Thank you for your trust in our work and integrity.



An organisation is about people, and I am proud to lead a team of dedicated, passionate people who know why they come to work each and every day — to change people's lives.

Guide Dogs SA/NT was pleased to appoint Aaron Chia as Chief Executive Officer in May. He impressed the Board as a leader of integrity and humility, with a strong commercial background and commitment to serving his community.

Aaron comes to the organisation as a former Chief Executive of the Motor Accident Commission and Deputy CEO of the SA Ambulance Service. He is also a Board Member of Uniting Care Wesley at Bowden and the Chair of the Community Business Bureau.

I would like to wholeheartedly thank my fellow Directors on the Guide Dogs SA/NT Board for their diligence, expertise and foresight, particularly with the scrutiny of the Beau's Pet Hotel planning and delivery.

Thank you also to our staff and volunteers who give life to the Guide Dogs Vision and the donors and community and corporate supporters who provide the bedrock of our organisation. You are essential to our existence.

It has been a privilege to lead Guide Dogs SA/NT as Chairman in this pivotal year and I congratulate you all for the part you play in making us what we are.

**Joe Thorp**  
Chairman



# Chief Executive Officer's Report

I was delighted to be appointed by the Guide Dogs SA/NT Board as Chief Executive Officer in May and I look forward to leading and growing this great organisation as we adjust to the evolving National Disability Insurance Scheme environment.

It is an honour to be part of an organisation that has such a significant impact on the South Australian community. Through this, and my roles at the SA Motor Accident Commission and SA Ambulance, I have been privileged to have been able to play a part in making a difference to the lives of people.

Just before I started at Guide Dogs, I took part in the International Guide Dog Day parade through the city. The parade brought home to me that I was joining a much loved community organisation; one that plans and builds, is respected and appreciated by its clients and a team that shares successes and achievements.

During my first 100 days I took the opportunity to take stock, listen, meet people and reflect on where we have been and where we need to go. The outcomes of that reflection and examining our reason for being will become evident in the new financial year as we outline our key strategic objectives for the next three years.

Our Guide Dogs brand is strong however it's important to remember other critical work we do in orientation and mobility, hearing services, and independent living skills that are #morethandogs. Our challenge will always be to communicate the totality of our services so we continue to be a provider of choice.

Our 112 working Guide Dogs, Autism Assistance Dogs and Pets as Therapy Dogs are undoubtedly changing lives and there are 48 puppies in training awaiting their destiny. Challenges were presented this year in expert trained staff levels due to circumstances beyond our control. We are very grateful for the strength of our national Guide Dogs partners in assisting South Australia with its dog training needs.

Thank you to all our supporters. Your continuing donations are essential for the existence of Guide Dogs and our ability to provide the services that make a difference to people's lives.

Thank you to my management team and staff. Every year continues to be a challenging one in terms of volume and complexity of the work required of you. You are very much appreciated.



I would also like to pay tribute to our loyal band of volunteers. From all walks of life they bring their own talents, skills, personalities and smiles to the organisation. Volunteers make our organisation buzz. So it was indeed a highlight of the year when Claire Donovan was awarded a Medal of the Order of Australia (OAM) in the Queen's Birthday Honours for her service to people who are blind or have low vision, and to youth.

Of course our Board Members and Volunteer, Finance, Service Delivery, and Governance Committee Members are all volunteers themselves. Thank you for your valuable time; your oversight and challenges to our thinking.

Guide Dogs continues to maintain a strong media presence, and the opening of Beau's Pet Hotel has particularly captured public and media attention. We all look forward to ensuring the success of this important social enterprise as we grow from start up to successful business.

While in this, our 60<sup>th</sup> Year, we have reflected on our beginnings, Beau's is very much part of our future.

Beau's is just one example of connecting our past with innovation. Our iconic model collection dogs that stand in supermarkets, cafes and other businesses hungry to be fed coins, are being joined by a new Tap to Donate system. Coins in pockets are a rarity these days with everyday transactions now at the tap of a plastic card. We are keeping up with the times!

I would like to thank everyone for their warm welcome, and look forward to working with you all.

**Aaron Chia**  
Chief Executive Officer

## Dog Services

Independence, confidence, mobility, safety and companionship— This is how our Guide Dogs, Autism Assistance Dogs and Pets As Therapy Dogs change the lives of those living with disability.

Through the provision of highly trained working dogs and companion dogs, our Dog Services team changes lives every day. We provide Guide Dogs to people with vision impairment, Autism Assistance Dogs to children and families living with autism and Pets As Therapy Dogs in the community, changing lives on a daily basis.

Over the past 12 months we welcomed and raised an additional 23 puppies through our puppy development centre. All these puppies are now part of the 48 who are living in the homes of our amazing puppy raisers whilst going through the various stages of their early development and training.

During 2017 Guide Dogs was grateful to receive a grant from the South Australian Government for the purchase of Veterinary surgical equipment allowing our on staff vet to complete minor surgical procedures in house. Not only has this created greater financial efficiencies, but has also created a more relaxed and familiar environment for our dogs both pre and post-surgery.

Again this year Guide Dogs has been placing our highly trained Autism Assistance Dogs with children

and families living with Autism in South Australia. We now have 29 Autism Assistance Dogs placed with children and families living with severe Autism.

Our Pets As Therapy program has seen our dogs placed with people in a range of situations including “Pippa” who was placed at Christies Downs Primary School. Pippa has made an amazing difference to the learning environment and student engagement in the class and the playground.

### Puppy Development Centre

We have had a very active year this year in breeding puppies for the key roles of a Guide Dog, an Autism Assistance Dog or Pets as Therapy Dog. Our puppy development team has been working with our incredible volunteers and puppies in training them on the first part of their therapy dog journey.

These dogs have such an impact on people’s lives that is almost immeasurable. We have seen our dogs positively impact the lives of children through our Best Foot Forward Program, our Guide Dog and Autism Assistance Dog programs.



# Vision Services

Our Vision Services team works across South Australia providing support, education and training using physiotherapy, occupational therapy and mobility expertise. During the year we provided over 1,360 programs to vision impaired people of all ages from children to the elderly.

Our personalised orientation and mobility programs continue to be in high demand and we are always seeking new and innovative ways to grow and stretch our services.

One example of innovation is our Best Foot Forward (BFF) program that we introduced this year. This program focuses on physiotherapy interventions to improve mobility in children and the South Australian School for Vision Impaired (SASVI) has been incredibly helpful in supporting this initiative.

BFF is managed by a physiotherapist and uses one of our beautiful dogs as well as our Sim Dog. Special thanks are extended to Technology for Ageing and Disability, for the creation of this wonderful simulated mechanical dog. The children get to walk with both the dog and the Sim dog, whilst our physiotherapist works on improvements in gait, stride and balance.

The feedback from the school and the children has been overwhelmingly positive. The children have really improved in their mobility and have loved having one of our dogs and the Sim Dog as the primary intervention tools.

The pilot findings are now being written up and will be presented at conferences as a new and innovative way of working with children. We cannot thank the children enough for their participation in the pilot which really showed that solid outcomes can be achieved in a non-clinical setting and that physiotherapy can be fun!

We are also a key provider of services for people who have an acquired brain injury (ABI) resulting in vision loss. We completed 446 ABI programs, 166 individual orientation and mobility programs and 97 optometry programs under this category during the year.

ABI vision loss is quite unique and we provide a valuable life changing service in this area, usually commencing in the hospital through to discharge into the community. This is a vital community service

as its ultimate goal is to support and assist the client to adapt to their new disability and become as independent as possible. This group strives to return to their way of life prior to their injury and we are keen to provide the support and training requested to meet this goal.

Our early intervention and children's services are well sought after. During the year our team travelled throughout South Australia working with children and their parents on ensuring vision loss would not isolate or disadvantage.

The QBE Foundation provided funding for our 2016 Youth Life Skills Camp. The camp was conducted for five days in October at the Warradale Urban Campsite. Eight children attended, aged from 10 to 14 years. Two children were from rural areas with one child attending from the Northern Territory.

As always the camp focused on building skills in independent living and mobility. These skills were taught through a variety of activities that included:

- Meal preparation
- Outdoor activities such as bike riding and roller-skating
- Treasure hunt through the CBD
- Aerial Adventure Park at West Beach
- Night walks/night travel
- Personal hygiene and dressing.

The camp received excellent feedback from the students and it was great to see them grow in confidence and skills over the duration of the camp. The children participated in activities that they had never done before—such as the Aerial Adventure Park and skating, and learnt that independence is possible, as is achieving life goals.

Our annual camp is a key highlight for not just the participants but also the staff. To see children excel and overcome their fears and lack of confidence is truly amazing.



# Hearing Services

Guide Dogs is much more than just dogs and 2016/17 our Hearing Services team provided 461 programs to hearing impaired people, as well as providing information sessions to the general community, community groups and the aged care sector.

Our workplace assistance service provided specific support and assistance to 25 people during the year, who were at risk of losing their employment due to hearing loss. Our skilled staff continue to provide information, equipment and advice on modifying the workplace to maintain employment.

During the year our smoke alarm service provided 100 smoke alarms to people with hearing loss. These alarms are provided and installed free of charge and provide incredible comfort to the client knowing that in the event of a fire in their home, they will be alerted.

Our Brooks Hearing Resource room continues to be well utilised with our staff providing hearing assessments and information on managing hearing loss, as well as providing access to the latest hearing equipment.

Hearing Awareness Week in August was once again well attended this year. It was great to be able to show the latest Ghost Busters movie at Norwood Hoyts, captioned so everyone could enjoy the movie. The movie goers appreciated the free catering, gift bags and giveaways, with many families thankful for the no cost night.

During the week we also developed and provided radio messaging on the importance of looking after our hearing and had a great information workshop on Tinnitus provided by audiologist David May and our own Hearing Rehabilitation Coordinator Helen Whitworth.





# Sensory Services

The Sensory Services team works with people of all ages who are seeking support to remain as independent as possible. Our work can be as diverse as helping people manage their financial issues, support with finding suitable accommodation, liaising between them and the health care system and working with other agencies in providing domestic assistance.

Our Sensory Services team strives to build on the client's strengths and to promote an independent and engaging life. We also work hard to provide social engagement opportunities such as our music appreciation group, our youth transition group and our much sought after carer retreats.

Our carer retreats are proudly funded by Guide Dogs and enable carers to have a weekend away from home a couple of times per year. At our retreats the focus is on relaxation, social interaction and building on the resilience skills already in place.

In total 464 programs were completed by our Sensory Services team during the year supporting 265 clients.

A special thanks this year goes to the Commonwealth Bank and their Staff Community Fund. Their grant enabled us to create a great program for youth aimed at the transition from high school to university or from home to independent living.

Young people with sensory loss, such as hearing and vision, face unique challenges. As children move into adolescence the desire and need for independence becomes more obvious. Young people do not want to be disadvantaged because of their disability but want to participate in society and be the best that they can be.

Disability should not be, and is not, an insurmountable barrier for any person in achieving their dreams and ambitions. Quite often however, simple day to day tasks can become major issues and stumbling blocks for young people with a disability striving for independence.

'Youth Empowerment – Pathway to Independence' is a structured life skills program that provides the necessary skills for young people to become independent, focusing on two key milestones:

- Transitioning into adolescence—personal care, make-up and general appearance, accessing public transport, attending public events such as the movies and local shopping centre, personal safety, food and nutrition, accessing the internet for the vision impaired or hearing impaired; and
- Transitioning into adulthood—moving out of home, food and clothes shopping, cooking and food preparation, seeking employment, personal safety, public transport, accessing technology to search for information.

This generous Commonwealth Bank funding is having an important, positive influence on the lives of young people, and it has been great to see this group grow in skills and confidence.

# National Disability Insurance Scheme

Guide Dogs SA/NT has been working with the National Disability Insurance Scheme (NDIS) since its pilot commencement in South Australia on the 1 July 2013.

The NDIS is the new way of providing individualised support for people with disability, their families and carers.

Disability can affect anyone and having the right support makes a big difference. The NDIS provides eligible people a flexible, whole-of-life approach to the support they need to pursue their goals. It also fosters social inclusion and economic participation.

Guide Dogs is totally committed to working with the community in ensuring the success of the NDIS but more importantly on ensuring the success of the scheme for the individual clients and their carers.

During the first half of 2017 Guide Dogs worked with eligible participants to support them in preparing to enter the scheme.

From 1 July 2017 adults begin entering the scheme and Guide Dogs has continued to work on its internal processes and staff skill set to ensure we are ready for the this next stage. We have appointed two staff to work entirely on the NDIS, and have created a new client focused service ensuring a personalised approach to the NDIS.

We are seeing a great turnout of people at our general NDIS information sessions that we have held across Adelaide and our media appearances on this topic have also been well received.

## Northern Territory

Our team in the north continue to travel across the Territory and provide valuable support to our clients in places like Alice Springs and Tennant Creek.

During the year our team provided 195 personalised programs for low vision clients in Darwin and a further 27 in remote areas. This brings us to a total of 172 personalised programs—an increase of 33 on the previous year.

Our successful grant application with Community Benefit NT has added great value to our work in the Territory. The grant is enabling us to provide low vision aids to clients at no cost. This helps relieve the financial pressure that is commonly felt by the people we frequently see.

As an active service provider we have continued to provide information sessions and workshops for the community as well as health professionals.

We took part in the NT Indigenous Eye Care Conference in June, presenting to delegates on our work and experiences, providing a great opportunity to talk about our commitment to reducing vision issues within the Indigenous population.

A further highlight this year was being able to fly one of our young clients to Adelaide for our annual Youth Life Skills camp. He had a great time at the camp and learnt some valuable skills in being independent. A special thanks to the QBE Foundation for funding our camp this year.

# Beau's Pet Hotel

Guide Dogs SA/NT opened the state-of-the-art \$9 million Beau's Pet Hotel on 28 August 2017. Located in the Adelaide Airport precinct, it offers world-class accommodation for cats and dogs, and day care, training and grooming for dogs.

Its total offerings and standard of accommodation set the benchmark for pet boarding in Australia.

Beau's is a social enterprise which will drive funds back into Guide Dogs SA/NT core services, allowing us to provide more services for people with disability and contribute to long term financial sustainability well into the future.

Beau's has 168 standard and 32 luxury suites for dogs and 62 standard and luxury condos for cats.

There are extensive indoor and outdoor play yards for dogs, complete with a water fountain for warm summer day romps. Cats can explore an indoor atrium complete with a climbing wall or snooze the day away in the rays of the sunshine through the floor to ceiling window.

There are also various add-ons available for fur-kids staying at Beau's including the ability for owners to Skype their pets to check on how they are enjoying their stay.

Local architects Walter Brooke designed the building.

Construction was undertaken by Kennett Builders, a local South Australian company, and was completed in nine months. We expect that Beau's will employ approximately 50 staff by year three of operations.

Beau's is well on the way to becoming an iconic destination for pets with owners being able to travel knowing their pet will also be enjoying a holiday with the trusted care offered by Guide Dogs SA/NT expert staff.

Beau's Pet Hotel is named after Beau, the first officially trained Guide Dog in Australia and opened in Guide Dogs' 60<sup>th</sup> Anniversary year; a milestone project for a milestone year.

We sincerely thank everyone who contributed to making the vision of Beau's Pet Hotel the reality it is today—our staff, volunteers, suppliers, contractors and supporters.

It was officially opened by Guide Dogs SA/NT patron His Excellency the Honourable Hieu Van Le, Governor of South Australia on 14 September 2017.





# Volunteers

Volunteers are essential and integral to the Guide Dogs core purpose of enhancing the lives of people with disability. We are indebted to our many Guide Dogs SA/NT volunteers who generously support us with their time and efforts.

Here at Guide Dogs SA/NT we identify roles and projects that enable volunteers to contribute their skills and knowledge in a meaningful way whilst balancing other commitments. We appreciate the efforts of all volunteers and celebrate their contributions at volunteer events throughout the year.

## Puppy Raisers, Brood Guardians, Home and short-term boarders

Our Guide Dog Services Division could not exist without the commitment and dedication of a host of volunteers who take our puppies into their hearts and homes.

During the year a Puppy Development Co-ordinator was appointed to streamline the training journey from new-born to adult dog and provide additional expertise in our puppy development centre. In addition, greater emphasis has been placed on communications with volunteers through an upgrade of the Training Manual and the appointment of two communications volunteers.

Planning was also put in place for a closed Facebook page to be developed to better connect our volunteers with the Guide Dogs Services Puppy Advisers and each other. The two-way engagement channel will be used for training videos and advice as well as sharing photos and stories.

Thank you to all our Guide Dogs Services volunteers. You are the frontline of ensuring our puppies get the best start in their important journeys.

## Fundraising and Business Support

Volunteers across fundraising and marketing supported the organisation in a variety of ways including events, administration, donor welcome calls and support, Collection Dog placement and pickups, and much more.

Calculating volunteer hours in these areas alone estimates a saving to the organisation of more than \$100,000 per annum.

Throughout the year, volunteers have also contributed essential support in the Beau's Pet Hotel project office to assist in delivering this significant project. Business Support volunteers are also vital to the success of Guide Dogs and many volunteers have donated their skills, expertise and precious time in functions such as Finance, Human Resources, IT and Facilities.

Thank you to our loyal and committed group of volunteers for helping Guide Dogs to achieve great things as always.

## Claire Donovan – Queen's Birthday Honour

We were immensely proud when Guide Dogs SA/NT volunteer Claire Donovan was awarded a Medal of the Order of Australia in the Queen's Birthday 2017 Honours List.

Claire is one of our longest-serving Puppy Raisers and Home Boarders, having opened up her home to more than 60 of our puppies, either as a Puppy Raiser or a short term boarder, and some on multiple occasions.

Claire is truly an inspiration for others.

As well as volunteering, Claire is a generous donor and she has also given many community talks about Guide Dogs to help raise community awareness and understanding of our work.

Claire is a humble and most generous friend of Guide Dogs and to express our gratitude, our Chief Executive Officer, Aaron Chia recently presented her with a 15 Year Volunteer Service Certificate.

# Community Engagement

Connecting with our supporters and the wider community through mainstream and social media and community events is a valuable part of our work in raising support for and awareness and understanding of the work of Guide Dogs SA/NT.

For the fifth year running Guide Dogs Australia was voted Australia's Most Trusted Charity in the annual Readers Digest Survey, an accolade we hold in trust as it reflects the respect and support people have in our mission to change the lives of people living with disability.

On International Guide Dog Day—Wednesday 26 April we once again celebrated the wonderful work that Guide Dogs do in the community with a vibrant parade through Adelaide.

Led by the SA Police Band and our patron, the Governor of South Australia the Hon. Hieu Van Le, the colourful parade wound its way from our Morphett Street headquarters down Franklin Street and King William Street to Government House. There we honoured our graduating and retiring heroes and gave special acknowledgement to South Australian businesses and services that have gone above and beyond in providing access to our working dogs and trainees.

Guide Dogs SA/NT was also involved in the 2017 Animal Expo at the Adelaide Showgrounds where we introduced South Australia's pet lovers to our new state-of-the-art dog and cat boarding facility, Beau's Pet Hotel.

## Community fundraising events

Each year, generous and dedicated supporters help change the lives of individuals living with disability by holding their own fundraising events for Guide Dogs. This year Guide Dogs SA/NT supported 302 community fundraising events, raising \$70,000.

## Community talks

Our team of community talk volunteers, many of whom are Guide Dogs clients, continue to provide engaging opportunities for the public to learn more about Guide Dogs SA/NT. Service Clubs, schools and workplaces are frequent audiences. A highlight was a major Adelaide hotel inviting a client to speak about how staff could better interact with guests with vision loss. The hotel will now incorporate a series of videos produced by our partner organisation, Guide Dogs NSW/ACT in their staff induction.

Our experiential education centre, the Discovery Centre had 1,282 visitors this financial year, with visitor fees totalling \$7,308. Community education is a

key component for public empathy and societal support for enabling people with disability to achieve their life goals. Following a Guide Dogs SA/NT-wide business review the decision was made to evolve the Discovery Centre and replace it with an enhanced interactive outreach community talks/education program to maintain this aspect of community engagement.

## In the media

Guide Dogs SA/NT continued to earn significant media coverage throughout the year, with media exposure worth the equivalent of \$351,932. Highlights included coverage of the construction start of the innovative \$9 million Beau's Pet Hotel at the Adelaide Airport, the announcement of new CEO Aaron Chia, International Guide Dog Day parade through Adelaide and our much valued volunteer Claire Donovan receiving an Order of Australia Medal in the Queen's Birthday Honours list.

Website traffic has remained strong for the Guide Dogs SA/NT site with a 6.15% increase in sessions year-on-year. This financial year saw 111,007 sessions recorded by 82,181 users, compared to 104,579 sessions recorded by 76,861 users in the previous financial year. Many of these sessions were recorded by repeat visitors, highlighting the continued interest of our loyal supporters. Engagement remains high with visitors spending almost two minutes on the site engaging with the content.

## Social media

Community engagement via social media continued to grow with Guide Dogs SA/NT Facebook reaching almost 14,000 followers. The platform was increasingly used to drive strategic fundraising campaigns with a mix of organic posts and advertising. Instagram (980 followers). Twitter (1,300 followers) and LinkedIn (1,275 followers) also sustained increasing trends, reaching key audience segments. These social media platforms will continue to play a strategic marketing and community engagement role for us into the future.

To honour our Diamond Jubilee Year a series of weekly Facebook posts of historic photos and stories highlighted the depth of community connections and services that the organisation has provided for 60 years and a commemorative graphic medallion was developed for stationery.

# Fundraising

Throughout the year our fundraising campaigns have performed well and have resulted in some wonderful outcomes in our services streams including the placement of Guide Dog Helix with Arron Lyall and the successful placement of four Autism Assistance Dogs.

This year was an extremely busy one for the fundraising team with a number of new fundraising initiatives launched after a review of our legacy programs .

Our focus throughout the year was to optimise fundraising programs with high potential and reduce the number of programs we operated. This objective was successfully met by the end of the year and placed us in an excellent position for the new financial year.

A big thank you to all of our supporters whose compassion and commitment make the work we do possible.

## Bequests

The bequest program, 'Buddy for Life', continues to go from strength to strength with this financial year seeing a growth in both revenue (realised bequests) and the number of people who have committed to leaving a gift in their will.

With a year on year increase from 132 confirmed bequests to 157 and revenue growth of 40% the 'Buddy for Life' program remains an essential fundraising program and the embodiment of our community's compassion and belief in the outcomes we deliver.

As part of the 'Buddy for Life' program our members get the opportunity to learn about the work we do and the impact their legacy will have. Throughout the year members have the opportunity to meet other members and share their passion for the work we do, knowing that their combined commitment will ensure the sustainability of our much needed programs.

## Collection Dogs/Tap to Donate

Collection Dogs remain a steady and reliable income stream across South Australia and Northern Territory and are a highly valued community focussed program. To prepare for what will continue to be an ever-growing cashless society, Guide Dogs participated in a trial for a 'Tap-to-Donate' fundraising scheme earlier in

the year, where pre-set donations are accepted from the community. This trial was a great success and has resulted in Guide Dogs purchasing a cohort of Tap-to-Donate terminals which are now being rolled out into a variety of cafés, retail outlets, supermarkets or other businesses who wish to host the machines.

## Regular Giving Puppy Sponsorship

This year we were pleased to welcome the many new Puppy Sponsors joining our growing Puppy Sponsor community, and pledging their commitment to support the next generation of Guide Dogs, Autism Assistance Dogs, and Pets As Therapy Dogs. Puppy Sponsorship continues to be an important revenue stream to the organisation, contributing a significant proportion of revenue over the financial year.

## Direct Mail

Thanks to the generosity of our donors, the Direct Mail program raised essential funds for client services. The program successfully funded the matching of Guide Dog Helix with our client, Arron, and also raised essential funds to support the Autism Assistance Dog program. The program will continue to fund the placement of additional Autism Assistance Dogs, changing the lives of the children living with this disability and their families and carers.



# Corporate Partners

## National Partners



## Design Partner



## Platinum Sponsor



## Gold Sponsor



## Silver Sponsor



## Bronze Sponsors



## Paw Supporters

Australian Executor Trustees  
Entertainment <sup>TM</sup>

Entrée Recruitment  
Haigh's

Westpac

# Corporate Governance

Guide Dogs SA/NT is led by a strong, talented team of business and community professionals.

## Board

### Mr Joe Thorp

MBA, BA, FAICD, FAIM, CPMgr  
Chairman

### Mr Bruce Ind

B.Sc., B.Ed., Grad Dip T, Grad Dip Ins Comp  
Deputy Chairman

### Mr Gerry Cawson

LLB (Hons), GAICD

### Mr John Oliver

B.Comm., Grad Dip Bnkg Mgmt,  
GAICD, Snr Fellow FINSIA

### Mr Michael McGregor

BA (Hons), FAICD

### Mr Matt Lang

B.Ec., MBA (Exec), GAICD, CA, AICPA

### Ms Helen Summers

Master of Optometry, FACBO,  
Grad Cert. Ocular Therapeutics, FAICD

### Prof Elizabeth Farmer

MBBS, B. Sc. (Hons), PhD, FRACGP, MAICD

### Ms Jan Turbill

B.Behavioural Sc., Psychology Major

## Finance Committee

Mr Matthew Lang, Chairman

Mr John Oliver

Ms Beth Kitto (resigned February 2017)

Mr Ian Jamieson

## Service Delivery Committee

Prof Elizabeth Farmer, Chairman

Ms Helen Summers, Deputy Chairman

Ms Louise Davies

Dr Saravana Kumar

## Volunteer Committee

Ms Evelyn O'Loughlin, Chairman

Ms Kaye Mahomet

Ms Ngareta Cronin

Mr Bruce Ind

Mr Michael McGregor

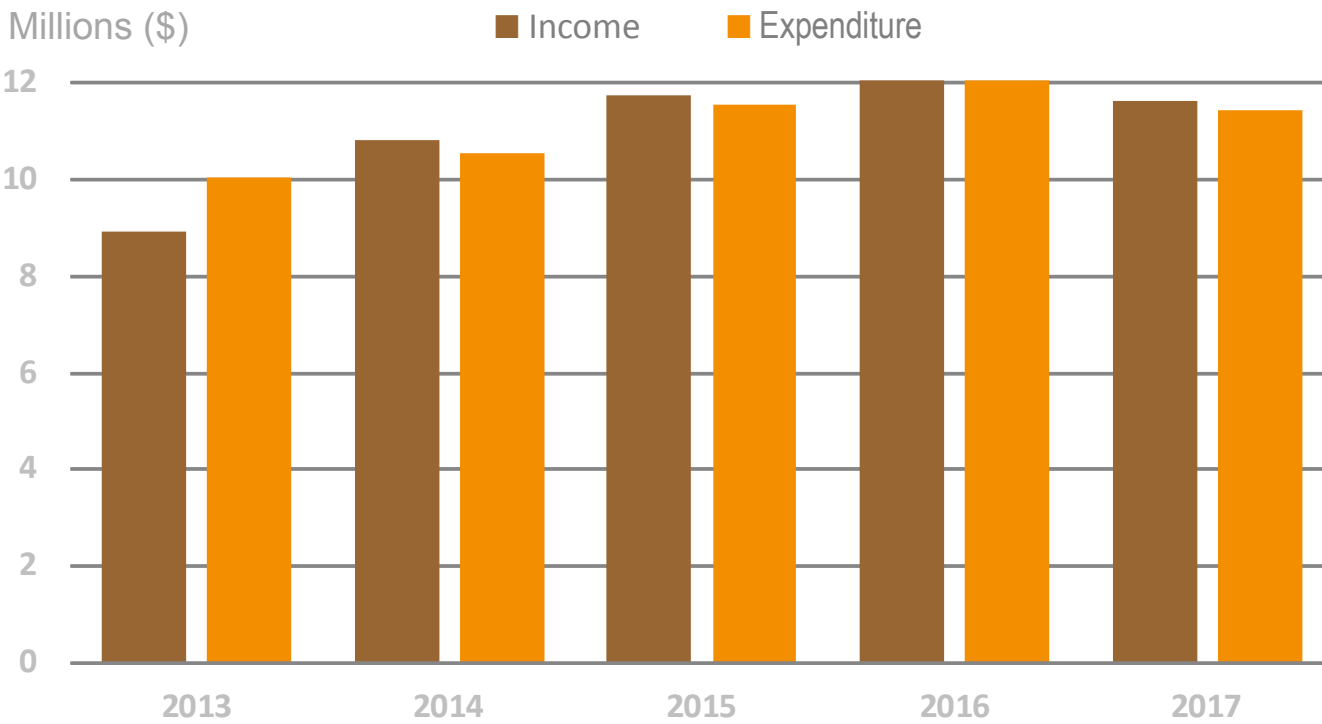
## Governance Committee

Mr Gerry Cawson, Chairman

Ms Jan Turbill

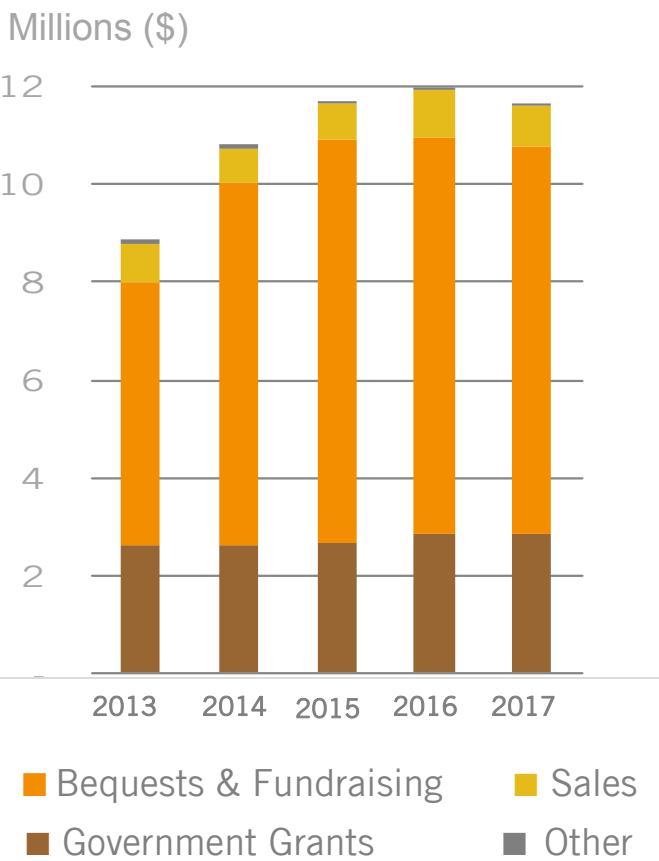
# Finance at a Glance

## Income and Expenditure



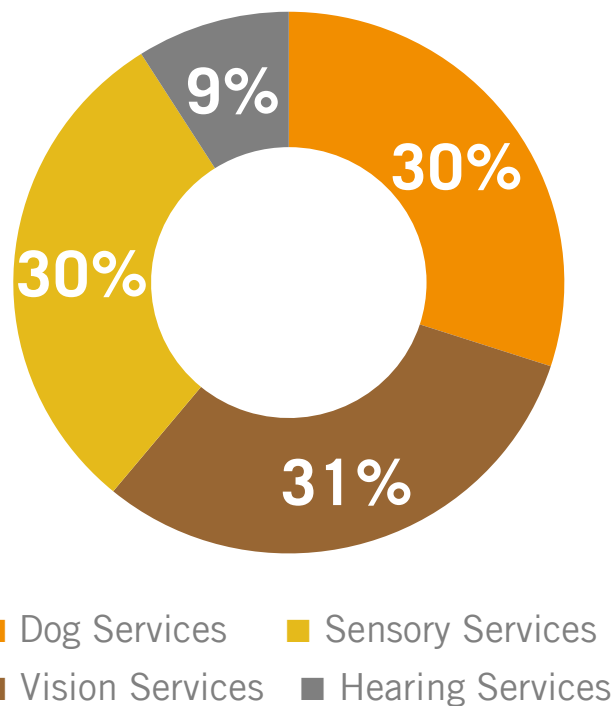
## Sources of income

### Last 5 Years



## Expenditure by service

2016/17





# Independent Auditor's Report



**REPORT OF THE INDEPENDENT AUDITOR  
ON THE SUMMARY FINANCIAL STATEMENTS  
TO THE MEMBERS OF GUIDE DOGS ASSOCIATION OF SA & NT INC**

***Opinion***

The summary financial statements, which comprises the Statement of Financial Position as at 30 June 2017 and the Statement of Profit or Loss and Other Comprehensive Income for the year then ended, are derived from the audited financial report of Guide Dogs Association of SA & NT Inc ("the Association") for the year ended 30 June 2017.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, in accordance with Note 1 to the summary financial statements.

***Summary Financial Statements***

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements, and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

***The Audited Financial Report and Our Report Thereon***

We expressed an unmodified audit opinion on the audited financial report in our report dated 26 October 2017.

***Board's Responsibility for the Summary Financial Statements***

The Board of the Association is responsible for the preparation of the summary financial statements in accordance with Note 1 to the summary financial statements.

***Auditor's Responsibility***

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

*Nexia Edwards Marshall*

Nexia Edwards Marshall  
Chartered Accountants

*Brett Morkunas*

Brett Morkunas  
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Adelaide  
South Australia

13 November 2017

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# Financial Statements

The summarised financial statements have been derived from the Association's full financial report for the financial year. Other information included in the summarised financial statements is consistent with the Association's full financial report. The summarised financial statements cannot be expected to provide as detailed an understanding of the financial performance

and financial position of the Association as the full financial report. The summarised financial statements have been prepared on an accruals basis, are based on historical costs and presented in Australian Dollars. A full description of the accounting policies adopted by the Association may be found in the Association's full financial report.

## Statement of Profit or Loss and Other Comprehensive Income\*

For the Year Ended 30 June 2017

	2017 \$	2016 \$
Revenue	11,389,830	11,608,097
Depreciation and amortisation expenses	(641,030)	(658,629)
Fundraising expenses	(2,359,678)	(2,280,379)
Marketing expenses	(167,412)	(308,427)
Client supplies and services expenses	(821,393)	(792,800)
Employee expenses	(5,944,170)	(6,265,488)
Operating expenses	(1,426,895)	(1,662,427)
<b>Results from operating activities</b>	<b>29,252</b>	<b>(360,053)</b>
Finance income	251,085	372,362
Finance costs	(35,736)	-
<b>Net finance income</b>	<b>215,349</b>	<b>372,362</b>
<b>Profit/(loss) for the year</b>	<b>244,601</b>	<b>12,309</b>
<b>Other comprehensive income:</b>		
Reclassification adjustment on disposal of available for sale financial assets	(27,269)	(219,797)
Net change in fair value of available-for-sale financial assets	260,981	(169,448)
<b>Other comprehensive income/(loss) for the period</b>	<b>233,712</b>	<b>(389,245)</b>
<b>Total comprehensive income/(loss) for the period</b>	<b>478,313</b>	<b>(376,936)</b>

\*This is an extract only from our full audited financial statements.

## Statement of Financial Position\*

As at 30 June 2017

<b>ASSETS</b>	<b>2017</b>	<b>2016</b>
	<b>\$</b>	<b>\$</b>
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	3,267,077	2,618,207
Trade and other receivables	790,878	437,124
Inventories	107,083	94,017
<b>TOTAL CURRENT ASSETS</b>	<b>4,165,038</b>	<b>3,149,348</b>
<b>NON-CURRENT ASSETS</b>		
Available for sale financial assets	2,820,600	2,585,239
Property, plant and equipment	17,040,717	11,908,150
Intangible assets	15,190	88,113
Trade and other receivables	76,470	72,829
<b>TOTAL NON-CURRENT ASSETS</b>	<b>19,952,977</b>	<b>14,654,331</b>
<b>TOTAL ASSETS</b>	<b>24,118,015</b>	<b>17,803,679</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	1,582,590	1,008,159
Employee benefits	412,439	444,647
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,995,029</b>	<b>1,452,806</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	126,176	179,933
Financial liabilities	5,347,557	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>5,473,733</b>	<b>179,933</b>
<b>TOTAL LIABILITIES</b>	<b>7,468,762</b>	<b>1,632,739</b>
<b>NET ASSETS</b>	<b>16,649,253</b>	<b>16,170,940</b>
<b>EQUITY</b>		
Reserves	1,968,849	1,735,137
Retained earnings	14,680,404	14,435,803
<b>TOTAL EQUITY</b>	<b>16,649,253</b>	<b>16,170,940</b>

\*This is an extract only from our full audited financial statements.

# Guide Dogs

SA/NT



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