

Annual Report 2018/19



A journey to independence >

“For more than 60 years, Guide Dogs SA/NT has enabled a lifetime of independence, participation, inclusion and wellbeing for people with vision impairment, children with autism, and their families.”



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A message from our Chair and Chief Executive Officer



Top: John Oliver, Chair

Bottom: Aaron Chia, Chief Executive Officer



A journey to independence

The disability sector in Australia has changed forever. In South Australia and the Northern Territory, the National Disability Insurance Scheme (NDIS) now covers close to 32,000 registered participants, of which more than 16,000 are receiving support for the first time.

At its heart, the NDIS is intended to offer people living with disability the support they need to begin their journey to independence. But the cessation of Commonwealth block funding for our programs and services has made this a journey towards independence for disability service providers as well.

In this challenging new environment, we face a significant funding shortfall between the services we offer our clients and those covered by the NDIS. In light of this, a return to our core purpose is fundamental to our future success under a new fee-for-service model.

The generosity of our volunteers, donors, community fundraisers, bequestors, and business partners continues to be essential to our ongoing viability. With minimal government funding, we are now more reliant than ever on community support to continue providing our programs and services for people living with disability.

At Guide Dogs SA/NT, we have further sought to navigate the reforms by redefining our business model and developing innovative solutions to support our long-term sustainability, such as investment in our social enterprise, Beau's Pet Hotel.

We are fortunate to have a passionate team of people leading the way forward, including staff, volunteers, management, Board and Committee members who bring a broad range of knowledge and experience to Guide Dogs. As the NDIS market grows, our people have diversified and expanded their skills to support new and existing clients through the NDIS and other funding pathways. It is this drive to collaborate, to adapt and be agile that will ensure we continue supporting our clients on their journey to independence.

Redefining our core purpose

Our goal is to ensure every person living with vision impairment in South Australia and the Northern Territory receives the support and services they need to lead an independent life.

While we're renowned for our iconic Guide Dogs and Autism Assistance Dogs, our staff have expertise in a range of services to support wellbeing for people living with disability. In the past year, 63% of our clients have accessed our specialist vision services, which includes orientation and mobility training, occupational therapy and South Australia's only dedicated Neurological Vision Service for people experiencing vision loss following a brain injury or neurological illness.

A further 16% of clients benefited from our sensory services to enhance wellbeing and community participation, while 21% accessed other support for people with complex sensory and communication

needs. Our expertise makes us uniquely prepared to support our client community to achieve their goals throughout life. That's why we are putting the focus back on what we do best.

Innovating for the future

Our point of difference is our long and exemplary history of innovation. More than 60 years ago, we were the first provider of Guide Dogs in South Australia. We have never shied away from challenge or change.

In 2019, we continue to lead the way with the implementation of the Successive Training and Enrichment Dog Training Program (STEP) to support innovative training and assessment practices aligned with national standards. The program provides greater consistency in assessing developmental milestones for our puppies from birth until they enter their formal training program.

This rigorous process requires dog assessments to be undertaken in a consistent environment, which is why we are investing in the future of our Dog Services with the development of fit-for-purpose breeding, training and assessment facilities.

This investment will enable us to meet the growing needs of people living with disability in our community, so that everyone who needs a Guide Dog or Autism Assistance Dog can begin their journey to independence.

Building strong relationships

Our capacity to foster collaborative relationships with Guide Dogs colleagues nationally continues to result in the development of exciting initiatives. This year, we have been proud to partner with our Guide Dogs colleagues in the eastern states to support the breeding and development of puppies and dogs-in-training. For several Guide Dog clients, these partnerships have supported a reduction in wait time while delivering the best match for our clients and dogs.

At a local level, this collaborative approach has enabled us to be innovative in our response to community needs with the trial of an exciting new program in partnership with the Office of the Director of Public Prosecutions (ODPP). Specially trained by Guide Dogs SA/NT, Zero provides therapeutic support to victims of crime as South Australia's first Canine Court Companion.


The Canine Court Companion program has generated unprecedented national media coverage and widespread public support. In June, Deputy Premier and Attorney-General Vickie Chapman praised Zero's innovative role, telling State Parliament that the trial program has already resulted in positive outcomes in more than 40 appointments with vulnerable victims of crime, including children and people with disability. We are proud of this program and look forward to more exciting community initiatives to come.

Celebrating our community connections

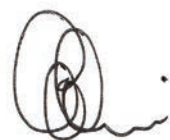
With the support of our business partners and generous donors, we will continue our legacy of providing specialist services for people living with vision impairment, children with autism, and their families. As we look ahead, our expertise will also enable us to support the broader community through innovative pathways such as the Canine Court Companion program.

These programs and services enhance community connection and enable our clients to live the life they want. As Judy, mum of one young client, has said: "Guide Dogs has given us our life back as a family. Our Autism Assistance Dog has given Lachlan a chance. He is Lachlan's ticket to the outside world."

Moments like these are at the heart of everything we do. In this Annual Report, we are proud to showcase the stories of our clients, along with the staff, volunteers and supporters who make our work possible. Our community has always been essential to the success of Guide Dogs but now, more than ever, these relationships will support our independence as we navigate our future together.



John Oliver, Chair



Aaron Chia, Chief Executive Officer

Our Board and Committees

Guide Dogs SA/NT is governed by a strong, talented team of business and community professionals. We thank the following Board and Committee members for their guidance, due diligence and governance of Guide Dogs SA/NT throughout the year.



Mr John Oliver *Chair*

B Com, GradDip Banking Mgt, GAICD, Snr Fellow FINSIA



Mr Bruce Ind *Deputy Chair*

B Sc, B Ed, GradDip T, GradDip Ins Comp, B Ed Admin



Ms Nicole Nott

BAppSc (O.T.), CertAppErg (RMIT)



Mr Marc Makrid

B Bus (Mkting), CPM, AMI, FAICD, MIMC



Mr Gerry Cawson

LLB (Hons), GAICD



Mr Jamie McKeough

(joined June 2019)
BA Acc, FCA, FTI, MAICD



Mr Michael McGregor

BA Psych, FAICD



Ms Katie Sarah

(joined June 2019)
B Bus (Fin), MPAcc, GAICD



Professor Elizabeth Farmer

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

Mr Matthew Lang
Ms Helen Summers

(resigned Jan 2019)

Finance Committee

Mr John Oliver, Chair
Mr Ian Jamieson
Mr Marc Makrid
Mr Jamie McKeough
(joined June 2019)
Mr Matthew Lang
(Former Chair, resigned January 2019)
Ms Karen Pienaar
(resigned April 2019)

Service Delivery Committee

Professor Elizabeth Farmer, Chair
Ms Nicole Nott
Ms Louise Davies
Dr Saravana Kumar
Ms Katie Sarah (joined June 2019)
Ms Sharyn Broer (joined June 2019)

Governance and Risk Committee

Mr Gerry Cawson, Chair
Mr Bruce Ind
Mr Michael McGregor

Our year at a glance



of our clients are happy with the high-quality care provided by our specialist staff this year.

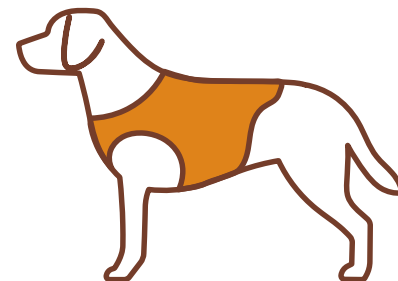
‘C’ Litter

We celebrated the graduation of the C Litter, including Chevy who has been specially trained as a Wheelchair Assistance Dog for client Aaron.



We collaborated with Guide Dogs organisations across Australia to deliver our national fundraising initiative, PAWGUST, for a successful first year.

The International Guide Dog Federation awarded us the Derek Freeman Scholarship to explore initiatives in dog breeding and puppy development.



We partnered with Guide Dogs colleagues across Australia to implement innovative training and assessment practices through the STEP Dog Training program.



We partnered with Access 2 Arts to provide an accessible experience of the 2018 Credit Union Christmas Pageant for our clients and their families.

We secured a two-year charity partnership with Adelaide Oval, supporting fundraising and engagement opportunities for our clients, donors and the wider community.



Little Dreamers

We joined Little Dreamers in providing a Dream Experience for young carer, Harvey, who supports his mum living with disability.

SA's first Canine Court Companion pilot program

We launched South Australia's first Canine Court Companion pilot program with the Office of the Director of Public Prosecutions to support victims of crime.



Our people

With more than 100 staff members working across Guide Dogs SA/NT and Beau's Pet Hotel, our people are key to the success of everything we do. Our staff work from offices in Adelaide and Darwin, regularly visiting and consulting with communities across South Australia and the Northern Territory.



Investing in our people

Our highly skilled staff love their work and are passionate about driving their own careers. To support this initiative to upskill, we have invested in a leading online learning management system to make continuous learning accessible and fun. With a large course library and interactive content, staff and volunteers can search for courses that suit their learning needs and undertake training on any device, anywhere and at any time.

Our employees are also encouraged to participate in other opportunities for professional development, including national conferences, in-house leadership programs and external courses.

We are especially proud of Case Managers Karyn and Justin who recently graduated from an 18-month Orientation and Mobility Instructor cadetship, qualifying them to further support our clients with vision impairment to achieve their goals.

The cadetship has been an amazing journey to develop new skills and to help clients achieve their goals. There are so many passionate people working here at Guide Dogs with a wealth of knowledge and experience to share. I couldn't wish for better mentors.

JUSTIN, ORIENTATION AND MOBILITY INSTRUCTOR

(Top) ORIENTATION AND MOBILITY INSTRUCTORS Karyn and Justin are congratulated by Chief Executive Officer Aaron and Vision Services Team Leaders, Janelle and Peter.



We love our volunteers

At Guide Dogs SA/NT, we engage nearly 200 dedicated volunteers across all parts of the organisation including Dog Services, Community Engagement, Fundraising, Corporate Services and, of course, our Board and Committee members.

In December, we hosted a festive lunch to celebrate the incredible impact volunteers made throughout the year. This was a perfect opportunity to welcome our new Honorary Life Members, Neil Cundy and Bruce Ind, in recognition of their valued support and service. We also presented certificates of appreciation to those who have contributed 5, 10, 15 and even 30 years of service to support our work in the community.



HONORARY LIFE MEMBERS, NEIL CUNDY AND BRUCE IND accept their awards for outstanding service to Guide Dogs SA/NT

(Top) DEDICATED VOLUNTEERS like Pete, Jan and Lyn support Guide Dogs with everything from Fundraising to Puppy Raising.

Raising puppies, changing lives

Our Dog Services team is supported by our dedicated volunteers who invest their skill, time and energy to help our dogs succeed. In particular, our volunteer Puppy Raisers generously donate their time and skills to nurture the next generation of Guide Dogs and Autism Assistance Dogs by introducing them to a range of new experiences and environments.

To further support the development of our puppies, Guide Dogs SA/NT was recently awarded the Derek Freeman Scholarship by the International Guide Dog Federation. The award enabled our Dog Services staff to visit other Guide Dog schools and learn more about the Successive Training and Enrichment Dog Training Program (STEP).

This innovative program provides greater consistency in assessing developmental milestones for our puppies from birth until they enter formal training. Puppy Raisers will soon have the opportunity to participate in the STEP program to help our puppies reach their full potential, resulting in more Guide Dogs and Autism Assistance Dogs entering the community.

The support I receive from Guide Dogs, the friendships I have made with other Puppy Raisers and the knowledge that I'm helping a puppy prepare for their important career makes Puppy Raising so worthwhile. I wake up happy every day because I get to do something I love!

NATALIE, VOLUNTEER PUPPY RAISER



OUR DOG SERVICES VOLUNTEERS include Puppy Raisers, Home Boarders and Brood Guardians like the Jarman family pictured here with Polo.



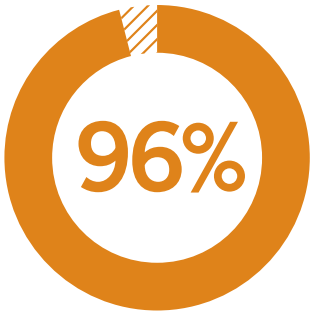
Our reason for being

We put our clients and their families at the heart of everything we do. Every day, we empower our people to find the solutions that will make the biggest differences to achieve independence, participation, inclusion and wellbeing.

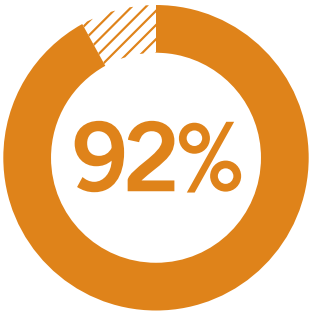
Client-focused care



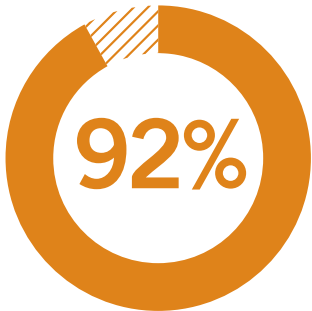
of our clients are happy with the high-quality care provided by our specialist staff



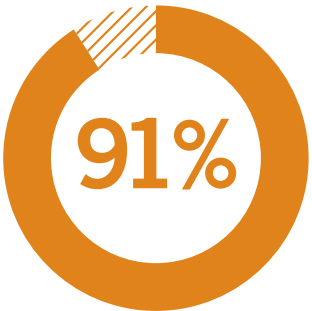
of our clients are happy with the access to information we provide



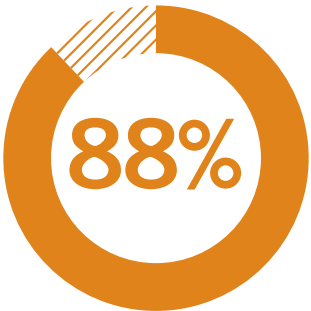
of our clients are happy with our referral and booking process



of our clients are happy with the outcome of the services they received



of our clients would recommend our services



of our clients reported improved independence and quality of life

Percentage of clients who accessed Allied Health Services



- Vision services - 63%
- Sensory services - 16%
- Other support - 21%



WITH ORIENTATION AND MOBILITY TRAINING, Sacha and Alison have found the freedom to go where they want, when they want.

Even when I was little I wanted to do things on my own. With the help of Guide Dogs, I learned to use a white cane so I could travel independently. Now I have the confidence to take on life's challenges and spend more time in the community doing what I want to do.

SACHA, VISION SERVICES CLIENT

Life Skills for greater independence

Our annual Life Skills Camp helps children and teenagers living with vision impairment work towards their personal goals for improved independence, confidence and wellbeing, while learning the value of leadership and teamwork.

This year, students participated in a five-day Life Skills Camp at Warradale Urban Camp School. Our Vision Services team worked with students to identify their goals and practice independent living skills, like orientation and mobility training and activities of daily living through occupational therapy. Best of all, it was a lot of fun!

Our Vision Services team is gearing up for another fantastic Life Skills Camp in 2019. We have received a record number of expressions of interest from families who want their child to participate. We are delighted that this annual event creates such a positive impact for so many young people and continues to help them achieve their goals.

ALINE, LIFE SKILLS CAMP ATTENDEE

Life Skills Camp was my first time seeing and touching a horse. It was scary at first but I ended up enjoying it so much! Thanks to Guide Dogs, I can tick this off my bucket list. Bless the work you do – I can't wait for the next camp!



LIFE SKILLS CAMP ATTENDEES
explore the Adelaide Zoo with our Orientation and Mobility Instructors.

Camp Highlights

- Experiencing transport options for the future in a driverless shuttle bus.
- Visiting South Australia Police and Adelaide Zoo to practice navigating unfamiliar environments.
- Practising road crossing training and public transport training for greater freedom of mobility.
- Independently planning, shopping and preparing delicious meals like slow-cooked butter chicken.
- Taking a fun Tai Chi class led by Aaron Chia, Chief Executive Officer of Guide Dogs SA/NT.
- Getting creative and exploring a tactile art installation at Access 2 Arts.
- Building confidence, meeting new friends and making memories to last a lifetime.

Better living through therapy

Our specialist Occupational Therapy team supports people with a range of abilities and challenges to achieve their short and long term goals. In particular, we focus on supporting child development, increasing skills, supporting access to assistive technology, and linking clients with external services. The result for clients and their loved ones is a greater sense of wellbeing and an opportunity to actively participate in their community.

Over the past 12 months, our Occupational Therapy outcomes for clients have included:

- Supporting a child with low vision to build her independence so she could engage with her peers and access a mainstream kindy to prepare for school.
- Enabling a young adult with vision impairment to build her cooking skills,

giving her the confidence she needed to travel interstate for a national cycling competition.

- Providing an in-home program for an older client to help her adjust to vision loss, allowing her to build the compensatory skills to remain independent and living at home.

The staff at Guide Dogs have given me the confidence to leave my home and travel independently. I can even cook my own food now. I've learned strategies to cope with change and adapt to new environments. You're in good hands with Guide Dogs.

SARAH, VISION SERVICES CLIENT



MOTHER AND DAUGHTER, ALISON AND SACHA
prepare a meal together at home.

Caring for regional and remote communities

Our service provision extends far beyond the Adelaide region to include remote and regional areas of South Australia and the Northern Territory. Throughout the year, our vision services team travels from Adelaide and Darwin, visiting communities at Mount Gambier, the Riverland, Yorke Peninsula, Whyalla, Port Augusta and Port Lincoln, as well as Katherine, Alice Springs and Tennant Creek.

We provide specialist vision services, including orientation and mobility training, assessments, equipment and education, to clients of all ages from varied cultural and linguistic backgrounds. In the Northern Territory, remote health visits to areas like Nhulunbuy and Palumpa are coordinated with the support of Specialist Outreach NT who provide Guide Dogs with free chartered flights.

From Kangaroo Island to Wagait Beach, clients with access to our specialist equipment and support experience improved independence, community participation and a greater sense of wellbeing.

I am so grateful to be able to read, to go where I want, and to feel safer. I actually cried tears of joy when showed the possibilities.

DARWIN VISION SERVICES CLIENT

The power of music and friendship

Our monthly Music Appreciation Group is open to all Guide Dogs clients and carers, bringing people together to celebrate the ways that music enhances health and wellbeing. The group hosts a variety of talented musicians throughout the year, including world-class guitarists from the Adelaide Guitar Festival's Resonance Program.



GUIDE DOGS CLIENT AND TALENTED SINGER, Sarah performs for the Music Appreciation Group.

With the support of our Allied Health team, the Music Appreciation Group also hosts our Client Christmas Party. This annual event is a highlight for many clients, carers, and staff, giving us the opportunity to come together and celebrate the year that was. In December, clients Melissa, Bianca, Rebecca and Zuzia took to the stage to showcase their talents, alongside guest performers from St Mary's College Choir.

Thanks to these skilled performers and to all the amazing musicians who volunteer their time to delight and inspire our Music Appreciation Group throughout the year. We love seeing people come together to share the joy of music.

I love coming to the Music Appreciation Group. So does my Guide Dog Indigo. I love music and I love to sing.

PAM, CLIENT AND MEMBER OF THE MUSIC APPRECIATION GROUP

Enhancing family wellbeing

When you are caring for someone else, it's common to put your own needs last. Our Allied Health team continues to facilitate a Carers' Group to support people in this valued role. Participants in our Carers' Group meet monthly and have the opportunity to attend two retreats each year. These retreats gives carers the time to connect, share experiences and focus on their own health and wellbeing.

Guide Dogs SA/NT also hosts guest speakers and provides information to support carers in their role. This year, a group of 23 carers had the honour of listening to eight-time Paralympian, Kieran Modra, share his personal experience living with vision impairment and overcoming challenges to discover his strengths.

The Carers' Group is open to anyone caring for a Guide Dogs client who has vision impairment or autism. Members say the group supports their wellbeing by enabling them "to be with other people who understand" and providing an opportunity for "networking, connection and sharing information without any pressure."



AUTISM ASSISTANCE DOG VESPA has given Josiah and his family a renewed sense of freedom and wellbeing.

Making a real difference

Our Guide Dogs and Autism Assistance Dogs make a real difference by enabling access and inclusion for people living with disability and their families.

In South Australia, accredited assistance animals, including Guide Dogs and Autism Assistance Dogs, are legally allowed into all public places, such as public transport, venues and accommodation. This ensures that people living with disability and their families can participate in our community and go where they want, when they want.

Our Guide Dogs and Autism Assistance Dogs are matched specifically to people – not by wait list, but by lifestyle, personality and mobility. In reflecting on the past year, we are proud to feature several client stories that embody our goal to enable independence at every stage of life.

An independent life

Joan lives with vision impairment and began her journey with Guide Dogs in 1991 alongside a black Labrador named Velvet. Over the past 28 years Joan's Guide Dogs have enabled her to travel extensively throughout Australia – from Perth to Sydney and many destinations in between.

I've been all around Australia with my Guide Dogs. They've made travelling much easier. If I didn't have Ellis, I think I'd be much less adventurous.

JOAN WITH GUIDE DOG ELLIS

Joan was recently matched with her fourth Guide Dog, Ellis, a beautiful yellow Labrador who has settled well into Joan's hometown of Port Pirie. Ellis enjoys his bus rides to and from Adelaide, making the most of the opportunity to take a nap. Joan is Ellis' second handler which means he has now had two opportunities to promote positive change and independence.

The perfect match

Alan lives with vision impairment and hearing loss, meaning he needed a Guide Dog with a special set of skills. Not only did Alan require a dog who could support his mobility, but one who could also alert him when someone was at the door. In October, we were thrilled to identify the perfect match for Alan in Guide Dog Viva.

She has bundles of energy and personality and she loves learning new skills. When the doorbell rings, Viva has been trained to find Alan and gives him a nudge to let him know. Then when the time comes, her harness goes on and they confidently head out to explore the world together. Viva has quickly become Alan's best friend and offers him the sense of safety and independence he sought from his very first Guide Dog.



GUIDE DOGS SA/NT

Chief Executive Officer Aaron Chia presents Alan and Guide Dog Viva with their certificate of graduation on International Guide Dog Day.



Zero, our hero

This year, we embarked on an exciting 'first' for our dog program – and for the South Australian Government – by training the State's first Canine Court Companion, Zero. Working with the Office of Director of Public Prosecutions (ODPP), Zero supports vulnerable witnesses and victims of crime through the often demanding court process by providing comfort and companionship to people as they share their stories.

Zero was specially selected for this role due to his calm temperament and adaptability. To date, he has supported more than 40 appointments with witnesses and victims including children and people living with disability.

CANINE COURT COMPANION ZERO

provides comfort and support to children and other vulnerable people with the Office of the Director of Public Prosecutions.

His quiet companionship and comforting presence enable ODPP staff to rapidly build rapport with witnesses, resulting in more effective interviews.

As the program progresses, our team of expert trainers will continue to work closely with the ODPP to ensure Zero is happy, healthy and enjoying his job.

DEAN, ODPP WITNESS ASSISTANCE SERVICE MANAGER

When children get upset they normally want to end the meeting but now when things get hard they look for Zero and they pat him and it seems as though they are transferring all that emotion to him.



Connecting with our community

30% INCREASE

in revenue from Community Fundraising

25% INCREASE

in operating profit from Direct Marketing

11% INCREASE

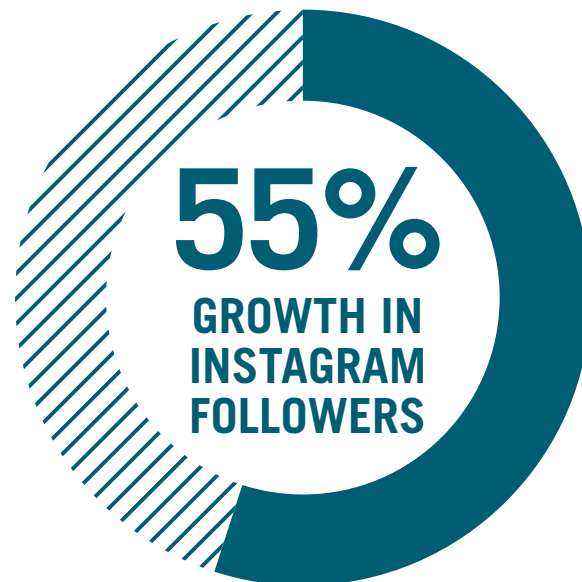
in active bequests



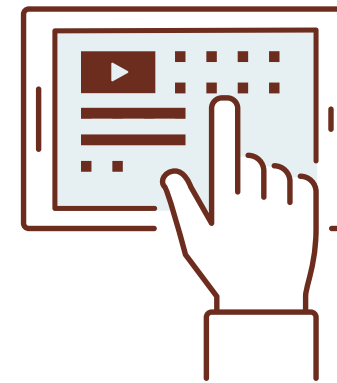
**OVER 1.3M PEOPLE
REACHED THROUGH
SOCIAL MEDIA**

MORE THAN **\$6,000,000** **IN TOTAL FUNDRAISING REVENUE**

**More than
1,600
Collection Dogs
& tap-to-donate
machines in
the community**



**OVER
\$2.5M
IN EARNED
MEDIA VALUE**



Nearly
100,000
website visits

CLICK!



News of our Canine
Court Companion
program reached over

**64,000
PEOPLE**



Our Access and
Inclusion campaign
reached more than

**50,000
PEOPLE**



People reached through
Community Talks and
Fundraising visits

**OVER
2,500**



Thanks to our supporters

With minimal Government funding, Guide Dogs SA/NT relies on the support of our community to help us continue to offer our life-changing services. The generosity of our donors and volunteers makes everything we do possible.

Our Christmas Appeal saw sponsored dog, Alvin, matched as an Autism Assistance Dog with Archer and his family. Archer is a charming, smiley kid who has non-verbal autism and epilepsy. Before being matched with Alvin, even a simple trip to the shops could be extremely difficult for their family.

Thankfully, Alvin is the perfect match for Archer and together they have been nicknamed the awesome 'A team'. Thanks to our generous donors for supporting Guide Dogs throughout the year. Your support really does change lives.

ARCHER AND AUTISM ASSISTANCE DOG ALVIN
*were matched thanks to the generous support
of our community.*

**I honestly believe Alvin was
meant to be with us. He has
changed our household in
such a positive way. I can't
thank Guide Dogs enough and
everyone who helped us be
matched with this wonderful
dog. I am just so grateful.**

HAYLEY, MUM TO ARCHER

The sky's the limit

This year, we have proudly been chosen as Adelaide Oval's new charity partner. This exciting opportunity provides Guide Dogs with a unique platform to raise funds and awareness of our work for the next two years. As part of this partnership, four of our fearless clients took on the iconic Adelaide Oval RoofClimb in April to celebrate the launch of Adelaide Oval's charity month. An inspiring video was also promoted across the Adelaide Oval, RoofClimb and Guide Dogs' social media channels, generating great visibility of the partnership with over 20,000 video views.

ZUZIA, VISION SERVICES CLIENT

**The RoofClimb was
challenging, but that's
good. It was a really good
reminder that things
are possible even when
you have a disability, you
can still accomplish
what you aim for.**



ADELAIDE OVAL ROOFClimb
*Clients with vision impairment took on the
Adelaide Oval RoofClimb alongside Guide Dogs
staff and Chief Executive Officer Aaron Chia.*

Celebrating access and inclusion

In October 2018, we collaborated with Guide Dogs organisations across Australia to launch a public awareness campaign for International White Cane Day featuring Guide Dogs SA/NT client, Sarah. This campaign received national media coverage and reminded the community how they can best assist people who use a white cane to navigate public spaces safely and independently: 'Just ask first'.

We also launched an advocacy and education campaign in the lead up to International Guide Dog Day in April 2019, celebrating the many ways in which Guide Dogs and Autism Assistance Dogs enhance access and inclusion for people living with disability.

Throughout April, we shared stories of achievement from our clients and reflected on the positive impact access and inclusion creates in their lives. The digital campaign reached close to 50,000 people and saw nearly 6,000 people engage with our brand.

We celebrated International Guide Dog Day on Wednesday 24 April with our iconic Paws Parade. Around 300 clients, volunteers, staff and supporters joined the festivities led by the SA Police Band and the Governor of South Australia, the Honourable Hieu Van Le AC.

We also recognised a record number of businesses as 'Friends of Guide Dogs' for their commitment to supporting access and inclusion for our clients, volunteers and dogs.



GUIDE DOGS CLIENTS MARIE AND DES celebrate International Guide Dogs Day with family and friends.

PAWGUST

We continue to work closely with other Guide Dog organisations across the country to create fundraising efficiencies and support strong, cohesive outcomes for our clients and donors nationwide. One of the most exciting initiatives is our national fundraising event, PAWGUST, which challenges dog owners to walk their dog for 30 minutes for 30 days and ask their family and friends to sponsor them.

Launched in August 2018, PAWGUST's inaugural year was a success on many levels including the participation and engagement of the public and the dollars raised to support puppies-in-training across Australia. This achievement was only made possible through the unwavering support of our community. THANK YOU!

PAWGUST is a fantastic initiative. I'm so happy to be involved in such a worthy cause! My three fur-kids will be out walking, doing what we can to raise money to help provide more Guide Dogs.

JUDE, PAWGUST PARTICIPANT



Beau's Pet Hotel

Our innovative social enterprise, Beau's Pet Hotel, is an investment in the long-term sustainability of Guide Dogs SA/NT programs and services. Now in its second year of operation, Beau's Pet Hotel has firmly established a reputation as the luxury pet boarding destination of choice in the metropolitan Adelaide area.

With 200 suites for dogs, 62 suites for cats, deluxe DayCare facilities and a state-of-the-art grooming salon, our guests' safety, comfort and wellbeing remains our highest priority. While guests have been quick to embrace our luxury facilities, our people are the reason Beau's Pet Hotel has swiftly earned a reputation for offering trusted and professional care.

I highly recommend Beau's Pet Hotel for peace of mind when you go away. Your fur babies will have an awesome time.

DEBBIE WITH DOGS FRANKIE AND SUSHI

A reputation built on trust

Pet owners expect the very best and we have been happy to deliver. In fact, more than 46,000 days have been collectively booked since July 2018. Those who experience what Beau's Pet Hotel has to offer have rewarded us with their loyalty, with repeat guests now comprising more

than 62% of our bookings. With a customer survey score of 4.6 stars out of 5, and positive recommendations from more than 300 people on social media, the praise we receive is indicative of the high-quality care that customers have come to expect from Beau's Pet Hotel.



GUESTS OF BEAU'S PET HOTEL DAYCARE enjoy socialisation, enrichment and exercise in our state-of-the-art facilities.

DayCare for discerning dogs

With the ongoing success of dog and cat boarding, this year we extended our services to include DayCare for dogs. DayCare provides pet owners with peace of mind that their dog is safe, happy and well socialised throughout the working week.

Customers tell us their pets come home relaxed and thoroughly exhausted after a day of enrichment and play with their new best friends. In the year to come, we look forward to sharing more exciting initiatives to enhance the experience of our customers and guests.

Bentley loved his time at DayCare during his boarding stay. He was happy and beautifully groomed upon pick up too. We were very happy with the service and the level of care and attention given to Bentley during his stay. We will be back!

NATALIE AND RICK

We are absolutely thrilled with Beau's and their genuine, switched-on team. You don't need to worry about leaving your pals here, they are well looked after.

MICHELLE



OUR TEAM AT BEAU'S PET HOTEL offers trusted and professional care.

HIGHLIGHTS OF OUR YEAR

CUSTOMER SATISFACTION



4.6 stars out of 5
(from 1,887 surveys)

OVER 5,000 annual bookings



OVER 46,000 annual boarding days



62% repeat customers



GROWTH 66% in website visits

66%

GROWTH 92% in Instagram followers

92%

GROWTH 22% in Facebook followers

22%

OVER 300 Facebook recommendations



Corporate Partners

National Partners



South Australian Partners



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 2019 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 2019.

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 23 October 2019.

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

B Brett Morkunas

Brett Morkunas
Partner

Adelaide
South Australia

30 October 2019

L3
153 Flinders Street
Adelaide SA 5000
GPO Box 2163
Adelaide SA 5001
p +61 8 8139 1111
w nexiaem.com.au

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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 2019

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

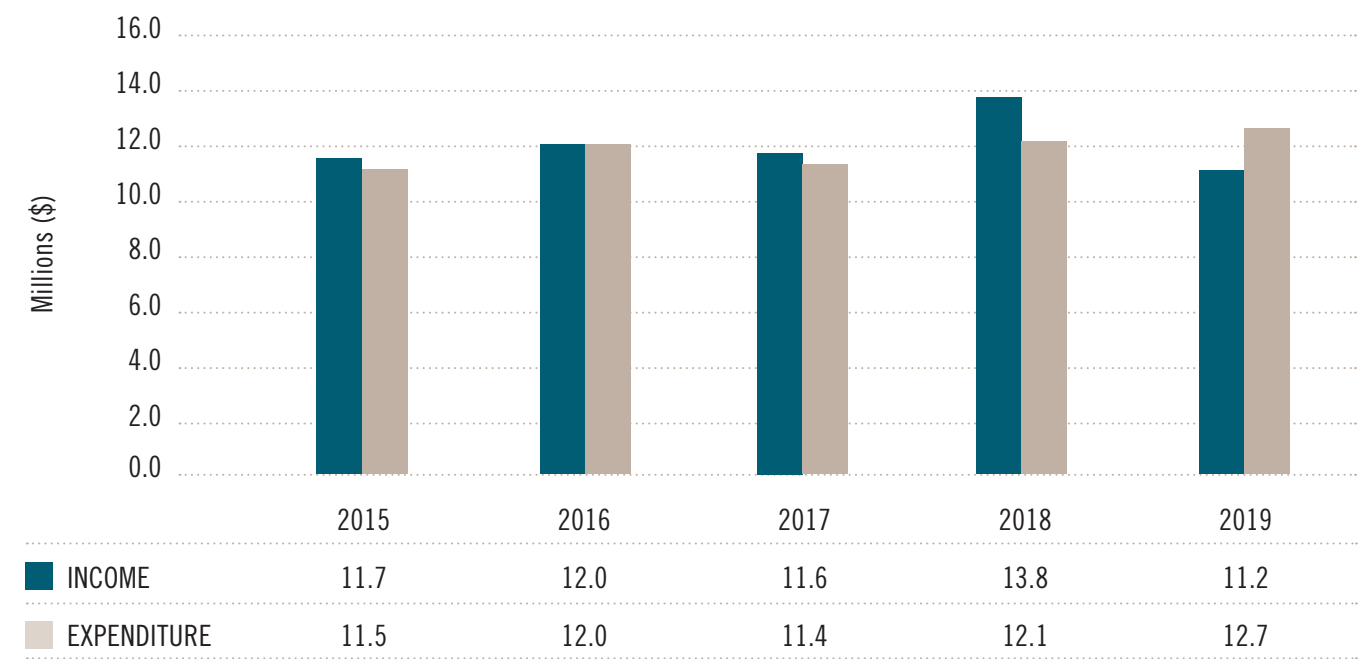
	2019 \$	2018 \$
Revenue	10,658,657	13,431,790
Depreciation and amortisation expenses	(720,027)	(779,179)
Fundraising expenses	(571,384)	(1,046,206)
Marketing expenses	(184,746)	(281,317)
Client supplies and services expenses	(493,011)	(613,834)
Employee expenses	(8,115,703)	(7,086,972)
Operating expenses	(2,277,987)	(1,941,956)
RESULTS FROM OPERATING ACTIVITIES	(1,704,201)	1,682,326
Finance income	504,565	332,793
Finance costs	(307,665)	(291,896)
NET FINANCE INCOME	196,900	40,897
PROFIT/(LOSS) FOR THE YEAR	(1,507,301)	1,723,223
OTHER COMPREHENSIVE INCOME:		
Reclassification adjustment on disposal of available for sale financial assets	—	(43,596)
Fair value change on financial assets through other comprehensive income	96,841	148,076
Revaluation gain on land and buildings	—	916,422
OTHER COMPREHENSIVE INCOME/(LOSS) FOR THE PERIOD	96,841	1,020,902
TOTAL COMPREHENSIVE INCOME/(LOSS) FOR THE PERIOD	(1,410,460)	2,744,125

Statement of Financial Position* As at 30 June 2019

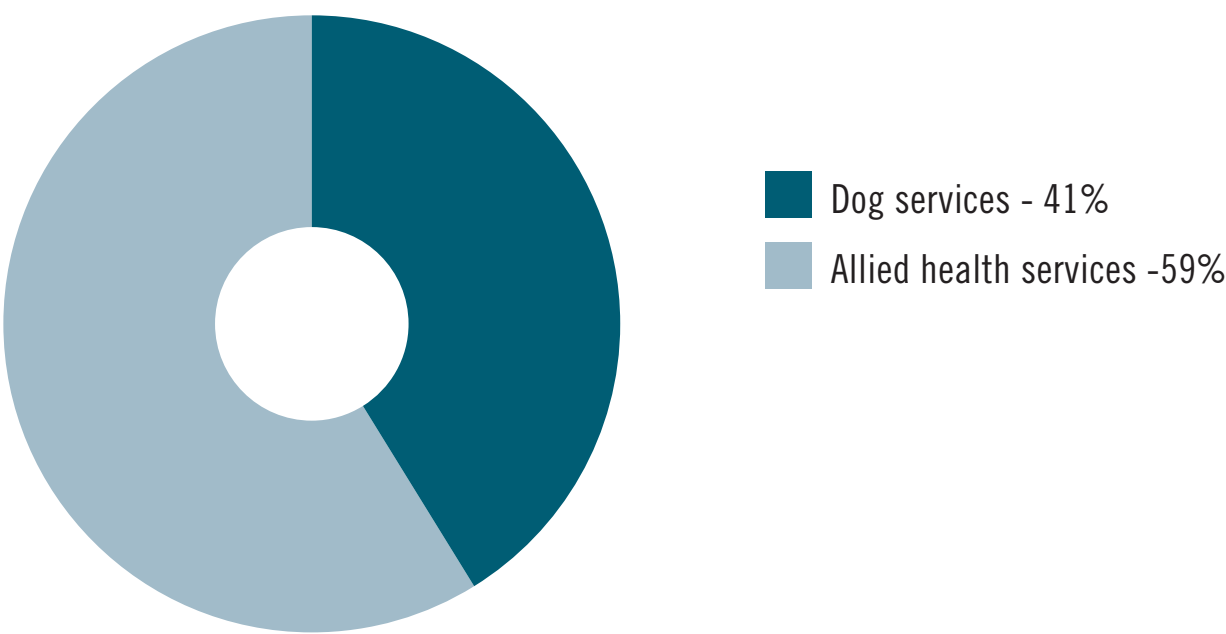
*This is an extract only from our full audited financial statements

	2019 \$	2018 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	4,993,224	6,054,883
Trade and other receivables	964,374	484,067
Inventories	84,032	71,077
TOTAL CURRENT ASSETS	6,041,630	6,610,027
NON-CURRENT ASSETS		
Financial assets	3,009,860	3,005,288
Property, plant and equipment	19,077,964	19,572,464
Intangible assets	3,218	4,237
TOTAL NON-CURRENT ASSETS	22,091,042	22,581,989
TOTAL ASSETS	28,132,672	29,192,016
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,937,198	1,510,784
Employee benefits	361,655	442,215
Financial liabilities	7,715,000	—
TOTAL CURRENT LIABILITIES	10,013,853	1,952,999
NON-CURRENT LIABILITIES		
Employee benefits	135,901	130,639
Financial liabilities	—	7,715,000
TOTAL NON-CURRENT LIABILITIES	135,901	7,845,639
TOTAL LIABILITIES	10,149,754	9,798,638
NET ASSETS	17,982,918	19,393,378
EQUITY		
Reserves	3,159,194	2,989,752
Retained earnings	14,823,724	16,403,626
TOTAL EQUITY	17,982,918	19,393,378

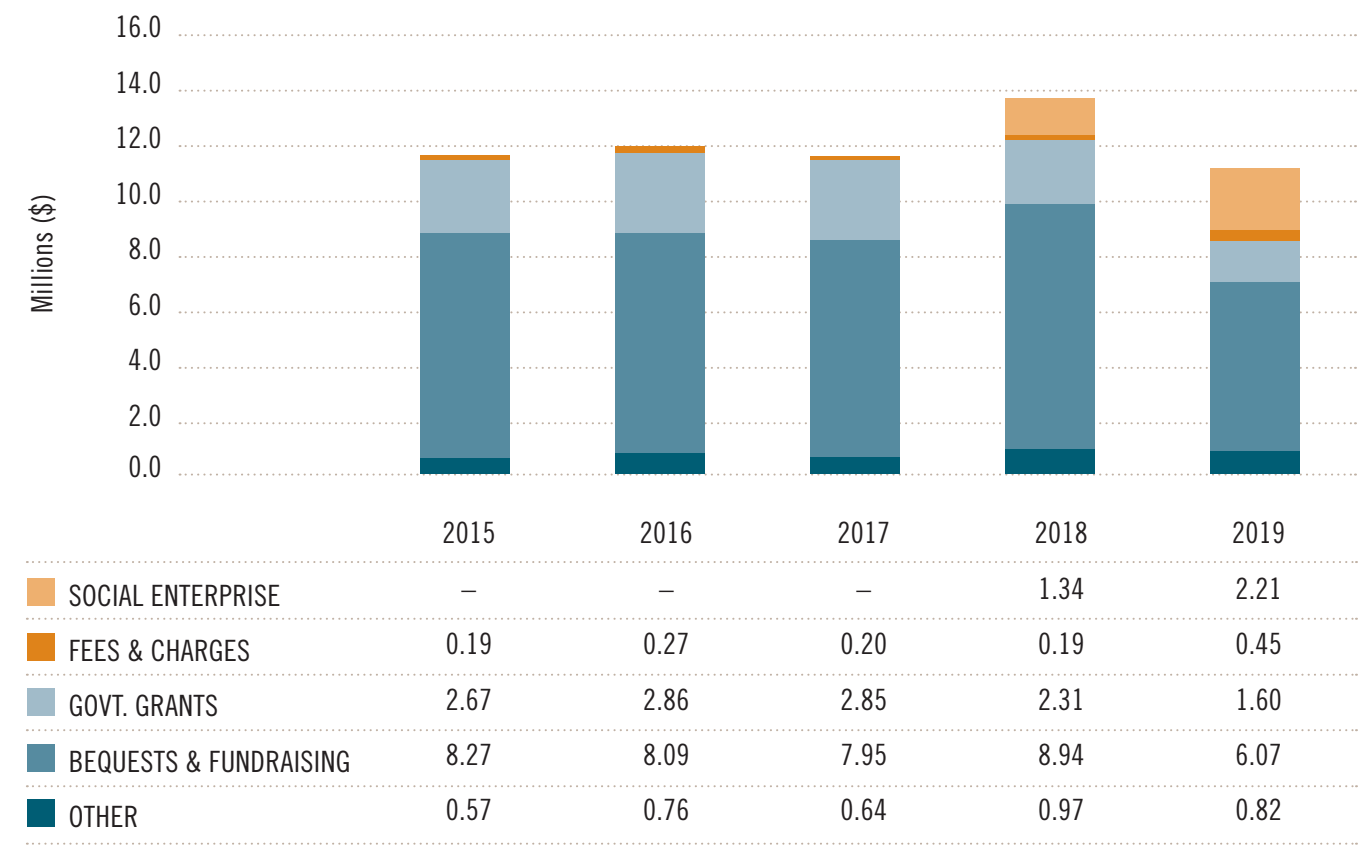
Total income and expenditure - last 5 years



Services expenditure 2018-2019
By service type



Source of income - last 5 years



Accreditation and certification

Guide Dogs SA/NT operates at all times according to the rules and regulations of the relevant quality and accreditation bodies, with certification including:

- International Guide Dog Federation accreditation
- Registered NDIS and My Aged Care Provider
- Quality Management Systems certification AS/NZS ISO 3001:2015

Assistance Dogs International

Assistance Dogs International (ADI) is a worldwide coalition of non-profit programs that train and place Assistance Dogs. Guide Dogs SA/NT is currently seeking accreditation which will cover Autism Assistance Dogs, Assistance Dogs and Facility Dogs to support a new program stream currently being trialled.

Connect with us

We are grateful for our supporters who enable us to provide life-changing services for the community. There are many ways you can support Guide Dogs SA/NT:

- Give a donation
- Leave a bequest
- Become a Puppy Raiser
- Purchase our merchandise
- Make a regular donation to our puppies-in-training

Enquiries

(08) 8203 8333
info@guidedogs.org.au

Support

1800 757 738
support@guidedogs.org.au

Visit

251 Morphett Street
Adelaide SA 5000
www.guidedogs.org.au

“With the help of Guide Dogs, I will move forward with confidence, knowing that if a genuine need arises, I can ring the Support Line and they will assist me. Thank you Guide Dogs, from the bottom of my heart.”

JAN, VISION SERVICES CLIENT

