

Guide Dogs.

Annual Report 2020/21



Every day, we work together with our clients, donors, volunteers and referrers to support our clients on their journey to freedom and independence.

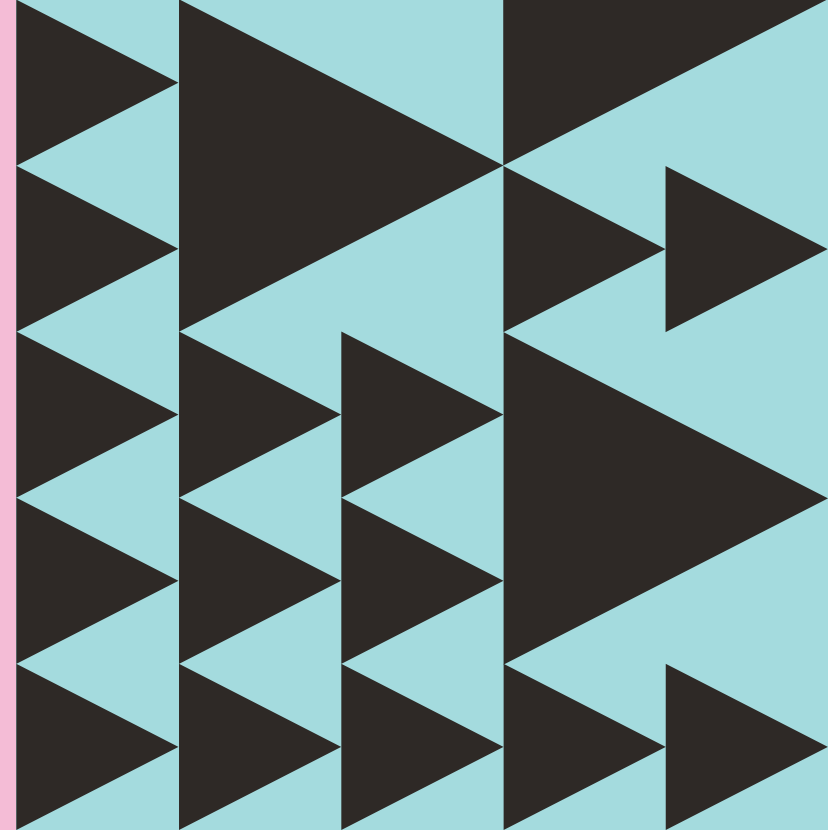


Table of Contents

A message from our Chair and Chief Executive Officer	5	Dog Services	24	Fundraising	40
Our reason for being	9	- Celebrating our graduating puppies		- Driving forward thanks to CMV Group Foundation	
Vision Services	10	- WAVE visit		- PAWgust 2020	
- Feeling safe at home and away		- Puppy love, changing lives		- Puppy Sponsors making a difference	
- Learning skills for everyday life		- Thanks to our retiring dogs		- Our corporate partners	
Errington's class act	12	Beau's Pet Hotel	30	Board and Committees	46
- Robert's ready for a new adventure		Our Staff	32	- Our Board	
- Meet Melissa		- Evolving culture		- Finance Committee	
Customer Service	20	Our Volunteers	32	- Service Delivery Committee	
- Client Survey		- Volunteer celebration		- Governance and Risk Committee	
- Guiding greater accessibility		- Connecting with our community		- Marketing and Revenue Development Committee	
- Stay connected with our Community Hub		- Moving forward into a brand new chapter		Financial statements	49
- Consumer Reference Committee		Marketing and Communications	36		
		- New website			
		- Social network			
		- Fringe partnership			
		- International Guide Dog Day			

A message from our Chair and Chief Executive Officer

More than ever, it's important to be flexible and find ways to adapt to meet the needs of our clients, staff, volunteers, donors and community.

We are continually looking for ways to provide the best services.

In a period of significant change for our organisation, we have redefined our established business and organisational models. We have refocused our operations and expanded our capability, capacity, and client reach.

Now, we are in a position to optimise client outcomes and impact.

To ensure we achieve the highest possible standards, we are building on our collaborative efforts with Guide Dogs organisations interstate.

This collaboration is reflected in our new national Guide Dogs brand.

We have updated our brand to better identify Guide Dogs to our clients, referrers, supporters and funding bodies and we will be using this brand to showcase the breadth of specialist vision services offered beyond our Guide Dogs. Our new brand is accessible, vibrant and sets us apart from our competitors.

Our clients are experiencing the benefits of our collaboration with the National Dog Centre of Excellence, where we bring the best minds in the field together to produce the best dogs.

At our Graduation event in February, we celebrated three new Guide Dog partnerships and formally recognised two Facility Dogs, who are making a real difference in the community. Facility Dog, Iris, has made such an impression on the students in the Wirreanda Adaptive Vocational Education (WAVE) program that they paid us a visit to learn how Iris was specially trained for her important job.

We are also collaborating with our Guide Dogs counterparts in a National Breeding Program, which will enable us to meet new and existing client demand for our dogs, who continue to be trained and matched locally.

A message from our Chair and Chief Executive Officer

We couldn't achieve this without the ongoing support of our amazing Puppy Raiser volunteers who open up their homes and hearts to our puppies as they prepare for their life-changing careers.

To meet the needs of existing clients and attract new clients to our organisation, we expanded our service offering in SA/NT with two new pilot programs: The Empowered Living Program - a new skill development and education program specially designed for people who have experienced recent vision loss or blindness; and the Life Skills Camp - supporting children and teenagers living with vision impairment to work towards their personal goals for improved independence, confidence and wellbeing.

We were also delighted to launch 'My Community, My Way', our new online interactive hub where people with low vision and blindness, their families, friends, practitioners, donors and carers can find the information they need from Guide Dogs organisations across the country in one place.

My Community, My Way was developed in partnership with clients and staff from Guide Dogs SA/NT, Guide Dogs NSW/ACT, Guide Dogs Queensland and Guide Dogs Victoria.

We deeply value the opinions and perspectives of our clients and their families. In 2021, we established a Consumer Reference Committee, which gives our clients and carers a forum to share ideas and provide feedback on our services.

We are strong advocates of our clients and are committed to improving accessibility in our community through practical support and education. We introduced Human Guide Training for businesses during the year, including two key South Australian transport organisations. Human Guide Training teaches effective techniques for safely guiding a person who is blind or has low vision and was a key component of our successful access partnership with the 2021 Adelaide Fringe.

A message from our Chair and Chief Executive Officer

Our social enterprise, Beau's Pet Hotel, resumed full operations in September 2020 after being forced into temporary hibernation due to travel restrictions. We are grateful to the loyal customers who have returned to Beau's and look forward to welcoming back international travellers when the borders re-open. Most industries have been impacted by the global pandemic in some way, with fundraising and philanthropy no exception. However, communities stick together in tough times and we have been heartened by the generous donors, community fundraisers, bequestors and business partners who have continued to support us.

Thank you for continuing to put your trust in Guide Dogs. With minimal government funding, we simply couldn't do what we do without you.

Thank you also to our dedicated staff, volunteers, management, Board and Committee members.

We are grateful for the support of the Guide Dogs community, who work side-by-side with us every day to promote independence, participation, inclusion and wellbeing for people with low vision, blindness or specialised support needs.



A handwritten signature in black ink, appearing to read 'John Oliver'.

John Oliver

Chair



A handwritten signature in black ink, appearing to read 'Aaron Chia'.

Aaron Chia

Chief Executive Officer



“We use our expertise in dogs and vision to promote independence, participation, inclusion and wellbeing for people with low vision, blindness or specialised support needs.”

Feeling safe at home, and away

This year we introduced a new free skill development and education program specially designed for people who have experienced recent blindness or changes in their vision.

The Empowered Living Program was launched during the year through a combination of online and face-to-face group sessions with the theme 'Feel Safer At Home'.

Our participants discovered useful tips, learned new techniques and explored equipment to maintain their independence and feel safer at home and in the community.

The program covered 'Managing Life with Vision Loss' and included a range of topics from simple adaptations to make life easier in the home, apps for reading

and navigation, as well as practical tips for personal grooming. All participants were provided with a handbook and a self-assessment questionnaire to track their progress during the program.

The feedback from everyone who joined the Empowered Living Program was overwhelmingly positive, with participants sharing that the program gave them a safe space to form strong connections and provide peer-to-peer support.

“My vision loss is really new for me and this program has helped me to adapt to this situation and feel more confident.”

Empowered Living Program participant

Learning skills for everyday life

In April we held our first-ever Life Skills Day. This initiative was an extension of our much-loved Life Skills Camp, which is held annually in the school holidays for students aged 12 – 17 years.

Our Life Skills Day provided an opportunity for more students to connect with their peers and expand their skills in a supportive environment.

Throughout the day, students explored movement and social activities, and learned about apps and adaptive technology to assist with colour identification, scanning barcodes and the descriptions of items. Students also experienced using public transport, learning about transport apps, communicating with drivers and planning routes.



Errington's class act

Orientation and Mobility Instructor Justin, Ambassador Dog Esky and other Guide Dogs staff were special guests at the Errington Special Education Centre's end of year celebration in December.

Justin, Esky and the team were delighted to accept a donation of \$1,000, which was raised as part of a school project. A class of middle-school students made and sold calendars and key rings, generously donating the proceeds of their social enterprise to Guide Dogs SA/NT.

The students were inspired to donate to Guide Dogs by one of their classmates, who has been receiving Orientation and Mobility support from our team. A big thank you to the wonderful M2 Class Team for their hard work and generosity!



Robert ready for a new adventure

Our support extends far beyond the Adelaide and Darwin regions. We work side-by-side with clients in remote and regional areas of South Australia and the Northern Territory.

Robert lives in the NT and since losing his vision at the age of four, has been developing his Orientation and Mobility skills with support from Guide Dogs. Robert has learned to use a white cane and also maintains his freedom and independence through assistive technology.

Recently, NT-based Orientation and Mobility Instructor, Jacqueline, supported Robert in his relocation to Darwin from Tennant Creek (a 10-hour drive away) to continue his university studies. Now Robert can safely and confidently navigate his new home environment and university campus.



Robert (left), with Orientation and Mobility Instructor, Jacqueline

“I’m extremely grateful for the experience to upskill. I have also learnt how to introduce myself and offer assistance to passengers with blindness or low vision - along with the importance of tactile pavement which helps passengers travel safely and independently.”

Keolis Downer staff member



Guide Dogs.



Guiding greater accessibility

As part of our commitment to improving accessibility in our community, we have formed partnerships with two key South Australian transport organisations.

Our expert clinicians delivered Human Guide Training to staff at Keolis Downer, who operate and maintain Adelaide Metro train services, as well as Torrens Connect and Torrens Transit staff in the tram network.

Staff members experienced both being guided wearing a blindfold and acting as a guide, assisting their colleagues through areas such as the busy Adelaide Railway Station and onto platforms, trains and trams.

By providing education, training and expert advice to businesses, community groups, individuals, families, carers and associated health professionals, we can help them to better support people living with low vision or blindness.

“Thank you to the team from Guide Dogs SA/NT for your highly informative session, which will help to improve the customer experience provided by Torrens Connect and Torrens Transit.”

Torrens Connect

Meet Melissa

Melissa grew up in Renmark, about a three-hour drive from Adelaide. Melissa enjoyed a typical Riverland childhood camping, fishing, riding motorbikes with her family and friends and learning to bake with her grandmother.

At the age of 11, Melissa complained of headaches, especially after reading or writing.

“Everyone in my family wears glasses, so at first we thought I might just need to get a pair of glasses as well,” Melissa said.

“I had my eyes tested and they realised it wasn’t as simple as needing glasses but they couldn’t give me a specific diagnosis.”

Melissa visited different specialists and was sent for numerous tests.


About six months later, she was officially diagnosed with Stargardt disease.

Stargardt disease is a type of macular degeneration that usually occurs before the age of 20. It causes a progressive loss of central vision in both eyes.

Melissa and her family first reached out to Guide Dogs for support nearly 10 years ago for an assessment of Melissa’s school environment.

Melissa also attended several Life Skills Camps, which support children and teenagers with low vision or blindness to work towards their goals for improved independence, confidence and wellbeing while connecting with their peers.





“Getting support from Guide Dogs has helped me feel less scared. I don’t know what is going to happen in the future but I am already learning the skills that I might need, which makes it less stressful for me.”

Unfortunately, there is no known cure for Stargardt disease and Melissa knows that the progressive nature of the disease means her vision could deteriorate at any time.

Melissa has regular Orientation and Mobility training with Guide Dogs so that she has the skills and confidence to maintain her independence now and in the future. She started training

with an Identification cane and is learning to use a long cane.

“I don’t know how much vision I will lose or when. I need to learn skills now so that I’m prepared for further changes to my vision,” Melissa said.

“The thought of losing my vision scared me in the beginning but I just try and take it day by day.”



Melissa is currently studying a Bachelor of Social Work at the University of South Australia.

She has spent more time at home in Renmark recently because of the pandemic but plans to return to live and study in Adelaide full-time next year.

Guide Dogs has supported Melissa with Assistive Technology to make it easier for her to read text on screens, such as her computer.

Melissa has also received training to help her safely and confidently navigate public transport, including night time travel, and also road crossing education, which helped prepare her for the move from Renmark to the busier Adelaide CBD.

Melissa, who turns 21 in September, can live independently in student accommodation with the right support and planning.

After University, Melissa hopes to work for a governing body focusing on the treatment of people with disabilities and identifying and improving ways people access services. She also has a passion for supporting children in foster care.

“When I’ve accessed services, I’ve always had someone to guide me so I would like to be that person who can help someone else.”

Client Survey

Through our commitment to finding innovative ways to deliver services during the pandemic, we have continued to promote independence, provide quality services and maintain a high level of overall client satisfaction.

To ensure an exceptional client experience and assist with our continuous improvement objectives, we have developed a new way of gathering client feedback and are excited to implement this in the new financial year. This will see real-time feedback provided by our clients and ensures they are a part of our success to enrich the overall client journey with Guide Dogs.



Client, Anthony Clarke OAM (left), with
Dog Services Manager, Daniel Hyde



85% satisfaction
Increased
Independence



87.8% satisfaction
Quality of Services



90.4% satisfaction
Guide Dogs SA/NT

Stay connected with our Community Hub

My Community, My Way is a new interactive hub where clients, staff, volunteers, carers and health professionals can find all the information they need from Guide Dogs organisations across the country in one place.

My Community, My Way (the hub) is a collaboration between Guide Dogs SA/NT, Guide Dogs Victoria, Guide Dogs NSW/ACT and Guide Dogs Queensland designed to provide support, keep users informed and connect people with others in their community.

The My Community, My Way hub can be found on our website homepage.

Users can register for free to access:

- Resources, news, information and latest updates
- Community and peer support
- Profiles and assistance, including requests to practitioners or customer service



Consumer Reference Committee

During the year, we established a Consumer Reference Committee to represent the views of our clients and their families and ensure we are delivering a positive client experience.

Our Consumer Reference Committee is a forum where our clients and family carers can share their thoughts on relevant issues and other matters, such as the development of policies and procedures, guidelines, practices and publications.

The Consumer Reference Committee will also alert Guide Dogs SA/NT Service Delivery Management Team to any potential risks and opportunities, including ideas about additional services or programs that could be explored.



Celebrating Our Graduating Puppies

More than 200 supporters joined us at Adelaide Oval in February to celebrate the Graduation of the G and I Litter puppies-in-training and recognise our newest Guide Dog teams.

Puppy sponsors, corporate supporters, major donors and Board members were among the guests eager to meet Gilbert, Gizmo, Gem, Iris and Imani and to hear how far they've come since starting their journeys just over two years ago.

Two graduates, Gilbert and Iris, are making a real difference in the community as Facility Dogs. Gilbert is bringing joy to people at The Society of Saint Hilarion Aged Care facility. Meanwhile, Iris is supporting students who have disengaged from mainstream schooling options in the WAVE program.

Iris' sister, Imani, was unable to attend the event as she was preparing to become a Mum. Imani showed so much potential during training that she graduated as a brood, nurturing our next generation of puppies. Once Imani leaves her litter, she will continue her career as an Assistance Dog.

The audience were introduced to three new Guide Dog partnerships: Rodney with Guide Dog Dakota, Anthony with Guide Dog Kit and Sacha with Guide Dog Jesse. These paw-fect matches were made possible by our partnership with the National Dog Centre of Excellence, with matching by our local Dog Services team.

“I’m able to explore new areas and take new routes knowing I can trust Jesse. Jesse gives me the confidence to take on life’s challenges and spend more time out and about doing what I want to do.”

Sacha, Guide Dog recipient



Guide Dogs SA/NT staff member, Kirsty (right), with one of our major donors

WAVE Visit

Students in the Wirreanda Adaptive Vocational Education (WAVE) program received an 'A' for awesome during a visit to Guide Dogs SA/NT Headquarters in June. WAVE students and staff have a special connection with Guide Dogs through Facility Dog, Iris.

Iris, who was the first secondary school Facility Dog specially trained by Guide Dogs SA/NT, helps WAVE students to engage with learning, build resilience and connect with one another.

Iris returned to Guide Dogs SA/NT accompanied by her WAVE students and colleagues as part of the school's volunteer program, where students assist various organisations on a short-term basis.



The students learned some tips and tricks for training puppies and helped our Guide Dog Trainers by acting as 'distractions' for Guide Dogs in Training. They even had the opportunity to help bath some dogs, including Iris!

At the end of the visit, WAVE students and Iris' handlers, Paul and Mandy, presented our team with snuffle mats, which the students had generously made outside of school hours.

Thank you to the WAVE students for donating their time and the snuffle mats. Who knows, we might have some future Guide Dog trainers on our hands!



WAVE students and staff with our Dog Services team during their visit (above left); WAVE student grooming Guide Dog in-Training



“Dakota has made my life so much easier and I’m a lot more independent. She’s also wonderful company and certainly keeps me busy!”

Client, Rodney, with Guide Dog, Dakota

Puppy Love, Changing Lives

A Volunteer Puppy Raiser opens their home – and their heart – to a puppy as they prepare for their life-changing career as a Guide Dog or Assistance Dog.

The aim of our Puppy Raising program is to place puppies with volunteers who will nurture them so they are well socialised, confident and focused when the time comes for them to embark on their formal training.

Long-time Guide Dogs SA/NT Volunteer, Linda Wood, said you never forget the moment a new puppy bounds into your home.

“You always remember the first time you pick a puppy up from Guide Dogs,” she said.

“In December 2019, we picked up this tiny Black Labrador puppy, Remy. I brought her home and I was thinking, ‘Oh, she’s just so cute!’ It was incredible seeing her grow and learn and become a beautiful, confident dog.”

While it might be puppy dog eyes that draw you in, it's the sense of pride you feel knowing you've made a difference in someone's life that keeps our volunteers involved.

Linda is approaching 10 years as a general Volunteer with Guide Dogs SA/NT. In that time, Linda has raised or cared for dozens of puppies.

“By raising a puppy for Guide Dogs, you feel like you're giving back,” Linda said.

“You have the chance to guide the puppies and give them a good start.

“It's a bit like children. When you see kids develop, whether they are your own or not, it's quite rewarding if you have had any hand in their development.”

Of course, saying ‘goodbye’ to a dog at the end of the the Puppy Raising stage can be difficult. However, Linda believes the sadness is outweighed by knowing you have helped to change the life of a person with low vision or blindness, or a child with autism and their family.

Plus, there's always the opportunity to raise another puppy!

“People ask me, ‘How do you give the dogs up?’” she said.

“I always tell them, ‘This dog is going to help somebody’. What better gift can you give someone?”



Linda and current puppy in-training, Hutch, at her workplace, City of Charles Sturt Council

Thanks to our retiring dogs

The following Guide Dogs and Autism Assistance Dogs have served faithfully for many years, bringing independence, inclusion and wellbeing to their handlers, as well as love and companionship like no other.

Our retiring Studs and Broods have also played an invaluable role, nurturing the next generations of life-changing pups. We thank each of these dogs for their devotion and wish their adoptive families all the best for their retirement.

Guide Dogs

- Ellis with Joan Richardson
- Ocker with Bob Pamment
- Utah* with Anthony Clark

*Utah passed away after a short illness before retirement

Autism Assistance Dogs

- Cherry with Eve Brattoli
- Danzi with James Dawson
- Chino with Cobe Hudson

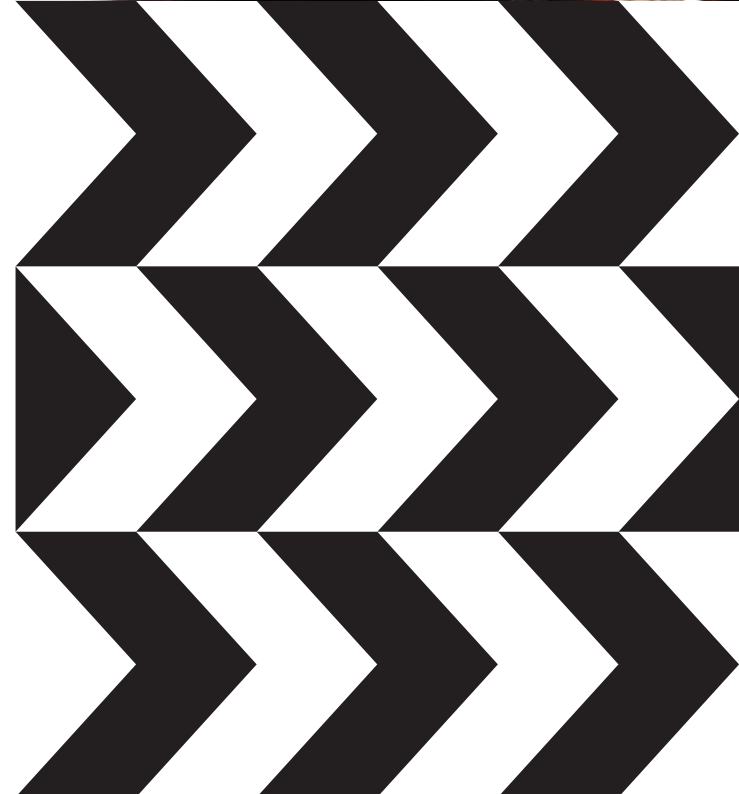
Brood Dogs

- Taffy with Jan and Pete

“Guide Dogs have brought a great deal of fun to my life. I also get enjoyment from working so closely with an animal and the two-way communication with your dog that becomes more intimate over time.”

Client, Anthony, with Guide Dog, Kit

Guide Dogs.





Beau's Pet Hotel

Beau's Pet Hotel has bounced back exceptionally well following a challenging period during the onset of the global pandemic in Australia.

Border closures and COVID-19 related government restrictions resulted in the business experiencing a four-month hibernation period during 2020.

Pleasingly, Beau's re-opened its doors in September 2020 with a full complement of willing staff, who ensured the business was operational across all three services – Boarding, Day Care and Grooming.



The team has been successful in remaining flexible and adapting to the changing environment.

Despite not being able to travel interstate or internationally, our loyal supporters continued to book at Beau's. While the length of stay for pet boarding reduced, the frequency of bookings increased.

All in all, the final result for the year was testament to everyone involved.

Thank you to all our customers who have continued to support us.

“Excellent referral by friends whose dogs are very precious to them... we wanted the very best care for (our pet), Harry, and we felt we were also supporting Guide Dogs SA/NT.”



4.72/5 stars with
4,414 respondents



Our people have demonstrated adaptability and resilience like never before over the past 12 months. We have adopted new and flexible ways of working to support the safety and wellbeing of our employees and ensure consistent and reliable service delivery to our clients.

To help keep our people connected and encourage everyone to contribute to our positive culture, we have introduced a regular staff feedback process with a focus on living our organisation's values. The process is designed to listen to staff feedback and suggestions and continuously improve the experience of every employee working at Guide Dogs SA/NT.

We started 2021 with a clear goal of connecting with our volunteers face-to-face after navigating tight COVID-19 restrictions for much of 2020.

In March, around 100 volunteers came together with Guide Dogs staff and management for a celebratory lunch to learn about the organisation's future plans and hear first-hand experiences from our clients.

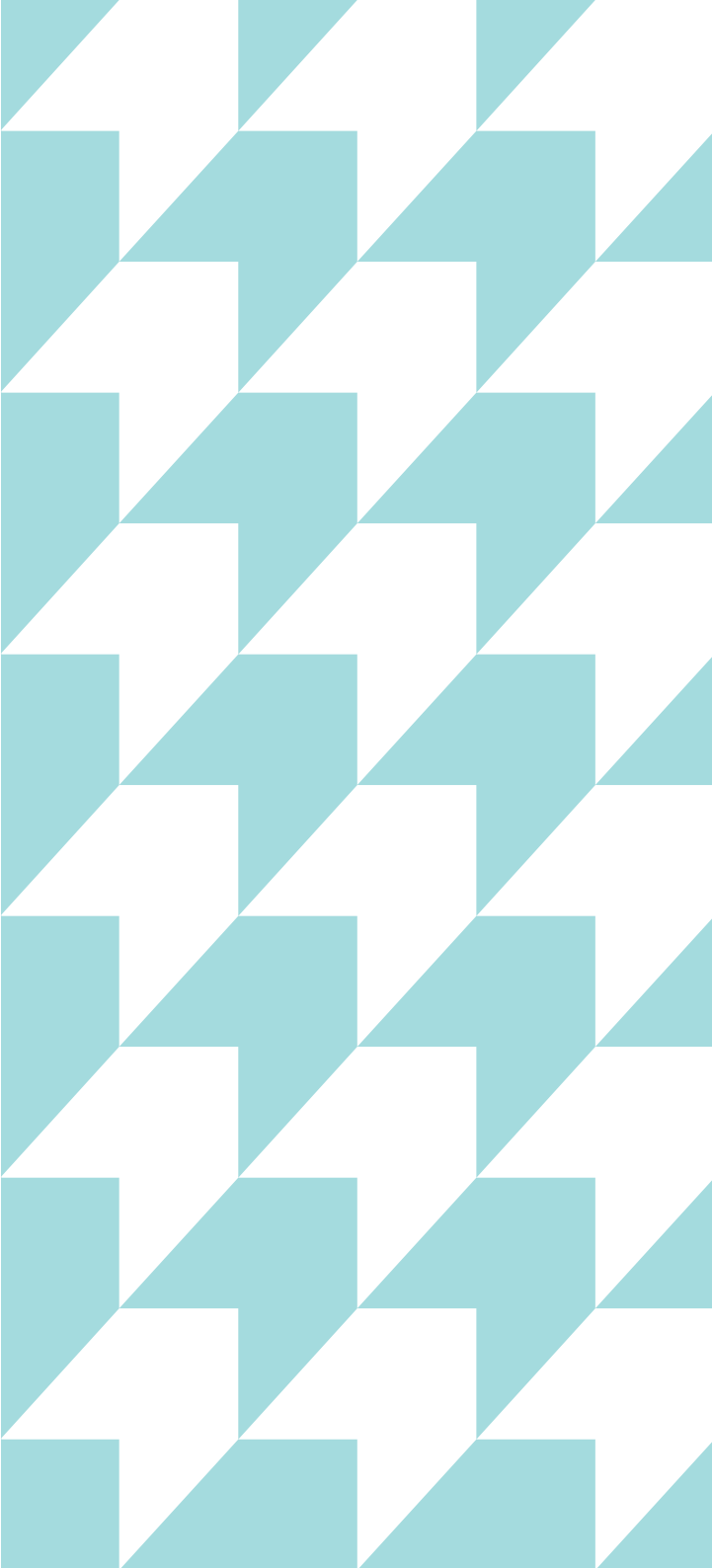
In all, we have over 200 incredibly dedicated volunteers who make a difference across all parts of our organisation, including Dog Services, Community Engagement, Fundraising, Corporate Services and our Board and Committee members.

Our volunteers are connected to our cause and their support is invaluable in reflecting our reason for being.

“Using TeamGage has given me the opportunity to reflect on what works well within my team and the organisation as a whole, which I think is important to appreciate the many wonderful qualities of our workplace.

Reviewing our TeamGage feedback during team meetings helps facilitate discussion around points of concern and often results in action items for senior leadership to follow up on and ultimately to create change”.

Sonya, Program Support Coordinator





Connecting with our community

Moving forward... into a brand new chapter

Over the past year, you may have noticed that we have changed the way Guide Dogs looks and feels. This is due to the introduction of our new brand, which builds on our beloved history while telling a new story that better reflects how we will move forward together.

As one of Australia's most trusted charities, our organisation draws on more than 60 years' experience supporting people with low vision or blindness, children with autism and their families. Today, we offer a huge range of life-changing services to the community.

We have updated our brand to help better identify Guide Dogs to our current clients, prospective clients, referrers, supporters and funding bodies as the only truly national provider of a wide range of specialist vision services beyond our iconic Guide Dogs.

Our new brand is accessible for everyone. It features a simple, bold and high contrast logo, along with a clean font known for its legibility. Our new brand also incorporates colours and graphics designed with large shapes and high contrast. It will stand out against other brands and communicate what Guide Dogs stands for to help build trust in all our vision services.

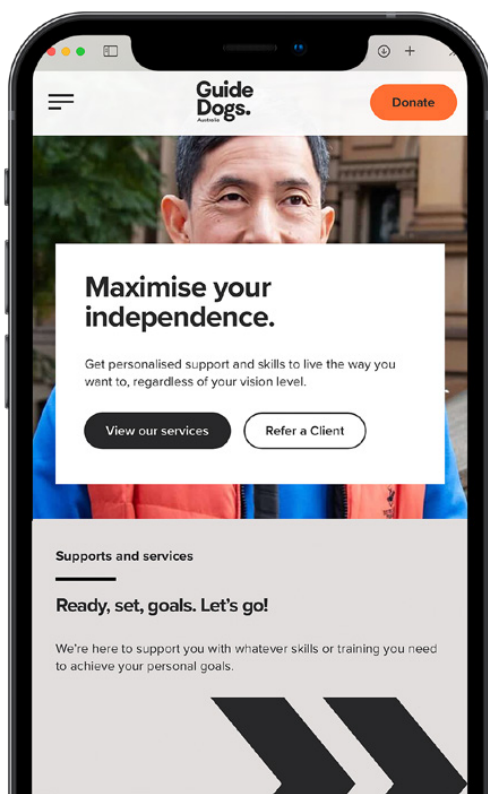
By exploring new ways for our brand to sound, look and feel, we can tell a story that better represents Guide Dogs and ultimately, provide better support for people with low vision or blindness around Australia.

New website

As part of the introduction of our new brand, we have also unveiled our vibrant new website.

The new website is not only modern and engaging, but really brings our new brand to life. Most importantly, our new website is accessible and user friendly.

Check it out for yourself at sant.guidedogs.com.au.



Social Network

In the same way our Dog Services and Fundraising teams are collaborating nationally to create the best outcomes for our clients and donors, we have adopted a national social media approach to bring our supporters the best of Guide Dogs.

Guide Dogs SA/NT has joined Guide Dogs NSW/ACT, Guide Dogs Victoria and Guide Dogs Queensland in consolidating our social media accounts into a single account, Guide Dogs Australia (GDA).

This approach enables us to provide the most up to date, relevant and engaging content to our followers and to be even more responsive in supporting the Guide Dogs community, while still providing local content.

The national social media collaboration has been a resounding success and contributed to significant growth across GDA platforms.

Stats as at July 1, 2020 – June 30, 2021



140,975

Total Audience (Facebook, Instagram, Twitter and LinkedIn)



2,092,510

Engagements (Total likes, comments and shares across GDA Facebook, Instagram, Twitter and LinkedIn channels)



5,929,968

Video views (Total video views across GDA Facebook, Instagram and Twitter)



52,505

Unique Views



158,984

Pages Viewed



Join the conversation

Fringe partnership

At Guide Dogs, we are committed to improving accessibility in our community through practical support and education.

That's why we were proud to partner with the 2021 Adelaide Fringe, one of South Australia's biggest and most well-loved events, to help contribute towards a more welcoming and accessible experience for all.

Through the partnership, we provided the festival's access volunteers with Human Guide Training.

As well as being a lot of fun, our access partnership with the 2021 Adelaide Fringe promoted positive advocacy for our clients and generated awareness of our services in the wider community.





ADELAIDE
FRINGE

MINDFOLD

International Guide Dog Day

Held in late-April each year, International Guide Dog Day (IGDD) is a day to celebrate the important role Guide Dogs play in supporting people with low vision or blindness to achieve their goals and live independently.

This year's national campaign highlighted the challenges Guide Dog Handlers face from pet dogs in the community. Dog distraction is an ongoing issue for Guide Dog Handlers, but is particularly relevant at the moment following the influx of 'COVID puppies'.

Guide Dog Handlers across Australia, including clients in SA and NT, were given the opportunity to participate in a survey about their experiences with dog distraction and other challenges they encounter in the community. Guide Dog Handlers were also invited to take part in a national online forum with other Handlers.

In South Australia, we spread the word about International Guide Dog Day on ABC Breakfast Radio, online and on popular children's show, Behind the News. Our Patron, His Excellency the Honourable Hieu Van Le AO, also recorded a special IGDD video message for our clients, volunteers, supporters and the wider community.

Guide Dogs.



Driving forward, thanks to CMV Group Foundation

We are sincerely grateful for the generosity from the Crawford family and the CMV Group Foundation, who supported the replacement of our old clinician vehicles with four brand new Toyota hybrid vehicles.

This enables our clinicians to continue providing vital services to people with low vision or blindness across South Australia and the Northern Territory.

Our Vision Services team spent more than 1,640 hours travelling to support clients, most of them in their homes, over the past financial year.

These new vehicles are not only safer, but reduce costs and environmental impact through improved fuel efficiency. Every cent counts, so this will help us invest more directly into the programs and services that make the biggest difference in the lives of people with low vision or blindness, children with autism and their families.

“Our Vision Services team spent more than 1,640 hours travelling to support clients, most of them in their homes, over the past financial year”



Guide Dogs SA/NT Chief Executive Officer, Aaron Chia and Board Member, Katie Sarah, presenting a Certificate of Appreciation to the CMV Group Foundation Trustees (L-R: David Crawford, Paul Crawford and Michael Crawford)

PAWGUST 2020

In 2020, our national Fundraising challenge, PAWGUST, returned for a third straight year.

We were joined by more than 1,700 enthusiastic supporters across South Australia and the Northern Territory, and raised over \$1.6 million nationally.

PAWGUST encourages participants and their pooches to get active and pound the pavement every day for 30 minutes throughout the month of August, while raising vital funds for Guide Dog puppies in training.

Funds raised during PAWGUST went towards helping to raise and train Guide Dogs.

Our passionate participants and their best FURiends had so much fun walking while bringing families together, getting active and helping to change lives.

A big thank you to everyone in our community for making this campaign not just PAWssible but a PAWsome success.

PAWGUST participants Alex and Steve, with thier dog, Čuko.

Guide Dogs.



Puppy Sponsors, making a difference

We are extremely grateful for the commitment of our wonderful Puppy Sponsors, whose regular donations help to transform adorable puppies into capable Guide Dogs and Assistance Dogs.

Our regular givers follow their sponsored litter, watching tiny puppies develop into highly skilled working dogs, whilst contributing financially to our training program.

At a cost of over \$50,000 to raise and train each Guide Dog, we sincerely thank our dedicated Puppy Sponsors, whose contribution represents a significant portion of our overall fundraising income.

Puppy Sponsors are currently following the development of the Q and R Litters, as well as the earlier FGHI Litters. Throughout the puppies' journeys, sponsors share the joys and triumphs of their dogs through exclusive 'Pupdate' emails, videos and surprises in the mail as the pups prepare for their life-changing careers.

At the end of the puppy development program, Puppy Sponsors are invited to attend a special Graduation celebration. In February this year, we celebrated the achievements of the G and I Litters at the Adelaide Oval. It was a very special event and we thank Adelaide Oval for their ongoing support.



Our corporate partners

National partners



Our corporate partners

South Australian partners







Our Board and Committees

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

This talented team brings a broad range of knowledge and experience to Guide Dogs and is responsible for our strategic direction, organisational performance and overseeing governance and risk requirements.

We thank the following Board and Committee members for their guidance, due diligence and governance of Guide Dogs SA/NT throughout the year.

Our Board



**Mr John Oliver,
Chair**

B.Comm, Grad Dip Banking
Management, GAICD,
Snr Fellow FINSIA



**Mr Gerry Cawson,
Deputy Chair**

LLB (Hons), GAICD



Mr Jamie McKeough

BA (Acc), FCA, FTI, MAICD



Professor Elizabeth Farmer

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



Mr Bruce Ind

Former Deputy Chair,
retired November, 2020)
B.Sc, B.Ed, GradDip T,
GradDip Ins Comp,
B.Ed Admin



Ms Nicole Nott

B.App.Sc (O.T.),
Cert.App.Erg (RMIT)



Mr Marc Makrid

Mr Marc Makrid
B.Bus (Marketing Major),
CPM, Member AMI, FAICD,
Member IMC



Mr Michael McGregor

BA (Psychology Major),
FAICD



Ms Katie Sarah

B.Bus (Fin), MPA,
GAICD

Our Committees

Finance Committee

Mr Jamie McKeough, Chair

BA (Acc), FCA, FTI, MAICD

Mr Paul Davies

B.Sc.Econ (Hons), MAppFin, GAICD

Mr Ian Jamieson

BA (Acc), CA, SA Fin, MAICD

Mr John Oliver

B.Comm, Grad Dip Banking Management, GAICD, Snr Fellow FINSIA

Service Delivery Committee

Professor Elizabeth Farmer, Chair

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

Ms Sharyn Broer

GAICD, FIML, G.Cert.Man, B.App.Sc. (O.T.)

Ms Louise Davies

B.Sc (Hons), App Chem, Cert Ed: Secondary Science, P Cert: Inclusive Edu and Sp Needs Ed

Dr Saravana Kumar

B.App.Sc (Physio), MPhty, PhD (Philosophy)

Mr Michael McGregor

BA (Psych Major), FAICD

Governance and Risk Committee

Mr Gerry Cawson, Chair

LLB (Hons), GAICD

Mr Paul Davies

B.Sc.Econ (Hons), MAppFin, GAICD

Ms Nicole Nott

B.App.Sc (O.T.), Cert.App.Erg (RMIT)

Mr Bruce Ind

(Retired in November, 2020)
B.Sc, B.Ed, GradDip T, GradDip Ins Comp, BEd Admin

Marketing and Revenue Development Committee

Mr Marc Makrid, Chair

B.Bus (Marketing Major), CPM, Member AMI, FAICD, Member IMC

Ms Katie Sarah

B.Bus (Fin), MPA, GAICD

Our Executive Team

Mr Aaron Chia

Chief Executive Officer
B.Ec, FCA, MAICD

Mr Peter Hurcombe

Chief Operating Officer
BA (Acc), FGIA, FCG, MAICD

Ms Katherine Stocco

Chief People and Culture Officer
BA, ProfDip (HRM)

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 Financial Position as at 30 June 2021*

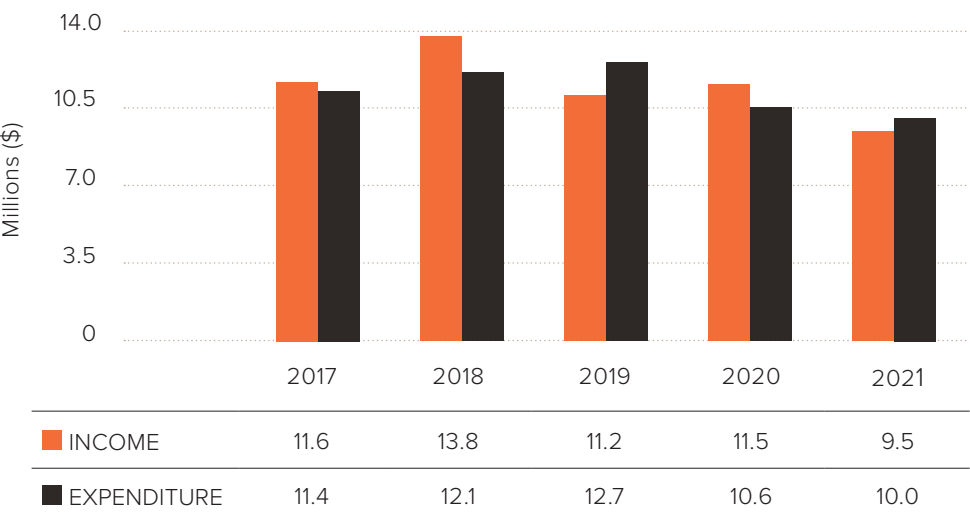
*This is an extract from our full audited financial statements

	2021	2020
	\$	\$
Revenue from contracts with customers	2,889,906	4,029,459
Other revenue	6,461,537	7,250,178
TOTAL REVENUE	9,351,443	11,279,637
Depreciation and amortisation expenses	(724,784)	(759,367)
Fundraising expenses	(426,864)	(521,496)
Marketing expenses	(207,398)	(125,039)
Client supplies and services expenses	(519,370)	(360,545)
Employee expenses	(6,173,085)	(6,411,245)
Operating expenses	(1,706,795)	(2,105,631)
TOTAL EXPENSES	(9,758,296)	(10,283,323)
RESULTS FROM OPERATING ACTIVITIES	(406,853)	996,314
Finance income	171,520	206,388
Finance costs	(299,858)	(350,487)
NET FINANCE INCOME	(128,338)	(144,099)
PROFIT/(LOSS) FOR THE YEAR	(535,191)	852,215
OTHER COMPREHENSIVE INCOME:		
Fair value change on financial assets through other comprehensive income	484,149	(380,258)
OTHER COMPREHENSIVE INCOME/(LOSS) FOR THE PERIOD	484,149	(380,258)
TOTAL COMPREHENSIVE INCOME/(LOSS) FOR THE PERIOD	(51,042)	471,957

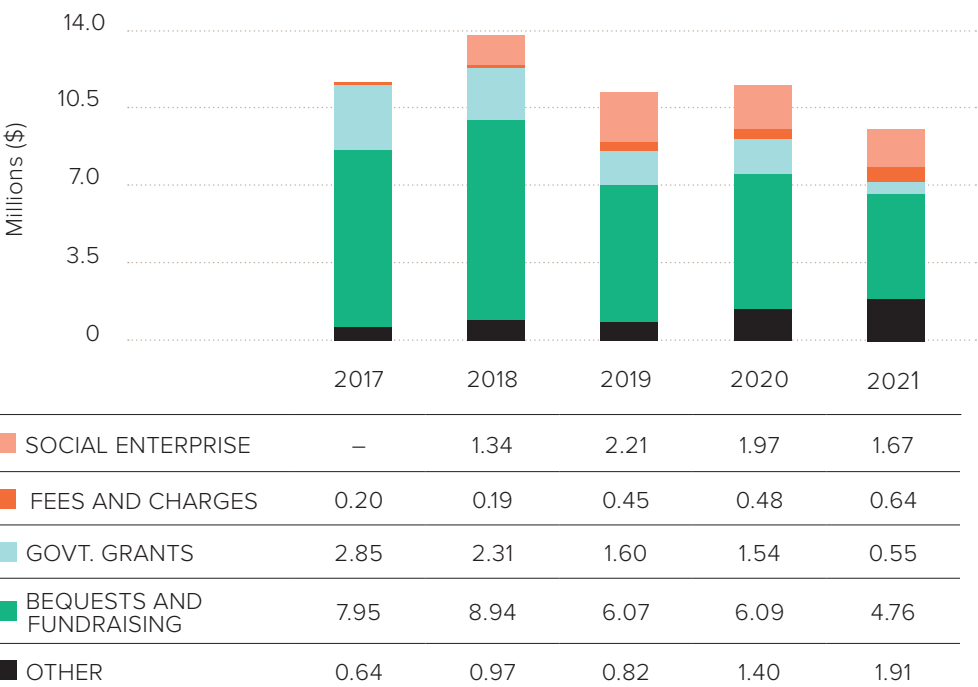
	2021	2020
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,021,530	5,352,846
Trade and other receivables	1,009,955	1,210,739
Inventories	72,641	53,530
TOTAL CURRENT ASSETS	4,104,126	6,617,115
NON-CURRENT ASSETS		
Financial assets	3,155,448	2,649,934
Property, plant and equipment	19,561,835	20,131,437
Intangible assets	1,180	2,199
TOTAL NON-CURRENT ASSETS	22,718,463	22,783,570
TOTAL ASSETS	26,822,589	29,400,685
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	660,159	653,419
Employee benefits	385,461	402,068
Contract liabilities	259,465	385,234
Lease liabilities	38,227	35,204
Financial liabilities	240,000	471,000
TOTAL CURRENT LIABILITIES	1,583,312	1,946,925
NON-CURRENT LIABILITIES		
Employee benefits	194,867	163,252
Lease liabilities	1,745,577	1,731,633
Financial liabilities	4,895,000	7,104,000
TOTAL NON-CURRENT LIABILITIES	6,835,444	8,998,885
TOTAL LIABILITIES	8,418,756	10,945,810
NET ASSETS	18,403,833	18,454,875
EQUITY		
Reserves	3,432,947	2,778,936
Retained earnings	14,970,886	15,675,939
TOTAL EQUITY	18,403,833	18,454,875

Financial statements

Total Income and Expenditure - Last 5 Years



Source of Income - Last 5 Years



Services Expenditure 2020-2021
By Service Type

- DOG SERVICES 63%
- VISION SERVICES 37%



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 2021 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 Entity") for the year ended 30 June 2021.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, in accordance with the Notes 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 27 October 2021.

Board's Responsibility for the Summary Financial Statements

The Board of the Entity is responsible for the preparation of the summary financial statements in accordance with the Notes 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

A handwritten signature in dark ink, appearing to read 'D Pozza'.

Damien Pozza
Partner

Adelaide
South Australia

27 October 2021

Nexia Edwards Marshall
ABN 38 238 591 759
Level 3
153 Flinders Street
Adelaide SA 5000
GPO Box 2163
Adelaide SA 5001
p +61 8 8139 1111
f +61 8 8139 1100
w nexiaem.com.au

Nexia Edwards Marshall (ABN 38 238 591 759) is an independent firm of Chartered Accountants and is a member of the Nexia Australia Pty Ltd Umbrella Group. Nexia Australia Pty Ltd is a member of Nexia International, a leading, global network of independent accounting and consulting firms. For more information please see www.nexia.com.au/legal. Neither Nexia International nor Nexia Australia Pty Ltd provide services to clients.

Liability limited under a scheme approved under Professional Standards Legislation.

