

**ANNUAL
REPORT**
2018 - 2019



With
generosity and
dedication, miracles
are made possible



President's Report

We remain a dynamic organisation, continuing to grow and evolve as we work to improve our service delivery and build our supporter base.

As the Senior Leadership team continues to implement the 2021 Strategic Plan, we are seeing growth and improvement across the organisation.

Financially, I am pleased to report that the organisation is in a very sound position, with all Budget objectives for 2018/19 having been met, and our investment reserves performing well.

What is most pleasing is that as the organisation continues to grow, the services we offer to clients continues to expand as well. This year, we launched our Lifestyle and Leisure program, which gives people who are blind and vision impaired the chance to learn basic cooking, self-defence and pottery skills.

One of the Board's priorities has been to ensure we make maximum use of all dogs that are bred and trained here at Guide Dogs Queensland. We were delighted to relaunch the Pets as Therapy Program in May 2019 giving dogs that don't make it in our Guide Dog program a different career path and a second chance at changing lives.

There were a number of key changes to our Board membership this year. We welcomed two new directors – David Swain and Corinne Butler – each offering fresh perspective and diversity to our Board.

We also farewelled Dr Mark Loane AM at our AGM in November. Mark has been an exceptional advisor, advocate and director of Guide Dogs Queensland for 22 years.

We were also deeply saddened by the passing of our former Board Member, long-standing client, Guide Dog user and great friend Dr John Vance OAM. John was an active member of the Guide Dogs community for 23 years and an incredible advocate for the blind and low vision community.

I commend the stewardship of CEO Michael Kightley and the Senior Leadership team, and I thank my fellow Board directors for their good governance and strategic direction.

Each year we reflect upon the incredible support the community provides, ensuring Guide Dogs Queensland can continue to offer its vital services to people with low or no vision.



To our donors, volunteers and supporters – your dedication and generosity is the reason that miracles are possible at Guide Dogs Queensland.

Thank you for helping Queenslanders navigate the world with confidence and independence.

Richard Anderson OAM
President

A message from our Patron

As Patron of Guide Dogs Queensland, it gives me great pleasure to write once again in support of this warmly uplifting Queensland institution.

I have always been amazed, frankly, at the scope of Guide Dogs Queensland support. While the iconic Guide Dog neatly conveys to the public the organisation's core mission of supporting people with vision loss, its true community impact extends beyond these bounds.

I was intrigued to learn of the 'Pets as Therapy' program

launched in 2018 to give pups who are not suited to becoming Guide Dogs a second chance at changing lives. In 2019 the first therapy dog, 'Esme', was placed with Artie, a five-year-old boy with severe autism, to beneficial ends.

This year, Guide Dogs Queensland handlers were the first in Australia to trial new harness technology, enhancing both handler and Guide Dog comfort. This is another glittering example of Guide Dogs Queensland's enduring relevance and commitment to innovation.



CEO's Message

This year we have seen success and growth across the organisation, as we work towards building positive foundations for the future.

I sincerely thank our President Richard Anderson, Vice President Leanne Muller, the Board and the Senior Leadership team and staff for their ongoing commitment to ensuring we provide the best service for people living with low or no vision.

Teams across the organisation have had a productive year and we are continuing to build our Client Services team, welcoming three Occupational Therapists and a new Allied Support Services Manager on board. Over the past financial year, we conducted 111 regional visits, which included our attendance at 10 regional disability expos, and provided assistance to more than 600 clients.

Our Guide Dog Services team have placed a record 27 Guide Dogs over the past financial year and our breeding program

continues to thrive, with 81 puppies born in the Nursery. With the new vet clinic due for completion by January 2020, we will be able to provide all care for our colony on site.

Our Support Services team has been working to develop robust systems, processes and improved risk management. The team is working hard to make documents and forms accessible across the organisation, with all staff taking part in specialised training programs.

I'm extremely grateful to our incredible community for their support in our fundraising initiatives, particularly the many Queenslanders who participated in Pawgust – our new national fundraising campaign. More than 1,000 people registered, raising \$600,000 in the process.



A number of significant improvements were made to the Nursery and Training Centre at Bald Hills this year, including the completion of the Memorial Garden, which is a dedicated space to acknowledge those who have left a generous Legacy gift in their Will, as well as honouring past working Guide Dogs. Work was also completed on a new multi-purpose centre behind client residence which will be used for a variety of client-based activities, including the Early Learning Centre which is due to re-open at the end of 2019.

We continue to work to build a healthy culture for staff and volunteers, with the implementation of new workplace wellness initiatives and a focus on improving volunteer satisfaction. Our most recent volunteer survey recorded a 91 per cent satisfaction rate. We remain focused on supporter and staff engagement to ensure we can continue to provide our vital services to those who need it.



His Excellency the Honourable Paul de Jersey
Governor of Queensland

Michael Kightley
Chief Executive Officer



Abridged financial statements

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2019

| | 2019 \$ | | | 2018 \$ | | |
|--|------------|-----------|----------------|-----------|-----------|---------------|
| | REVENUE | EXPENSES | NET | REVENUE | EXPENSES | NET |
| Fundraising | 10,330,300 | 4,826,194 | 5,504,106 | 8,398,432 | 4,243,309 | 4,155,123 |
| Services | | | | | | |
| Client services | 535,908 | 3,035,163 | (2,499,255) | 1,171,780 | 3,877,057 | (2,705,277) |
| Guide Dog services & supply | 651,311 | 4,206,357 | (3,555,045) | 452,979 | 2,945,630 | (2,492,651) |
| | 1,187,220 | 7,241,520 | (6,054,300) | 1,624,759 | 6,822,687 | (5,197,928) |
| Other | | | | | | |
| Dividends & interest | 1,428,372 | 196,209 | 1,232,162 | 970,111 | 194,554 | 775,557 |
| Other | 496,061 | 627,730 | (131,669) | 180,181 | 393,026 | (212,845) |
| Gain/Loss on financial assets at fair value through profit or loss | - | 67,654 | (67,654) | 573,463 | - | 573,463 |
| Gain/Loss on sale of non-current assets | 1,591 | - | 1,591 | - | 26,107 | (26,107) |
| | 1,926,023 | 891,593 | 1,034,430 | 1,723,755 | 613,687 | 1,110,068 |
| Surplus before income tax expense | | | 484,236 | | | 67,263 |
| Income tax expense | | | - | | | - |
| Surplus for the year | | | 484,236 | | | 67,263 |
| Other comprehensive income | | | | | | |
| Changes in the fair value of debt instruments at fair value through other comprehensive income | | | 194,737 | | | - |
| Other comprehensive income for the year | | | 194,737 | | | - |
| Total comprehensive income for the year | | | 678,973 | | | 67,263 |

These figures have been extracted from the annual financial report, which are available on our website at guidedogsqld.com.au. The annual financial report was given an unqualified opinion by our auditors.

Statement of Financial Position

As at 30 June 2019

| | 2019 \$ | 2018 \$ |
|--------------------------------------|-------------------|-------------------|
| Current assets | | |
| Cash on hand | 2,299,114 | 4,659,613 |
| Trade and other receivables | 803,832 | 621,288 |
| Inventories on hand | 2,643,211 | 2,505,324 |
| Term deposits | 3,750,000 | 1,889,397 |
| Assets held for sale | 394,787 | - |
| Total current assets | 9,890,944 | 9,675,622 |
| Non-current assets | | |
| Property, plant and equipment | 5,975,708 | 6,074,097 |
| Intangible assets | 119,255 | 97,940 |
| Investments | 14,578,337 | 12,917,301 |
| Total non-current assets | 20,673,300 | 19,089,338 |
| Total assets | 30,564,244 | 28,764,960 |
| Current liabilities | | |
| Accounts payable and other payables | 949,289 | 609,629 |
| Employee provisions | 927,580 | 828,091 |
| Other liabilities | 863,818 | 190,816 |
| Total current liabilities | 2,740,687 | 1,628,536 |
| Non-current liabilities | | |
| Employee provisions | 54,817 | 46,657 |
| Total non-current liabilities | 54,817 | 46,657 |
| Total liabilities | 2,795,504 | 1,675,193 |
| Net assets | 27,768,740 | 27,089,767 |
| Equity | | |
| Retained surplus | 27,585,842 | 27,089,767 |
| Reserve | 182,898 | - |
| Total equity | 27,768,740 | 27,089,767 |

These figures have been extracted from the annual financial report, which are available on our website at guidedogsqld.com.au. The annual financial report was given an unqualified opinion by our auditors.



Our Board of Directors

Richard Anderson OAM President

BCom FCA FCPA

Mr Richard Anderson, OAM, joined the Board of Guide Dogs for the Blind Association of Queensland in August 1980 and has served as President since 1990. He is also a member of the Board of Guide Dogs Australia. Mr Anderson is Chairman of the Board of Data #3 Limited and a member of the Board of Lindsay Australia Limited. Formerly a partner of PricewaterhouseCoopers (PWC), Mr Anderson was the firm's Managing Partner in Queensland and a member of the firm's National Committee. He has also been a member of the Board of Trustees of Brisbane Grammar School and the Capital Markets Board of Queensland Treasury Corporation, President of the Brisbane Polo Club and President of CPA Australia in Queensland.

Leanne Muller Vice President

BCom CA ASIA GAICD

Ms Leanne Muller joined the Board as a Director in April 2005 and serves as Vice President. She also chairs the Audit, Risk & Compliance Committee of the Board. Leanne is a Chartered Accountant and experienced senior finance executive having held Chief Financial Officer (CFO) (or equivalent) roles within Energex Limited (1998 – 2006), Uniting Care Queensland (2006 – 2007) and RACQ Group (2008 – 2014). Leanne also worked for PricewaterhouseCoopers (in both Brisbane and Papua New Guinea) and with the Australian Securities Commission. In addition to her role with Guide Dogs for the Blind Association of Queensland, Leanne also serves as a non-executive director of Data #3 Limited, Sugar Terminals Limited, QSuper subsidiary QInsure Limited and Peak Holdings Pty Limited (trading as Peak Services), a subsidiary of Local Government Association of Queensland.

Lynette Reynolds Company Secretary

BCom LLB LLM

Ms Lynette Reynolds was appointed to the Board in November 2009 and serves as Company Secretary and a member of the Audit, Risk and Compliance Committee. Ms Reynolds has been a practicing solicitor for over 25 years and is a partner with law firm HWL Ebsworth Lawyers. The firm is a longstanding supporter of Guide Dogs for the Blind Association of Queensland and is its honorary legal advisor. Ms Reynolds has an extensive property and business practice including in the health and child care industry.

Raymond Saunders

Mr Ray Saunders was elected as a Director in July 2002. He served as Vice President of the Board until 30 March 2016, as well as Chairman of the Investment Committee until December 2018. Prior to his retirement, Mr Saunders was General Manager Queensland with the Commonwealth Bank of Australia. Ray followed his career in the banking and finance industry spanning some 36 years. Mr Saunders has been very active in the business community and in community work in South Australia, New South Wales and Western Australia.



Arif Ali

BCom CPA

Mr Arif Ali was appointed as a Director to the Board in July 2010, serving on the Audit, Risk and Compliance Committee between May 2016 and December 2018. Arif joined the Association's Investment Committee in December 2018. Arif is a Certified Practising Accountant and has been involved with the packaging industry for the last 20 years and has travelled extensively through South America, USA, South Africa, Europe and SE Asia in his employment. He has been a life member of Guide Dogs for the Blind Association of Queensland for almost a decade and has actively participated in fundraising events. Arif is currently General Manager of Bemis Australasia and a Director of Bemis Brisbane Pty Ltd, Bemis Flexible Packaging Ltd, Micris Packaging Pty Ltd, Micris Investments Pty Ltd, Sailmoss Pty Ltd and Maania Pty Ltd.

Drewe Jackson

BCom MSc Finance CFA

Mr Drewe Jackson was appointed to the Board in August 2016, becoming Chairman of the Association's Investment Committee in December 2018. Drewe has been involved in capital markets and investment for 25 years including more than 10 years as a portfolio manager in London with Cazenove Capital and Herald Investment Management. Drewe is currently the Head of Group Investment for the RACQ Group. He sits on the advisory panel of the RACQ Foundation which assists community groups affected by natural disasters and is a member of the policy committee of the RACQ Superannuation Plan.

David Swain

RN DipBus BHlthSc MEd GAICD
Wharton AMP

Mr David Swain joined the Board in February 2019 and is a member of the Audit, Risk & Compliance Committee of the Board. David's qualifications and experience span health, business, compliance, education, industrial relations and corporate governance. He has developed and managed, as a senior executive, a large and diverse range of industry leading services across seniors' care, social housing and community services. He currently consults to social purpose organisations across the country. David is a founding director and current Chair of the Community Services Industry Alliance, a member of the Community Services Reform Council, serves on Queensland Government's Child and Family Stakeholder Advisory Group and the Inclusive Brisbane Professional Advice Alliance and has previously served on several other for-purpose boards.

Corinne Butler

MPM GAICD FAHRI

Ms Corinne Butler joined the Board in April 2019 and serves on the Client Services Liaison Committee. Corinne has extensive experience as a Human Resource Management professional, including as a senior executive. She is a Fellow of the Australian Human Resources Institute and a past Queensland State President. Corinne currently chairs advisory boards for agriculture and manufacturing companies throughout Australia as well as working as an HR Consultant. She is a former Vice President for the Queensland Rural Regional and Remote Women's Networking and a Graduate of the Australian Institute of Company Directors.



In loving memory of

Alan Lock
Alan Wegner
Arthur Stephan
Arthur Sutton
Brian Greetham
Cecily Bull
Charles Lark
Constance Whitting
Cynthia Wheeler
Desmond Colombos
Donald Dillon
Dorothy Andersen
Douglas Feldman
Dulcie Maddox
Edward Bradfield

Elizabeth Klarenbeek
Elizabeth Wilson
Emily Reinhardt
Esther Grewar
Esther Larsen
Evelyn Bunting
Fay Jones
Genevieve McNeill
Ian Cox
Ida Pavis
Inez Caton
Jackie Wilson
James Ryan
Jeanette King
Joan Evans
Kay Taylor
Keith Crisford

Keith Knight
Leslie Bracewell
Lily Bowley
Lois Jones
Lola Stewart
Lyell Power
Margaret Abrahams
Margaret Ballantine
Margaret Hunter
Margaret Newton
Maud Rayner
Mercia Mead
Michael Vincent
Molly Turner
Nance Hands
Nicolo Zappulla
Olive Ashcroft

Peter Frederick
Peter Spitzer
Phyllis Armitage
Phyllis Whyte
Rachel Gowen
Richard Warner
Robert Henry Seed
Roland Bishop
Russell Gerdes
Sandra Taylor
Shirley Dacey
Sonia Corns
Sylvia Butler
Thomas Oettle
Valma Ballard
Yvette Cramond
Yvonne Flynn



Thank you to our valued supporters

Puppy Sponsors

Cornetts
Joy Kefford
In memory of Michael Vincent
Michael and Helen Betts and
Ramada Resort
Ray & Coral Trestrail & QLD
Community Fund
Robert Goldie

Philanthropic Grants

Aurizon
Danks Trust
Department of Infrastructure and
Regional Development (CTH)
Department of Justice & Attorney
General (QLD)
Hand Heart Pocket - the charity
of Freemasons Queensland

Community Supporters

Bargara Golf Club
Beauesert Shire Vision Impaired
Support Group

BMW Ride for Life
Brisbane BMW & Westside BMW
Brisbane Broncos Charity Partner
Program
Calliope Bowls Club
Calliope & District Community Bank
EKKA
Gold Coast Fundraising Ball
Hand Heart Pocket Queensland
IGA Community Chest
Jim Gibson Memorial Low
Vision Centre
Lions Club of MacGregor
Mundingburra Rotary Club
Redcliffe First Settlement Lodge
No.287
Royal Antediluvian Order Of
Buffaloes - Grand Lodge of Qld
Southport RSL
St Peters Parish
The Southport School
Thuringowa Rotary Club
Townsville Hospital
UQ Twilight Run
Vale Dropshots Golf Club

Corporate supporters

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A1 Plaques Group
Ace of Spades Tree Relocaters
Adbri Masonry
Ainslie Bullion
Andre Brown Photography
Arana Bobcats and Excavators
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BACC - Bendigo Bank
Blinky's Concrete Pumping
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Stella Asia Pacific
Stronger Foundations
Suncorp
Telstra
The Lucky Charm New Agents
The Neilsens Group
Tinamba Turf
TIS - Turf Irrigation Services
Yong Foundation



Our 10, 15 and 20 year award volunteers

10 Year volunteers

Blanche Hawthorne
Dawn Hayward
Geoff Bridger
Graeme & Barbara Lawrence
Heather Hughes
Jan Kirkitscha
Jill Harper
Jill Scott-Latimer
Leni-Louise Steiger
Lois Van Motman
Mavis McCudden
Noelene Clarke
Rae Hall
Shirley Sykes

Stuart & Natalie Benfield
Val Bridger

15 Year volunteers

Errol & Denise Andrew
Fay Gourlay
Fred & Dorothy O'Brien
Jannette Moloney
Jessie Garth
Karen Carter
Margaret Schulte
Michael & Maureen Foat
Pat Collins

20 Year volunteers

Vicki Davis



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