



ANNUAL REPORT 2019-2020

The strength of community
during uncertain times



President's Report

I am incredibly proud of the Guide Dogs community and the resilience they have shown during the last part of the financial year to ensure we continued the year in the same way we started – achieving great results across the organisation, with our clients at the heart of everything we do.

I want to acknowledge the dedication and stewardship of CEO Michael Kightley and the senior leadership team, who worked alongside the Board to ensure that Guide Dogs stayed on track as we and the rest of the world were faced with the enormous challenges presented by the coronavirus pandemic.

The future impacts of the coronavirus pandemic on our organisation – both financially and operationally – are a little unknown as we enter the 2020-21 financial year, but I am confident that the dedication of the entire Guide Dogs team, led by Michael and the senior leadership team, will ensure we continue to offer vital services, while prioritising the health and wellbeing of our clients, supporters, volunteers and staff members.

This year we said farewell to our valued Board Member Raymond Saunders, who is moving into well-deserved retirement. Ray has served on the Board since 2002 and has had an incredible impact on Guide Dogs Queensland. During his nearly 18 years on the Board, Ray took on many roles, including as Vice President until March 2016 and Chairman of the Investment Committee until December 2018. It is thanks to the dedication of people like Ray, and the rest of the Guide Dogs Queensland

family, that we are able to continue to grow and evolve.

The official opening of our Veterinary Clinic in March 2020 was the result of a culmination of support from various members of the Guide Dogs community and is a reflection of what is possible when we work together to achieve our goals. In August 2019, we also officially opened the Memorial Garden which is a beautiful space that not only recognises past Guide Dogs, but is also a special tribute to our generous legacy donors who make so much of what we do possible.

Financially, we were able to remain stable and Guide Dogs was voted as Australia's Most Trusted Charity in Reader's Digest's Most Trusted Brand Awards for 2020. This is the seventh time since 2013 Guide Dogs have been awarded this title and it is testament to our incredible community support.



Thank you to donors, supporters, volunteers, staff and the Guide Dogs community for your continued dedication in providing vital services to Queenslanders living with vision loss.

Richard Anderson OAM
President

A message from our Patron

It gives me great pleasure as Governor and Patron of Guide Dogs Queensland to provide this message of support for the 2019/2020 Annual Report.

The extraordinary bond between dog and owner forged at Guide Dogs Queensland enables independence and transforms the lives of those with vision loss. The capacity of the organisation to turn lives around requires the dedication of many - trainers, volunteers, staff, administrators and supporters.

The past year has been filled with excitement and challenges for Guide Dogs Queensland. March

2020 saw the realisation of years of planning with the opening of the on-site veterinary clinic. Generous donations and active fundraising have ensured this clinic has all necessary equipment to provide routine and emergency care. How comforting for owners, trainers and carers to know their precious canine companions will receive such excellent care in familiar surrounds.

Despite the challenges brought by COVID-19, 17 guide dogs were placed over the past financial year. The pandemic also presented Guide Dogs Queensland with the difficult



CEO's Message

This year we have experienced significant challenges from the coronavirus pandemic impacting us from March 2020. We have had to adapt to ensure we can continue offering support and services to Queenslanders living with vision loss. Sadly the negative impact is ongoing and will impact the current financial year both operationally and financially.

We are extremely grateful to the Guide Dogs community for their support during this time. One important change came from using telehealth to provide services from Orientation and Mobility to Occupational Therapy and Counselling via video and phone platforms. The success of this technology will be used to expand our services and support in regional and remote areas.

Over 90% of our annual operating revenue comes from donations. While many of our supporters were adversely impacted by the economic impacts of the virus,

many more were able to continue their support to our organisation. So while we experienced significant setbacks across our events and community based fundraising programs, and this is likely to continue, we have also experienced very strong support for our lotteries and mail appeals. Queenslanders also continued to leave generous gifts to Guide Dogs in their Wills, which greatly assists us in this challenging period.

This year we also celebrated a huge milestone – 60 years of Guide Dogs Queensland providing vital services to people with vision loss. We are thrilled to celebrate 60 years but our focus remains on working to ensure that we can continue to provide these services for the next 60 years and beyond.

After years of campaigning, the Transport Legislation Amendment Bill was passed



in Queensland Parliament, meaning Queenslanders living with vision loss will be able to apply for disability parking permits from 31 August 2020.

Over the past financial year we placed 17 Guide Dogs, and assisted 719 Queenslanders across the state. Despite challenges, we also continued to expand and grow internally, implementing new learning programs to improve workplace culture and wellness initiatives.

We had 61 promising puppies born in the Guide Dogs Nursery, supported through their journey by our wonderful nursery team, veterinary staff, and canine services team.

Moving into the next financial year, we remain focused on adapting to any and all challenges so that we can grow and continue to offer vital services to Queenslanders living with vision loss.

Michael Kightley
Chief Executive Officer

task of safely providing services, including orientation and mobility training, occupational therapy and counselling. The organisation adapted quickly and engaged Queenslanders across the State using telehealth. The success of this latter trial has conceived a plan for the future expansion of Guide Dogs Queensland into more regional areas, further advancing the organisation's important Statewide mission.

I sincerely thank Guide Dogs Queensland and their supporters for their resilience and innovation during 2019/2020 and may I wish the community a safe and prosperous year ahead.



His Excellency the Honourable Paul de Jersey
Governor of Queensland
Patron of Guide Dogs Queensland

Cover photo: Danae with her guide dog 'Lily'



Abridged financial statements

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2020

	2020 \$			2019 \$		
	REVENUE	EXPENSES	NET	REVENUE	EXPENSES	NET
Fundraising	9,575,545	4,713,752	4,861,793	10,330,300	4,964,135	5,366,165
Services						
Client services	812,597	3,725,871	(2,913,274)	535,908	3,186,722	(2,650,814)
Guide Dog services & supply	813,283	4,982,267	(4,168,984)	651,312	4,468,357	(3,817,045)
	1,625,880	8,708,138	(7,082,258)	1,187,220	7,655,079	(6,467,859)
Other						
Dividends & interest	745,958	264,294	481,664	1,428,371	240,365	1,188,006
Other	1,313,620	799,425	514,195	496,061	594,890	(98,829)
Gain (Loss) on financial assets at fair value through profit or loss	-	984,096	(984,096)	-	67,654	(67,654)
Gain (Loss) on sale of non-current assets	-	-	-	1,591	-	1,591
	2,059,578	2,047,815	11,763	1,926,023	902,909	1,023,114
(Deficit) Surplus before income tax			(2,208,702)			(78,580)
Income tax expense			-			-
(Deficit) Surplus for the year			(2,208,702)			(78,580)
Other comprehensive income						
Changes in the fair value of debt instruments at fair value through other comprehensive income			(172,692)			194,737
Other comprehensive (loss) income for the year			(172,692)			194,737
Total comprehensive (loss) income for the year			(2,381,394)			116,157

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 2020

	2020 \$	2019 \$
Current assets		
Cash on hand	3,114,548	2,299,114
Trade and other receivables	1,124,038	803,832
Inventories on hand	2,653,480	2,643,211
Term deposits	2,000,000	3,750,000
Assets held for sale	544,787	394,787
Total current assets	9,436,853	9,890,944
Non-current assets		
Property, plant and equipment	6,178,478	5,975,708
Intangible assets	147,434	119,255
Right of use assets	416,426	-
Investments	12,544,713	14,578,337
Total non-current assets	19,287,051	20,673,300
Total assets	28,723,904	30,564,244
Current liabilities		
Accounts payable and other payables	2,350,724	2,068,876
Employee provisions	1,179,479	989,043
Lease liability	130,081	-
Other liabilities	481,559	863,818
Total current liabilities	4,141,843	3,921,737
Non-current liabilities		
Employee provisions	75,199	54,817
Lease liability	300,566	-
Total non-current liabilities	375,765	54,817
Total liabilities	4,517,608	3,976,554
Net assets	24,206,296	26,587,690
Equity		
Retained surplus	24,196,090	26,404,792
Reserve	10,206	182,898
Total equity	24,206,296	26,587,690

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 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 and a member of the Board of Namoi Cotton Limited.

Leanne Muller Vice President

BCom CA ASIA GAICD

Ms Leanne Muller joined the Board of Guide Dogs Queensland in April 2005 and serves as Vice President. She is also a member of 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 (2006-07) and RACQ Group (2008-14). 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, Leanne also serves as a non-executive director of Data #3 Limited, Sugar Terminals Limited, Peak Services Group and Hyne Timber Group.

Lynette Reynolds Company Secretary

BCom LLB LLM GAICD

Ms Lynette Reynolds was appointed to the Board of Guide Dogs Queensland 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. The firm is a longstanding supporter of Guide Dogs and is its honorary legal advisor. Ms Reynolds has an extensive property and business practice including in the health and child care industry.

David Swain

RN DipBus BHlthSc MEd GAICD
Wharton AMP

Mr David Swain joined the Board in February 2019 and is Chair 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 a large and diverse range of industry leading services across seniors' care, social housing and community services. He is the Chief Operating Officer of Bolton Clarke, one of the largest Australian owned and operated not-for-profit healthcare and independent living service providers. David is a founding director and current Chair of the Community Services Industry Alliance, and an active contributor to policy and practice reform.

Arif Ali

BCom CPA

Mr Arif Ali was appointed to the Board of Guide Dogs Queensland 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 Practicing 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 almost a decade and has actively participated in fundraising events. Arif is currently Segment Director, Amcor Flexibles Asia Pacific and a Director of Bemis Brisbane Pty Ltd, Micris Investments Pty Ltd, Sailmoss Pty Ltd and Maania Pty Ltd.

Drewe Jackson

BCom MSc Finance CFA GAICD

Mr Drewe Jackson was appointed to the Board of Guide Dogs Queensland 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. Drewe is a member of the policy committee of the RACQ Superannuation Plan. He is also a director of TicketMates P/L, Australia's largest events and attraction ticketing platform.

Tom du Preez

BCom Hons, CA, FCMA, CGMA

Tom is a Chartered Accountant and Management Accountant with extensive local and international experience as an auditor and advisor of small and large international and listed companies in a variety of industries. Tom has been a Partner with EY Brisbane since 2011, and prior to this was a Director with PriceWaterhouseCoopers for 3 years. Tom was also Chairman of the Board for the Australian and New Zealand region for CIMA (The Chartered Institute of Management Accountants) for 2 years up until 2018. In addition to his role with Guide Dogs, he also serves as a member of the Finance Audit and Risk Committee of the Queensland Museum Network.



In loving memory of

Adeline Riley
Aileen Bolton
Allan Mischke
Angelo Sant
Anna Bonanno
Arlene Reynolds
Arthur Ferguson
Barry Noble
Beryl Green
Cecily Bull
Cyril Pepperell
Daphne Holden-Ryan
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Hilda Wilson
Ian Dowrie
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Judith Jackson
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Leah Bennett
Lyndsay Simpson
Merle Bulloch
Michelle Murchison
Nancy Beer

Oliveen Carmock
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Peter Webb
Rhoda Watts
Ronald Smith
Rose Runge
Roy Street
Sandra Hayes
Shirley Gardiner
Sicily Corderoy
Sirron Holdings Pty Ltd
(in memory of John Watts)
Valerie Brockett
Vicky Woodall
Zaccari Family Trust

Thanks to the visionary generosity of the above supporters, we received donations of \$1,000 - \$500,000 from their estates in 2019/20.





Thank you to our valued supporters

Puppy Sponsors

Cornetts Supermarkets
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 Margaret Fay Balmer
 (The Peg and Ginger Foundation)
 Ray & Coral Trestrail
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 YONG Foundation

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Anthony Mulvahil
 Christensen Harbison Optometrists, Bundaberg
 Bernie Lanigan
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 Bryan Leong
 OPSM, Noosaville
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 Clear Optometry, Bargara
 Geoff Somerville
 Somerville & Merrin Optometrists, Toowoomba
 Martin Hodgson
 Hodgson Optical, Townsville
 Richard Watt
 Richard Watt Optometrist, Pinalba



Our 10, 15 and 20 year award volunteers

10 year volunteers

Coral Morrison
 Eve Beaman
 Fiona Leonard
 Heather Fraser
 Judith Whitehead
 Kelly Cartwright
 Matthew Cartwright
 Paul Henstock
 Sharon Bass
 Shirley Smith
 Suzie Borwell

15 year volunteers

Chris Roberts
 Leigh Daunt
 Maureen Brown
 Michael & Maureen Foat

20 year volunteers

Barry & Lis Foat
 Brenda Noonan
 Laurie Dunn
 Michele Botter
 Pat Williams
 Shelley Alexander



Laurie Dunn



Lis Foat



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