

# PATHWAYS

Annual Report 2015-2016







**Cover: Guide Dog 'Olson'**  
**This page: Guide Dog puppy 'Nessie'**

## Our Mission

Through partnership with our stakeholders, Guide Dogs Queensland will provide services which reduce the disadvantage of vision impairment. Our services will assist our clients to achieve their optimal level of mobility.

## Our Values

Guide Dogs Queensland:

- Values the individual, believes in equal rights of all to realise their potential and encourages each to achieve it;
- Believes in countering vision impairment by appropriate practical action, person to person;
- Values and respects cultural diversity;
- Wishes to be accountable, responsible and transparent at all levels;
- Values the mutual respect among all involved;
- Respects the dignity and privacy of all;
- Welcomes technological advances in overcoming the problems of blindness;
- Challenges discrimination and prejudice and supports equal opportunity and social justice.

## Accreditation

Guide Dogs Queensland is a member of the International Guide Dog Federation (IGDF) that formed in 1989 as a result of meetings held over several years with international Guide Dog schools. Membership of the IGDF enables Guide Dog organisations around the world to unite as a community dedicated to meeting the mobility needs of blind and vision impaired citizens.



In order to maintain membership, individual schools are assessed for accreditation every five years by way of a comprehensive evaluation process. This ensures operational standards are upheld and improved. Guide Dogs Queensland underwent its five year IGDF assessment in 2011 and was commended for the excellent service it provides.

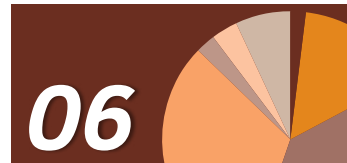
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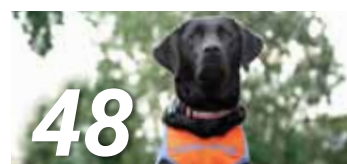
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# A MESSAGE FROM OUR PATRON

As Guide Dogs Queensland (GDQ) Patron, it gives me great pleasure to prepare this foreword in support of an organisation which for the fourth year in a row forms part of Australia's most trusted charity brand.

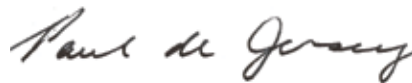
This is a most meritorious achievement, and one which results from hard work and dedication, across all levels of the organisation. It is also emblematic of an organisation which makes decisions with clients firmly in mind.

And while this 'person centred' approach is highly commendable, the organisation has not been remiss in its focus on our loveable canine friends, for they too have performed admirably! Having ourselves welcomed during the past year Police Recruit Dog Gavel into the household, Kaye and I do profess a certain affinity with the 82 Puppy Raisers and the 67 further Boarding Carers who provided loving temporary homes for GDQ pups during the reporting period! Theirs is an important job, and one which optimally done has profound benefits for wider society.

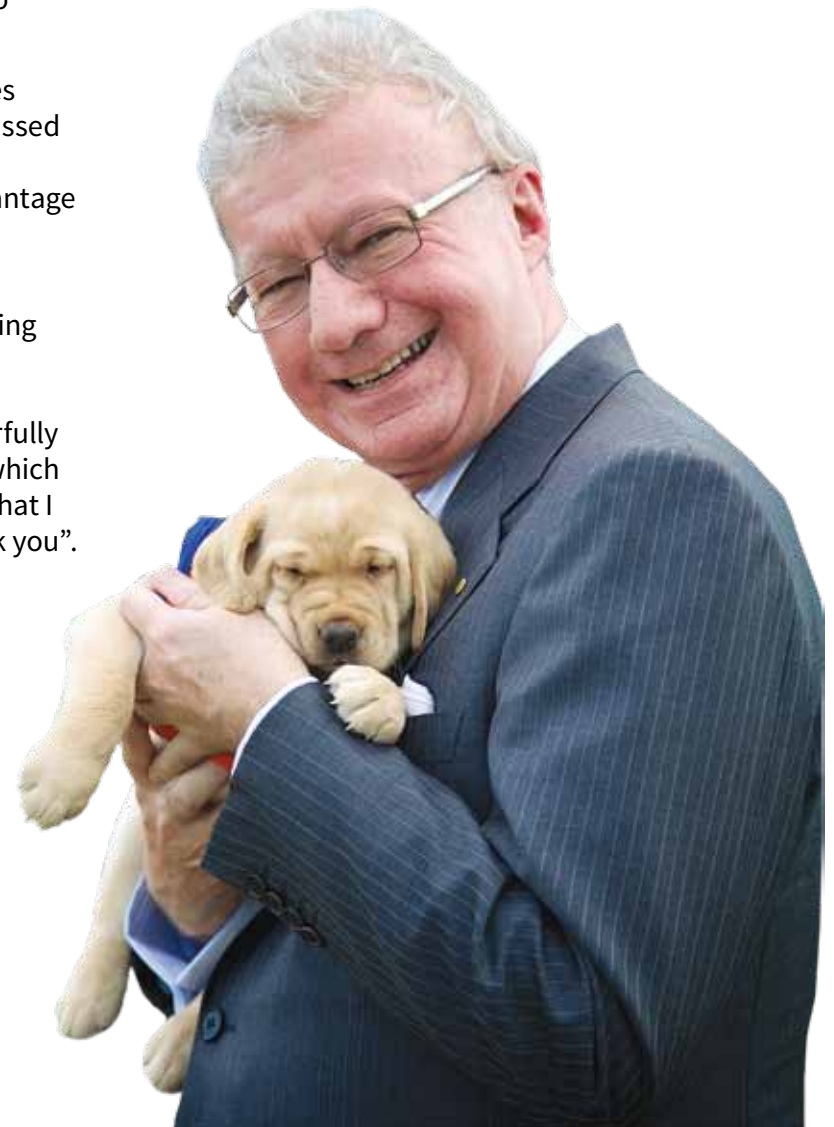
As Governor for all Queenslanders, I also applaud GDQ for continuing its Queensland-wide approach and reach, by, for example, during the reporting period hosting 18 Mobility Expos across the State, from Mount Isa to Cairns to Toowoomba.

These are just some of the many activities undertaken by GDQ, all of which are focussed around implementing the organisation's laudable mission of reducing the disadvantage of vision impairment.

I acknowledge the board and staff — particularly for their professionalism during the transition to a new CEO — and I also acknowledge the organisation's many sponsors and supporters. You all wonderfully exemplify the enduring spirit of service which sustains and uplifts our State — and for that I say a wholehearted and deserved "thank you".



**His Excellency the Honourable  
Paul de Jersey AC**  
Governor of Queensland







# PRESIDENT'S REPORT

With *Pathways* being the theme for this annual report, it is a great moment to reflect on the journey that Guide Dogs Queensland as an organisation has taken.

With the establishment of a new leadership team it has again been a very important year for Guide Dogs Queensland. Much has been achieved against the backdrop of the ongoing commitment of staff and volunteers in setting the organisation on a pathway to even greater success and achievement.

Firstly, I want to recognise the significant efforts of Barb Tasker who, at the Board's request at a very challenging time for Guide Dogs Queensland, took over the leadership as the interim Chief Executive Officer whilst continuing with her responsibilities as Chief Financial Officer. Barb's efforts allowed business to continue as planned and helped ensure that Guide Dogs Queensland could continue to deliver essential services to the blind and vision impaired community. On behalf of the Board, I wish to thank Barb for her dedication in these roles, for her years of service

to Guide Dogs Queensland and to wish her all the best in her retirement.

I'd also like to welcome Dan English who was appointed by the Board in late 2015 to the position of CEO of Guide Dogs Queensland. For Dan, it is more of a welcome back, as he originally earned his qualifications as a Mobility Instructor at Guide Dogs Queensland some twenty or so years ago. Prior to re-joining us, Dan was for over seven years the CEO for Guide Dogs Tasmania. He brings back with him a wealth of knowledge and experience that I am sure will be very beneficial to Queensland, our staff and the clients we serve. The Board and I look forward to seeing Guide Dogs Queensland take many more positive steps forward under Dan's leadership.

While Guide Dogs Queensland has been changing internally, the external path is also changing. This year has seen the commencement of the National Disability Insurance Scheme (NDIS) in Queensland, offering significant new funding opportunities and posing many new challenges. Not all of our current and future clients will be eligible for NDIS funding. Our organisation has spent a great deal of time over the past year understanding what benefits we can draw from this new approach to individualised funding for eligible participants under the age of 65, as well as understanding the changes needed to adapt our business model to this environment. This is a long term project and efforts will continue in earnest through the 2016-17 financial year to ensure NDIS clients can make the most of accessing our services under this new scheme.

The pathway that remains most important and at the heart of our organisation is the community support we receive through our donors, volunteers and other supporters. This support enables Guide Dogs Queensland to continue delivering its services for all its clients.



Even with the possible new funding from the NDIS, we expect government funding will still provide less than 10% of the funds required to operate our services at the current level, providing an ongoing challenge to meet the expectations of growing demand. Our reliance on the generosity of the community will continue long into the future. We simply could not operate without our dedicated supporters and volunteers. I cannot thank you enough. Your generous nature and spirit really does change lives.

**The trust of the community is something we are extremely grateful to receive. For the fourth year in a row, Guide Dogs Australia has again been honoured in 2016 by the Reader's Digest Most Trusted Brand survey as "Australia's Most Trusted Charity".**

This is an accolade we wear proudly, as it resonates with the values of trust, loyalty and dedication that are demonstrated by the organisation's iconic dogs that work out in the community every day.



It is our Guide Dog services that our organisation is best known for. As you may know, the facilities to house our new pups at our Bald Hills training centre require some major upgrades to provide the best start in life for our pups. It is pleasing to see plans forging ahead for an upgrade to these facilities with work due to commence in the 2016-17 financial year. The Board will continue to work with management to identify all areas of improvement that are necessary to provide the best services and efficiencies possible for the organisation.

Guide Dogs Queensland has always been a people-focussed organisation centred on providing freedom, independence and mobility for the 1,400 Queensland families and individuals with low or no vision whom we assist every year. We constantly strive to align our activities around placing the experience for our clients, staff, volunteers, donors and supporters at the centre of everything we do.

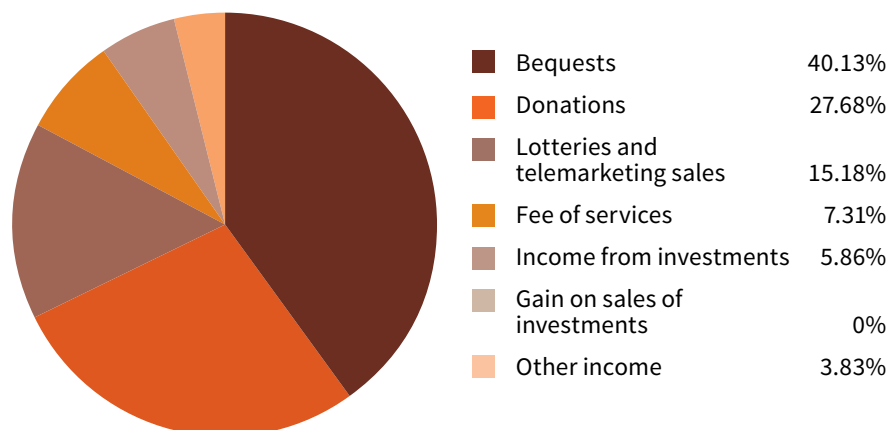
Our much loved graduation ceremony will for the first time be a joint celebration for clients from advanced cane, electronic travel aids and Guide Dog handler training. We are again honoured to have our Patron, His Excellency the Honourable Paul de Jersey AC, Governor of Queensland, preside over our annual graduation day.

Finally, I would like to pass on my sincere thanks to our volunteers, donors, lifelong friends, sponsors and my volunteer Board colleagues for their ongoing support, and to our dedicated staff who work tirelessly every day to deliver highly valued services for the community. I look forward to the year ahead as Guide Dogs Queensland continues on its path to change for the better the lives of many people from all parts of Queensland.

**Richard A Anderson OAM**  
President

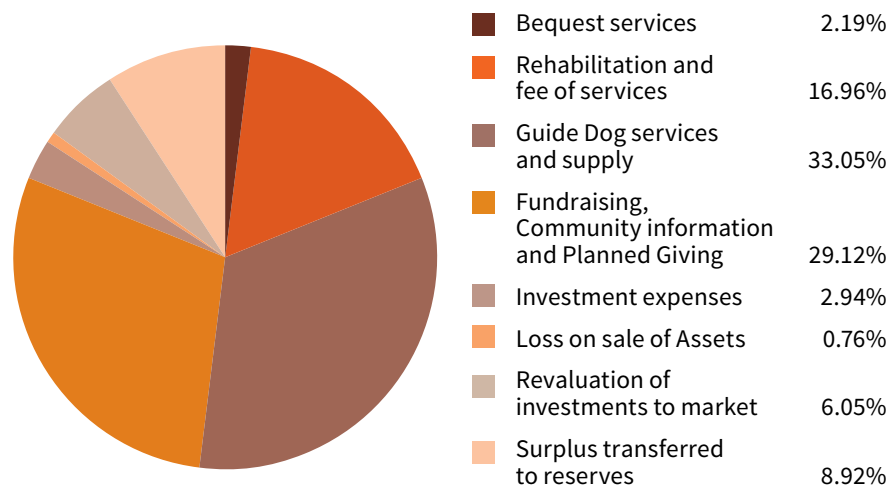
# FIVE YEAR TRADING COMPARISON

Income 2015-16



Where the funds came from	2016 \$'000	2015 \$'000	2014 \$'000	2013 \$'000	2012 \$'000
Bequests	5,769	4,496	4,320	6,365	4,533
Donations	3,980	4,484	4,410	4,954	3,693
Lotteries and telemarketing sales	2,183	2,334	2,156	2,927	4,104
Fee for services	1,051	1,091	954	992	938
Income from investments	843	856	742	641	816
Gain on sales of investments	0	332	101	93	0
Other income	551	431	558	293	285
Revaluation of investments to market	0	0	680	639	0
<b>Total</b>	<b>14,337</b>	<b>14,024</b>	<b>13,921</b>	<b>16,904</b>	<b>14,369</b>

Expenditure 2015-16



How the funds were used	2016 \$'000	2015 \$'000	2014 \$'000	2013 \$'000	2012 \$'000
Bequest services	315	312	316	333	369
Rehabilitation and fee for service	2,439	2,143	2,068	2,117	2,162
Guide Dog services and supply	4,752	5,308	5,052	4,802	4,893
Fundraising, Community information and Planned Giving	4,186	4,484	4,484	4,867	5,732
Investment expenses	423	358	299	132	104
Loss on sale of Assets	109	0	0	0	0
Revaluation of investments to market	870	456	0	0	584
Surplus transferred to reserves	1,282	963	1,702	4,653	525
<b>Total</b>	<b>14,377</b>	<b>14,024</b>	<b>13,921</b>	<b>16,904</b>	<b>14,369</b>



# A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

I would like to commence by extending my thanks to the Board of Directors for trusting me with the stewardship of Guide Dogs Queensland in the role of CEO. I would also like to extend my thanks to the staff of Guide Dogs Queensland who have been welcoming on my return to the organisation where I commenced my career as a Guide Dog Mobility Instructor back in 1994.

Guide Dogs Queensland is fortunate to enjoy the loyalty and commitment of a great range of talented individuals who together forge an exceptional team.

**This team is committed to the provision of high quality services for people who are blind or vision impaired across Queensland.**

We have staff across the organisation with a diverse range of skills and talents that allow us to deliver a broad range of services.

Over the coming year and beyond, our commitment is to focus on the structure of the organisation to ensure optimal efficiency and effectiveness in the provision of services for our clients. Keeping our customers and other stakeholders at the centre of every decision will ensure that we can create the necessary focus to keep pace with the growing demand for our services.

**While our clients are at the centre of every decision we make, it is our staff that are the key to the services we deliver. I extend my sincere gratitude to our staff. They have chosen to devote their time and efforts to changing people's lives.**

The commitment of our management team is to ensure the culture of Guide Dogs Queensland makes it not just a place to come to work, but a great place where our staff want to come to work each day. To this end, we are currently engaged in transforming the workplace to ensure our staff have the requisite tools they require to do their work effectively. This includes access to advanced reporting and analysis tools to meet our emerging business needs, ensuring every dollar donated to the organisation can be used in the most efficient way.

The Board and Management Team are currently committed to the development of a strategic plan that will continue to position the organisation well for the many challenges ahead. This has been a rewarding process, which has drawn on the broad range of skills, knowledge and expertise held across our volunteer Board of Directors and our extended management team. In the interim, the organisation has been utilising our organisational principles to provide direction and meaning for the changes we are implementing.



These organisational principles are:

- **Person Centred:** We will deliver on our vision and values through person centred practices for our clients, our supporters, our staff and our volunteers.
- **Innovation:** We will seek to implement new processes, growth strategies, new services and refined business models that enhance outcomes for our clients and organisational sustainability.
- **Collaboration:** We will build and maintain internal and external partnerships that enhance outcomes for our clients.
- **Technology:** We will invest in appropriate technologies to support organisational transformation.
- **Unique Defining Brand:** We will seek to protect, nurture and develop our brand with reference to our history, our values and our future.
- **Regulatory Compliance:** We will provide confidence and assurance to all stakeholders through service excellence.
- **Ethical Sustainability:** We will secure current income streams and create new income streams to protect the financial future of the organisation.

Under the guidance of the Board of Directors, Guide Dogs Queensland has undergone a significant organisational restructure. The major focus has been to devolve decision making to as close to the front line of operations as possible through the introduction of team leaders.

**This will deliver enhanced organisational communication; enable greater emphasis on enhancing the quality of experience our clients, donors, funders, volunteers and staff have with the organisation; and ensure our processes and programs keep pace with a rapidly changing external environment.**

We have enjoyed many successes this past year. Our successes, either internal or external, are manifested in the success of our clients. For me, after more than 20 years with the Guide Dog movement, there remains no greater satisfaction than the outcomes we achieve for clients. I have had the incredible good fortune to meet many of our clients who have received services from the organisation over the past year. To hear their stories and the transformation our services have made to their lives is incredibly humbling. For me personally, there is still no greater thrill than the privilege of seeing our clients going about their daily lives as valued members of their communities across Australia.

I would like to take this opportunity to congratulate those graduates who have



completed a diverse range of programs over 2015-16. We look forward to recognising the combined achievements of these Queenslanders at our new Graduation Day, to be held ahead of International White Cane Day in October.

**The achievements of these Queenslanders over the past year simply would not be possible without the support we receive from our staff, volunteers, donors, funders and the wider community. Next time you observe a person walking down the street in your community with a Guide Dog or a cane, please take the time to reflect on the contribution that you and many others who support Guide Dogs Queensland make in transforming people's lives.**



**I also want to recognise the wonderful contribution of our volunteers who contribute an enormous amount to our programs across the organisation each year.**

The most precious gift any person can give is time. The value volunteers contribute to our organisation is immeasurable in many ways, although financially we were able to ascertain they contribute over \$16 million in value each year to Guide Dogs Queensland. This is truly remarkable and worthy of recognition. Supporting and enhancing our volunteer experience and programs will be a key focus for our organisation over the coming years.

A key membership of our volunteer group is our Board of Directors. We thank them for their guidance, their counsel and their work to oversee the organisation. They shoulder a great deal of the responsibility for the direction and the outcomes of the organisation, and dedicate significant time and knowledge to the task. Guide Dogs Queensland is fortunate to have Directors that have devoted time and expertise over numerous years to the role. In particular, we acknowledge the President of the Board of Directors, Mr Richard Anderson OAM, who has served more than 35 years on the Board of Guide Dogs Queensland, with 25 years of these as President.

I would also like to acknowledge and thank our funders, who assist us to continue delivering our life changing services to Queenslanders who are blind or vision impaired. In 2015 we received a grant from the Federal Government to assist us to support carers and provide them

with information on how best to support those they love who may be affected by blindness or vision impairment. Delivery of this service has been a key feature of the 2015-16 period.

We were also grateful to again receive funding from the Queensland Government to assist with providing our services for adults and Non-Schools Organisation funding to support the services we provide for children. I also extend my thanks to the broad range of philanthropic grants and trusts that support us each year to meet the costs of minor infrastructure upgrades and special projects.

Finally, I would like to extend my warmest gratitude to our donors for your support over the past year. Each year we are overwhelmed by the generosity of Queenslanders.



From those who encourage their children to deposit coins in our iconic collection dogs; those who make a gift through our appeals; those who buy our merchandise at a stall; those who contribute regularly through our Puppy Club; to those who leave the ultimate gift through their Estate.

**It is only through your incredible generosity that we are able to deliver on our mission to support Queenslanders who are blind or vision impaired.**

Thank you for helping us make a difference.

Guide Dogs Queensland looks to the coming financial year as one filled with opportunities. The landscape is changing and we are evolving to meet the challenges and take advantage of the circumstances. We thank our clients, our staff and volunteers, our donors and our funders for sharing the adventure with us.

Warm Regards,

**Dan English**  
Chief Executive Officer

# OUR ACHIEVEMENTS IN 2015-16



82 Puppy Raisers across South East Queensland took our pups into their homes and hearts and cared for them throughout the year.

4 of our team members underwent further development through cadetships in orientation and mobility and Guide Dog training.



Terry & Samantha Diaper with Guide Dog-in-training 'Teddy'

67 volunteers cared for our dogs in their home on a temporary basis as Boarding Carers.

We put a twist on one of our counselling programs to make it more tailored to individual needs. The **Better Living Program** is now offered as separate intensive courses designed specifically for young women, young men and couples.

52 Vision Assessment and Management Clinics (low vision clinics) were made possible by our volunteer optometrists.

35 games have been introduced since we started holding swish games at our client residence on Friday afternoons.



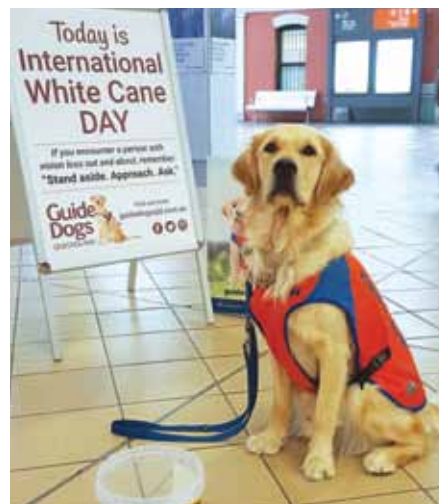




**7** classes were held to match clients on our waiting list with life changing Guide Dogs. 2 classes were delivered in Brisbane, with an additional 5 held throughout the state.

**6** cadets were welcomed from other states who joined our Client Engagement team to gain recognised qualifications in orientation and mobility and the skills they require to deliver these services in their home state.

**380** events across South East Queensland were attended by our team of Ambassador Dogs and their carers.



Guide Dog-in-training PR 'Lennox'



**3** new Ambassador Dogs joined our program and are now out and about in the community helping us raise funds and awareness.

Guide Dog-in-training 'Harvey'



**18** Mobility Expos were held in communities across Queensland. Our staff travelled throughout the state to deliver services in a number of communities including Mount Isa, Bundaberg, Hervey Bay, Brisbane, Rockhampton, Townsville, Cairns, Atherton, Sunshine Coast, Toowoomba and Mackay.

**\$35,000** has now been raised for our services in the Townsville region through the Rotary Club of Mundingburra's charity golf days since they started in 2010.



## Our Early Learning Centre in Townsville turned 1!

We celebrated the milestone with a birthday party in November.

Over

**\$222,000**

worth of clothes, furniture and bric-a-brac was sold during another successful year at our Op Shop in Bundaberg.

In a case of puppy love, we raised almost

**\$20,000**

through the sale of our loveable Valentine's Day plush pups.



Guide Dog-in-training PR 'Barry'



Supporters on the Gold Coast were challenged to enjoy a delicious dinner while under blindfold at our second Dining in the Dark event.

We were on show again in the Dog Pavilion at the Ekka. This year we raised **\$20,000!**

Lottery supporters were offered the chance to be part of our first ever **\$15,000** gold bullion draw. The winner has the choice to sell back the gold, store it for investment purposes or keep it!

**16** lotteries were drawn, with 6 dream holidays, 8 luxury cars and 2 lots of gold bullion won.





THANK YOU TO  
OUR VALUED  
SUPPORTERS





# IN MEMORY OF OUR FRIENDS FOR LIFE

We honour the generosity of supporters who included a bequest to Guide Dogs Queensland in their Will.

This final gesture will enable more people with vision loss to benefit from our services in the future. A bequest means an enriched life for someone who is blind or vision impaired.

## We acknowledge:

Alfred & Winifred Murgatroyd

Amelia Betty Cook-Dalie

B & A M B Ward Trust

Barbara Helen Walters

Betty June Feldman

Betty June Winsen

M & R Brownless Perpetual  
Charitable Trust

C H Boden Memorial Trust

Carmel Henderson

Catherine Bradie Nutt

Edith Elwyn Neilson

Edith Lewis Trust

Edna Turrell

Edna Elizabeth Hodgkinson

Elaine Frances Meehan

Elizabeth Mary Bowden

Ernest Murray Maxwell

Esme Jean Laws

Evelyn Gottwaltz Perpetual  
Charitable Trust

Evette Moreton-Rose

Fay Harrison

Current bequest donors enjoying  
the 2016 Puppy Pals Day





Current bequest donors  
enjoying the 2015 Bequest  
Function at Customs House

Fay Howard Ussher Charitable  
Trust  
Georgette Golding  
Graham Colston George  
Hannah (Joan) Elizabeth Falvey  
Harry Wesley Roobottom  
Hart Charitable Trust  
J & B Donnelly Memorial Trust  
Jack Jacobs Charitable Trust  
John David Inwood  
John F Kearney Fund  
Joseph William Cussen  
Joy Ainsworth  
Joyce Margaret Green  
K & C H Hume-Cook Charitable  
Trust  
K G & E Anderson Memorial Trust  
Kathleen Lamirie Smith  
Madge Abbott  
Malcolm Alexander McFadyen  
Margaret Joyce Haynes  
Margaret Mary Maude  
Marie Roseina McNamara  
Mark Leslie McDonnell  
Murial May Broad

Myatt T Commins Trust  
Nora Ayre  
Patricia Dawn Smith  
Paul Victor Anderson  
Pearl Aloma Sharp  
Phyllis May Coult  
Piero Geatano Sartori  
Queensland Community  
Foundation  
Raymond John Adermann  
Raymond John Schafer  
Rex & Eileen O'Regan Memorial  
Trust  
Robert Bulloch  
Ronald Leslie Schadwell  
Ruby Volker  
Russell McKimmin Charitable Trust  
Suzanne Mary Hohn  
Thuy Kim Thi Nguyen-Davies  
Valeria Vad  
Vinia Buchanan Memorial Trust  
Walter Campbell Memorial Trust  
Wanda Innes Charitable  
Foundation  
Wilfred John Bennett  
William James W Clements



# PUPPY PALS SUPPAWTER DAY

We celebrated International Guide Dog Day on Wednesday 27 April with our first ever Puppy Pals Day at our Bald Hills training centre.

Our VIP guests had the chance to meet some adorable puppies from our 'S' litter, watch a live Guide Dog demonstration and enjoy some sweets at High Tea. Our supporters mean the world to us, so we look forward to meeting even more of our regular supporters in the future at these special events.









# THANK YOU TO OUR VALUED PARTNERS

## Corporate partners:

Coles Group  
Idexx Laboratories Pty Ltd  
Mars Advance Petcare Australia  
Merial – Heartgard30, ParaGard  
and NexGard  
QBE Foundation  
Queensland Rail  
Woolworths

## Corporate donors and government grants:

ALS Limited  
Australian Government –  
Department of Social Services  
Beenleigh Air Compressors  
Brisbane BMW Ride for Life  
Bruce Lynton Automotive Group  
Burford Reinforced Plastics  
Calliope Bendigo Community Bank  
Clifford Park Racecourse,  
Toowoomba



Cornetts IGA Supermarkets  
Department of Education and  
Training – Non School Organisations  
(NSO) Program  
Department of Communities,  
Child Safety and Disability Services  
Department of Justice and Attorney  
General - Gambling Community  
Benefit Fund  
Gran's Fudge  
goa (General Outdoor Advertising)  
Gympie Muster Limited  
JJ Richards & Sons

Lloyds Auctioneers and Valuers  
Pty Ltd  
Myer Stores Community Fund  
(Maroochydore & Toowoomba)  
Pryde Fabrication  
The Neilsen Group  
Nextra  
Royal National Agricultural  
and Industrial Association of  
Queensland (Ekka)  
Sirron Holdings  
Stockland Caloundra  
Townsville City Council





## Private donors, trusts and foundations:

ACME Foundation  
ANZ Staff Foundation  
Australian Communities Foundation  
- Kinder Charitable Trust  
Broadtree Foundation  
CM & JA Whitehouse Foundation  
Collier Charitable Fund  
Dr John & Mrs Paulette Goodell  
Mazda Foundation  
Mickle Holdings P/L  
Mr John & Mrs Flora Watts  
Patricia Blake-Smith  
Queensland Community Foundation  
- Keith Gay Charitable Fund  
The Courier-Mail Children's Fund  
The Marian & E.H. Flack Trust

## Clubs, schools and community groups:

Brisbane International  
Garden Show  
Calliope Central Bowls Club  
Fraser Coast Scroll Saw Club  
Greenbank RSL  
Kedron Wavell Services Club  
Lions Clubs of North Queensland  
Rotary Club of Mundingburra  
Sunshine Coast Turf Club  
United Tradesmen's Lodge No 12,  
Queensland Freemasons – Ipswich

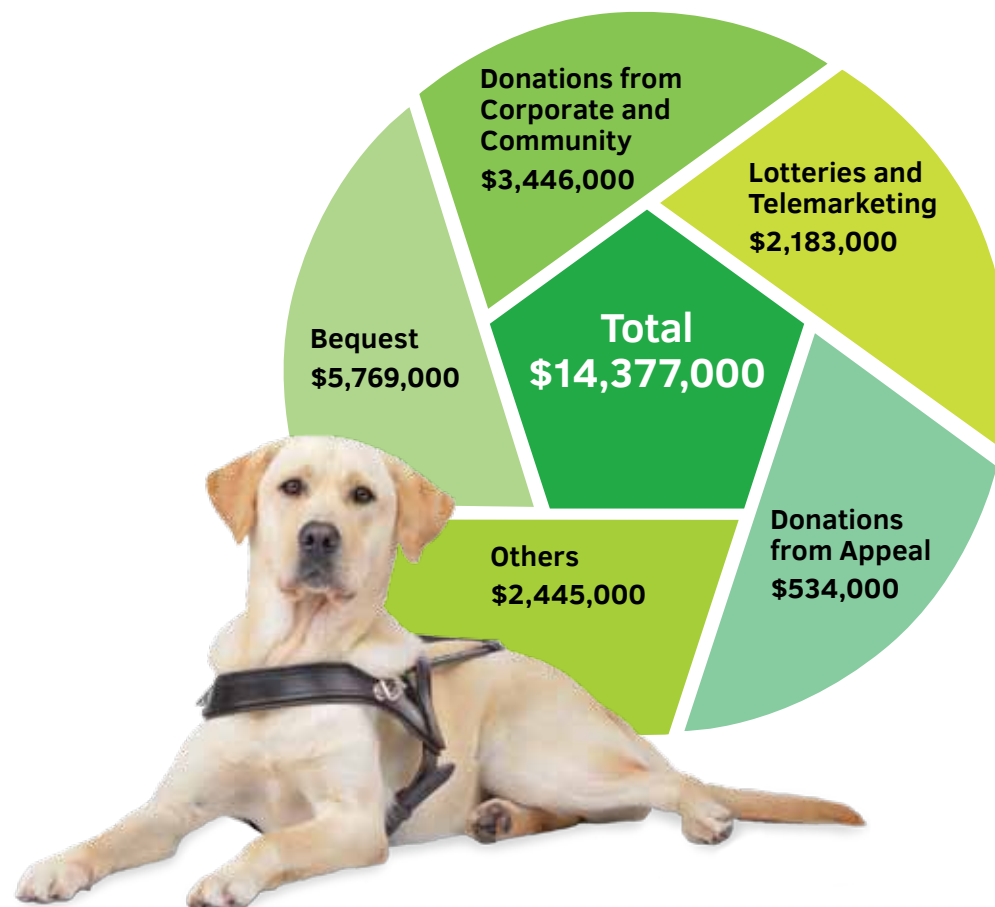
## Litter and Breeding Guardians:

Cornetts IGA Supermarkets  
Mrs Joy Kefford  
Mr Michael & Mrs Helen Betts  
Mr Ray & Mrs Coral Trestrail  
Mr Doug & Mrs Jean Abbot

## Service partners:

Anti Discrimination Commission  
of Queensland  
Australian Blindness Forum  
Brisbane City Council Access  
Brisbane Reference Group  
Department of Transport and  
Main Roads  
Griffith University  
Humanware  
Life Tec  
Pacific Vision  
Quantum Technology  
Queensland Blind Association  
Queensland Braille Writing  
Association  
Queensland University of Technology  
Rockhampton City Council –  
Rockhampton Regional Airport  
Sporting Wheelies and Disabled  
Association  
The Jim Gibson Memorial Lions  
Low Vision Clinic  
Translink  
University of Queensland  
Yellow Cabs

## The circle of support:



It takes a community to raise a Guide Dog. Without your generosity, our work over the past year simply would not have been possible. Whichever way you choose to support us, thank you for helping us to make a difference.

# THANK YOU TO OUR VOLUNTEERS

We value the hard work and dedication  
of our wonderful volunteers. *Thank you.*





# OUR 10 AND 20 YEAR AWARD VOLUNTEERS

## 10 year

Alice Kippin – Townsville

Annette & Tony Hopper  
– Townsville

Beverley Alford – Brisbane

Chris Garland – Sunshine Coast

Elizabeth Chappell – Brisbane

Gillian Allen – Sunshine Coast

Judy Moulton – Sunshine Coast

Karina Whiston – Brisbane

Margaret Kennedy – Brisbane

Michael & Maureen Foat – Brisbane

Neil & Debbie Clancy – Brisbane

Rosemary Fahy – Sunshine Coast

Shirley Siggs – Gold Coast

Tatjana & Martin Kander – Brisbane

Valmai Protheroe – Brisbane

## 15 year

Barbara Pollard – Brisbane

Dot Roseberry – Sunshine Coast

Jane Todd – Sunshine Coast

Lis & Barry Foat – Brisbane

Vicki Davis – Brisbane

## 20 year

Patricia White – Brisbane



## THE ABBOTS

It is rare to meet people who are so dedicated to a cause of an organisation that they will devote 20 years of their life to it. That is what made it so special when we were able to recognise Doug and Jean Abbot for their 20 years of voluntary service at a ceremony this year.

Doug and Jean are a great team, who over the years have become celebrities in their local shopping centres.

They are well known in the community for being great brand ambassadors for Guide Dogs Queensland, selling our merchandise and collecting donations at their stalls.

Our 20 year volunteers have shown so much devotion, commitment and generosity of spirit that it is difficult to be able to express just how grateful the whole Guide Dogs community is for their efforts.

# PUPPY RAISING

Being a Puppy Raiser is one of the most rewarding volunteer roles you could imagine.



Amanda Rees with Guide Dog-in-training 'Hollie'



Joanne Turner and her family with Guide Dog-in-training 'Thor'

Our volunteer Puppy Raisers bring our Guide Dog puppies into their homes and their hearts, caring for them from about 8 weeks of age until they are 15-18 months of age.

With the full support of our Puppy Development Supervisors, Puppy Raisers are responsible for socialising the puppy and introducing it to a range of different environments.

This is a vital step to helping us produce confident, well-behaved, young adult dogs that are ready to undertake formal Guide Dog training.

While it can be sad to say goodbye, it is incredibly rewarding for Puppy Raisers to see their young dog enter Guide Dog training and go on to create a successful partnership with a Queenslanders who is blind or vision impaired.



# MEGAN HAS A PASSION FOR PUPS

Megan Hirn is one of our wonderful volunteer Puppy Raisers who says the rewarding nature of the role keeps her coming back for more.

Megan first began puppy raising when she saw an article in her local paper calling for volunteers, and her love of dogs encouraged her to find out more.

Megan received her first puppy 'Chelsea' soon after and years later she is now raising her seventh Guide Dog puppy named 'Wilbur'.

*"The dogs are all very different and you always need to adapt to a different personality when you get a new pup but you spend lots of time bonding to help with this," she said.*

*"Having raised so many dogs now I've really learnt a lot and we receive fabulous support from the Puppy Development Supervisors who are always on hand to help."*

Megan says the pups become part of your home but she always remembers the hard work is all about helping them to one day change the lives of someone who is blind or vision impaired.

*"The number one thing that's in the back of your mind while you're puppy raising is that you really want them to succeed and you've just got to do the best you can to make that happen."*

**“Handing them back is always going to be difficult but I’m not doing the work I do for me. I’m just blessed to have such wonderful dogs for the time I have them.”**

**Megan Hirn with Guide Dog-in-training 'Wilbur'**



# GUIDE DOGS-IN-TRAINING (PUBLIC RELATIONS) AMBASSADORS

**This year our Ambassador teams continued their important work of promoting Guide Dogs Queensland and educating the community about our organisation and our programs.**

Our Ambassador teams provide vital support to our fundraising team by representing Guide Dogs Queensland at a range of different events throughout the year. The teams were

constantly out and about in the community, regularly attending events in Brisbane, the Sunshine Coast and the Gold Coast.

We were excited to welcome 'Sharna', 'Lulu' and 'Pebbles' to our Ambassador program this year and look forward to having them as part of our team in the future!

This year also marked the retirement of 'Alice' and 'Iggi'. We thank them and their wonderful Ambassador Carers for the hard work and dedication they have displayed over the years.

## Guide Dogs-in-training (Public Relations) Program Honour Roll 2015-16

'Alice'	Robyn Mann
'Archie'	Joy Kefford
'Barry'	Aileen McGregor Lowndes
'Blair'	John & Heather Spence
'Bree'	Karyn Treadwell
'Champ'	Olwyn Kerr
'Charlie'	boarded with Gillian Stout
'Clarke'	Deryck & Denise Taylor
'Iggi'	Neil & Joan Ritchie
'Lennox'	Neil & Joan Ritchie
'Lulu'	Bert Crathan
'Pebbles'	Steve & Marion Gilmour
'Saxon'	Lisa Stanaway
'Sharna'	Jane Ball
'Tompson'	Hilary Jones Rowan



Guide Dog-in-training PR 'Sharna'



# GUIDE DOGS ON THE ROAD

As one of our seasoned Ambassador Dogs, 'Barry' is no stranger to fundraising events. This year he was able to put his skills to great use by travelling around the state with some of our dedicated staff to spread goodwill!



'Barry' helped raise awareness of our services and thanked our supporters at the Mobility Expos and Carer's Seminars that we have been holding throughout Queensland over the past year.

It was very special for our supporters across central and north Queensland to be able to have a cuddle and a pat with 'Barry', as our Ambassador Dogs are primarily based in the South East.



The events provided a great opportunity for us to connect with our clients and our supporters and 'Barry' was the perfect Ambassador to help us share our purpose.





# OUR SERVICES





Arliyah & Atylda Brown with  
Guide Dog-in-training PR 'Barry'

With the introduction of the National Disability Insurance Scheme to Queensland from July 2016, we have been working to structure our services in a way that will best support our clients who are eligible to receive NDIS funding.



Our team is passionate about finding mobility solutions that match our clients' needs and exceed their expectations.

We are devoted to both working with our clients to achieve their goals by finding a solution that will enable them to live life on their terms, as well as continuing to work with our clients until they have reached their goal.

While our Guide Dogs are the icons of our organisation, we offer a wide range of free orientation and mobility services and other support programs.

Our services include:

- Guide Dog mobility
- Low vision mobility training
- White Cane training

- Electronic Travel Aid training
- Community and Professional Education workshops
- Counselling and Better Living Programs
- Peer mentoring through our Volunteer Peer Support Program
- Special mobility programs for children and young people.

Our programs aim to assist clients to develop the knowledge, skills and strategies they require to live independent lives with confidence.

# CHILDREN'S SERVICES

**Our children's programs open up the world for children who are blind or vision impaired by helping them to develop their confidence, create new friendships and build the orientation and mobility skills they require to lead an independent life.**



We build lifelong relationships with our young clients and their families through a range of mobility programs delivered within school environments, community settings, at home and on our school holiday camps.

Over the 2015-16 period, we held eight camps for Queensland children with low or no vision.

These camps give children who are blind or vision impaired the chance to stay at our client residence in Bald Hills. Here they are able to meet other children living with low vision and make new friends while exploring their mobility through a range of fun activities chosen for their age group.

This year our kid's camp activities included a belly dancing lesson, rock climbing and even a trip to Dreamworld!

Arliyah Brown with  
Guide Dog-in-training PR 'Barry'







*Our school outreach program and school holiday camps are supported by the Queensland Government through the Department of Education and Training, Non School Organisations (NSO) Program.*



**Queensland  
Government**







# SCHOOL KIDS MAKE A SPLASH

Finding your balance on the water and coordinating paddle strokes isn't an easy task for most of us, but imagine trying to do it without your sight!



In August 2015, five vision impaired students from our After School Mobility Klub took on the challenge of stand-up paddle boarding at Redcliffe.

There was a bit of wobbling and splashing around, but all the kids had a great time trying something new and attempting to stand up on their boards with the help of their instructors.

*"We love having the chance to organise special activities like this for the kids, where they're able to try something new that they never really thought they'd be able to do,"* Instructor Katie said.

**“Paddle boarding was a big hit and the kids couldn't wipe the smiles off their faces all afternoon.”**

The After School Mobility Klub is a program designed for school aged children who are blind or vision impaired, and is a fun way to learn about movement and mobility while spending time with other kids.

Our specialised programs incorporate age-appropriate activities to build skills and develop the remaining senses of children and young people, all while having a lot of fun!



# ORIENTATION AND MOBILITY SERVICES

Orientation and mobility training plays a crucial role in helping people who are blind or vision impaired to develop a sense of confidence, freedom and independence.



Our specialist instructors work with people who are blind or vision impaired to help increase their knowledge, develop their skills and implement strategies to enable them to safely navigate through different environments. This training can include the use of specific aids such as the white cane, the latest in electronic travel aids or a Guide Dog.

Our instructors help familiarise our clients with a variety of environments to teach them skills they can apply in their community and

beyond. The skills taught range from safe road crossing techniques and use of public transport, to familiarisation with travel routes and shopping centre, campus or workplace layouts.

Orientation and mobility training also helps to further develop sensory abilities such as hearing, touch and, where possible, any residual vision.

This training helps our clients feel safe and active, whether they are home, at work or out and about.









# CARER'S SEMINARS AND MOBILITY EXPOS

Throughout the year 18 expos were held across the state in communities such as Brisbane, Toowoomba, Rockhampton, Cairns, Hervey Bay, Bundaberg, Townsville, Atherton, Mackay, Mt Isa and on the Sunshine Coast.



These events enable us to connect with new and potential clients and their carers, friends and family. Not only do they offer the chance to trial new technologies available to aid life with a vision impairment, but they also provide the opportunity for clients to receive information and support about living with low vision.

Two of the clients we assisted on our visit to Cairns were Linda and Sidney. Linda and Sidney are both at very different stages of their journey, but both benefitted from attending the Expo.

Linda has only recently sought assistance with her low vision caused by Retinitis Pigmentosa.

At the Mobility Expo, she was eager to see the new technologies on offer that could increase her mobility by complementing the work she does with her cane.

On the other hand, 10 year old Sidney was able to try his first ever walk with a Guide Dog with Guide Dog-in-training 'Sean'. While Sidney currently uses a long cane to help him get around, walking with 'Sean' was able to give him an insight into what life might be like should he choose to work with a Guide Dog one day.

We are proud to offer these services around the state to ensure Queenslanders who are blind or vision impaired have access to our life changing services, no matter where they live.







Guide Dog Mobility Instructor  
Jodie Caldwell and Sidney Whipp  
with Guide Dog-in-training 'Sean'



# ADVANCED AIDS AND GPS

**Advanced electronic aids are technologies that aim to further improve mobility for people who are blind or vision impaired.**

These aids form an extension to orientation and mobility training, and are often used in addition to other primary mobility devices, such as a white cane or a Guide Dog.

Many of our clients choose to undertake training to equip them to use advanced electronic aids. Our specialist instructors are able to provide information on the latest range of advanced aids available and offer expert advice and support on how they may be able to assist our clients in the home, at work or out in the community.

Specifically designed programs are held onsite at our client residence throughout the year, providing clients the opportunity to be trained in using advanced aids such as the UltraCane, MiniGuide and GPS Trekker Breeze.







Danae Sweetapple with Guide Dog 'Olive' and John Gamble with Guide Dog 'Cole'



# GUIDE DOG SERVICES

The special bond between a Guide Dog and their handler is as much about love, friendship and trust as it is about independence and mobility. That's what makes it so important for us to find the perfect fit.



Michael Maurice with Guide Dog 'Max'

Those clients who decide they would like to become part of a Guide Dog team undergo a matching process, which involves consideration of the client's mobility requirements, environment and physical ability. A Guide Dog is then carefully selected to match the client's lifestyle, travel and physical needs.

A Guide Dog and its blind or vision impaired handler build a relationship based on trust and quickly become great companions. This means that Guide Dogs are able to not only provide the confidence and freedom many

of our clients need to lead the life they desire, but they can also help their handlers overcome any feelings of isolation or fear they may be confronted with.

We continue to support our clients and their Guide Dog throughout their journey together. It is remarkable to watch a Guide Dog and their handler develop a truly unique bond, where the Guide Dog becomes the guiding eyes that enables a blind or vision impaired person to find their freedom.

Having a Guide Dog is like having a best friend – it is a bond that cannot be broken and makes it possible to achieve anything.



Guide Dog-in-training 'Mason'





Guide Dog Trainer Cadet Jason McKee  
with Guide Dog-in-training 'Crosby'







# CAITLIN AND 'DEVYN'

Now 30 years old, Caitlin has been blind since birth due to a condition called Leber's Congenital Amaurosis (LCA). LCA is an inherited condition caused by the impaired development of the retina, which results in images failing to send to the brain.

Thanks to our supporters, Caitlin was matched with her very first Guide Dog 'Kally' just prior to Christmas in 2006.

'Kally' gave Caitlin peace of mind. As a young woman with the world at her feet, she found more pleasure in life. She enjoyed the little

things like having the ability to venture out spontaneously and simply being able to get on with the day.

After nearly nine years working side by side as an unstoppable team, Caitlin could sense that 'Kally' was slowing down.

When 'Kally' retired, Caitlin felt like she was on an emotional rollercoaster. She was sad that 'Kally' would not always be by her side but felt comforted knowing she was able to keep her as a pet and that 'Kally' would be able to enjoy the retirement she truly deserved.

Caitlin also felt hopeful and excited about the new Guide Dog she would receive. 'Kally' had been such a perfect match for her that Caitlin was optimistic her new Guide Dog would also be a wonderful fit in her life.

**“I would never have been able to cope with giving 'Kally' back, so I'm very fortunate that my fiancé and I are in the position to care for both dogs. I am so thankful to the team at Guide Dogs – they made the process so much easier by supporting me emotionally and, most importantly, matching me with my new Guide Dog 'Devyn'.”**



*"I was very used to 'Kally'. We had developed a unique bond and patterns of doing things but I am really happy with how well 'Devyn' fits into my life.*

*"I'm excited to get to know her better and for our future journeys together.*

*"It's really nice to know that 'Devyn' gets on well with 'Kally' too. Both dogs are very affectionate and 'Devyn' brings out 'Kally's' playful side – they complement each other really well."*

Thanks to our supporters, 'Kally' was able to be the guiding light in Caitlin's life for nine years, and now 'Devyn' will lead her into her future.

# LOW VISION SERVICES AND SUPPORT

## Low vision services

Many new clients initially connect with Guide Dogs through our Vision Assessment Clinics held throughout Queensland.

These low vision clinics are available to our existing clients and those who are seeking help with vision loss. They are held regularly across the state with the help of our volunteer optometrists, and provide the opportunity for one-on-one consultations.

This service offers vital support and advice to those needing help adjusting to lost or fading vision, and provides an option for us to then discuss how we may be able to assist them further in future.

Thanks to the generosity of our supporters, we can continue providing orientation and mobility instruction in the places where our clients live and work. This enables us to tailor their instruction to meet their needs in their own community.



## Counselling and low vision support

Losing your vision can be an isolating and frightening experience. It can be difficult to overcome the negative feelings that come with vision loss and for many this can lead to loss of independence, self esteem, relationships or career.

Our counselling services are designed to help our clients and their families adjust to life with vision loss and increase their social, emotional and physical wellbeing.

We can provide in-home support to those with a vision impairment and their family

members in the Brisbane, Sunshine Coast and Gold Coast regions. Support is also available throughout Queensland through our Volunteer Peer Support Program, which matches existing clients with others who are also vision impaired to provide information and support over the phone.

An intensive residential program called *The Better Living Program* is also available to those wishing to gain practical skills for everyday life. The course is interactive and experiential, enabling participants to identify unhelpful strategies and develop new tools that are more helpful.



# CORPORATE GOVERNANCE

**Guide Dogs Queensland is committed to excellence in corporate governance, transparency and accountability. This commitment is essential for the long term performance and sustainability of our organisation and to protect and enhance the interests of our stakeholders. Our corporate governance procedures are continually reviewed to ensure they meet the Australian Standards as stated in AS 8000-2003 Good Governance Principles.**

During the year, there were 10 Board of Directors meetings and our Annual General Meeting – 11 in total.

## **Role of the Board of Directors**

The Board of Directors currently hold scheduled meetings during the year and any extraordinary meetings at such other times as may be necessary to address any specific matters that may arise. The strategic direction is set by the Board which includes establishing policies that oversee Guide Dogs Queensland's financial position and the monitoring of business affairs and risk. The Board delegates responsibility for the day-to-day activities to the Chief Executive Officer. Financial and investment matters are discussed and reported on at each Board meeting.

## **Board composition**

The names of the Directors of Guide Dogs Queensland including qualifications and experience are set out on pages 44-45.

The composition of the Board of Directors draws on varied skills, experience, knowledge and education for the benefit of Guide Dogs Queensland and its stakeholders.

## **Conflict of interest**

In the event of a potential conflict of interest, Directors involved are required to withdraw from all deliberations concerning the matter.

They are not permitted to exercise any influence over the Board members or receive relevant Board papers. Directors must keep the Board advised, on an ongoing basis, of any interest that could potentially conflict with those of the company.

## **Internal controls**

As Guide Dogs Queensland is a relatively small organisation, the emphasis is placed on the Brisbane Head Office (Bald Hills) for the responsibility of enforcing policies and procedures. Forecasts of activity are continually updated in line with current performance and objectives and reported to the Board on a regular basis or as requested.

Procedures have been established at Board and Executive Management levels to ensure that transparency, reliability and integrity of financial and operational information is adhered to. Policies and procedures are in place to ensure Guide Dogs Queensland's assets and interests are safeguarded.

Executive Management is responsible for identifying and managing risk through regular reviews of activities, including level of authority on financial exposure, Guide Dogs

Queensland's annual insurance program and a referral process to legal counsel on contractual matters. All Directors have the opportunity to seek their own independent advice on any matter concerning Guide Dogs Queensland.

## **Ethical standards and performance**

All Directors, Managers and employees are expected to act with the utmost integrity and objectivity, striving at all times to enhance the reputation and performance of Guide Dogs Queensland.

Directors are mindful of their responsibility to the environment.

The Annual General Meeting is held during the year for Members. Guide Dogs Queensland activities are presented at this meeting and Members are invited to question Directors and Senior Management.

## **Auditors**

The Board has retained external auditors to prepare yearly financial statements. The Board is responsible for reviewing the adequacy of these audit arrangements and the scope and quality of the audit. The Finance Committee reviews reports and makes recommendations.

## 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's Investment and Finance Sub-Committees. Mr Anderson is Chairman of the Board of Data #3 Limited and a member of the Boards of Lindsay Australia Limited and Namoi Cotton Cooperative 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  
(Honorary Treasurer to  
30 March 2016)**

BCom CA ASIA MAICD

Ms Leanne Muller was elected a Director in April 2005 and served as Honorary Treasurer to the end of March 2016, when this role was abolished. She is Chairman of the Audit and Risk Committee of the board. Leanne is a Chartered Accountant an experienced senior finance executive having held 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. Leanne is a director of Data #3 Limited, QInsure Limited (and chairs their respective Audit Committees), Local Buy Pty Ltd and Local Government Infrastructure Services Pty Ltd and an external member of the Audit, Risk and Compliance Committee of QSuper.



**Lynette Reynolds  
Honorary Secretary**

BCom LLB LLM

Ms Lynette Reynolds was appointed to the Board in November 2009 and serves as Honorary Secretary. Ms Reynolds has been a practicing solicitor for over 20 years and is a partner with law firm TressCox Lawyers. The firm is a longstanding supporter of Guide Dogs 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  
Director  
(Vice President to  
30 March 2016)**

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. 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.





**Dr John Vance OAM  
Director**

MBBS, PhD, FRACP

Dr John Vance OAM was elected as a Director in August 2008. Dr Vance was a Consultant Paediatrician who worked as Associate Professor in the Department of Paediatrics and Child Health at The University of Queensland and Mater Children's Hospital. He retired in 1996 due to a significant vision disability as a result of retinitis pigmentosa. He is a client of Guide Dogs Queensland and has trained with a White Cane, the UltraCane and subsequently a Guide Dog. He lectures Orientation and Mobility trainees and advocates for people who are vision impaired with Queensland Rail. He is Chairperson of Guide Dogs Queensland's Client Services Liaison Committee and is a member of the Volunteer Peer Support Program. Dr Vance is a passionate lawn bowler and has represented Queensland at the Australian Blind Bowls Championships for the last 15 years. He was awarded the OAM in January 2014 for services to the blind and those with low vision.



**Dr Mark Loane AM  
Director**

MBBS (Qld) FRACO FRACS

Dr Mark Loane AM was elected to the Board of Guide Dogs Queensland in 1996. He has a private Ophthalmology practice at the Vision Eye Institute River City. In 1999 Dr Loane established and has since run the Cape York Eye Health Project. His delivery of eye care to indigenous communities was recognised in January 2011 when he was made a Member of the Order of Australia. Dr Loane is a former chairperson of the Queensland Branch of the Royal Australasian College of Ophthalmologists and is also on the National Royal Australian and New Zealand College of Ophthalmology Eye Foundation Board. Dr Loane was a fellow in Corneal Transplantation and External Eye Disease at Flinders Medical Centre, Adelaide, and a Fellow in Glaucoma at the University of California, San Diego. He is a former Rugby Union International.



**Arif Ali  
Director**

BCom, CPA

Mr Arif Ali was appointed as a Director to the Board in July 2010. Mr Ali 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 Queensland for almost a decade and has actively participated in fundraising events. Mr Ali 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.



**Michael Kightley  
Director**

FAICD, BCom, BAccounting, NDP

Mr Michael Kightley was appointed as a Director to the Board in December 2012. Mr Kightley has more than 20 years experience as a company director both in Australia and internationally. Mr Kightley is an Associate Director of Amplifi Governance, and Director of Larok, a marketing and strategy consultancy. He recently spent five years as a Director of Australian Insurance Holdings and related companies (an APRA regulated national Financial Institution). Mr Kightley's previous roles include nine years at Deloitte with three years as Sales Director in Sydney; Managing Director of Williams Design, a large Sydney design and advertising agency; Managing Director of Kerfield Consulting, an investment and property finance company; and 12 years senior and general management experience with Standard Bank and Investec Bank.



**Mark Grey  
(Director to 1 October 2015)**

BA, CPM, GDACG, FAMU, FAICD, FAIM, ACIS

Mr Mark Grey was appointed as a Director to the Board in December 2012. He is an international strategic marketer, professional company director and a specialist health and hospital administrator. He has been a CEO for over 20 years and has 15 years experience as a company director. He was previously CEO of the Queensland Eye Hospital, Australia's largest specialist ophthalmic surgical hospital and is now Chairman of Livingstones Australia, an Industrial Relations advocacy group. He is also Chairman of VPSC (Melbourne's private Eye and Ear Hospital) and maintains a large network of contacts in Ophthalmology, Optometry and other allied eye health professionals. Mark is a qualified Chartered Secretary, Certified Practising Marketer, Fellow of the Australian Institute of Company Directors, Fellow of the Australian Institute of Management and a Fellow of the CEO Institute.

# ABRIDGED FINANCIAL STATEMENTS

## Statement of Comprehensive Income For the Financial Year ended 30 June 2016

	2016 \$'000	2015 \$'000
<b>Revenue</b>		
Lotteries and Telemarketing Income	2,183	2,334
Donations from Appeals	534	548
Donations from Corporate and Community	3,446	3,936
Bequests	5,769	4,496
Fee for Service Income	1,051	1,091
Investments Income	843	856
Other Income	551	431
<b>Revenue from ordinary activities</b>	<b>14,377</b>	<b>13,692</b>
<b>Other Gains/(Losses)</b>		
Unrealised Gain/(Loss) on revaluation of investments	(870)	(456)
Net gain on disposal of investments	(341)	332
<b>Total Income</b>	<b>13,166</b>	<b>13,569</b>
<b>Expenses</b>		
Bequest services	315	312
Rehabilitation and Fee for Service	2,439	2,143
Guide Dog Services and Supply	4,752	5,308
Fundraising, Community Information and Planned Giving	4,186	4,484
Investment Expenses	192	358
<b>Total Expenses</b>	<b>11,885</b>	<b>12,605</b>
<b>Net surplus from ordinary activities</b>	<b>1,282</b>	<b>964</b>

These figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2016.

The full Financial Statements and Auditor's Opinion are available on request.



## Statement of Financial Position

For the Financial Year ended 30 June 2016

	2016 \$'000	2015 \$'000
<b>Current Assets</b>		
Cash	3,666	2,898
Receivables	727	498
Inventories	1,292	1,928
Capital investment funds	3,179	4,444
<b>Total current assets</b>	<b>8,865</b>	<b>9,767</b>
<b>Non-Current Assets</b>		
Property, plant and equipment	4,921	5,033
Intangible assets	275	398
Investments	11,048	9,498
<b>Total non-current assets</b>	<b>16,245</b>	<b>14,929</b>
<b>Total Assets</b>	<b>25,110</b>	<b>24,697</b>
<b>Current Liabilities</b>		
Accounts payable	405	659
Employee provisions	660	955
Other	433	757
<b>Total current liabilities</b>	<b>1,498</b>	<b>2,371</b>
<b>Non-Current Liabilities</b>		
Employee provisions	110	105
<b>Total non-current liabilities</b>	<b>110</b>	<b>105</b>
<b>Total Liabilities</b>	<b>1,608</b>	<b>2,476</b>
<b>Net Assets</b>	<b>23,502</b>	<b>22,220</b>
<b>Equity</b>		
Available-for-sale assets reserve	-	-
Accumulated funds	23,502	22,220
<b>Total Equity</b>	<b>23,502</b>	<b>22,220</b>

These figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2016.

The full Financial Statements and Auditor's Opinion are available on request.

# COMPANY INFORMATION

**Established in 1960, Guide Dogs Queensland is a leader in the provision of Guide Dogs and mobility services to help Queenslanders of all ages who are blind or vision impaired live full and active lives.**

Our support takes into account a person's strengths, abilities and learning style to offer a tailored service plan to improve their mobility and grow their independence and confidence.

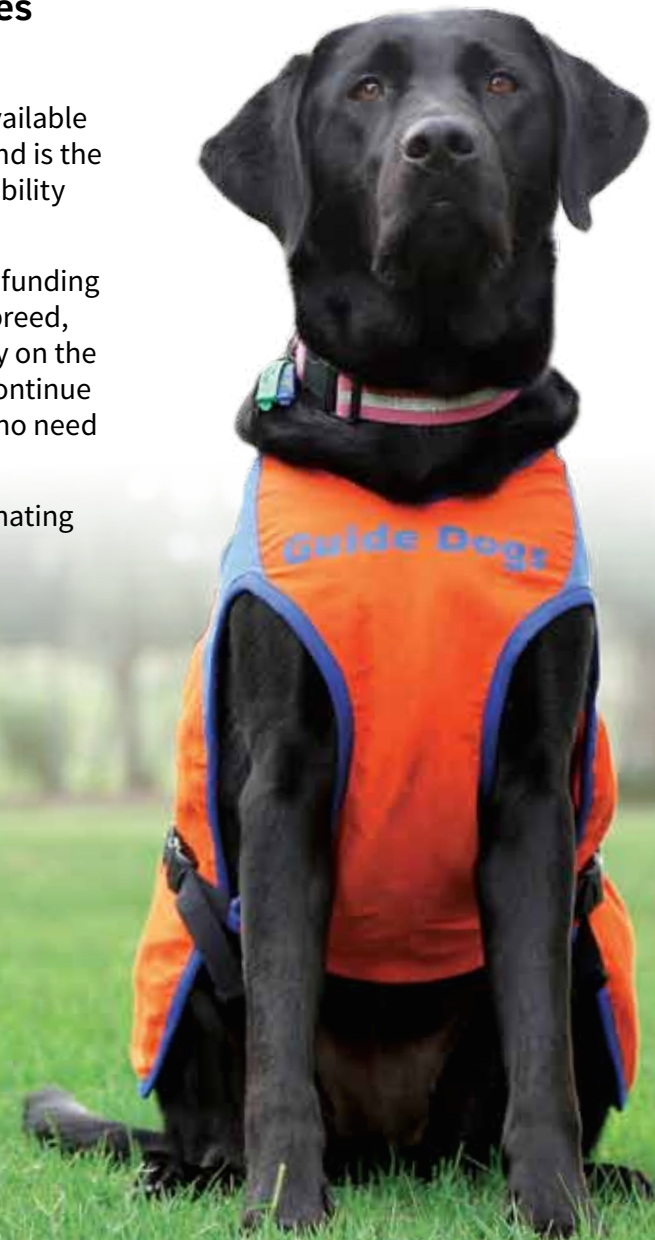
Our services include:

- Guide Dog mobility
- White Cane training
- Electronic Travel Aid training
- Community and Professional Education workshops
- Counselling by our own staff psychologists
- Low vision support groups and peer mentoring
- Special mobility programs for children and young people.

With this complete range of services available across the state, Guide Dogs Queensland is the leading provider of Orientation and Mobility services in Queensland.

With less than 10 per cent government funding and at a cost of more than \$35,000 to breed, train and place each Guide Dog, we rely on the support of the community to help us continue delivering our vital services to those who need it most.

Please show your support today by donating at [guidedogsqld.com.au](http://guidedogsqld.com.au)



Guide Dog-in-training PR 'Sharna'



# REGISTERED OFFICES

## Bald Hills

Guide Dogs Breeding and  
Training Centre  
1978 Gympie Road  
Bald Hills Qld 4036  
PO Box 50  
Bald Hills Qld 4036  
P 07 3500 9001  
F 07 3261 7500  
E admin@guidedogsqld.com.au

## Gold Coast

Southport Community Centre  
Level 1, 6 Lawson Street  
Southport Qld 4215  
PO Box 1690  
Southport Qld 4215  
P 07 5644 3900  
F 07 5644 3998  
E gold@guidedogsqld.com.au

## Sunshine Coast

Unit 4 & 5 Perlan House  
50 Aerodrome Rd  
Maroochydore Qld 4558  
PO Box 693  
Maroochydore Qld 4558  
P 07 5352 7800  
F 07 5352 7898  
E sunshine@guidedogsqld.com.au

## Toowoomba

270 Margaret Street  
Toowoomba Qld 4350  
P 07 4571 4900  
F 07 4571 4998  
E toowoomba@guidedogsqld.com.au

## Bundaberg

Guide Dog Op Shop and Office  
15 McLean Street  
Bundaberg Qld 4670  
P 07 4331 5000  
F 07 4331 5098  
E bundy@guidedogsqld.com.au

## Rockhampton

20 Upper Dawson Road  
Allenstown Qld 4700  
PO Box 8076  
Allenstown Qld 4700  
P 07 4838 9900  
F 07 4838 9998  
E rocky@guidedogsqld.com.au

## Townsville

Shop 7, 258 Ross River Rd  
Aitkenvale Qld 4814  
PO Box 3391  
Hermit Park Qld 4812  
P 07 4421 7300  
F 07 4421 7398  
E townsville@guidedogsqld.com.au

## Cairns

Suite 10 Virginia House  
68 Abbott Street  
Cairns Qld 4870  
PO Box 282E  
Earlville Qld 4870  
P 07 4037 2600  
F 07 4037 2698  
E cairns@guidedogsqld.com.au

Back: Guide Dog puppies 'Lottie' & 'Lincoln'



Guide Dogs Queensland | ABN 89 009 739 664

1978 Gympie Road Bald Hills Qld 4036 | PO Box 50 Bald Hills Qld 4036

P 07 3500 9001 | F 07 3261 7500 | Freecall 1800 810 122 | [guidedogsqld.com.au](http://guidedogsqld.com.au)

