



**Guide
Dogs.**

Annual Report

2020 - 2021

Community and innovation
through uncertain times

President's report

It has been another successful but challenging year for Guide Dogs Queensland. Adapting to the uncertainty of these past twelve months has required a tremendous effort, but I am pleased to report we remain in a strong financial position and our support for Queenslanders with low vision and blindness remained constant.

Each decision at Guide Dogs continued to be made with clients as our central focus. I want to sincerely thank all staff and volunteers for their perseverance and dedication during this time.

I also thank my fellow Directors for the time and expertise they have devoted to the task of governing Guide Dogs Queensland during this unprecedented period. As is good governance practice, our Board has undergone a process of renewal this year to ensure a good balance continues between experienced Directors and those with new skills and fresh perspectives.

We welcomed Tom du Preez to the Board earlier in the year. Tom is a Chartered Accountant and Management Accountant and brings with him extensive local and international experience as an auditor and advisor to companies in a variety of industries.

A new appointment to the Board was also made at the very end of the year, being Lydia Daly. Lydia is a highly accomplished workplace lawyer with extensive experience across the public and private sectors.

Both bring exceptional skills to the Board and we look forward to their contributions in 2022.

Alongside those recent Director appointments, we farewelled two of our valued and long-serving board members, Lynette Reynolds and Arif Ali. Lynette was appointed to the Board in November 2009 and served as Company Secretary and as a member of the Audit, Risk and Compliance Committee. Arif was appointed as a Director in July 2010 and has served on both the Audit, Risk and Compliance Committee and the Investment Committee. Arif has been a Life Member of



Guide Dogs for over 20 years. I thank Lynette and Arif for their many years of dedicated service.

Following endorsement at the 2020 Annual General Meeting, our organisational name has now been officially changed to Guide Dogs Queensland Limited (formerly Guide Dogs for the Blind Association of Queensland). This aligns our registered business and trading names and more closely reflects how we are known by our supporters and the general public.

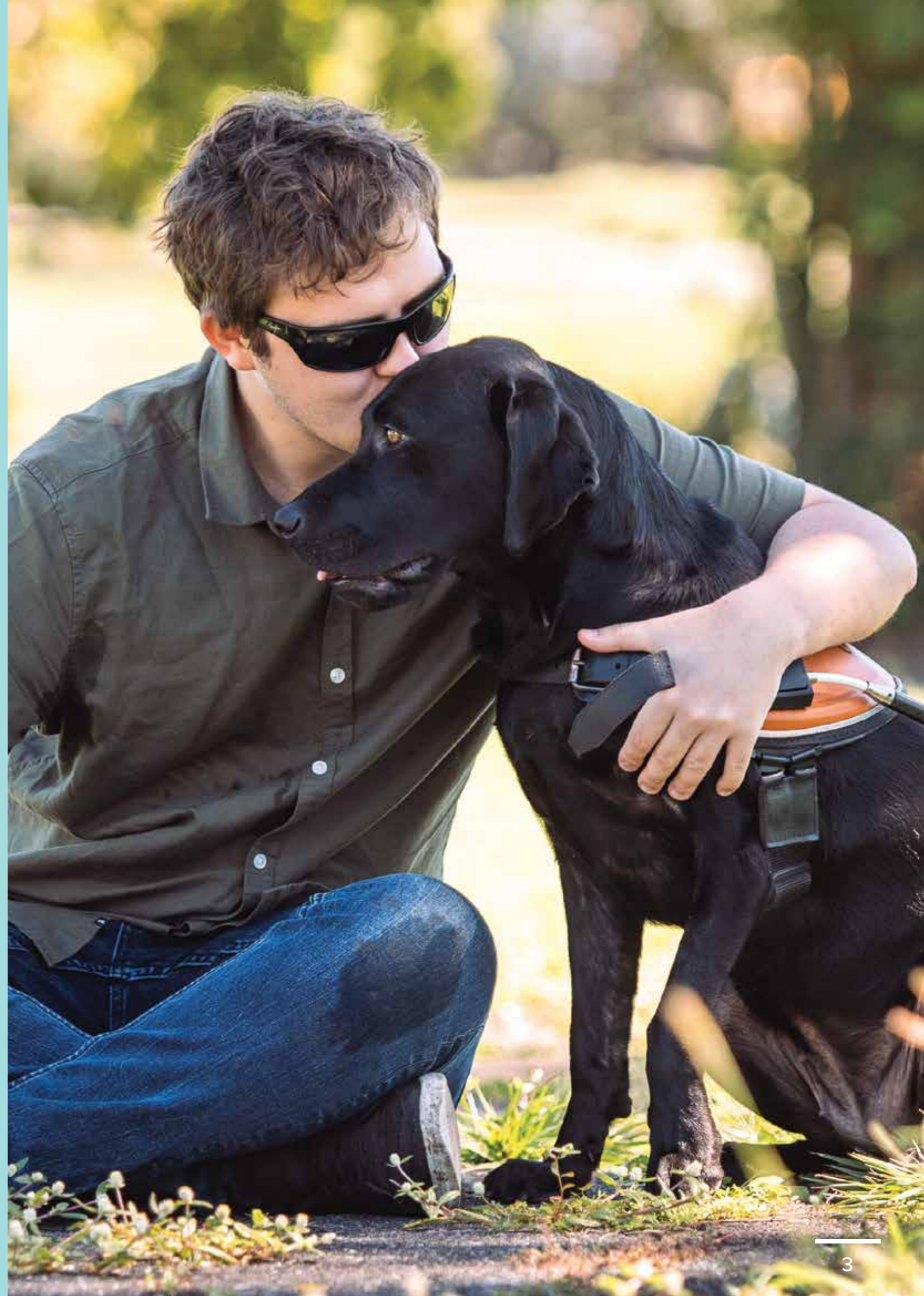
At the same time, we also updated our constitution to ensure it remains a relevant and effective governance document for the organisation.

I would also like to thank our donors and volunteer fundraisers, who stayed with us throughout the year. We continue to be inspired by your unwavering support.

It is a privilege to be a part of a community of donors, supporters, volunteers and staff who are so dedicated to supporting Queenslanders with low vision and blindness to live the life they choose.

Thank you for your contribution in whatever form it takes. With your ongoing support, I am confident in the organisation's ability to adapt, both financially and operationally, to the ongoing impacts of the Coronavirus.

Richard Anderson OAM
President





CEO's message

Despite the continued impact of the coronavirus pandemic, Guide Dogs Queensland remained focused and stable this past year thanks to the support of our Board, our staff and our incredible community of Guide Dogs supporters.

The continued use of innovative work practices developed at the start of the pandemic has served us well, ensuring ongoing support and services for our clients through every challenge they faced. Using both video and phone platforms, our telehealth appointments have produced wonderful results and good feedback from our clients, especially in regional areas.

Even with the ongoing pandemic restrictions and challenges, we placed 24 guide dogs and provided programs and assistance to over 500 individuals and their families across the state this past financial year. We also continued to expand and grow internally, prioritising workplace wellness and a culture of connection during this isolating time.

With a growing demand for services across Queensland, we welcomed to our team a dedicated Assistive Technology Specialist, another Guide Dog Mobility Instructor and multiple Occupational Therapists to continue supporting clients across Queensland.

We also continued work with the Department of Transport & Main Roads and various other organisations to advocate for accessibility. This work is integral to supporting people with low vision and blindness so they can feel safe and included in their local communities.

Our new Client Liaison Committee is actively meeting and serving as a vital connection between our organisation and clients, sharing positive, constructive feedback on our services and discussing new initiatives for the future.

We had 104 promising puppies born in the Guide Dogs Nursery, supported through



their journey by our wonderful nursery team, volunteer raisers and boarders, veterinary staff, and the canine services team.

Despite the pandemic, we were also able to run our first ever Giving Day in April. This new fundraising event used an online platform, pre-confirmed gifts and calls to supporters from volunteers to raise additional donations from our community of supporters. Well done to everyone involved.

We also experienced strong continued support for our lotteries and our Gifts in Wills programs. Despite the decline in cash usage during 2020, Queenslanders still put lots of coins and notes into our iconic collection dogs in shopping centres all over the state, raising over \$800,000 from this program last financial year.

As we look forward, we remain focused on adapting to change and challenges, so we can continue delivering on our mission – to provide vital services and support to Queenslanders living with low vision and blindness. It is thanks to the community's generosity that we can continue achieving this and changing lives for the better.

Michael Kightley
Chief Executive Officer

A message from our Patron



As Patron of Guide Dogs Queensland, it gives me great pleasure to provide this message of support to an organisation that continually delivers exceptional services and unwavering assistance to Queenslanders with vision and mobility loss.

While 2020/2021 has been a challenging year, it also highlighted the trusted and vital connection to community Guide Dogs Queensland has developed over its 60 plus years of operation.

The outstanding results of the first ever Guide Dogs Queensland Giving Day in April 2021 underscores the generosity of the many individuals and businesses in our State who share a deep appreciation for the freedom and independence that Guide Dogs Queensland provides. I am particularly pleased that 24 newly trained Guide Dogs could be placed, despite COVID-19 challenges.

This past year has also seen Guide Dogs Queensland expand its team of instructors, including welcoming an Assistive Technology Specialist. This commitment to expertise and innovation ensures that services are tailored to individual needs.

On behalf of all Queenslanders, I congratulate Guide Dogs Queensland, its Board, staff and dedicated volunteers for ensuring that people with vision loss are given the support they need to confidently pursue their goals.

A handwritten signature in cursive script that reads "Paul de Jersey".

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



Abridged financial statements

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2021

	2021 \$			2020 \$		
	REVENUE	EXPENSES	NET	REVENUE	EXPENSES	NET
Fundraising	13,160,440	6,622,832	6,537,608	9,575,545	4,713,752	4,861,793
Services						
Client services	761,079	3,635,340	(2,874,261)	812,597	3,725,871	(2,913,274)
Guide Dog services & supply	942,026	5,483,849	(4,541,823)	813,283	4,982,267	(4,168,984)
	1,703,105	9,119,189	(7,416,084)	1,625,880	8,708,138	(7,082,258)
Other						
Dividends & interest	553,304	216,132	337,172	745,958	264,294	481,664
Other	1,366,027	684,112	681,915	1,313,620	799,425	514,195
Gain/(Loss) on financial assets at fair value through profit or loss	1,580,397	-	1,580,397	-	984,096	(984,096)
Gain/(Loss) on sale of non-current assets	556,816	-	556,816	-	-	-
	4,056,544	900,244	3,156,300	2,059,578	2,047,815	11,763
(Deficit) Surplus before income tax			2,277,824			(2,208,702)
Income tax expense			-			-
(Deficit) Surplus for the year			2,277,824			(2,208,702)
Other comprehensive (loss) income						
Changes in the fair value of debt instruments at fair value through other comprehensive income			186,733			(172,692)
Other comprehensive (loss) income for the year			186,733			(172,692)
Total comprehensive (loss) income for the year			2,464,557			(2,381,394)

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 2021

	2021 \$	2020 \$
Current assets		
Cash on hand	3,305,691	3,114,548
Trade and other receivables	781,178	1,124,038
Inventories on hand	2,321,444	2,653,480
Term deposits	1,500,000	2,000,000
Assets held for sale	-	544,787
Total current assets	7,908,313	9,436,853
Non-current assets		
Property, plant and equipment	5,904,895	6,178,478
Intangible assets	303,687	147,434
Right of use assets	643,233	416,426
Investments	15,151,846	12,544,713
Total non-current assets	22,003,661	19,287,051
Total assets	29,911,974	28,723,904
Current liabilities		
Accounts payable and other payables	885,211	2,350,724
Employee provisions	1,278,839	1,179,479
Lease liability	170,970	130,081
Other liabilities	325,540	481,559
Total current liabilities	2,660,560	4,141,843
Non-current liabilities		
Employee provisions	80,070	75,199
Lease liability	500,491	300,566
Total non-current liabilities	580,561	375,765
Total liabilities	3,241,121	4,517,608
Net assets	26,670,853	24,206,296
Equity		
Retained surplus	26,473,914	24,196,090
Reserve	196,939	10,206
Total equity	26,670,853	24,206,296

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. Richard is also a member of the Board of Guide Dogs Australia. Richard is Chairman of the Board of Data #3 Limited and Chairman of the Board of Lindsay Australia Limited. Formerly a partner of PricewaterhouseCoopers (PWC), Richard 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 Naomi Cotton Limited.

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. Leanne 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, she 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 retired on 1 October 2021. Lynette served as Company Secretary and a member of the Audit, Risk and Compliance Committee. Lynette 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. Lynette has an extensive property and business practice including in the health and child care industry.

Arif Ali

BCom CPA

Mr Arif Ali was appointed as a Director to the Board in July 2010 and retired on 30 September 2021. Arif served on the Audit, Risk and Compliance Committee between May 2016 and December 2018. Arif joined the 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 over 20 years 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 in August 2016, becoming Chairman of the 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 is also a director of TicketMates P/L, Australia's largest events and attraction ticketing platform.

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, and the Client Services Liaison Committee. 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.

Tom du Preez

BCom Hons, CA, FCMA, CGMA

Mr Tom du Preez was appointed to the Board on 2 September 2020 and was appointed Chair of the Audit, Risk and Compliance Committee in March 2021. 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.

Lydia Daly

LLB BB BBM Certificate II Horticulture

Ms Lydia Daly joined the Board on 23 September 2021 and is a member of the Board's Audit, Risk & Compliance Committee. Lydia is an experienced workplace lawyer and has worked with not-for-profit organisations, Queensland State government agencies and local councils providing legal solutions for over 20 years. Lydia is a Partner at McCullough Robertson Lawyers and is also on the Management Committee of the Industrial Relations Society of Queensland.



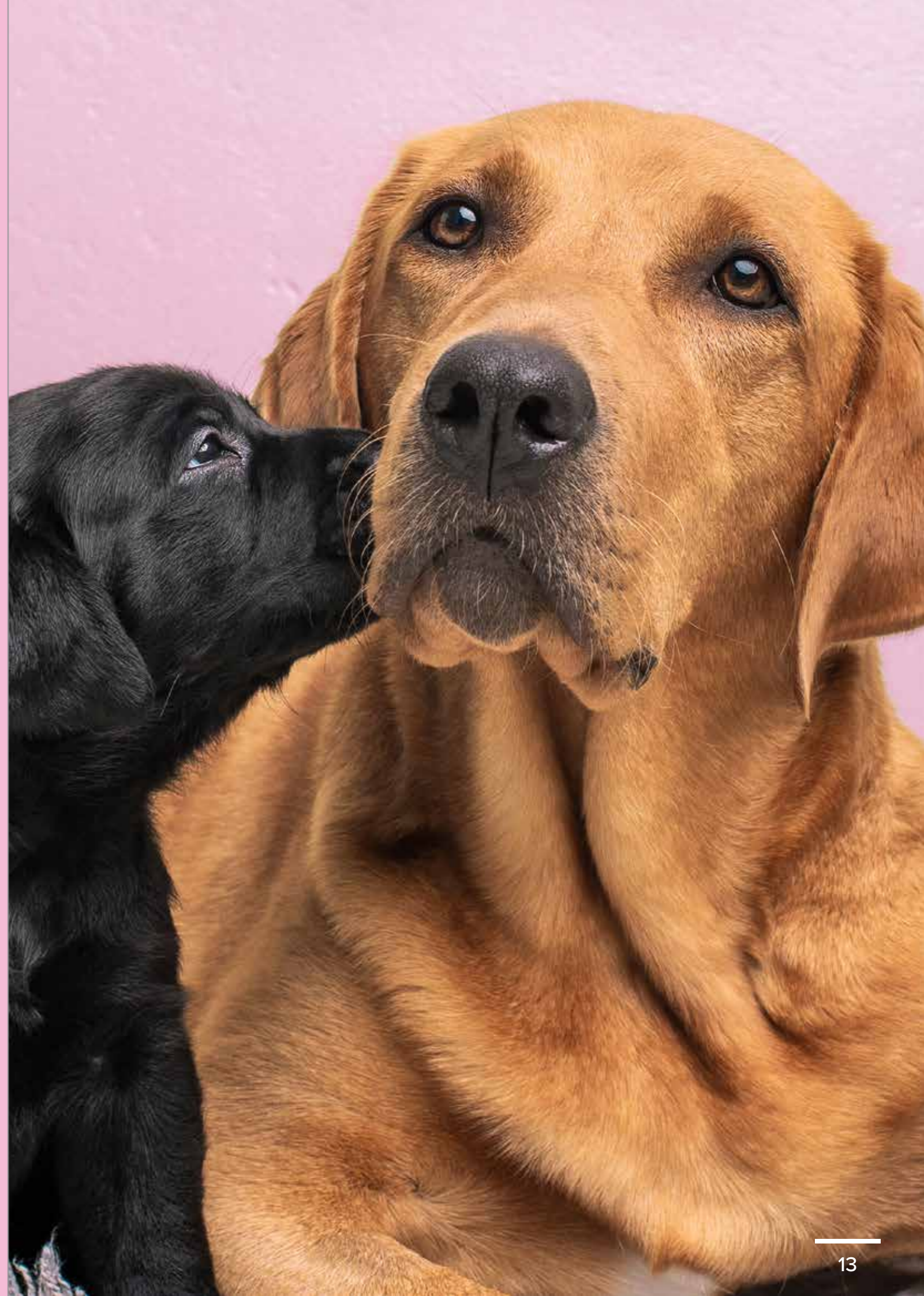
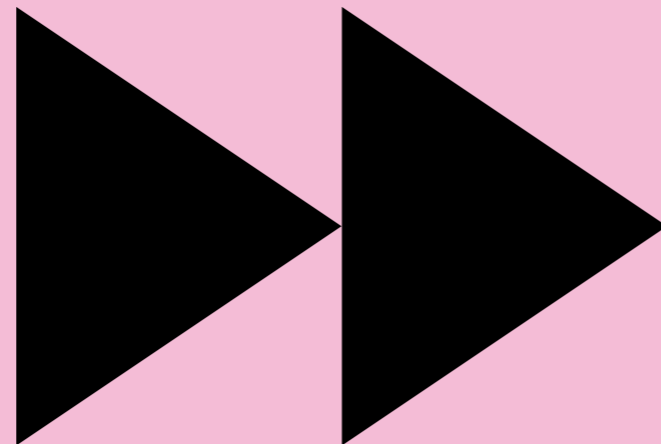
In loving memory of

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Thanks to the visionary generosity of the above supporters, we received donations of \$500 - \$1,000,000 from their estates in 2020/21.



Thank you to our valued supporters

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Our 10 and 15 year award volunteers

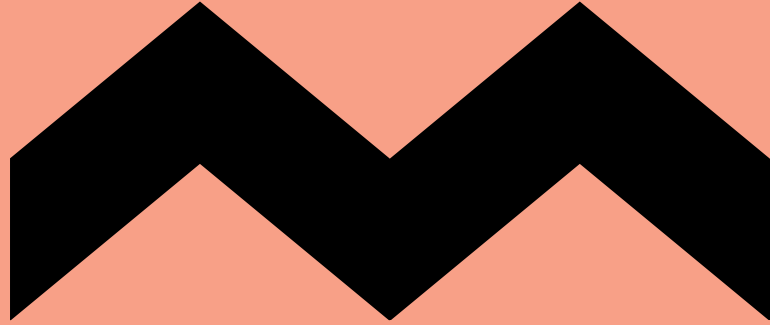
10 year volunteers

Anne Campbell
Bev Brown
Bob Brookes
Donald Peele
Jennifer Cavill
June Brookes

15 year volunteers

Chris Roberts
Leigh Daunt





Guide Dogs.

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guidedogsqld.com.au

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