

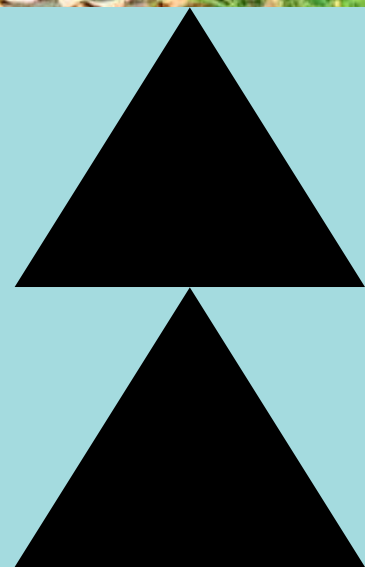
**Guide
Dogs.**



Annual Report

2021–2022

Creating connections.
Creating community.



President's report

Guide Dogs has remained a source of support, dedicated to providing essential services to Queenslanders living with low vision or blindness.

Although the pandemic was isolating for many, our staff, volunteers and wonderful donors were unwavering in their support, empowering people to achieve independence, participation, and inclusion in their communities. In fact, Guide Dogs delivered more hours of support in this period than ever before, keeping the wellbeing of clients and their families at the forefront of all we do.

Our dog programs in Queensland have also grown in quality and efficiency with 122 active Guide Dogs teams now working across the state and an industry leading 40 percent plus success rate from breeding to placement. This has led to a record low number of clients on the waitlist for a Guide Dog.

We have worked collaboratively with other Guide Dog schools across the country, responding to diverse client needs and evolving new technologies, while closely involving our community, volunteers and staff. Through this wider collaboration we have combined resources to strengthen the Guide Dogs brand and ensure long term financial sustainability.

I'd like to recognise the generosity of Queenslanders, particularly our special supporters that leave legacy gifts in their Wills or generously make significant gifts to further our organisation's reach and support for the Queensland community. Our investment into new programs and furthering our impact has been made possible through your generosity.



I would like to thank my fellow Directors for their continued support and the time they continue to devote to Guide Dogs. Earlier in the year we also welcomed a new Director, Inma Beaumont, who is passionate for helping organisations in education and not-for-profit sectors to enhance their reputation and pursue diversified funding. I know we will all appreciate Inma's fresh perspectives and I look forward to her contributions in 2023.

I would also like to thank our staff, volunteers and the thousands of donors and supporters that make what Guide Dogs achieves, possible. It is your support, year on year, that continues to make a real difference in so many peoples' lives.

There is still so much more work to be done. I am confident that through our strategic financial investments, our investment into our people and programs, and with your continued support, we will be at the forefront of providing life-changing services for these Queenslanders for many years to come.

A handwritten signature in black ink, reading "Richard Anderson".

Richard Anderson OAM
President





CEO's message

One of the reasons why Guide Dogs Queensland (GDQ) is so unique in our sector is the ongoing shared commitment of our Board, our staff and our supporters to providing services to clients of all ages, levels of reduced vision, life goals or—most importantly—their access to funding. This is of course only possible because of the strong connections between our incredible supporters and the clients who continue to directly benefit from this support.

We have had and continue to enjoy, a real community of support, in action with a growing demand for vision services across Queensland. Over the past year GDQ has been able to meet the increased demand and reduce waiting times. We have maintained a high success rate for qualifying Guide Dogs and met our target for placement.

These connections have had a huge impact on positively contributing to Queensland communities by improving mental health, increasing community access outside the home, and both increasing participation and promoting inclusion within these local communities.

In fact, 85-90% of our annual service funding comes directly from this community. Over the past four years, these contributions have allowed for ongoing investment in increasing the number of Allied Health and Guide Dog Mobility Specialists at GDQ, expanding the range of services we provided and significantly reducing the waiting times—meaning more people could get the services they needed, when they needed them most.

These initiatives have been a major strategic investment for GDQ that will provide ongoing benefits for many years to come and help us return to a surplus over the next two years.



The Guide Dogs Nursery has been a busy place with 69 Guide Dog pups being born and 5,850 hours of dog training sessions delivered. Despite the ongoing impacts of Covid, our Guide Dog Mobility Specialists placed 18 more people with their life-changing Guide Dog in the past year.

The number of services available to children in schools also expanded this past year, with Psychology, Counselling, and Assistive Technology services being added to our regular Orientation, Mobility and Occupational Therapy services. This meant children had the best possible chance to connect with others in their communities and achieve their goals through tailored services.

I would like to thank the wonderful community of people and organisations that make these connections possible, through your generosity and continued support. I am so grateful to those who left a legacy gift to Guide Dogs in their Will, or who supported us so generously by volunteering their time. It's thanks to your combined efforts that GDQ will continue to be a strong and connected community of support for those who need us most, well into the future.

Michael Kightley
Chief Executive Officer

A message from our Patron



As Patron of Guide Dogs Queensland, I wish to thank this wonderful organisation for its dedication to improving the lives of Queenslanders living with vision and mobility loss for more than 60 years.

Guide Dogs Queensland holds a place in the hearts of many people in this State, not least because of the endearing images of the playful pups that will one day graduate to become very special canine companions.

Guide Dogs are raised to be trusted and loyal aides and bring a sense of security and independence to people who might otherwise be left feeling isolated in their communities. They are nurtured from an early age by dedicated ‘puppy raisers’ and trainers, who teach them such skills as locating safe road crossing points, stopping at kerbs, guiding their handlers around stationary obstacles, avoiding overhanging branches and other height obstacles, and navigating such challenges as seats and stairs.

And we welcome them into all the places their handlers wish to go, including shops, hotels, restaurants and public transport, in recognition of the handler’s legal right to enter such places. We marvel at their calm composure, and rightly resist the temptation to pat them, as their handler may need them to keep their mind on this most important of jobs.

Guide Dogs Queensland changes lives, it’s that simple. On behalf of all Queenslanders, I commend them on another year of promoting the independence, participation, inclusion and wellbeing of those with low vision and blindness.

A blue ink signature of Dr Jeannette Young.

Her Excellency the Honourable Dr Jeannette Young AC PSM
Governor of Queensland



Abridged financial statements

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2022

	2022 \$			2021 \$		
	INCOME	EXPENSES	NET	INCOME	EXPENSES	NET
Fundraising	11,034,803	7,717,755	3,317,048	13,160,440	6,622,832	6,537,608
Services						
Client services	938,963	3,916,715	(2,977,752)	761,079	3,635,340	(2,874,261)
Guide Dog services & supply	1,132,032	5,835,538	(4,703,506)	942,026	5,483,849	(4,541,823)
	2,070,995	9,752,253	(7,681,258)	1,703,105	9,119,189	(7,416,084)
Other						
Dividends & interest	778,511	297,290	481,221	553,304	216,132	337,172
Other	8,004	568,291	(560,287)	1,366,027	684,112	681,915
Gain/(Loss) on financial assets at fair value through profit or loss	-	494,591	(494,591)	1,580,397	-	1,580,397
Gain/(Loss) on sale of non-current assets	19,805	-	19,805	556,816	-	556,816
	806,320	1,360,172	(553,852)	4,056,544	900,244	3,156,300
Surplus (deficit) before income tax			(4,918,062)			2,277,824
Income tax expense			-			-
Surplus (deficit) for the year			(4,918,062)			2,277,824
Other comprehensive income (loss)						
Changes in the fair value of debt instruments at fair value through other comprehensive income			(155,241)			186,733
Other comprehensive income (loss) for the year			(155,241)			186,733
Total comprehensive income (loss) for the year			(5,073,303)			2,464,557

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 2022

	2022 \$	2021 \$
Current assets		
Cash on hand	2,659,881	3,305,691
Trade and other receivables	641,268	781,178
Inventories on hand	1,985,629	2,321,444
Term deposits	150,000	1,500,000
Total current assets	5,436,778	7,908,313
Non-current assets		
Property, plant and equipment	6,043,251	5,904,895
Intangible assets	240,057	303,687
Right of use assets	691,114	643,233
Investments	12,749,207	15,151,846
Total non-current assets	19,723,629	22,003,661
Total assets	25,160,407	29,911,974
Current liabilities		
Accounts payable and other payables	884,995	885,211
Employee provisions	1,348,593	1,278,839
Lease liability	204,233	170,970
Other liabilities	514,007	325,540
Total current liabilities	2,951,828	2,660,560
Non-current liabilities		
Employee provisions	96,488	80,070
Lease liability	514,541	500,491
Total non-current liabilities	611,029	580,561
Total liabilities	3,562,857	3,241,121
Net assets	21,597,550	26,670,853
Equity		
Retained surplus	21,555,852	26,473,914
Reserve	41,698	196,939
Total equity	21,597,550	26,670,853

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. During the last three years Richard served on the board of Lindsay Australia Limited, an ASX listed company; he retired from that position on 31 August 2021. 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 Namoi Cotton Limited.

Leanne Muller Vice President & Chair

BCom CA ASIA GAICD

Ms Leanne Muller joined the Board as a Director in April 2005 and serves as Vice President and Chair. 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.

Drewe Jackson

Director

BCom MSc Finance CFA GAICD

Mr Drewe Jackson joined the Board in August 2016, becoming Chairman of the Investment Committee of the board 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 Director

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 Executive Officer of the Endeavour Foundation, an independent, for purpose organisation established in 1951 with a vision to support people with an intellectual disability to live their best life. Today Endeavour is one of the nation's largest disability services organisations, with a strong focus on advocacy, independence, and employment.

Lydia Daly

Director

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.

Inma Beaumont Director

BA(Hons) Econ/Maths, ACA, GAICD

Ms Inma Beaumont joined the Board on 24 March 2022. Inma is a Graduate of the Australian Institute of Company Directors, a Fellow of the Association of Certified Chartered Accountants and an associate member of Certified Practising Accountants. She has over 18 years' experience as a Finance Professional with a strong track record in audit, risk, financial control, strategy and process improvement within domestic and major multinational institutions like Procter & Gamble and Citibank, both in the UK and in Australia. Most recently Inma has become a Marketing, Communications and Fundraising Professional at Universities and Schools. She has a passion for helping organisations in education and not for profit sectors enhance their reputation and pursue diversified funding. Inma holds Non-Executive Director positions at National Storage REIT, UN Women Australia and Speech Pathology Australia. She holds Bachelor degrees in Mathematics and in Commerce/Economics from the University of Valencia in Spain. Inma speaks English, Spanish, French and Italian.

Tom du Preez Director

BCom Hons, CA, FCMA, CGMA

Mr Tom du Preez joined 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 three years. Tom was also Chairman of the Board for the Australian and New Zealand region for CIMA (The Chartered Institute of Management Accountants) for two 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.

Julie Ellard Company Secretary

CertGovNFP

Julie Ellard joined Guide Dogs Queensland in 2008 and has worked in various departments, including Guide Dog Services, Kennels, Breeding and Boarding. Julie has been Executive Assistant to the CEO for five years. Julie has completed Certificate in Governance for Not-for-Profits conducted by the Governance Institute of Australia and is an affiliated member of the Governance Institute of Australia.



In loving memory of

Alwyne Miller	Ian Lemass	Marjory Foster
Anne Meyer	Ian Rylands	May Mahoney
Anne Williamson	Joan Dodd	Patricia Parker
Anthony Swinton	John McDowall	Peter Brandenburg
Coral Kachel	John Willmott	Peter Roland
Desmond Aird	Joyce Coppack	Peter Zadebernyj
Donald Lancaster	Joyce Green	Rita Titheridge
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Dorothy Taylor (Jean)	Judy Cragg	Roderick Byrne
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Edna Flynn	June Priestley	Roland Eldridge
Frances Williams	Kenneth White	Sheila Bowcock
Frederick Gaunt	Kevin Burdett	Sheila Storrs
Frederick Morris	Laurel Reece	Vincent Pengilly
George Jones	Lindsay Watts	Virginia Keay
Giuseppina Cools	Lorraine Winks	
Heather Jennings	Margaret Roney	
Herbert Wren	Marion Braun	

Thanks to the visionary generosity of the above supporters, we received donations of up to \$1,000,000 from their estates in 2021/22.



Thank you to our valued supporters

Puppy Sponsors

Joy Kefford
Ray and Coral Trestrail

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Our 10, 15 and 20 year award volunteers

10 year volunteers

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Annette Gabriel
Barbara Attwood
Bridget Wessling
Carol Thorne
Carolyn McDonald
Cheryl Hart
Coral Morrison
Coral Toovey
Dave Byars
David Rae
Elizabeth Murt
Graham Toovey
Helen Willett

Jan Batty
John Wessling
Lorraine Dwyer
Maree Bloxham
Michael Carter
Narelle Esdaile
Nick Bloxham
Patricia Wimhurst
Paul Henstock
Renee Stensholm
Suzie Borwell
Tina Ricca
Vera Green
Virginia Larney

15 year volunteers

Bev Walker
Maureen Brown
Sue Rowcliffe

20 year volunteers

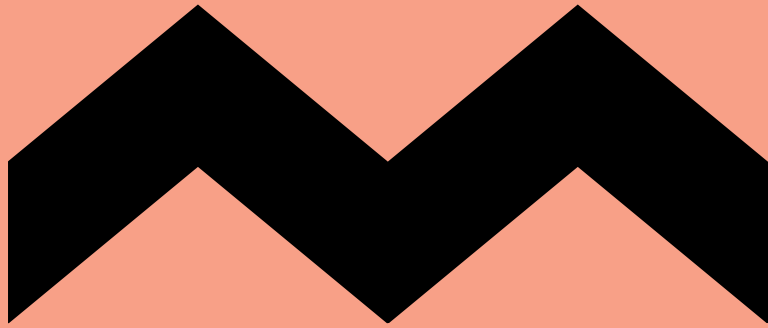
Jan Manson
Maree Maizey
Ronald Jendra



During their 20 years of volunteering, Jan, Maree (centre) and Ron, have been inspired by dedicated supporters.



Supporters like Joy Kefford, a long-time Puppy Sponsor, make an incredible difference.



Guide Dogs.

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Freecall 1800 810 122

guidedogsqld.com.au

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