

**Guide
Dogs.**



Annual Report

2022 – 2023

Empowering independence



Message from President and Acting CEO

In the past year, Guide Dogs Queensland (GDQ) has made significant progress—expanding our services in Queensland, supporting Guide Dog schools nationally and globally, and achieving the core objectives of our current three-year strategic plan, which runs through to June 2024.

We welcomed 68 new Guide Dog pups, facilitated 112 active Guide Dog teams, and devoted 14,989 hours to supporting Queenslanders with low vision or blindness from all over Queensland. These vital services were made possible by the immense support of our volunteers and our community of donors and fundraisers, who contribute over 85% of our annual funding.

With a growing reputation for high quality dogs and uniquely skilled staff, GDQ was contracted to deliver placement and training services with sister schools in Victoria, South Australia, the Northern Territory and New Zealand. These were excellent professional development opportunities for our staff and a great way to amplify our impact on the lives of people with low vision or blindness.

One of the highlights of the year was showcasing our new training program for Guide Dog Mobility Specialists at the International Guide Dog Federation (IGDF) conference in Vancouver. It was recognised as a world class program, with the IGDF recognising it as setting a new standard in online training, which is now being utilised by a broad range of schools globally.

In March, GDQ successfully achieved its re-accreditation with the IGDF. This process involves a multi-day audit from an international inspector on all aspects of GDQ's Guide Dog breeding and training program. We were pleased to be provided with a glowing endorsement from the Taiwanese inspector who noted substantial progress across all facets of the program since the last audit four years ago.

We are proud to have just delivered our first Guide Dogs Social Impact Report, a national initiative led by Queensland. This comprehensive report assesses the tangible impact of our services on our clients' lives, employing a robust, quantifiable framework across six impact domains. This vital resource will not only inform our future program design and strategy but will support funding applications and add depth and meaning to our communications with clients. Some key findings from the report are captured in this annual report, with the full report available on our website.

We extend our heartfelt gratitude to our generous community of donors and fundraisers. Your unwavering support fuels our mission, enabling us to provide essential services to those in need.

We also acknowledge the critical role of volunteers. From Puppy Raisers to board members and a myriad of roles in between, more than 600 dedicated volunteers have contributed many thousands of hours of service to GDQ over the year.

We recognise the conclusion of Michael Kightley's tenure as GDQ's Chief Executive Officer. Michael made a significant contribution to GDQ over more than 11 years, including service as a volunteer, board member and, for 6 ½ years, as CEO.

Michael's leadership positioned us on a trajectory of growth, which we will continue to build upon in the coming year.

The board has asked Jock Beveridge to act as Chief Executive Officer while the board consider a permanent appointment to this important role during FY24. Jock will be well known to many in the GDQ community as General Manager Community Engagement for the past six years.

With your continued support, we look forward to another successful year in 2023/24, advancing our mission and positively impacting the lives of those we serve.



Richard Anderson OAM
President



Jock Beveridge
Acting CEO

A message from our Patron



As Patron of Guide Dogs Queensland, I commend you for another year of empowering people with vision loss to achieve independence and more fully participate in society and community life.

For more than 60 years, this incredible organisation has supported people with low vision and blindness in countless ways, and rightly earned the trust and respect of Queenslanders in the process.

And you've raised many thousands of canine aids to provide not only practical help in navigating all manner of private and public spaces, but companionship for those who might otherwise feel isolated.

Guide Dogs Queensland's dedicated 'puppy raisers' and trainers may be the envy of those of us with an affinity for our furry friends, but it's a serious job that can have life-or-death consequences.

Guide Dogs must learn skills such 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.

It's a huge responsibility, and we as society should support them in whatever way we can. That could be by helping to raise the funds on which Guide Dogs Queensland relies, becoming a Puppy Pal, or even rehoming a retired Guide Dog.

At the very least, we must ensure we welcome these good boys and girls into all the places their handlers wish to go, as is their legal right, and by allowing them to focus on the task at hand.

On behalf of all Queenslanders, I thank you for all your do to promote the participation, inclusion and wellbeing of those with low vision and blindness, and for allowing us to help, too.

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

Social impact

71%

of Clients say they are more able to live the life they want.

80%

of Clients say they are more confident getting out and about.



"I never would have dreamt that I would move out of home."

"With Guide Dogs I can live the life I want."

"I am starting to feel a bit optimistic about what is available for the future."



73%

of Clients say they have more choice in how they go about each day.



78%

of Clients say they are more confident doing daily activities.

73%

of Clients say they feel more positive about the future.

"Guide Dogs gave me back my life. It made me realise I can leave the house and I feel safe with the cane. The cane opened up my life."

77%

of Clients say they feel more confident in themselves and what they can do.

Abridged financial statements

Consolidated Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2023

	2023 \$			2022 \$		
	INCOME	EXPENSES	NET	INCOME	EXPENSES	NET
Fundraising	14,639,069	8,734,862	5,904,207	11,034,803	7,717,755	3,317,048
Services						
Client services	860,248	3,573,983	(2,713,735)	938,963	3,916,715	(2,977,752)
Guide Dog services & supply	1,216,071	5,477,366	(4,261,295)	1,132,032	5,835,538	(4,703,506)
	2,076,319	9,051,349	(6,975,030)	2,070,995	9,752,253	(7,681,258)
Other						
Dividends & interest	834,986	93,195	741,791	778,511	297,290	481,221
Other	8,298	11,813	(3,515)	8,004	568,291	(560,287)
Gain/(Loss) on financial assets at fair value through profit or loss	708,916	-	708,916	-	494,591	(494,591)
Gain/(Loss) on sale of non-current assets	71,503	-	71,503	19,805	-	19,805
	1,623,703	105,008	1,518,695	806,320	1,360,172	(553,852)
Surplus/(deficit) before income tax			447,872			(4,918,062)
Income tax expense			-			-
Surplus/(deficit) for the year			447,872			(4,918,062)
Other comprehensive income (loss)						
Changes in the fair value of debt instruments at fair value through other comprehensive income			(1,459)			(155,241)
Other comprehensive income/(loss) for the year			(1,459)			(155,241)
Total comprehensive income/(loss) for the year			446,413			(5,073,303)

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.

Consolidated Statement of Financial Position

As at 30 June 2023

	2023 \$	2022 \$
Current assets		
Cash and cash equivalents	2,424,615	2,809,881
Trade and other receivables	775,312	641,268
Inventories	2,167,696	1,985,629
Total current assets	5,367,623	5,436,778
Non-current assets		
Property, plant and equipment	5,561,001	6,043,251
Intangible assets	166,151	240,057
Right of use assets	477,010	691,114
Investments	13,940,957	12,749,207
Total non-current assets	20,145,119	19,723,629
Total assets	25,512,742	25,160,407
Current liabilities		
Trade and other payables	828,519	884,995
Employee provisions	1,386,439	1,348,593
Lease liabilities	187,738	204,233
Other liabilities	644,292	514,007
Total current liabilities	3,046,988	2,951,828
Non-current liabilities		
Employee provisions	110,468	96,488
Lease liabilities	311,323	514,541
Total non-current liabilities	421,791	611,029
Total liabilities	3,468,779	3,562,857
Net assets	22,043,963	21,597,550
Equity		
Retained surplus	22,003,724	21,555,852
Reserve	40,239	41,698
Total equity	22,043,963	21,597,550

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 of the Board and as a member of GDQ's Audit, Risk & Compliance Committee. Leanne is a Chartered Accountant and experienced senior finance executive having held Chief Financial Officer (CFO) (or equivalent) roles within Energex Limited (1998-2006), Uniting Care Queensland (2006-2007) and RACQ Group (2008-2014). Leanne also worked for PricewaterhouseCoopers (in both Brisbane and Papua New Guinea) and with the Australian Securities Commission. In addition to her role with Guide Dogs, she serves as a non-executive director of Data #3 Limited and Sugar Terminals Limited.

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 30 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 Pty Limited.

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.

Julie Ellard **Company Secretary**

GIA (Affiliated) 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 a 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.

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 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 **Director**

LLB, BBusMan, 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 in March 2022. Inma brings her commercial acumen and diverse range of experience to the Guide Dogs board. As a senior finance executive, she has had leadership roles spanning Financial Control, Internal Audit and Risk Management within top multinationals in Energy, FMCG and Banking. In addition, she has governance experience as Chair of Finance, Audit and Risk Committees across several boards where she has a record of delivering revenue growth. More recently, she has led marketing, public relations, fundraising and stakeholder engagement teams. Inma is culturally and linguistically diverse and brings a different perspective to the board of Guide Dogs.

Inma is currently a non-executive director of ASX200 National Storage REIT and UN Women Australia. She holds a BA Hons (Economics and Commerce) from the University of Valencia, Spain, is a Fellow of the Association of Chartered Certified Accountants and is a Graduate of the Australian Institute of Company Directors. Inma is a member of the Investment Committee.



In loving memory of

Alan Bambrick

Allison Scott

Annette Thomson

Audrey Farrell

Barry Walsh

Bernard Law

Betty Hill

Betty Hutton

Beverlene Matthews

Bonnie Cleightonhills

Brenda Sandry

Carol Aravandino

Christine Stirrup

Clarence Dean

Colin Illingworth

David Goldring

David Tweed

Delys Carver

Derek Lowe

Desley Smith

Dorothy Howlett

Dudley Mason

Edmund Franklin

Elizabeth Craigie

Ena Paterson

Georgina Stone

Gertrud Liepins

Glen Ware

Gloria Matheson

Gwen Ward

Hilda Dowdell

Ian Sinnamon

Isabel Walker

Jenny Newell

John Donnelly

John McClenahan

Laurel Close

Lillian Twiss

Lino Vecellio-Busite

Lorraine Allan

Maria Bergen

Marjorie Packer

Mary Sparks

Mercia Mead

Phyllis Brown

Reginald Clifton

Robert Clark

Sheila Hardy

Shirley Parker

Shirley Wright

Susan Pie

Susan Clarke

Trevor Beutel

Valma Jason

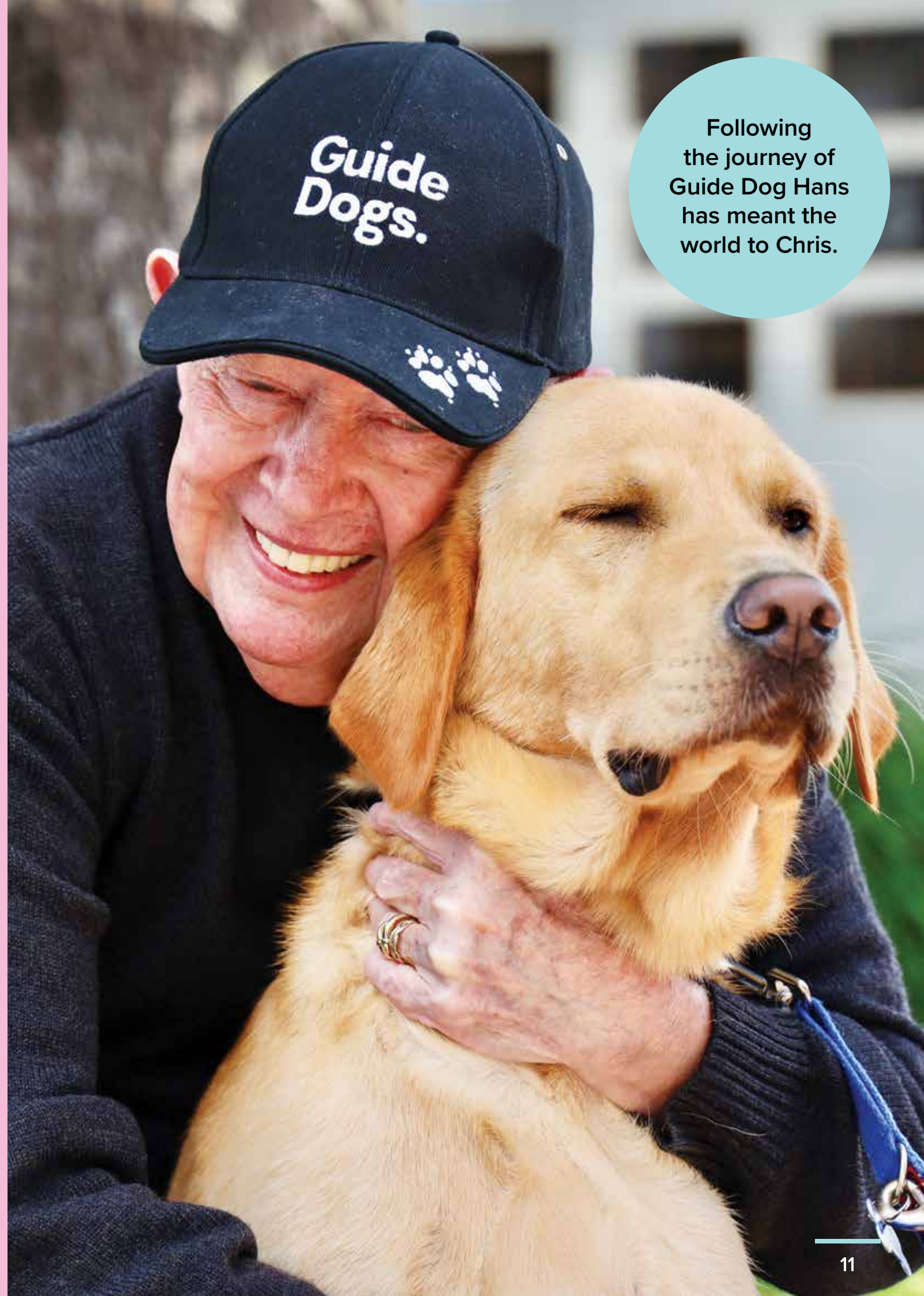
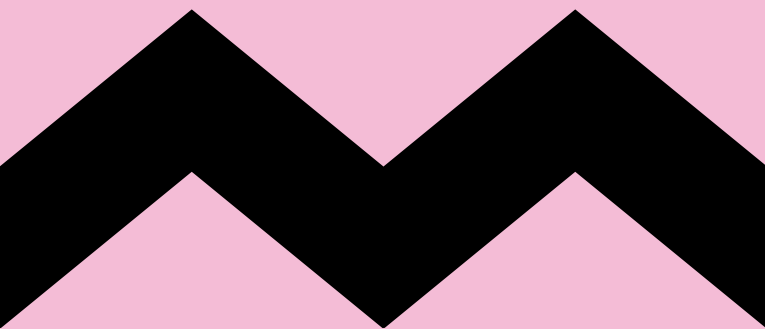
Victor Chapman

Vivian Andrews

Walter King

Zillah Wagg

During 2022/23 we were honoured to receive generous gifts from these inspirational supporters who chose to include Guide Dogs in their Will.



Following the journey of Guide Dog Hans has meant the world to Chris.

Thank you to our valued supporters

Puppy Sponsors

Aileen Braybon
Blake Clifton Family
Hayward Family Charity Trust
L North & Southside Dog Obedience in memory of Mal and Maggie
Ray and Coral Trestrail

Philanthropic Grants

Cairns Community Partnership Grant
Celebrating Reconciliation Grants
Damian Greer Lawyers Community Grants
Department of Justice and Attorney General
James Frizelle Charitable Foundation
Murray Brownless Perpetual Trust
National Indigenous Australian Agency
The Ann Helene Toakley Charitable Endowment
The Elliott Family Trust

Philanthropists

A Baker
A Butler
A McAlister
A Reynolds

Aileen Braybon
Anita Salvador
Betty Hutchison
Black Family
Blake Clifton Family
Carol Bell
Case McCaul
Chris, Alicia & Victoria Hayward
Chris Britton
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Penny Graf
Peter Spann
Ray Foreman
Ray and Coral Trestrail
Rena Baker and Andrew Arnold
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Rohan McCaul
Russell and Julie Kempnich
Sandra Sutherland
Sirron Holdings
Smith Family
Ursula Sheldon
Wayne Gibbs
W and C Howitt
Wayne Gibbs
Wendy Wildman

Maureen Stevenson's generous contributions to numerous Queensland charities, including Guide Dogs, recently earned her the well-deserved award of Community Philanthropist of the Year.



Staff from High Street Underwriting attending an Impact Day at Guide Dogs.

Corporate Supporters

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Angilley Group
Austcover
Auto & General Holdings Pty Ltd
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Samford
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Greencross Vets

Greenstone Financial Services
High Street Underwriting
IDEXX
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Ritchies IGA
Spaceframe Buildings Pty Ltd
The Nextra™ Group
The Retina & Macula Centre
Ugly Fish
Woolworths

Community Supporters

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Bribie Island Shopping Centre
Brisbane Grammar School
Brisbane Lions
Brisbane Racing Club
Brookside Shopping Centre
Burpengary Plaza Shopping Centre
Bunnings Carseldine
Calliope & District Community Bank
Calliope Central Bowls Club
Caloundra Shopping Centre
Deloitte Foundation
Destination Gold Coast
Dreamworld
Eatons Hill Hotel
Eden Health Retreat
EKKA
Entertainment
Hand Heart Pocket The Charity of Freemasons Queensland
John Holland
Kawana Shopping World
Kings Beach Tavern

Magnetic Island Ferries Vehicle and Passenger Service
Nambour Plaza
Northside Concert Orchestra
Queensland Rail
Redcliffe First Settlement Lodge No. 287
Return It
Serendipity Farm
Strathpine Shopping Centre
Sunshine Plaza
The Brewers Lunch
The Digimen
The Langham
The Lynton Group
The Pink Flamingo

Workplace Giving

Allianz
Auto & General Holdings & Compare The Market
RACQ
Stellar (Probe) Asia Pacific
Suncorp Group
Westpac Group

Volunteer Optometrist

Martin Hodgson



Trainee Support Dog Michael visited Youth Ambassadors at Brisbane Grammar School.

Our 10, 15 and 20+ year award volunteers

10 year volunteers

Ann Barnett
Anne Toolis
Ansbert Crathan
Bridget Wessling
Cheryl Hart
Chris Hill
Colin Howard
Dale Wall
Dave Byars
Deborah Bennett
Elizabeth Chappell
Gayle Cameron
Helen Willett
Ian Garfield
Ingrid Crathan
Jackie Hill
John Wessling
Karyn Treadwell
Kerri Pattison
Kingsley Fraser
Lynne Franks
Maryse Alvis
Penelope Morris
Shirley Smith
Tina Ricca
Valerie Howard
Virginia Larney

15 year volunteers

Dawn Hayward
Graeme Raines
Leasa Smith
Robyn Parfrey

20+ year volunteers

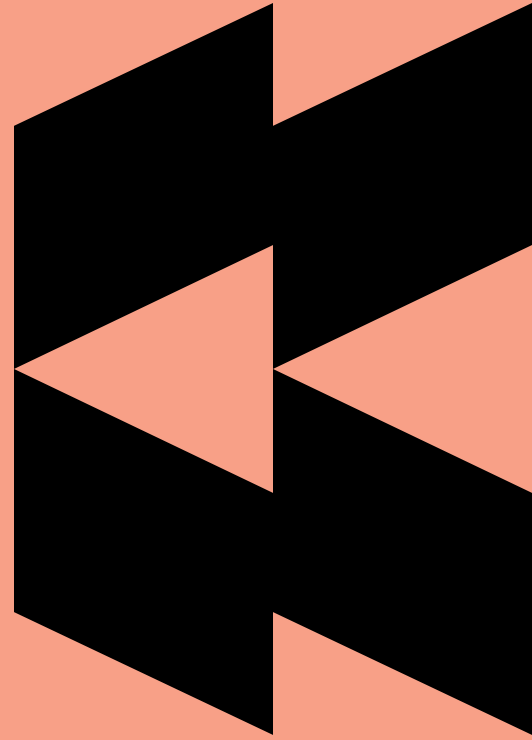
Barry Foat
Gillian Stout
Jan Manson
Laurie Dunn
Lis Foat
Maree Maizey
Michele Botter
Nancy Penny
Ronald Jendra
Vicki Davis
Zita Penrose



Celebrating 10 year volunteers at Bald Hills.

For Shelley, volunteering was the perfect way to not just meet people from all walks of life and give back to the community, but also a way to get her dog fix!





Guide Dogs.

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guidedogsqld.com.au

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