

A man and a woman are walking their guide dogs on a paved path. The woman, on the left, is wearing a pink patterned shirt, white pants, and pink glasses. The man, on the right, is wearing a grey polo shirt and dark shorts. They are both smiling. A black Labrador guide dog is walking on the left, and a yellow Labrador guide dog is walking on the right. The path is bordered by a stone wall on the left and a glass building entrance on the right. The text "Guide Dogs." is in the top left corner, and "Annual Report 2023-2024" is at the bottom. The tagline "Your path, our purpose: Life-changing services together" is at the bottom right.

**Guide
Dogs.**

Annual Report

2023 – 2024

**Your path, our purpose:
Life-changing services together**

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Scan here for more information on how you can support Guide Dogs Queensland.

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Peoples and the Traditional Owners and Custodians of the lands and waters on which we live and work. We pay our respects to their Elders, Knowledge Holders and Leaders, past, present and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples.



We empower people with low vision or blindness to achieve independence, participation, inclusion and wellbeing.



“

Guide Dogs has given me freedom.

Guide Dogs Client

Message from the Board President

This year marks a significant period of growth and transformation for Guide Dogs Queensland. It has been an honour to witness the incredible strides made by our team, as well as the many inspiring stories of resilience and achievement shared by our Clients.

With the conclusion of our current three-year strategic plan at the end of the 2024 financial year, it is gratifying to see how much we have accomplished. We have not only expanded the number of Clients we serve but also enhanced the quality of our services, both in Queensland and beyond. Our partnerships with sister Guide Dog schools and our participation in the international community through the International Guide Dog Federation have broadened our scope and amplified our impact on a global scale.

At the heart of this success is our community. Our dedicated volunteers and the generous support of donors and fundraisers have been and will continue to be the lifeblood of our organisation. Their commitment ensures we can continue to offer the highest standard of care and support to the community we serve, creating opportunities for greater independence, wellbeing, freedom and inclusion.

I would also like to take this opportunity to acknowledge the formal appointment of CEO Jock Beveridge. Jock's leadership has already laid a strong foundation and under his leadership, we are looking forward to further growth and transformation of Guide Dogs Queensland via the 2024-2030 6-year strategic plan, that has been put in place.



As we look toward the future, we are confident in Jock's ability to steer Guide Dogs Queensland given his deep connection to the community, combined with his years of experience in Community Engagement, making him well-positioned to guide us through this next chapter.

On behalf of the board, I thank each and every one of you for your ongoing support. Together, we are making a lasting difference in the lives of people with low vision or blindness across Queensland.

With gratitude,

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

Richard Anderson OAM
President of the Board
Guide Dogs Queensland



Message from our CEO

As we reflect on this past year at Guide Dogs Queensland, we have much to be proud of, expanding our reach across Queensland and strengthening our role as a key contributor and peak body for our community living with low vision or blindness. I feel both humbled and privileged to have served as Acting CEO for much of the year, before being officially appointed in June. It has been an honour to lead such a dedicated and inspiring organisation through a year of significant milestones.

I would like to extend my sincere thanks to our incredible staff and Board. Your hard work and ongoing support have been instrumental in helping us achieve these milestones and continue delivering exceptional services to our Clients. Our ongoing efforts have been pivotal in supporting the needs of people with low vision or blindness, as well as achieving the objectives outlined in our strategic plan, which came to a conclusion in June 2024.

This year, we welcomed 50 new Guide Dog pups, placed 21 Guide Dogs with new handlers and supported 109 active Guide Dog teams. These milestones were only possible thanks to the ongoing support from our community of volunteers, donors, and fundraisers, whose contributions provide over 85% of our annual funding. Their unwavering generosity continues to enable the delivery of our life-changing services across Queensland.

A highlight of the year was the release of our first Social Impact Report, a major milestone in defining and measuring the positive impact our services have on the lives of people living with low vision or blindness. This report underscores our commitment to transparency and continually enhancing the lives of those we serve.



I would also like to take a moment to thank Michael Kightley, our previous CEO, who departed in September 2023, and Julie Ellard, our former Company Secretary, for their valuable contributions during their time with us. Their leadership helped lay the groundwork for the successes we are now building upon.

As we look toward 2025, we remain committed to delivering world-class services to our Clients and aligning our work with the key deliverables of our 2025-2030 strategic plan. With your ongoing support, we are confident we can meet new challenges and grow even stronger in the year ahead.

Thank you for your trust and support.

Kind Regards,

A handwritten signature in black ink, reading "Jock Beveridge".

Jock Beveridge
CEO, Guide Dogs Queensland



A message from our Patron

As the Governor of Queensland and proud Patron of Guide Dogs Queensland, I wish to congratulate this remarkable organisation on another full year providing services, care and confidence to people living with vision loss.

For 64 years, Guide Dogs Queensland has provided the means and motivation for people with low vision and blindness to live more freely through a world that is not always cognisant of their needs.

Through tailored programs, Guide Dogs Queensland helps people move with confidence — whether it is travelling to work or school or using technology to explore their communities.

The organisation assists older adults experiencing changes in vision, as well as children and teens, equipping them with essential skills to grow into confident, independent adults. It offers guidance on funding to ensure the necessary resources are available to those who need them. Crucially, it also focusses on emotional wellbeing, creating connections among those who understand the challenges of low vision or blindness.



Guide Dogs Queensland is dedicated to empowering individuals living with vision loss and committed to being there every step of the way on their journey toward greater independence and fulfillment.

We owe Guide Dogs Queensland a debt of gratitude, and I offer mine on behalf of all Queenslanders.

A handwritten signature in black ink, reading "Jeannette Young".

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



Social impact

5,668

Clients supported across Australia.



674

people with working Guide Dogs supported.



71%

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



“With Guide Dogs I can live the life I want.”

Guide Dogs Client



“I have more independence to do what I want to do when I want to do it.”

Guide Dogs Client

Linda’s story

An adventurous spirit, Linda loves travelling with her husband, and getting out and about in their motor home or on their crayfishing boat. Closer to home Linda engages her creative side through quilting, sewing and writing, which she enjoys sharing with an audience. Linda has Retinitis Pigmentosa and has been a Guide Dogs Client for twelve years. She has accessed a range of services, including Orientation and Mobility training, Counselling Services and Assistive Technology.

Linda says there’s a real grieving process when you lose your sight. Counselling Services supported Linda as she transitioned from life on her farm, which had become inaccessible, to life in the town where she and her husband now live. Linda says accessing the Counselling Services helps her to handle things. When she received her cane from Guide Dogs Linda felt like her world opened back up. Linda says her cane has given her freedom, and with support she receives from Guide Dogs, she is now doing more than she was before she lost her sight.

Linda has been running a peer support group for blind and vision impaired people for the past two years. Using the tools and knowledge she has gained through working with Guide Dogs, Linda helps others to overcome similar challenges and feel good.

Through Guide Dogs, Linda purchased resources for the group to use and says the technology support she receives from Guide Dogs enables her to run the group with confidence. Linda appreciates the opportunity to connect with and help her local community.



“I stopped doing many, many things because I really didn’t think I could. I hit a bottleneck. It was very restrictive. I got my cane, and my life opened out again. I’m doing a lot more now than I did even before my vision got worse! It’s given me greater confidence. I don’t have to live my disability; I can live my life, and not allow my vision loss to drive my life.

— Linda

”

Social impact

83%

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



75%

of Clients say they recognise more of their strengths.

“I feel confident to be able to lead a productive life and get on with enjoying my life.”

Guide Dogs Client



89%

of Clients feel an increased sense of achievement and pride in themselves.

76%

of Clients say they spend more quality time with the people they care about.

“Guide Dogs supported me through losing my vision... I know there can be a new normal being vision impaired.”

Guide Dogs Client



84%

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



“Guide Dogs have given me back my confidence, given me back my social skills.”

Guide Dogs Client



82%

of Clients say they are more independent when doing daily activities.

88%

of Clients say they are more confident doing activities that are important to them.



92%

of Guide Dog Handlers say they spend more quality time with the people they care about.

“I have more options and have been exposed to things that I never knew existed.”

Guide Dogs Client





“

Without Larry, navigating daily life can be taxing and exhausting, particularly with children or Clients to consider.

”

Michael's story

Michael, a 40-year-old resident of Brisbane, exemplifies resilience and determination. As an insurance lawyer for the Queensland State Government, a former representative for Australia in Goalball, and an electronic music enthusiast, Michael's talents are diverse. However, his most cherished role is that of a husband to Nicole and a father to six-year-old Rowan and two-year-old Emilia.

Born blind, Michael embodies energy and humour, navigating daily challenges with an inspiring zest for life. Simple tasks, such as meeting clients, crossing roads, or even selecting a Christmas gift for his wife, can be daunting without a mobility guide.

Enter the indispensable trio: Cara, Libby, and Larry—his loyal Guide Dogs. Since 2004, these remarkable dogs have been integral to Michael's journey, from university life to raising a young family. Each has provided him with confidence, independence, and companionship, enabling him to live life fully.

“Cara was my first love, you know—being my first dog and all. Libby was such a good friend. And Larry is my family. He keeps everybody safe.”

Notably, Cara was present at Michael's wedding, while Libby accompanied him through the births of both children, showcasing the deep bonds formed.

Larry, Michael's current Guide Dog, is a source of stability and joy. “When I take Rowan and Emmy to school or daycare, Larry guides me while Emmy holds my hand. He watches out for traffic and helps keep us on a safe path,” Michael explains. “Without him, navigating daily life can be taxing and exhausting, particularly with children or clients to consider.”

Nicole, Michael's wife, emphasises Larry's critical role: “Larry gives Michael the confidence to shop or stay focused in high-pressure situations. Without him, the fatigue from obstacles and choices would be overwhelming.” She highlights how Larry enables Michael to participate fully in family life, particularly during busy seasons like Christmas, making navigating crowded spaces manageable.

Beyond his duties, Larry is an integral family member, known for his playful antics during story time. As Nicole fondly states, “He's just part of the family.”



Our Board of Directors



Richard Anderson OAM
President
BCom FCA FCPA



Leanne Muller
Vice President & Chair
BCom CA ASIA GAICD



Drewe Jackson
Director
BCom MSc Finance CFA GAICD



David Swain
Director
RN DipBus BHLthSc MEd GAICD
Wharton AMP



Lydia Daly
Director
LLB, BBusMan, Certificate II Horticulture



Tom du Preez
Director
BCom Hons, CA, FCMA, CGMA



Inma Beaumont
Director

Find our Board of
Directors Profiles by
visiting our website
or scanning the
code below.



Our Client Liaison Committee

The purpose of our Client Liaison Committee is to enhance communication between Guide Dogs Queensland and our Clients, aiming to improve service delivery and outcomes.

Committee members are volunteers and committed to supporting Guide Dog Queensland’s mission.

Our services will assist our Clients to achieve their optimal level of mobility.

The committee meets upwards of 3 times a year.

Client Liaison Committee:

Chris Backstrom

Debbie Venables

Layla Eather

Linda Jorgensen

Rhett Bryant

Santiago Velasquez

Therese Jansen



Debbie



Rhett and
Guide Dog Trixie



Santiago and
Guide Dog Trey

Our volunteers



Celebrating 10, 15 and 20+ year anniversaries in 2024

Barbara Attwood
10 years

Jennifer Cavill
10 years

Kaye Gardner
10 years

Jennifer Kirby
10 years



Wendy & Guy Mauger
10 years

Betty Nunan
10 years

Greg & Jo-Anne Smith
10 years

Stuart & Natalie Benfield
15 years

Karen Carter
20 years

Pat Collins
20 years

Leigh Daunt
20 years

Janette Moloney
20 years

Fay Gourlay
20 years

Fred & Dorthy O'Brien
20 years

Ian Murray
20 years

Ann Main
20 years

Ronald Jendra
22 years

Maree Maizey
22 years

Jan Manson
22 years

Laurie Dunn
23 years

Barry & Lisa Foat
23 years

Vicki Davis
25 years

Zita Penrose
26 years

Joan & Neil Ritchie
26 years

Gillian Stout
26 years

Meet Rem

This is Rem’s 4th year of volunteering with Guide Dogs Queensland, during which she has taken on all sorts of roles!

Rem volunteers a few times a week in our warehouse, assists with mailouts from time to time and also volunteers in our breeding centre.

Her husband, Mark, is also a volunteer with us and has assisted with important tasks like transporting dogs for our PACT Court Program.

“

I do it for the love of the dogs and the joy of giving back. Whilst I initially started as a Puppy Raiser, Volunteering has turned into a rewarding journey allowing me to support in a variety of areas.

”



Thank you to our valued supporters



Puppy Sponsors

Aileen Braybon
Clare Kinnon
D Knappick
Gardiner Family
Hayward Family Charity Trust
Johnstone Family
Joy Kefford
Neil Badcock Foundation
Penny Graf & Ray Chamberlain
Ray & Coral Trestrail
The Peg and Ginger Foundation
Wendy Johnston

Philanthropic Grants

Accessible Tourism Enablers Grant
Cairns Community Partnership Grant
Department of Justice and Attorney General
Enable Energy Grant
James Frizelle Charitable Foundation
Neil Badcock Foundation
The Ann Helene Toakley Charitable Endowment
The Gladys Myrtle Brown Charitable Brown Charitable Trust
The Jack Elston Sutton Memorial Fund
The Noel Ernest Maddison Charitable Trust
The Peg and Ginger Foundation
The Samuel & Eileen Gluyas Charitable Trust

Philanthropists

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Elizabeth Kopp
Gardiner Family
Geoffrey Hartnett
Graham and Jenny Eddy
Hayward Family
Ian Cameron
J Paris
J Stewart
Janelle Ellwood
Jeanette and Jon Quilty
Jeffrey Potter

Jennifer Wythes
Johnstone Family
Joy Munson
Judith Blackshaw
Judith Blackshaw
Karen Eslick
Keith Hansen
Kyle Young
Kylie Hawkins
L Pearce
Laurie and Dell Dunn
Loretta and Andrew Whyte
Lyndal Brown
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Mr & Mrs W Robertson
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P Stansfield
P Svasti
Page Hanify Family Benefaction
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Penny Graf
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Ray and Coral Trestrail
Ray Chamberlain
Renae Baker and Andrew Arnold
Rob and Cheryl Scheuber
Rohan McCaul
Russell and Julie Kempnich
S Lee
Sandra Sutherland
T Gardiner
Ursula Sheldon
Wendy Johnston
Wendy Wildman



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JF Hull Holdings
JJ Richards & Sons Pty Ltd
Just Genes AB Services
Mercury Technology Solutions
Metcash Food & Grocery – IGA
Piccones Supa IGA
Showzer Pty Ltd

Workplace Giving

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

Impact Day Supporters

Americold
Auto & General Holdings Pty Ltd
CFMG Capital
Data#3
EDL
Gransolar Group



High Street Underwriting
JLG industries
SGS Australia
SilverChef
SYSTRA
TELUS Health

Community Supporters

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Bargara Golf Club
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Bribie Island Central
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Bunnings Lawnton
Burpengary Plaza Shopping Centre
BVW Glass
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Clayton's Towing
Containers for Change
Deloitte Foundation
Dexus
Dreamworld
Eatons Hill Hotel
Edale Capital Pty Ltd

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EKKA
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Expo Event Services
Hand Heart Pocket the Charity of Freemasons Queensland
JLL
Kawana Shopping World
Kings Beach Tavern
Mundingburra Rotary Townsville
Nambour Plaza
Noosa Village
Northside Concert Orchestra
Queensland Garden Expo
Queensland Rail
Redcliffe First Settlement Lodge No. 287
Return It
Runaway Bay Shopping Centre
Serendipity Farm
Strathpine Shopping Centre
Sunshine Coast Agricultural Show
Sunshine Plaza
The Langham Hotel Gold Coast
The Lynton Group

Volunteer Optometrist

Martin Hodgson

In loving memory of

During 2023/2024 we were honoured to receive generous gifts from many inspirational supporters who chose to include Guide Dogs in their Will.

- | | | |
|-------------------|----------------------|-------------------|
| Alice Davidson | Geoffrey Penney | Patricia Wimhurst |
| Alwyne Miller | Graham Strachan | Patrick Lynch |
| Ann Bennett | Gwendoline Hemsworth | Pauline Amy |
| Arnold Joe Kong | Helga McCutcheon | Raymond Wells |
| Barbara McIntyre | Hugh Ball | Reginald Burns |
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| Cecil Gilks | Isabel Anderson | Robert Campbell |
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| David Grimes | Joyce Lane | Shirley Berkery |
| Dawn Euler | Judith Wood | Sylvia Croxall |
| Derek Lowe | Leonard Hovell | Terry Dean |
| Earl Ritchie | Margaret Hunter | Trevor Lloyd |
| Edward Smith | Marion Fordyce | Valerie McCray |
| Elizabeth Nugent | Mary Ireland | Winsome Caldwell |
| Faye Groom | Nancy Bramer | |



Leaving your legacy

The late Edmund Franklin's generosity and his decision to include a gift in his Will to Guide Dogs Queensland have enabled us to train two Guide Dog puppies, named in his honour: Eddy and Franklin.

These two pups have recently returned to campus, beginning the next steps in their journey to becoming Guide Dogs.

Pictured here is Robyn, her husband Tony with Guide Dog-in-training Eddy.

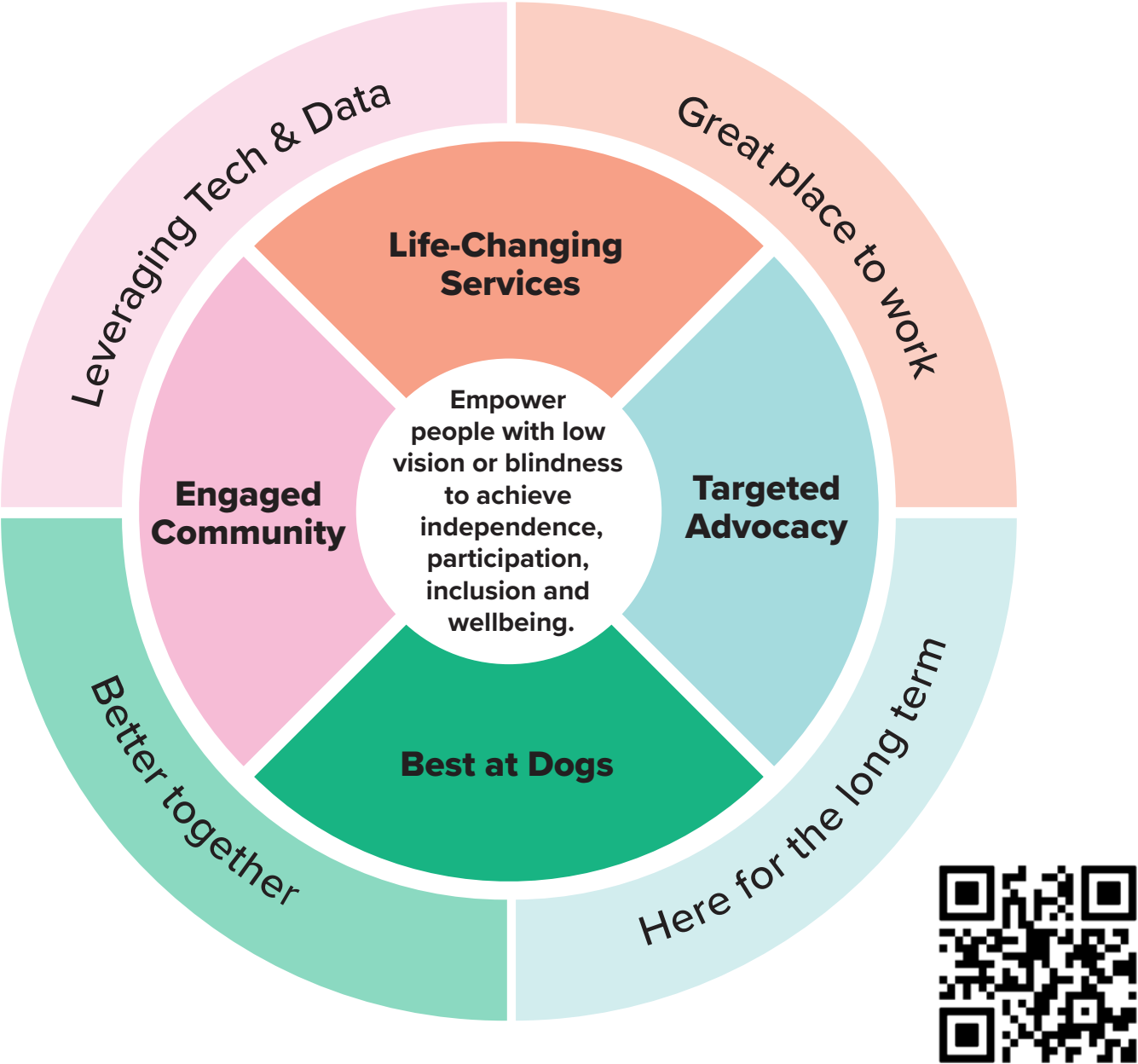


Strategy Framework

2024 – 2030

Guide Dogs Queensland’s 2024-2030 Strategic Plan outlines a framework that aims to enhance the lives of people with low vision or blindness through targeted initiatives across four key pillars: **Life-Changing Services, Best at Dogs, Engaged Community and Targeted Advocacy.**

This strategic plan drives our commitment to delivering world-class services, expanding regional and remote support to go where we are needed, fostering innovation, commitment and fostering meaningful connections, and influencing key policy frameworks to create a more accessible, inclusive society. Each pillar is designed to strengthen our ability to meet the evolving needs of our Clients while ensuring sustainable growth and impact.



Life-Changing Services

- ▶ Enhance impactful outcomes
- ▶ Broaden our Clientele
- ▶ Go where needed



Targeted Advocacy

- ▶ Influence key policy & regulatory frameworks
- ▶ Promote more accessible businesses, workplaces & communities



Best at Dogs

- ▶ Strive for a world-class Guide Dog program
- ▶ Diversify into complementary Assistance and Therapy Dogs



Engaged Community

- ▶ Strengthen the commitment of our donors and volunteers
- ▶ Create exceptional experiences
- ▶ Foster meaningful connections



Abridged financial statements

Consolidated Statement of Profit or Loss and Other Comprehensive Income
For the year ended 30 June 2024

| | 2024 \$ | | | 2023 \$ | | |
|--|-------------------|-------------------|--------------------|-------------------|------------------|--------------------|
| | INCOME | EXPENSES | NET | INCOME | EXPENSES | NET |
| Fundraising | 14,595,532 | 9,087,392 | 5,508,140 | 14,639,069 | 8,734,862 | 5,904,207 |
| Services | | | | | | |
| Client services | 860,248 | 4,258,603 | (3,442,301) | 860,248 | 3,573,983 | (2,713,735) |
| Guide Dog services & supply | 1,188,462 | 6,228,228 | (5,039,766) | 1,216,071 | 5,477,366 | (4,261,295) |
| | 2,004,764 | 10,486,831 | (8,482,067) | 2,076,319 | 9,051,349 | (6,975,030) |
| Other | | | | | | |
| Dividends & interest | 791,138 | 88,770 | 702,368 | 834,986 | 93,195 | 741,791 |
| Other | 11,180 | 7,461 | 3,719 | 8,298 | 11,813 | (3,515) |
| Gain on financial assets at fair value through profit or loss | 368,078 | - | 368,078 | 708,916 | - | 708,916 |
| Gain on sale of non-current assets | 35,911 | - | 35,911 | 71,503 | - | 71,503 |
| | 1,206,307 | 96,231 | 1,110,076 | 1,623,703 | 105,008 | 1,518,695 |
| (Deficit)/surplus before income tax | | | (1,863,851) | | | 447,872 |
| Income tax expense | | | - | | | - |
| (Deficit)/surplus for the year | | | (1,863,851) | | | 447,872 |
| Other comprehensive income (loss) | | | | | | |
| Changes in the fair value of debt instruments at fair value through other comprehensive income | | | 44,808 | | | (1,459) |
| Other comprehensive income/(loss) for the year | | | 44,808 | | | (1,459) |
| Total comprehensive (loss)/income for the year | | | (1,819,044) | | | 446,413 |

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 2024

| | 2024 \$ | 2023 \$ |
|--------------------------------------|-------------------|-------------------|
| Current assets | | |
| Cash and cash equivalents | 2,391,210 | 2,424,615 |
| Trade and other receivables | 947,024 | 775,312 |
| Inventories | 2,098,090 | 2,167,696 |
| Total current assets | 5,436,325 | 5,367,623 |
| Non-current assets | | |
| Property, plant and equipment | 5,830,089 | 5,561,001 |
| Intangible assets | 96,397 | 166,151 |
| Right of use assets | 554,895 | 477,010 |
| Investments | 11,819,914 | 13,940,957 |
| Total non-current assets | 18,301,294 | 20,145,119 |
| Total assets | 23,737,619 | 25,512,742 |
| Current liabilities | | |
| Trade and other payables | 1,063,814 | 828,519 |
| Employee provisions | 1,289,814 | 1,386,439 |
| Lease liabilities | 144,230 | 187,738 |
| Other liabilities | 495,002 | 644,292 |
| Total current liabilities | 2,992,860 | 3,046,988 |
| Non-current liabilities | | |
| Employee provisions | 97,023 | 110,468 |
| Lease liabilities | 422,816 | 311,323 |
| Total non-current liabilities | 519,839 | 421,791 |
| Total liabilities | 3,512,699 | 3,468,779 |
| Net assets | 20,224,920 | 22,043,963 |
| Equity | | |
| Retained surplus | 20,139,873 | 22,003,724 |
| Reserve | 85,047 | 40,239 |
| Total equity | 20,224,920 | 22,043,963 |

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.



Guide Dogs.

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