

**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 that reads "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,

Handwritten signature of 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.

**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 4<sup>th</sup> 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

A Baker  
A Butler  
A Reynolds  
Aileen Braybon  
Betty Hutchison  
Black Family  
C Marchese  
Carol Bell  
Case McCaul  
Clare Kinnon  
Clover and David Atherton  
Crommelin Family Foundation  
D Gaemers  
D Knappick  
Daniel Huff  
Diana Beal  
Dimiti Solomon  
Doug and Leona Jess  
E Mackenzie  
Edward & Frances Wall  
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  
Lyndon and Beryl Dymond  
Charitable Trust  
M Simon  
M Towell  
Maureen Stevenson  
Mr & Mrs W Robertson  
N Goddard  
P Stansfield  
P Svasti  
Page Hanify Family Benefaction  
Pamela Conde  
Penny Graf  
R Semple  
Ray and Coral Trestrail  
Ray Chamberlain  
Rena 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



## National Partners

ADVANCE™  
Boehringer Ingelheim Animal Health Australia  
Coles  
Flybuys  
Greenstone Financial Services  
IDEXX  
KONG Company  
Petstock Foundation  
Ritchies IGA  
TPG Telecom Foundation  
Ugly Fish  
Woolworths  
XL Events

## State Corporate Partners and Supporters

Austcover  
Community Bank Samford a part of Bendigo Bank  
Beyond The Pages  
Bishopp  
Burford Reinforced Plastics  
Carina Leagues Club  
Cornetts Supermarkets  
Comiskey Group  
Greencross Vets  
JF Hull Holdings  
JJ Richards & Sons Pty Ltd  
Just Genes AB Services  
Mercury Technology Solutions  
Metcash Food & Grocery – IGA  
Piccones Supa IGA

## 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

5050 Charity Raffle  
Bargara Golf Club  
BMW  
Bribie Island Central  
Bridge to Brisbane  
Brisbane Broncos Charity Fund  
Brisbane Grammar School  
Brisbane Racing Club  
Brookside Shopping Centre  
Bunnings Carseldine  
Bunnings Lawnton  
Burpengary Plaza Shopping Centre  
BVW Glass  
Calliope Bowls Club  
Calliope Bendigo Bank  
Caloundra Shopping Centre  
Capalaba Central  
Caterpillar of Australia Pty Ltd  
Clayton's Towing  
Containers for Change  
Deloitte Foundation  
Dexus  
Dreamworld  
Eatons Hill Hotel  
Edale Capital Pty Ltd

Eden Health Retreat  
EKKA  
Entertainment  
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    |
| Barbara Milsted   | Iris Barnes          | Richard Frappell  |
| Cecil Gilks       | Isabel Anderson      | Robert Campbell   |
| Christine Trayner | Jennifer Coote       | Rosemarie Swanson |
| Claude Wagner     | Joan O'Brien         | Sandra Kolisch    |
| Daphne Hamilton   | Joseph Wood          | Shirley Neville   |
| 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.

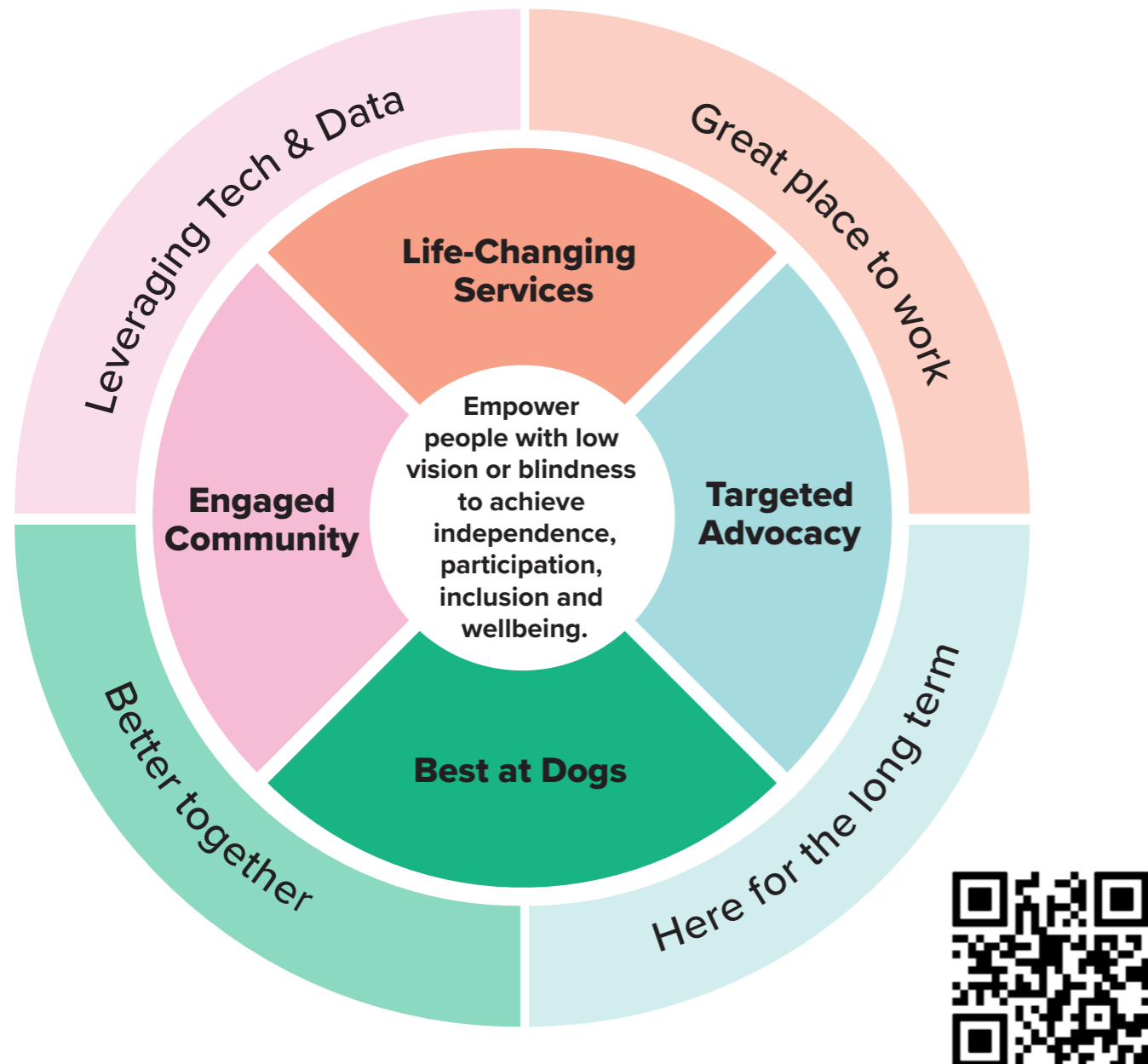


# Strategy Framework

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
<b>Fundraising</b>	<b>14,595,532</b>	<b>9,087,392</b>	<b>5,508,140</b>	<b>14,639,069</b>	<b>8,734,862</b>	<b>5,904,207</b>
<b>Services</b>						
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)
	<b>2,004,764</b>	<b>10,486,831</b>	<b>(8,482,067)</b>	<b>2,076,319</b>	<b>9,051,349</b>	<b>(6,975,030)</b>
<b>Other</b>						
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
	<b>1,206,307</b>	<b>96,231</b>	<b>1,110,076</b>	<b>1,623,703</b>	<b>105,008</b>	<b>1,518,695</b>
<b>(Deficit)/surplus before income tax</b>			(1,863,851)			447,872
Income tax expense			-			-
<b>(Deficit)/surplus for the year</b>			(1,863,851)			<b>447,872</b>
<b>Other comprehensive income (loss)</b>						
Changes in the fair value of debt instruments at fair value through other comprehensive income			44,808			(1,459)
<b>Other comprehensive income/(loss) for the year</b>			<b>44,808</b>			<b>(1,459)</b>
<b>Total comprehensive (loss)/income for the year</b>			<b>(1,819,044)</b>			<b>446,413</b>

These figures have been extracted from the annual financial report, which are available on our website at [guidedogsqld.com.au](http://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 \$
<b>Current assets</b>		
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
<b>Total current assets</b>	<b>5,436,325</b>	<b>5,367,623</b>
<b>Non-current assets</b>		
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
<b>Total non-current assets</b>	<b>18,301,294</b>	<b>20,145,119</b>
<b>Total assets</b>	<b>23,737,619</b>	<b>25,512,742</b>
<b>Current liabilities</b>		
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
<b>Total current liabilities</b>	<b>2,992,860</b>	<b>3,046,988</b>
<b>Non-current liabilities</b>		
Employee provisions	97,023	110,468
Lease liabilities	422,816	311,323
<b>Total non-current liabilities</b>	<b>519,839</b>	<b>421,791</b>
<b>Total liabilities</b>	<b>3,512,699</b>	<b>3,468,779</b>
<b>Net assets</b>	<b>20,224,920</b>	<b>22,043,963</b>
<b>Equity</b>		
Retained surplus	20,139,873	22,003,724
Reserve	85,047	40,239
<b>Total equity</b>	<b>20,224,920</b>	<b>22,043,963</b>

These figures have been extracted from the annual financial report, which are available on our website at [guidedogsqld.com.au](http://guidedogsqld.com.au). The annual financial report was given an unqualified opinion by our auditors.



# Guide Dogs.

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[guidedogsqld.com.au](http://guidedogsqld.com.au)

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