

ANNUAL REPORT 2016 - 2017



Guide Dogs
QUEENSLAND





President's Report

After another productive year, it has been very gratifying to look back over the past 12 months and see the continual improvements in our work towards changing the lives of Queenslanders right across the state.

Firstly, I would like to thank Dan English for his service to the Guide Dogs Queensland community during his time as Chief Executive Officer.



Dan undertook a significant amount of work throughout his time with Guide Dogs and we are grateful for his efforts to steer the organisation in the right direction.

I would also like to thank Michael Kightley, who has taken a leave of absence from the Board to step into the role of CEO and support Guide Dogs Queensland throughout this period of transition. As always, the organisation's key focus remains supporting Queenslanders who are blind and vision impaired through the provision of our vital services. On behalf of the Board, I commend Michael and the senior leadership team for their ongoing work to help ensure the long term sustainability of Guide Dogs Queensland, while providing strong continuity for our clients, staff, volunteers and supporters.

The support we receive from our community remains at the heart of the organisation, and it is only with the outstanding generosity of those who choose to give their time and money to our cause that we are able to continue making a difference.

For the fifth year in a row, Guide Dogs Australia has been honoured to be voted the nation's "Most Trusted Charity" in the Reader's Digest Most Trusted Brands survey. This achievement is truly symbolic of the inherent trust between a Guide Dog and their handler, and how much this trust extends to the whole community. When the community sees our iconic Guide Dogs out working, it represents all the love, effort and support that has gone into their journey. It is rare for people to have the opportunity to see a cause they support in action, and we are lucky to be able to share our work with you.

I would like to extend my sincere gratitude to our valued donors, sponsors, volunteers and staff, who continue to show unwavering commitment to changing the lives of those living with blindness and low vision. I look forward to the year ahead with excitement for the possibilities it will bring to help us better the lives of the Queenslanders we serve.

Richard Anderson OAM
President

A Message from our Patron

It is a great honour, as Governor and Patron, once again to express publicly my support for the beneficial and uplifting work of Guide Dogs Queensland.

This annual report recounts another year of fervent activity and advancement for the organisation.

In particular, the transformational refurbishments of the breeding centre at Bald Hills progressed significantly. The centre, once opened, will greatly enhance the provision of Guide Dogs Queensland's more well-known services, such as the training of new puppy recruits.

I was also pleased to learn that Guide Dogs Queensland continued to develop some of its lesser known services, such as, for example, occupational therapy, through the employment of two new practitioners.

These initiatives are emblematic of the organisation's willingness to embrace change and innovation, thereby enhancing Guide Dogs Queensland's ability to fulfil its central mission of reducing disadvantage borne of vision impairment.

Indeed I was privileged to see the organisation's work up close once again when I presented medallions and certificates to Queenslanders who have completed advanced orientation and mobility training or been matched with a Guide Dog at the 2016 Graduation ceremony in October.

I congratulate and commend everyone who has contributed to Guide Dogs Queensland's remarkable 57-year record of achievement. May it continue for many years to come.



CEO's Message

Looking back on the year that has been, I have been incredibly humbled by the overwhelming support we continue to receive from the community and the outstanding accomplishments of our team.

This year has been particularly significant for the future of our Guide Dog program, as we celebrate the completion of our breeding centre redevelopment. Throughout the year, our old breeding centre was entirely refurbished and expanded to feature two new exercise yards for puppy play and development, a new multi-purpose area for training, and a veterinary consult room to keep our pups happy and healthy. This long awaited redevelopment signifies a major milestone for our community, and will help to ensure our young pups have every chance at success as working Guide Dogs in the future.

Exciting projects like this one play a crucial role in helping us continue achieving our overall goal of changing the lives of Queenslanders with low or no vision. As vital as they are, our key focus each day remains being on the ground, providing the services blind and vision impaired Queenslanders need to live full and active lives. Thanks to the outstanding support of the community, we were able to continue delivering a wide scope of services to enhance mobility and independence throughout the 2016-17 period. We have also expanded our service offering to include a new Occupational Therapy service, which is now available to those who need our help right across the state.

Every accomplishment we have achieved over the past year is ultimately manifested in the success of our clients. I would like to take this opportunity to congratulate every person who has completed any one of our programs over the past year. We stand beside you as you continue to move forward and take your own steps towards freedom and independence – your goals are our goals.

As the National Disability Insurance Scheme (NDIS) continues to roll out across Queensland, we remain dedicated to helping our clients prepare for the changes ahead. Over the course of the year, we have been holding information sessions and consultations with clients across the state to educate them on the opportunities available under the NDIS to help them achieve incredible outcomes. As a registered provider of support, Guide Dogs Queensland is committed to helping those who are blind and vision impaired



receive all the assistance they require to live their lives to the fullest.

As an organisation, we are constantly evolving to meet the challenges of this changing landscape. There has been significant innovation undertaken over the past year to help us move forward and we look forward to the coming financial year with excitement for the opportunities that lie ahead.

Finally, I would like to extend my most sincere thanks to everyone who is part of the Guide Dogs Queensland community for your ongoing support over the past year. It is only through your compassion and generosity that we are able to continue changing the lives of Queenslanders with low or no vision. Every contribution, great or small, enables more people to live with independence, confidence and freedom.

Thank you for helping us to make a difference. We are truly grateful for your support.

Michael Kightley
Chief Executive Officer



His Excellency the Honourable Paul de Jersey
Governor of Queensland



Abridged financial statements

Statement of Profit or Loss and Other Comprehensive Income For the year ended 30 June 2017

	2017 \$			2016 \$		
	REVENUE	EXPENSES	NET	REVENUE	EXPENSES	NET
Fundraising	8,572,533	4,502,632	4,069,901	11,932,172	4,501,719	7,430,453
Services						
Client services	1,052,245	2,616,895	(1,564,650)	1,051,462	2,438,840	(1,387,378)
Guide Dog services & supply	125,817	2,095,976	(1,970,158)	122,945	4,752,259	(4,629,314)
	1,178,062	4,712,871	(3,534,808)	1,174,407	7,191,099	(6,016,692)
Other						
Dividends & interest	754,117	215,910	538,207	842,704	191,723	650,981
Other	425,112	-	425,112	427,965	-	427,965
Gain/(Loss) on financial assets at fair value through profit or loss	2,036,529	-	2,036,529	-	1,101,516	(1,101,516)
Gain/(Loss) on sale of non-current assets	-	14,491	(14,491)	-	109,365	(109,365)
	3,215,758	230,401	2,985,357	1,270,669	1,402,604	(131,935)
Surplus before income tax expense			3,520,450			1,281,826
Income tax expense			-			-
Surplus after income tax expense			3,520,450			1,281,826
Total comprehensive income for the year			3,520,450			1,281,826

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 ended 30 June 2017

	2017 \$	2016 \$
Current assets		
Cash on hand	4,745,067	3,666,160
Trade and other receivables	478,950	727,459
Inventories on hand	2,350,281	1,292,350
Investments	1,805,579	3,179,193
Total current assets	9,379,878	8,865,162
Non-current assets		
Property, plant and equipment	5,957,483	4,921,245
Intangible assets	159,447	274,981
Investments	13,007,337	11,048,436
Total non-current assets	19,124,266	16,244,662
Total assets	28,504,145	25,109,824
Current liabilities		
Accounts payable and other payables	510,647	405,106
Employee provisions	699,982	660,201
Other liabilities	211,392	432,947
Total current liabilities	1,422,021	1,498,254
Non-current liabilities		
Employee provisions	59,620	109,516
Total non-current liabilities	59,620	109,516
Total liabilities	1,481,641	1,607,770
Net assets	27,022,504	23,502,054
Equity		
Retained surplus	27,022,504	23,502,054
Total equity	27,022,504	23,502,054

These figures have been extracted from the annual financial report, which are available on our website at guidedogsql.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. He is also a member of the Board's Investment and Finance Sub-Committees. Mr Anderson is Chairman of the Board of Data #3 Limited and a member of the Boards of Lindsay Australia Limited and Namoi Cotton Cooperative Limited. Formerly a partner of PricewaterhouseCoopers (PWC), Mr Anderson 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, President of the Brisbane Polo Club and President of CPA Australia in Queensland.

Leanne Muller Vice President

BCom CA ASIA MAICD

Ms Leanne Muller was elected a Director in April 2005 and serves as Vice President. She also chairs 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 – 2007) and RACQ Group (2008 - 2014). Leanne also worked for PricewaterhouseCoopers (in both Brisbane and Papua New Guinea) and with the Australian Securities Commission. Leanne holds a number of non-executive director positions with QInsure Limited (a subsidiary of QSuper), Data #3 Limited (ASX listed technology and services provider) and LGE Holdings Pty Limited, LGE Operations Pty Limited and Local Buy Pty Limited (commercial subsidiaries of the Local Government Association of Queensland).

Lynette Reynolds Company Secretary

BCom LLB LLM

Ms Lynette Reynolds was appointed to the Board in November 2009 and serves as Honorary Secretary. Lynette has been a practicing solicitor for over 20 years and is a partner with law firm TressCox Lawyers. The firm is a longstanding supporter of Guide Dogs Queensland and is its honorary legal advisor. Lynette has an extensive property and business practice including in the health and child care industry.

Dr John Vance OAM Director

MBBS, PhD, FRACP

Dr John Vance OAM was elected as a Director in August 2008. Dr Vance was a Consultant Paediatrician who worked as Associate Professor in the Department of Paediatrics and Child Health at The University of Queensland and Mater Children's Hospital. He retired in 1996 due to a significant vision disability as a result of retinitis pigmentosa. He is a client of Guide Dogs Queensland and has trained with a White Cane, the UltraCane and subsequently a Guide Dog. He lectures Orientation and Mobility trainees and advocates for people who are vision impaired with Queensland Rail. He is Chairperson of Guide Dogs Queensland's Client Services Liaison Committee and is a member of the Volunteer Peer Support Program. Dr Vance is a passionate lawn bowler and has represented Queensland at the Australian Blind Bowls Championships for the last 15 years. He was awarded the OAM in January 2014 for services to the blind and those with low vision.

Raymond Saunders Director

Mr Ray Saunders was elected as a Director in July 2002. He served as Vice President of the Board until 30 March 2016, as well as Chairman of the Investment Committee. Prior to his retirement, Mr Saunders was General Manager Queensland with the Commonwealth Bank of Australia. Ray followed his career in the banking and finance industry spanning some 36 years. Mr Saunders has been very active in the business community and in community work in South Australia, New South Wales and Western Australia.

Arif Ali Director

BCom, CPA

Mr Arif Ali was appointed as a Director to the Board in July 2010. 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 Queensland for almost a decade and has actively participated in fundraising events. Arif is currently General Manager of Bemis Australasia and a Director of Bemis Brisbane Pty Ltd, Bemis Flexible Packaging Ltd, Micris Packaging Pty Ltd, Micris Investments Pty Ltd, Sailmoss Pty Ltd and Maania Pty Ltd.



Dr Mark Loane AM Director

MBBS (Qld) FRACO FRACS

Dr Mark Loane AM was elected to the Board of Guide Dogs Queensland in 1996. He has a private Ophthalmology practice at the Vision Eye Institute River City. In 1999 Dr Loane established and has since run the Cape York Eye Health Project. His delivery of eye care to indigenous communities was recognised in January 2011 when he was made a Member of the Order of Australia. Dr Loane is a former chairperson of the Queensland Branch of the Royal Australasian College of Ophthalmologists and is also on the National Royal Australian and New Zealand College of Ophthalmology Eye Foundation Board. Dr Loane was a fellow in Corneal Transplantation and External Eye Disease at Flinders Medical Centre, Adelaide, and a Fellow in Glaucoma at the University of California, San Diego. He was awarded an Honorary Doctorate of Philosophy by the Faculty of Medicine at the University of Queensland for his contribution to GDQ, amongst his other medical and voluntary work. He is a former Rugby Union International.

Michael Kightley Director

FAICD, BCom, BAccounting, NDP

Mr Michael Kightley was appointed as a Director to the Board in December 2012. Michael has more than 20 years experience as a company director both in Australia and internationally. Michael is an Associate Director of Amplifi Governance, and Director of Larok, a marketing and strategy consultancy. He recently spent five years as a Director of Australian Insurance Holdings and related companies (an APRA regulated national Financial Institution). Michael's previous roles include nine years at Deloitte with three years as Sales Director in Sydney; Managing Director of Williams Design, a large Sydney design and advertising agency; Managing Director of Kerfield Consulting, an investment and property finance company; and 12 years senior and general management experience with Standard Bank and Investec Bank.

Michael is currently taking a leave of absence from the Board of Directors while he fills the role of CEO.

Drewe Jackson Director

BCom, MSc Finance, CFA

Mr Drewe Jackson was appointed to the Board in August 2016. 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 a Director of TicketMates Pty Ltd, Australia's largest tour ticketing system, and the Investment Manager for the RACQ Group. He sits on the advisory panel of the RACQ Foundation which assists community groups affected by natural disasters and is a member of the policy committee of the RACQ Superannuation Plan.



In memory of our friends for life

Alan John Seeds
Alvon Cyril Beutel
Ann Broadhurst
Athena Gloria White
Audrey Alma Morris
Audrey Marvel Genevera
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Beres Fay Stephenson
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Betty Davies
Betty Irene Hack
Brenda Johnson
Brian David Kinnaird
Kennedy
Clarice Hoare
Clarice Jean Dight
Donald Keith Whackett
Dorothy Ivy Joan Birch
Dorothy Jessie Wilding

Edna Elizabeth Geary
Edna Elizabeth Hodgkinson
Elaine Frances Meehan
Elsina Nantina Vanderloo
Emmy Elsa Elfriede
Turnham
Esme Jean Laws
Ethel Joyce Dent
Gladys Ethel McCall
Hank Silverberg
Heather Irene Shannon
Heather Ruth Allen
Helen Mary Burley
Herbert Szabo
Ivy Eliza Devlin
James Maurice King
James Robert Jones
Jean Elizabeth Morrison
Jean Marjorie Kauter

Johannes Van Der Togt
John David Inwood
John William Sercombe
Joy Sheila Jeanette Eva
Julie Ann White
Kathe Gnutek
Kathleen Astwood
Kathleen Irene Bray
Keith Burch
Leonard Cyril Lovitt
Lilian Dell Welch
Mabel Meddalton Barnett
Margaret Agnes Nevin Wills
Margaret Clare Collins
Marie Emma Glen
Marjorie Jean Masterman
Marjorie Lavinia Trotman
Marjory Joyce Keady
Maureen Omiros

Mildred Elvery Scripps
Neil Richard Parsons
Nellie Hunter
Noela Patricia Steenson
Noreen Jessie Marlow
Norman Arthur Bew
Olive Vera Ashcroft
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Ruby Davies
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Our 10 and 15 year award volunteers

10 year

Alison May
Joan Sheppard
Kristine Maurer
Stephen Maurer

15 year

Jan Manson
Maree Maizey
Ronald Jendra

15
YEAR



10
YEAR



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