

Guide Dogs Annual Report 2023 – 2024

Your path, our purpose: Life-changing services together

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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,

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,

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 are supported across Australia.

674 people with working Guide Dogs are supported.

71% of Clients say they are more able to live the life they want.

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

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.

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.

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

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

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."

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

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 BHIthSc 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](#).

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

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." —

Rem

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
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D Knappick
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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
Renaë 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

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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

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Beyond The Pages
Bishopp
Burford Reinforced Plastics
Carina Leagues Club
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Comiskey Group
Greencross Vets
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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
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
Alwyne Miller
Ann Bennett
Arnold Joe Kong
Barbara McIntyre
Barbara Milsted
Cecil Gilks
Christine Trayner
Claude Wagner
Daphne Hamilton
David Grimes
Dawn Euler
Derek Lowe
Earl Ritchie
Edward Smith
Elizabeth Nugent
Faye Groom
Geoffrey Penney
Graham Strachan
Gwendoline Hemsworth
Helga McCutcheon
Hugh Ball
Iris Barnes
Isabel Anderson
Jennifer Coote
Joan O'Brien
Joseph Wood
Joyce Lane
Judith Wood
Leonard Hovell
Margaret Hunter
Marion Fordyce
Mary Ireland
Nancy Bramer
Patricia Wimhurst
Patrick Lynch
Pauline Amy
Raymond Wells
Reginald Burns

Richard Frappell
Robert Campbell
Rosemarie Swanson
Sandra Kolisch
Shirley Neville
Shirley Berkery
Sylvia Croxall
Terry Dean
Trevor Lloyd
Valerie McCray
Winsome Caldwell

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 INCOME

Fundraising \$14,595,532

Services – Client services \$860,248

Services – Guide dog services and supply \$1,188,462

Services – Total \$2,004,764

Other – Dividends & interest \$791,138

Other – Other \$11,180

Other – Gain on financial assets at fair value through profit and loss \$368,078

Other – Gain on sale of non-current assets \$35,911

Other – Total \$1,206,307

2024 EXPENSES

Fundraising \$9,087,392

Services – Client services \$4,258,603

Services – Guide dog services and supply \$6,228,228

Services – Total \$10,486,831

Other – Dividends & interest \$88,770

Other – Other \$7,461

Other – Total \$96,231

2024 NET

Fundraising \$5,508,140

Services – Client services (\$3,442,301)

Services – Guide dog services and supply (\$5,039,766)

Services – Total (\$8,482,067)

Other – Dividends & interest \$702,368

Other – Other \$3,719

Other – Gain on financial assets at fair value through profit and loss \$368,078

Other – Gain on sale of non-current assets \$35,911

Other – Total \$1,110,076

2024 (Deficit)/surplus before income tax (\$1,863,851)

2024 Income tax expense N/A

2024 (Deficit)/surplus for the year (\$1,863,851)

2024 Other comprehensive income (loss)

2024 Changes in the fair value of debt instruments at fair value through other comprehensive income
\$44,808

2024 Other comprehensive income/(loss) for the year \$44,808

2024 Total comprehensive (loss)/income for the year (\$1,819,044)

2023 INCOME

Fundraising \$14,639,069

Services – Client services \$860,248

Services – Guide dog services and supply \$1,216,071

Services – Total \$2,076,319

Other – Dividends & interest \$834,986

Other – Other \$8,298

Other – Gain on financial assets at fair value through profit and loss \$708,916

Other – Gain on sale of non-current assets \$71,503

Other – Total \$1,623,703

2023 EXPENSES

Fundraising \$8,734,862

Services – Client services \$3,573,983

Services – Guide dog services and supply \$5,477,366

Services – Total \$9,051,349

Other – Dividends & interest \$93,195

Other – Other \$11,813

Other – Total \$105,008

2023 NET

Fundraising \$5,904,207

Services – Client services (\$2,713,735)

Services – Guide dog services and supply (\$4,261,295)

Services – Total (\$6,975,030)

Other – Dividends & interest \$741,791

Other – Other (\$3,515)

Other – Gain on financial assets at fair value through profit and loss \$708,916

Other – Gain on sale of non-current assets \$71,503

Other – Total \$1,518,695

2023 (Deficit)/surplus before income tax \$447,872

2023 Income tax expense N/A

2023 (Deficit)/surplus for the year \$447,872

2023 Other comprehensive income (loss)

2023 Changes in the fair value of debt instruments at fair value through other comprehensive income (\$1,459)

2023 Other comprehensive income/(loss) for the year (\$1,459)

2023 Total comprehensive (loss)/income for the year \$446,413

These figures have been extracted from the annual financial report, which is 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

Current assets

Cash and cash equivalents \$2,391,210

Trade and other receivables \$947,024

Inventories \$2,098,090

Total current assets \$5,436,325

Non-current assets

Property, plant and equipment \$5,830,089

Intangible assets \$96,397

Right of use assets \$554,895

Investments \$11,819,914

Total non-current assets \$18,301,294

Total assets \$23,737,619

Current liabilities

Trade and other payables \$1,063,814

Employee provisions \$1,289,814

Lease liabilities \$144,230

Other liabilities \$495,002

Total current liabilities \$2,992,860

Non-current liabilities

Employee provisions \$97,023

Lease liabilities \$422,816

Total non-current liabilities \$519,839

Total liabilities \$3,512,699

Net assets \$20,224,920

Equity

Retained surplus \$20,139,873

Reserve \$85,047

Total equity \$20,224,920

2023

Current assets

Cash and cash equivalents \$2,424,615

Trade and other receivables \$775,312

Inventories \$2,167,696

Total current assets \$5,367,623

Non-current assets

Property, plant and equipment \$5,561,001

Intangible assets \$166,151

Right of use assets \$477,010

Investments \$13,940,957

Total non-current assets \$20,145,119

Total assets \$25,512,742

Current liabilities

Trade and other payables \$828,519

Employee provisions \$1,386,439

Lease liabilities \$187,738

Other liabilities \$644,292

Total current liabilities \$3,046,988

Non-current liabilities

Employee provisions \$110,468

Lease liabilities \$311,323

Total non-current liabilities \$421,791

Total liabilities \$3,468,779

Net assets \$22,043,963

Equity

Retained surplus \$22,003,724

Reserve \$40,239

Total equity \$22,043,963

These figures have been extracted from the annual financial report, which is available on our website at guidedogsqld.com.au. The annual financial report was given an unqualified opinion by our auditors.

End of report.