



ANNUAL REPORT 2017 - 2018



*Most Trusted Charity
6 years in a row, 2013 - 2018*

From new beginnings,
big things grow...





President's Report



It has been another productive year for Guide Dogs Queensland with the organisation moving from strength to strength as it branches out to become more dynamic and innovative.

Throughout periods of growth, our focus has remained on improving client and staff engagement across the organisation and providing better care for our supporters. As the first stage of the newly developed 2021 strategic plan is implemented by the senior leadership team, the organisation will be in a strong position to enhance its service delivery across the state. This plan will also focus on improving our market position as a leader in Guide Dog and mobility services, as well as developing long-term financial stability for the future.

Of particular note within this strategic planning framework completed in 2017-18, was the emphasis on reinvigorating our regional branches over coming years. We are in an enviable position compared with many charities, thanks to our strong brand and solid record of performance, providing a full range of services to people of all ages and in all areas of the state. I am confident that our plan will be embraced by regional communities and we will soon share the successes of reaching even more Queenslanders in need of our specialist services and of increasing the supporter-base that helps make this regional presence sustainable.

This past financial year has also seen particular growth in new or enhanced programs, including Occupational Therapy and Counselling to broaden the scope of the organisation's impact. Significant work has also been completed to advocate on issues across the state and to provide a high level of support to the

client-base on everyday issues that affect their lives.

In closing, I would like to commend the stewardship of CEO Michael Kightley, the Senior Leadership Team and my fellow Board Directors for their good governance and strategic direction. I would also like to express my sincere thanks to all staff and volunteers for their outstanding work in achieving the organisation's vision to provide services to improve the lives of Queenslanders. Your ongoing commitment and effort to deliver a high standard of service does not go unnoticed.

Finally, I would like to thank everyone who gave generously to support Guide Dogs Queensland throughout the year. Thank you for helping us make a lasting impact.

Richard Anderson OAM
President



A message from our Patron

As Patron of Guide Dogs Queensland, I am honoured to acknowledge another successful year for an organisation that is committed to ethics, respect and accountability.

These three values have remained at the very heart of Guide Dogs Queensland since its launch in 1960, and together they form a people-first culture that provides freedom, independence and mobility.

Guide Dogs Queensland has evolved beyond our four-legged friends. Indeed, they are just a small part of an organisation that also offers orientation and mobility training, special education programs, counselling and occupational therapy services.

It is this adaptive approach which has helped secure Guide Dogs Queensland's longevity, while confirming its position as part of Australia's most trusted charity brand for the sixth consecutive year.



CEO's Message



This year we've grown solid roots as we continue to fulfil our commitment to servicing the Queensland blind and vision impaired community.

The ongoing close involvement with the Board has been vital in establishing our new strategic plan and direction and in helping determine future benchmarks to drive performance. I sincerely thank our President Richard Anderson, the other Board Members and the Senior Leadership Team for their ongoing commitment to develop new goals to meet the increasing need for services for our ageing community.

This year has seen solid growth in our programs with 13 Guide Dogs placed, 81 regional visits conducted and direct assistance programs provided to over 600 Queenslanders and families from all corners of the state.

Our children's holiday camps have continued, inviting children with vision impairments and their parents to the Bald Hills training centre for fun and interactive weeks of learning and experiences. The new services provided through our Occupational Therapists have also been very popular with clients and work is continuing on developing new services to further meet the everyday functional needs of vision impaired Queenslanders.

We are also preparing for future resourcing needs with eight new cadetships commenced this past year, providing a future source of Orientation and Mobility specialists and Guide Dog Mobility Instructors to help meet the increasing demand for services. Under the careful care of our vet and his dedicated team we welcomed 47 new puppies in our recently renovated breeding centre. We also continue to direct more resources to projects that produce highly

tailored outcomes for individuals as we operate under the new environment of NDIS, which aims to assist more individuals and families with access to funding support.

2018 has also seen our national entity Guide Dogs Australia, embark on a new era of collaboration and innovation across the states. As the leading national provider of vision support services, these strategic projects will significantly improve outcomes for the thousands of Australians, young and old, that we support, both now and into the future.

I would like to close with a sincere thanks to our dedicated supporters. With every display of generosity, no matter how big or small, you help others live life the way they choose. We are so grateful to everyone who has made a kind donation, left a gift to us in their Will or to anyone who has generously volunteered their time. On behalf of the many clients you have enabled us to help now and in the future, thank you.



His Excellency the Honourable Paul de Jersey
Governor of Queensland

Michael Kightley
Chief Executive Officer

This highly honourable achievement is made possible through the hard work and dedication of people across the State. I congratulate the Guide Dogs Queensland board, staff and volunteers who have all played a part in impacting so many lives.

Thank you also to the aptly-named 'Suppawters' – everyone from national corporate partners and Government agencies, to the generous people who have purchased products from the Guide Dogs Queensland Shop.

I wish you all every success for the years ahead.



Abridged financial statements

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2018

	2018 \$			2017 \$		
	REVENUE	EXPENSES	NET	REVENUE	EXPENSES	NET
Fundraising	8,398,432	4,243,309	4,155,123	8,648,190	4,052,416	4,595,774
Services						
Client services	1,171,780	3,877,057	(2,705,277)	1,052,245	2,780,701	(1,728,456)
Guide Dog services & supply	452,979	2,945,630	(2,492,651)	264,890	1,905,878	(1,640,998)
	1,624,759	6,822,687	(5,197,928)	1,317,135	4,686,579	(3,369,444)
Other						
Dividends & interest	970,111	194,554	775,557	754,117	215,910	538,207
Other	180,181	393,026	(212,845)	210,382	476,507	(266,125)
Gain/(Loss) on financial assets at fair value through profit or loss	573,463	-	573,463	2,036,529	-	2,036,529
Gain/(Loss) on sale of non-current assets	-	26,107	(26,107)	-	14,491	(14,491)
	1,723,755	613,687	1,110,068	3,001,028	706,908	2,294,120
Surplus before income tax expense			67,263			3,520,450
Income tax expense			-			-
Surplus after income tax expense			67,263			3,520,450
Total comprehensive income for the year			67,263			3,520,450

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 30 June 2018

	2018 \$	2017 \$
Current assets		
Cash on hand	4,659,613	4,745,067
Trade and other receivables	621,288	478,950
Inventories on hand	2,505,324	2,350,281
Investments	1,889,397	1,805,579
Total current assets	9,675,622	9,379,877
Non-current assets		
Property, plant and equipment	6,074,097	5,957,483
Intangible assets	97,940	159,447
Investments	12,917,301	13,007,338
Total non-current assets	19,089,338	19,124,268
Total assets	28,764,960	28,504,145
Current liabilities		
Accounts payable and other payables	609,629	510,647
Employee provisions	828,091	699,982
Other liabilities	190,816	211,392
Total current liabilities	1,628,536	1,422,021
Non-current liabilities		
Employee provisions	46,657	59,620
Total non-current liabilities	46,657	59,620
Total liabilities	1,675,193	1,481,641
Net assets	27,089,767	27,022,504
Equity		
Retained surplus	27,089,767	27,022,504
Total equity	27,089,767	27,022,504

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



Our Board of Directors

Richard Anderson OAM President

BCom FCA FCPA

Mr Richard Anderson OAM joined the Board of Guide Dogs Queensland in August 1980 and has served as President since 1990. 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 joined the board 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 executive having held Chief Financial Officer (or equivalent) roles within Energex Limited (1998 – 2006), Uniting Care Queensland (2006 – 2007) and RACQ Group (2008 – 2014). Leanne also worked for PricewaterhouseCoopers (in both Brisbane and Papua New Guinea) and with the Australian Securities Commission.

In addition to her role with Guide Dogs Queensland, Leanne also serves as a non-executive director of Data #3 Limited, Sugar Terminals Limited, QSuper subsidiary QInsure Limited and Peak Holdings Pty Ltd (trading as Peak Services), a subsidiary 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 Company Secretary. Ms Reynolds has been a practicing solicitor for over 25 years and is a partner with law firm HWL Ebsworth Lawyers. The firm is a longstanding supporter of Guide Dogs Queensland and is its honorary legal advisor. Ms Reynolds has an extensive property and business practice including in the health and child care industry.

Raymond Saunders Director

Mr Ray Saunders was elected as a Director in July 2002. He is Chairman of the Investment Sub-Committee and serves on the Finance Sub-Committee. Prior to his retirement, Mr Saunders was General Manager Queensland with the Commonwealth Bank of Australia, in a career in the banking and finance industry that spanned 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.

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. Dr Loane is also a former Rugby Union International player.

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. Dr Vance is a passionate lawn bowler and since 2000 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.

Arif Ali Director

BCom, CPA

Mr Arif Ali was appointed as a Director to the Board in July 2010. Mr Ali is a Certified Practising Accountant and has been involved with the packaging industry for the last 20 years, travelling extensively through South America, USA, South Africa, Europe and SE Asia in his employment. He has been a life member of GDQ for almost a decade and has actively participated in fundraising events. Mr Ali 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.

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 Head of Group Investment 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 loving memory of

Amelia Cook-Dalie

Ann Byford

Arthur Sutton

Betty Jennings

Brenda Cooper

Brenda Robertson

Christopher Chee Foundation

Claire Ingleton

Della Rosenthal

Desley Caswell

Desley Jean Nichols

Desmond Berrie

Edward Palmer

Eira Saunders

Ethel Austen

Evelyn Bunting

Florence Douglas

Florence Shearer

Geertruida Millar

George Gray

Gregory Doneley

James Ryan

John Moran

John Radovic

Josephine Kerr

Joyce Green

Keith Crisford

Malcolm McFadyen

Marie Vlatkovic

Mary Hawker

Patricia Berry

Patricia O'Callaghan

Patricia White

Robert Jacques

Vicky Woodall

Victor Mason





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Graham Eddy
Edward and Francis Wall

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Our 10 and 20 year award volunteers

10 Year volunteers

Barry & Joan Harpur
Beverley Walker
Geoff Somerville
Heather Patterson
John & Heather Spence
Julie Edwards
Larena Butler
Leasa Smith
Robyn Clothier
Robyn McInnes
Rosa Rodley

20 Year volunteers

Dot Rosebery
Doug & Jean Abbot
(22 years)
Gillian Stout
Ian Murray
Jane Todd
Lin Mogg
Neil & Joan Ritchie
Zita Penrose



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