

**Guide  
Dogs**

# Annual Report 2019/2020

At Guide Dogs SA/NT, we put our clients and their families at the heart of everything we do.



# Table of contents

---

<b>A message from our Chair and Chief Executive Officer</b>	<b>3</b>	<b>Our reason for being</b>	<b>14</b>	Puppy Sponsors change lives	36
		Delivering continuity of care	15	Meet some of our sponsored puppies	37
<b>Our Board and Committees</b>	<b>6</b>	Staying social during distancing	17	PAWGUST 2019	38
Our Board	7	Life skills for greater independence	19	<b>Our corporate partners</b>	<b>39</b>
Finance Committee	8	An imPAWtant milestone	21	National partners	39
Service Delivery Committee	8	Meet our Facility Dogs	22	South Australian partners	40
Governance and Risk Committee	9	Thanks to our retiring dogs	25	<b>Auditor's report</b>	<b>41</b>
Marketing and Revenue Development Committee	9	<b>Beau's Pet Hotel</b>	<b>27</b>	<b>Financial statements</b>	<b>42</b>
Our Executive team	9	<b>Connecting with our community</b>	<b>31</b>	<b>Our memberships and accreditations</b>	<b>47</b>
<b>Our people</b>	<b>10</b>	Guide Dogs remains Australia's Most Trusted Charity	34	<b>Connect with us</b>	<b>48</b>
A culture of collaboration	11	Celebrating International Guide Dog Day	35		
We love our volunteers	12	Innovating for the future	36		

# A message from our Chair and Chief Executive Officer

**This year has reaffirmed the importance of strong connections and community.**

In challenging times, we turn to those we can count on for support, information and reassurance. That's why we were immensely proud that

Guide Dogs was named Australia's Most Trusted Charity Brand for a seventh time. It's heartening to know that the community believes in us, and trusts that we will always be there for people living with vision impairment, children with autism, and their families – no matter how tough the circumstances. We deeply appreciate this ongoing trust and sincerely thank the community for this honour.

Our staff have demonstrated incredible resilience, perseverance and support for one another during the COVID-19 pandemic. The entire Guide Dogs SA/NT staff has worked together as a cohesive team to adapt our client-centred services in a safe and accessible way and maintain business operations seamlessly.

To enable continuity of care and stay connected with our clients, the Vision Services team embraced innovative practices such as Telehealth technology and Social Groups via Zoom. These new client engagement initiatives were introduced under social distancing restrictions, but will remain part of our services offerings going forward following positive feedback from clients.

## **Our clients are at the heart of everything we do. Understanding the different needs of our clients enables us to tailor our services and provide personal support.**

It's with this in mind that we are establishing a Consumer Reference Group which will provide feedback with regard to policy development, service enhancement and process review.

We also continued the restructure of our Client Service Model from a grant-funded business to a fee-for-service business to meet the needs of clients with National Disability Insurance Scheme (NDIS) funding as well as those without.

In September 2019, we opened the doors to our new Puppy Development Centre. Our Puppy Development Centre is purpose-built, and provides a multitude of sensory experiences to give our pups the best start in life.

At the other end of the journey, we celebrated the graduation of two Facility Dogs. 'Apollo' became our first primary school Facility Dog, joining Kidman Park Primary School. Our first secondary school Facility Dog 'Iris' was placed at Wirreanda Secondary School, supporting students in the Wirreanda Adaptive Vocational Education (WAVE) program.

The events of this year have underlined the importance of working together, and there continues to be a great spirit of collaboration between the state-based Guide Dog organisations that form Guide Dogs Australia (GDA).

We are working alongside our national counterparts in a Dog Centre of Excellence, where we will bring the best minds in the field across the country together to create the best matches for our clients.

Our Fundraising team are also collaborating on initiatives such as PAWGUST and the National Bequest Program which have already achieved great results, enabling investment in our people and services.

In May, we launched our brand new website. Our new website is accessible, easy to navigate and has greater functionality to better support key areas of our organisation. This is a significant project which will play a leading role in helping us to achieve our business goals, both immediately and for many years to come.

We continued to grow our social enterprise, Beau's Pet Hotel, until travel restrictions forced the business into temporary hibernation. Now, we are working harder than ever to return Beau's to its healthy position by re-engaging customers and staff. Beau's reopened on 1 September 2020 and we look forward to welcoming our guests over the Christmas and New Year period.

We have succeeded in establishing business and organisational models which will now allow us to focus on growth and innovation. We have a strong brand and solid foundations in place, which we can build upon to create better outcomes for our clients, our staff, our volunteers and our dogs.

The generosity of our donors, community fundraisers, bequestors, and business partners remains essential to what we do. With minimal government funding, we are more reliant than ever on community support to continue providing our life-changing services.

Thank you also to our dedicated staff, volunteers, management, Board and Committees members.

We are grateful for the support of the Guide Dogs community, who work side-by-side with us every day to find solutions that will make the biggest differences to achieve independence, participation, inclusion and wellbeing for our clients.



**John Oliver**  
Chair

A handwritten signature in black ink, appearing to read 'John Oliver'.



**Aaron Chia**  
Chief Executive Officer

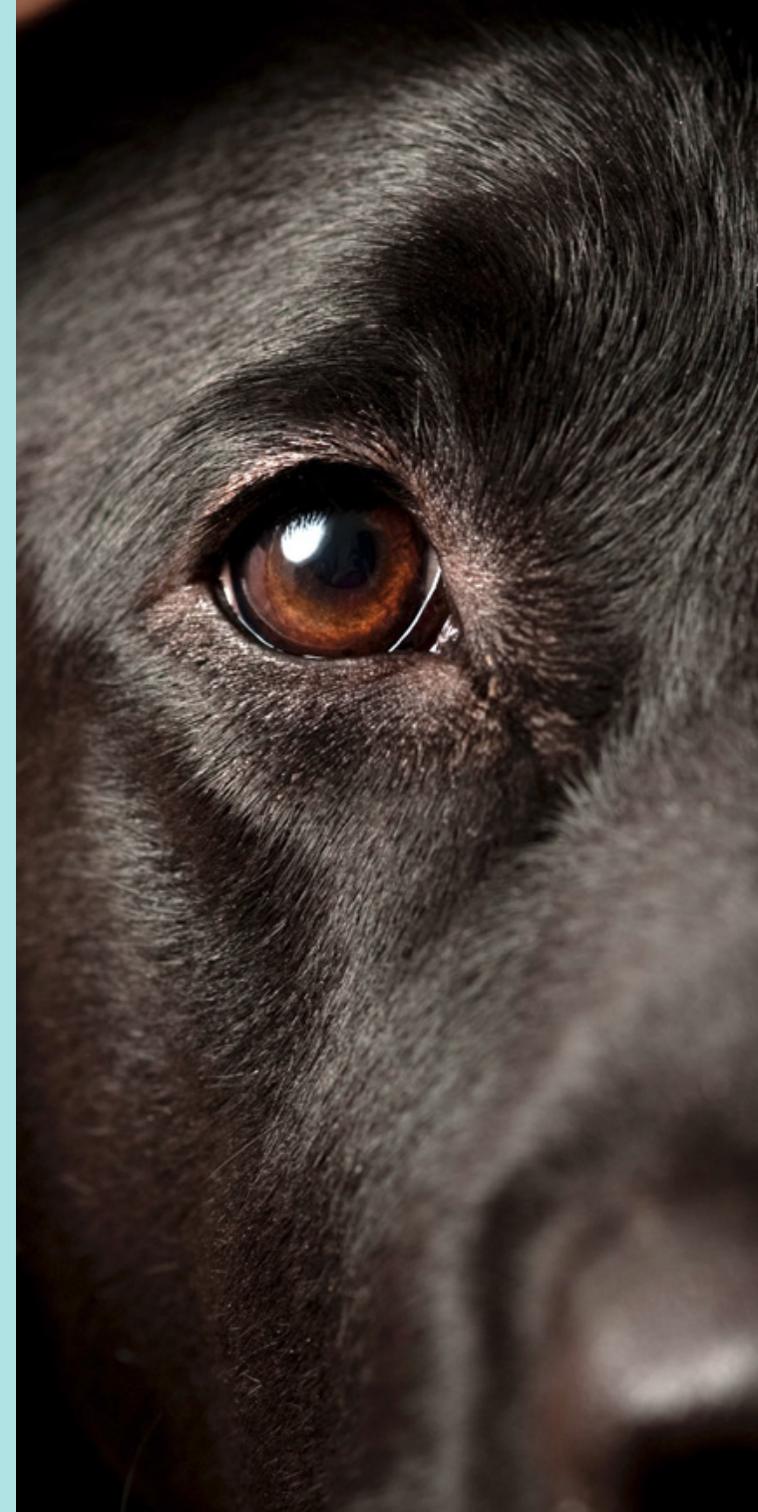
A handwritten signature in black ink, appearing to read 'Aaron Chia'.

# Our Board and Committees

---

Guide Dogs SA/NT is governed by a strong, talented team of business and community professionals, who are responsible for our strategic direction, organisational performance, and overseeing

governance and risk requirements. We thank the following Board and Committee members for their guidance, due diligence and governance of Guide Dogs SA/NT throughout the year.



# Our Board



**Mr John Oliver, *Chair***

BCom, GradDip Banking Mgmt,  
GAICD, SF FIN



**Mr Bruce Ind, *Deputy Chair***

BSc, BEd, GradDip T, GradDip Ins  
Comp, BEd Admin



**Mr Marc Makrid**

BBus (Mktg), CPM, AMI,  
FAICD, MIMC



**Mr Gerry Cawson**

LLB (Hons), GAICD



**Professor Elizabeth Farmer**

BSc (Hons), MBBS, PhD,  
FRACGP, MAICD



**Mr Jamie McKeough**

BA (Acc), FCA, FTI, MAICD



**Mr Michael McGregor**

BA (Psych), FAICD



**Ms Nicole Nott**

BAppSc (OT), CertAppErg



**Ms Katie Sarah**

BBus (Fin), MPAcc, GAICD

## Finance Committee

**Mr Jamie McKeough, Chair**

BA (Acc), FCA, FTI, MAICD

**Mr John Oliver**

BCom, GradDip Banking  
Mgmt, GAICD, SF FIN

**Mr Paul Davies**

BSc (Econ) (Hons),  
MAppFin, GAICD

**Mr Ian Jamieson**

BA (Acc), CA, SA Fin,  
MAICD

---

## Service Delivery Committee

**Professor Elizabeth**

**Farmer, Chair**

BSc (Hons), MBBS,  
PhD, FRACGP, MAICD

**Ms Nicole Nott**

BAppSc (OT), CertAppErg

**Ms Louise Davies**

BSc (AppChem) (Hons), CertEd  
(SecSci), PgCertEd (Spec & Incl Ed)

**Dr Saravana Kumar**

BAppSc (Physio),  
MPhty, PhD

**Ms Sharyn Broer**

GAICD, FIML, GradCertMgmt,  
BAppSc (OT)

**Mr Michael McGregor**

(joined April 2020)  
BA (Psych), FAICD

## Governance and Risk Committee

**Mr Gerry Cawson, Chair**

LLB (Hons), GAICD

**Mr Bruce Ind**

BSc, BEd, GradDip T,  
GradDip Ins Comp, BEd Admin

**Ms Nicole Nott**

(joined April 2020)  
BAppSc (OT), CertAppErg

**Mr Paul Davies**

(joined April 2020)  
BSc (Econ) (Hons),  
MAppFin, GAICD

---

## Marketing and Revenue Development Committee (est. April 2020)

**Mr Marc Makrid, Chair**

BBus (Mktg), CPM, AMI,  
FAICD, MIMC

**Ms Katie Sarah**

BBus (Fin), MPAcc, GAICD

---

## Our Executive team

**Mr Aaron Chia,  
Chief Executive Officer**

FCA BEc MAICD

**Mr Peter Hurcombe,  
Chief Operating Officer**

BAcc, BA, FCIS, FGIA, MAICD

**Ms Katherine Stocco, Chief  
People and Culture Officer**

BA, ProfDip (HRM)

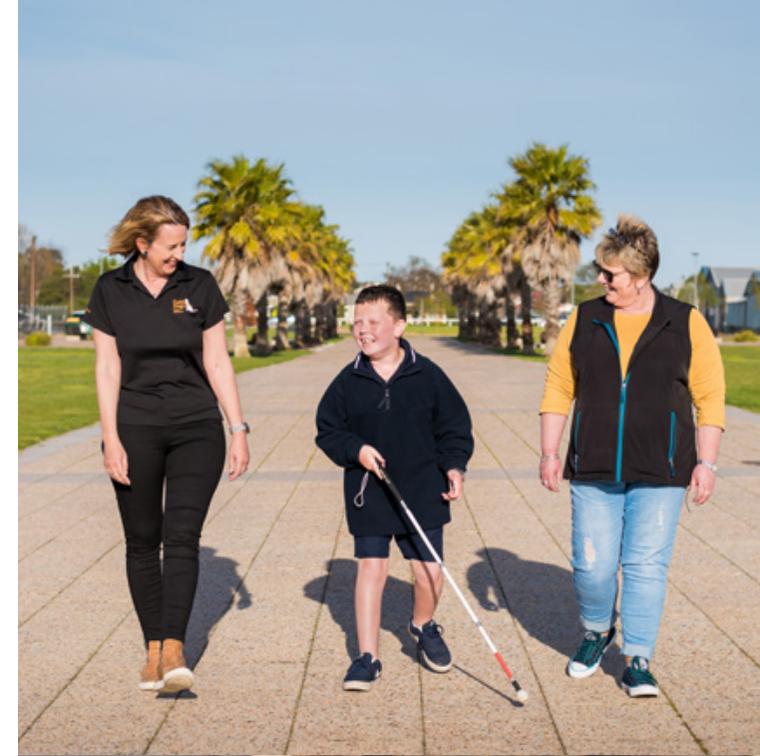
# Our People

---

For more than 60 years, we've embraced a culture of innovation to find solutions that will make the biggest difference for our clients. As Australia's Most Trusted Charity, we also have a long-standing reputation in the community for doing what's right and going above and beyond for our clients.

With staff members working across Guide Dogs SA/NT and Beau's Pet Hotel, our people are the key to the success of everything we do. Our staff work from offices in Adelaide and Darwin, regularly visiting and consulting with communities throughout South Australia and the Northern Territory.

**Ten-year-old Kodi is building confidence and learning to explore his hometown of Mount Gambier with Guide Dogs Orientation and Mobility Instructor, Karyn.**



## A culture of collaboration

Through the challenges of the past year, our team of talented and dedicated professionals have adapted to a very different way of working. We were fortunate to be able to support our workforce to transition to remote work throughout April and May, in accordance with government restrictions.

Demonstrating positivity and resilience, our teams have taken this opportunity to collaborate and make the best of these unusual circumstances.

Our focus is now on supporting our people to use technology and the innovative work practices they've developed to continue creating safe and productive ways of working between home, the office and with our clients in the community.



---

**“The best part of my job is the privilege of witnessing people reach their personal goals, achievements and outcomes – no matter how big or small.”**

Justin, Orientation  
& Mobility Instructor

---

**Simon, Consumer Liaison Officer,  
adapts to working remotely using a  
range of technology solutions.**

## We love our volunteers

We engage 160 very special volunteers across all parts of the organisation including Dog Services, Community Engagement, Fundraising, Corporate Services and, of course, our Board and Committee members.



Each year we host events to celebrate the incredible difference that our volunteers make towards achieving our reason for being.

Our 2020 mid-year event to celebrate National Volunteer Week was a bit different this year. While we couldn't bring our volunteers together in person because of social distancing requirements, we joined Volunteering SA&NT in thanking our devoted volunteers through the #ColourYourCommunityRed campaign.

Our social media campaign reached more than 10,000 people across SA and NT, and was a wonderful way to celebrate the life-changing difference our volunteers make to people living with vision impairment, children with autism, and their families.

**Fundraising team member Sonya says 'Thank you!' to the 160 volunteers who make a life-changing difference at Guide Dogs.**

---

**“We were inspired to become Puppy Raisers after learning how these dogs can change people’s lives.**

**The best part is the satisfaction we feel when dogs graduate and go to their new homes. Volunteering for Guide Dogs is amazing.”**

Margaret and Ray,  
volunteers for almost 12 years

---

**Next page: Seven-year-old Fletcher is a bright and bubbly child who’s finding his independence with support from Guide Dogs.**

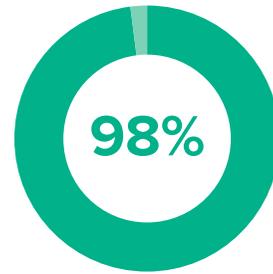


# Our reason for being

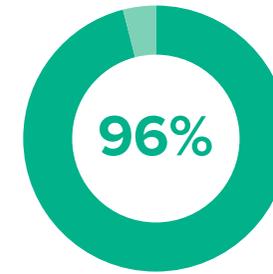
We know that no two journeys are the same. So, we work side-by-side with clients and their families to make their way through the road ahead, offering services tailored to suit them.

We support people of all ages and vision levels to achieve freedom and independence.

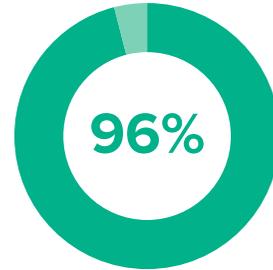
Our life-changing Autism Assistance Dog Program also improves comfort, safety and confidence for children living with autism and their families.



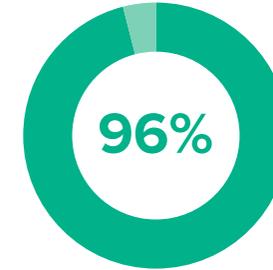
of our clients reported a positive experience with Guide Dogs



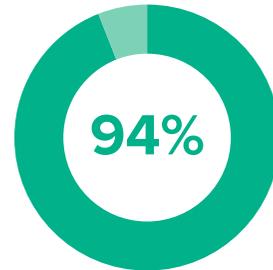
of our clients are happy with the high-quality care provided by our specialist staff



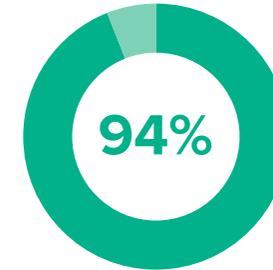
of our clients are happy with the access to information we provide



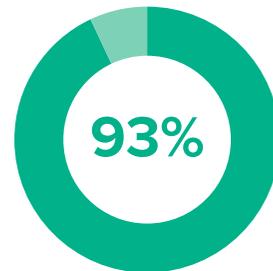
of our clients are happy with the outcome of the services they received



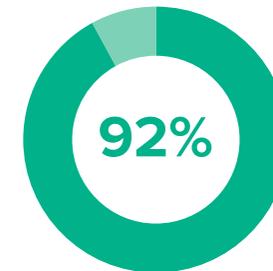
of clients are happy with our referral and booking process



of our clients reported an improved quality of life after receiving our services



of our clients would recommend our services



of our clients reported improved independence after receiving our services

## Delivering continuity of care

Throughout April and May, at the height of South Australia's social distancing restrictions, our team of vision specialists demonstrated their creativity and innovation by exploring what we could achieve for our clients using Telehealth technology.

Telehealth services use technology solutions like email, telephone and video conferencing to enable us to connect with our clients and deliver services remotely. Along with this innovation, we introduced additional technology solutions like Google Street View to help us continue completing assessments and providing intervention for clients, despite the limitations on face-to-face engagement. Accessing video conferencing technology has also enabled better partnerships with

other service providers who are working with our clients, which in turn has improved overall client outcomes.

Not all clients took up the option of Telehealth, but those who did reported loving the continuity of service that enabled them to keep working towards their goals for increased independence and wellbeing. Feedback from clients was generally positive, including many who told us the technology was easier to access than they had expected.

Telehealth options now provide another valuable element to our service offering. In the long term, this technology provides a great opportunity to maintain contact with clients in remote and regional areas.

**Guide Dogs client David says technology plays an important role in helping to maintain his independence, access Telehealth, and connect with loved ones across the world.**

As one clinician put it, "Telehealth has enabled many of our clients to access a service when they might not have otherwise been able to. This helps clients feel more connected to Guide Dogs."





## Staying social during distancing

Our Leisure and Lifestyle Services remain a popular and effective way for clients to connect with their community, develop new skills, and access peer support. In 2020, we developed an innovative way to ensure we could continue supporting our clients and their families while maintaining strict safety protocols.

As a result of our success with Telehealth, we looked at how we could leverage video conferencing technology to offer virtual group-based sessions. The first of these sessions was a Social Happy Hour Group for clients in South Australia and the Northern Territory.

Facilitated by Guide Dogs staff members, the group is open to all past, present or prospective clients of Guide Dogs SA/NT and offers an opportunity to stay connected in a relaxed environment.

The sessions are fully accessible and can be accessed by phone, computer or tablet from the comfort of home. Many clients have been particularly happy with the increased flexibility and convenience these remote social groups provide.

For some clients, the groups have also inspired a desire to learn new technology. The success of our initial group has led to the development of more Telehealth-based groups, including sessions with guest speakers, interactive quizzes, and opportunities to share resources.

**Previous page: Our specialist teams visit regional areas to support clients like ten-year-old Kodi in Mount Gambier.**

**As a student at the University of South Australia, technology enables nineteen-year-old Melissa to stay social, study online and keep in touch with her family at home in Renmark.**





**“We started the virtual social group in April and this initiative has been wonderful for providing social and emotional support to our clients during a difficult time. The experience has also helped some clients to realise that learning a new technology is not as difficult as they thought it might be.”**

Salina, Consumer Liaison Officer



## Life skills for greater independence

In October 2019, nine students with low vision or blindness from across South Australia and the Northern Territory participated in our five-day Life Skills Camp at Warradale Urban Camp School.

Throughout the week, our team of specialists worked with the students to develop their orientation and mobility skills, activities of daily living and social development. The camp was also an opportunity for students to build confidence, meet new friends, explore the city and, of course, have fun. As always, the camp was a great success, with students and staff alike making memories to last a lifetime.

---

### Camp highlights

- Attending AFL Max, where students developed their gross motor skills in trampolining, rock wall climbing, timed sprints and ball handling skills.
- Participating in a variety of sports hosted by Blind Sports SA, specially adapted to enable participation by people with blindness or vision impairment.
- Exploring the Adelaide Central Market, where the students used their orientation and mobility skills to navigate in a complex environment.

**“Without the support of Guide Dogs, there’s simply no way I would have even considered moving interstate alone, or embarked on a University degree.”**

Emily, aged 18,  
Vision Services client

---

**Next page: Geoff and Carrie are adapting to Geoff’s changing vision and learning new ways of achieving his everyday goals.**



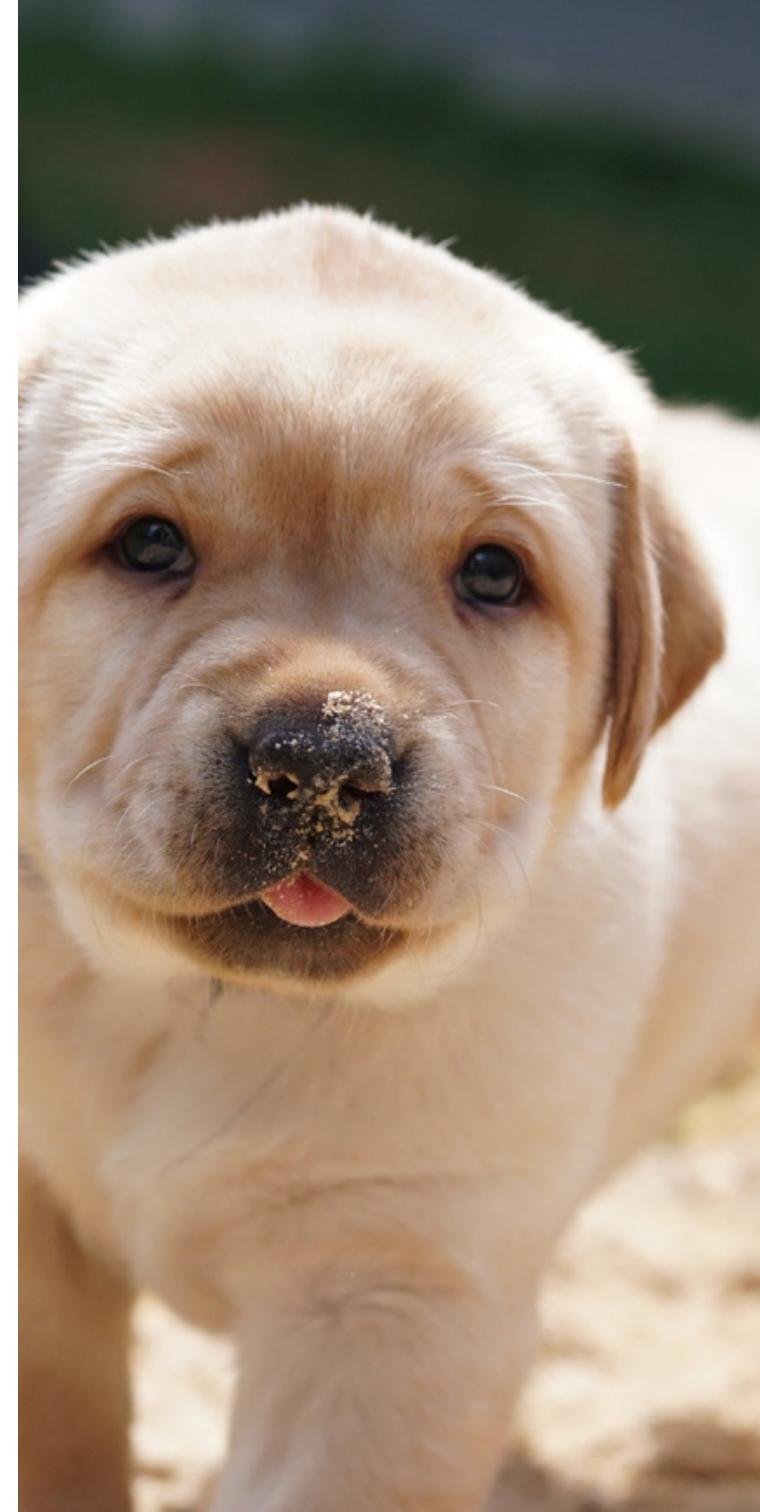
## An imPAWtant milestone

In September 2019, we welcomed our Q litter, the first puppies to be born in our new purpose-built Puppy Development Centre in Adelaide. Proud mum Ruby gave birth to Queenie, Quisky, Quincy and Qutie, who were named by some very creative supporters in a naming competition.

Under the watchful eye of our Puppy Development Centre Team Leader, the facility can comfortably house two litters of puppies. It features separate indoor and outdoor play areas, along with a puppy garden designed to provide a multitude of sensory experiences, all aimed at giving our pups the best start in life.

Our sincere thanks to our supporters, including Vision for the Future donors, Perpetual Philanthropic Services, and Haigh's Chocolates, who made the development of this purpose-built facility possible.

**Quisky and her siblings from the Q Litter were the first puppies to be born in our purpose-built Puppy Development Centre in Adelaide.**



## Meet our Facility Dogs



Facility Dogs are trained to work with individuals or groups of people in a facility setting, assisting them to manage challenging situations or participate in education programs, with the aim of enhancing confidence, social engagement, and emotional wellbeing.

Our Facility Dog program was launched in April 2019 when Zero, the state's first Canine Court Companion, was placed with the Office of the Director of Public Prosecutions (ODPP). In this role, Zero supports vulnerable witnesses and victims of crime through the court process. His quiet companionship and comforting presence enable his handlers at the ODPP to rapidly build rapport with witnesses, resulting in more effective interviews.

**Facility Dog Apollo works at Kidman Park Primary School alongside his handler, Deputy Principal Amanda Walker.**

After the success of Zero's placement, this year has seen two more 'firsts' for our innovative Facility Dog program:

- Our first primary school Facility Dog, Apollo, who joined Kidman Park Primary School; and
- Our first secondary school Facility Dog, Iris, who was placed with the Wirreanda Adaptive Vocational Education (WAVE) program at Wirreanda Secondary School.

These dogs have been specially trained by our team to help students at the schools engage with learning, build their resilience, and connect with one another.

Both Apollo and Iris have been selected for these careers due to their calm and sensitive nature.

Facility Dogs perform a vital role, often working closely with students with autism, self-regulation challenges, and multiple disabilities. Each Facility Dog performs a range of tasks, including wearing a sensory jacket to motivate children to interact during therapy sessions, and acting as a reward or incentive to increase class attendance. Sometimes students even practise reading to Apollo!



Feedback from these school communities, including the students, teachers and parents, has been overwhelmingly positive. Even in these early stages of the Facility Dog program, the impact and benefits are evident. Apollo and Iris are both from litters previously sponsored by our generous supporters and we thank our donors for making their life-changing roles possible.

---

**“Apollo makes me feel safe and loved.”**

Year 2 student,  
Kidman Park Primary School

---

**Facility Dog Iris works with her handlers Paul and Mandy in the Wirreanda Adaptive Vocational Education (WAVE) program at Wirreanda Secondary School.**

---

**“Apollo is by far the most popular member of our staff and makes people smile wherever he goes. I feel really fortunate to have been given this role in working with him. Seeing the effect he has on the kids, staff and parents here is so rewarding.”**

Amanda, Deputy Principal  
at Kidman Park Primary School

---



**“Thank you to Guide Dogs SA/NT for allowing Wirreanda Secondary School and the WAVE Program to make Iris a valuable member of our team. Iris has settled in really well and is already making a positive impact on our students as well as staff.”**

Paul, Senior Leader of WAVE Program at Wirreanda Secondary School



# Thanks to our retiring dogs

The following Guide Dogs and Autism Assistance Dogs have served faithfully for many years, bringing independence, inclusion and wellbeing to their handlers, but also love and companionship like no other.

Our retiring Stud and Broods have also played an invaluable role, nurturing the next generations of life-changing pups. We thank each of these dogs for their devotion and wish their adoptive families all the best.

## Guide Dogs

- Guide Dog Vigo with Margaret
- Guide Dog Xane with Jody
- Guide Dog Simba with Meredyth
- Guide Dog Buddy with Neil

## Autism Assistance Dogs

- Autism Assistance Dog Phoenix with Angus
- Autism Assistance Dog Winston with Lez Paul
- Autism Assistance Dog Dasha with Jake
- Autism Assistance Dog Pepsi with Patrick

## Broods & Studs

- Brood Velvet with Victoria
- Brood Willow with Charne
- Brood Ruby with Marion
- Brood Milan with Jose
- Brood Fury with Karen
- Stud Metro with Natesha



# Beau's Pet Hotel

Previous page: Guests of Beau's Pet Hotel enjoy expert care, comfort and enrichment with our highly qualified staff.

Owned and operated by Guide Dogs SA/NT, Beau's Pet Hotel offers world-class dog and cat accommodation in the Adelaide metropolitan area. Our services include luxury dog and cat boarding, dog daycare and dog grooming.

As a social enterprise, Beau's Pet Hotel is an investment in the long-term sustainability of Guide Dogs. All profits from Beau's Pet Hotel are directed back to Guide Dogs, ensuring we can continue providing essential services to people living with vision impairment, children with autism, and their families.



Over 200 guests accommodated daily during Christmas and New Year period



More than 40 fully-trained staff



70% repeat customers



4.6 stars out of 5 (from 3,081 surveys)



**“What genuinely, wonderful animal loving people. My pup approached every person happily and with confidence. The water in Central Bark was turned on for him upon arrival as he had travelled for an hour to get there and it was decided it would be a treat for him to receive. Thank you for keeping him safe and happy.”**

Rachel with dog Duncan



In its third year of operation, Beau's has firmly established a reputation as the luxury pet boarding destination of choice in the metropolitan Adelaide area, accommodating over 200 furry guests each day over the Christmas and New Year period. But with the introduction of travel restrictions due to COVID-19, the business entered a temporary period of hibernation from April through to August.

Now, we are working harder than ever to re-engage our loyal customers and highly-qualified staff. Beau's reopened on 1 September 2020 and we look forward to welcoming our returning guests over the coming months.

Our sincere thanks to everyone who has offered words of encouragement through this challenging time. We are so grateful to Beau's customers and guests for your continued support and positive feedback.

---

**“Gabby loves going to Beau's and ‘asks’ every day if it's her day to go. The staff and facilities are amazing!”**

Penny with dog Gabby

---



**Beau's Pet Hotel offers luxury dog and cat boarding, dog daycare and dog grooming at our state-of-the-art facilities in Adelaide. All profits are directed back to Guide Dogs SA/NT.**



**“The team at Beau’s are the most wonderful, caring and kind people. Put your mind at rest knowing your fur-baby is being cared for by these legends! Nothing was a bother, we rang every couple of days to see how our girl was going, and they sent us pictures and an update via email. Would highly recommend Beau’s Pet Hotel, we will definitely be using them again.”**

Narelle with cat Cricket



# Connecting with our community

---



Total media reach of over 5.7 million people



Total social media reach of nearly 2.4 million people



70% growth in the time visitors spend on our new website

# Key campaigns

---

## Most Trusted Charity:



More than 880,000 people reached nationwide through broadcast, print and online media



48,000 people reached on social media across Australia



25,000 people reached on social media in South Australia

# Key campaigns

---

## International Guide Dog Day:



Reached over 100,000 people nationwide and more than 24,000 locally on social media



More than 2,000 people nationwide joined our Zoom call



350 media mentions nationwide

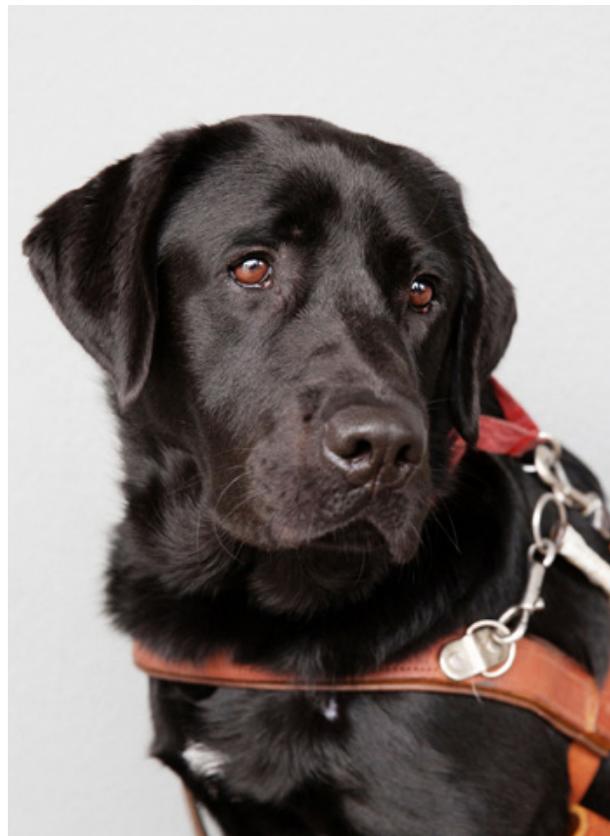
## Guide Dogs remains Australia's Most Trusted Charity

This year, Guide Dogs Australia was announced as Australia's Most Trusted Charity Brand for the seventh time in the annual Reader's Digest Trusted Brands survey.

Guide Dogs SA/NT Chief Executive Officer, Aaron Chia, said the organisation was proud to receive the honour of Most Trusted Charity, especially during such a challenging time.

"I would like to thank our many loyal supporters who once again voted for us as their Most Trusted Charity," Mr Chia said. "We take this honour seriously and we deeply appreciate the community's ongoing trust in us.

We will continue to do everything we can to enable independence for people living with vision impairment, children with autism, and their families – now and into the future."



---

**“Our organisation is built on trust. From the trust of our donors who choose to support us to the trusted bond between a handler and their Guide Dog.”**

Aaron Chia,  
Chief Executive Officer  
of Guide Dogs SA/NT

---

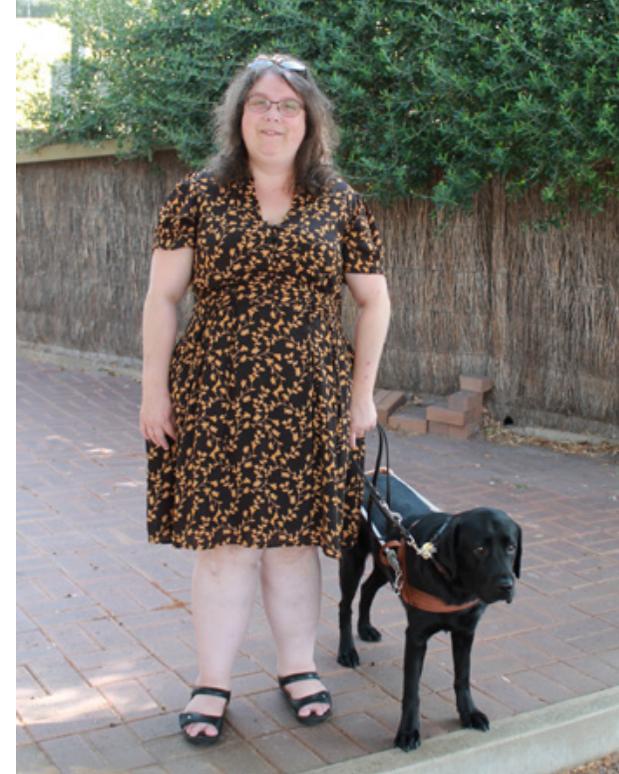
## Celebrating International Guide Dog Day

The 2020 International Guide Dog Day (IGDD) campaign embraced a new, online approach to the traditional ‘Paws Parade’ event, which was cancelled in keeping with government restrictions. The national digital campaign emphasised the invaluable companionship and comfort a Guide Dog can provide to their handler – especially during challenging times.

The campaign attracted widespread engagement, reaching a national audience of more than 100,000 people on social media to create awareness about access rights and our life-changing work. To complement the campaign, Guide Dogs Australia hosted our first ever virtual ‘Pat and Chat’ via Zoom. The webinar featured

Guide Dogs clients, staff, volunteers and dogs from across the country, attracting more than 2,000 viewers nationally. The initiative generated widespread media coverage with more than 350 media mentions across the country.

Our local social media campaign, featuring our client Chelsea and her first Guide Dog Skylar, also generated strong organic results. Over three days, Chelsea’s story reached nearly 24,000 people across the state and saw more than 2,500 engage with our brand.



This year, longtime client Chelsea celebrated International Guide Dog Day matched with her first Guide Dog, Skylar.

---

**“She’s not just my Guide Dog, she also provides incredible companionship. She looks after me when we’re out and she’s working, and I look after her when we’re at home. It’s an equal relationship.”** Chelsea with Guide Dog Skylar

---

## Innovating for the future

In May 2020, Guide Dogs SA/NT launched a fully refreshed and redeveloped website. The new website is easy to navigate, vibrant, and has greater functionality to better support key areas of our business. Importantly, the site has been optimised for accessibility at every opportunity, from its high-contrast

design through to its compatibility with assistive technology.

This project is an important investment in the future of Guide Dogs SA/NT, providing a better user experience for Guide Dogs clients, carers, and supporters, and improving our digital fundraising capabilities.

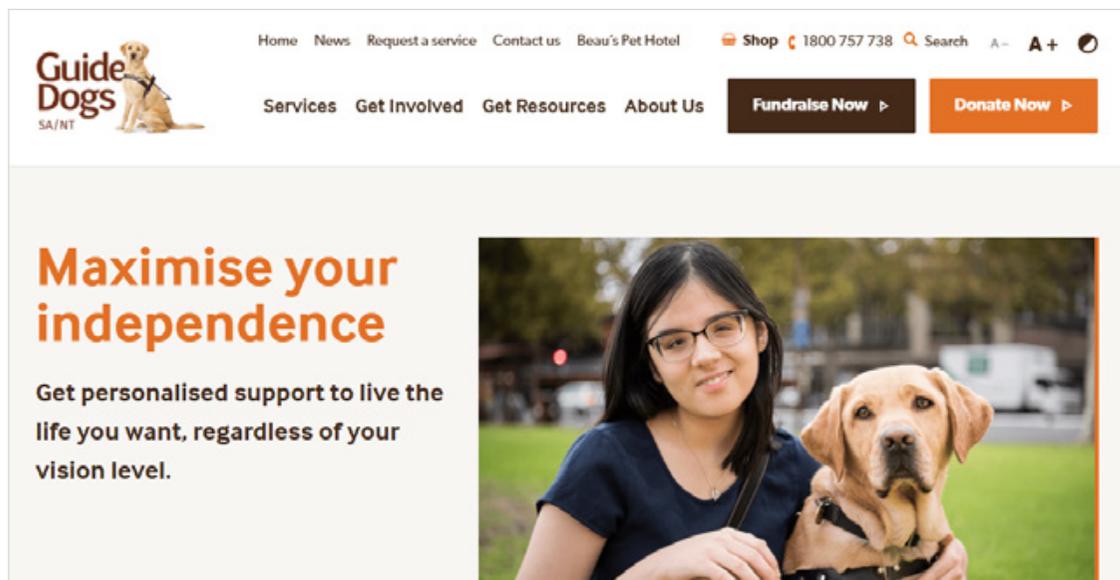
In fact, since its launch, we've seen a 70% growth in the length of time visitors spend on our website,

indicating our audience is significantly more engaged with the site's content, design and functionality.

## Puppy Sponsors change lives

Our Puppy Sponsors play a vital role in helping transform adorable puppies into highly skilled Guide Dogs, Autism Assistance Dogs and Therapy Dogs. Income generated through our regular giving program represents a substantial portion of our overall fundraising revenue and makes a life-changing difference to people with vision impairment, children with autism, and their families. This is only possible thanks to the generous support of our Puppy Sponsors, who enable our puppies to train for their life-changing careers .

**The homepage of our new website features a clean, user-friendly layout and high contrast colours to optimise accessibility**



## Meet some of our sponsored puppies

The G Litter puppies, Gem, Gilbert and Gizmo, were born at Guide Dogs' Puppy Development Centre in Adelaide in July 2018. We are so proud of Gilbert who is bringing joy to the residents of a local nursing home where he now resides, offering emotional support (and enjoying lots of belly rubs!).

The I Litter puppies, Imani and Iris, were born at Guide Dogs in Brisbane in October 2018. Imani has recently commenced training as an Autism Assistance Dog and we've celebrated Iris beginning her career as a Facility Dog at Wirreanda Secondary School, supporting students to remain engaged with their education. These are just some of the life-changing opportunities made possible by our amazing Puppy Sponsors!

Our generous supporters sponsor the G & I Litter puppies, including Gizmo pictured here, on their journey to change lives.



## PAWGUST 2019

In 2019, our national Fundraising challenge, PAWGUST, returned for a successful second year. PAWGUST encourages participants and their pooches to get active and pound the pavement every day for 30 minutes



throughout the month of August, while raising vital funds for Guide Dog puppies in training.

Building on the success of its inaugural year, we were joined by more than 1,000 enthusiastic supporters across South Australia and the Northern Territory. Our passionate participants and their best FURiends have had so much fun while bringing their families together, getting active and helping to change lives. A big thank you to everyone in our community for making this campaign not just possible, but a PAWsome success, through their amazing support.

---

**“PAWGUST is a great opportunity to commit to 30 minutes of dedicated walking every day, and raise money for a good cause!”**

Rachel & Boston Terrier, Macey

---

**PAWGUST participants Audrey and Yve walk their dog Mali to help raise funds for Guide Dogs Australia.**

# Our corporate partners

---

## National partners



## South Australian partners



# Auditor's report



**REPORT OF THE INDEPENDENT AUDITOR  
ON THE SUMMARY FINANCIAL STATEMENTS  
TO THE MEMBERS OF GUIDE DOGS ASSOCIATION OF SA & NT INC**

**Opinion**

The summary financial statements, which comprises the Statement of Financial Position as at 30 June 2020 and the Statement of Profit or Loss and Other Comprehensive Income for the year then ended, are derived from the audited financial report of Guide Dogs Association of SA & NT Inc ("the Entity") for the year ended 30 June 2020.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, in accordance with the Notes to the summary financial statements.

**Summary Financial Statements**

The summary financial statements do not contain all the disclosures required by Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements, and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon. The summary financial statements and the audited financial report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

**The Audited Financial Report and Our Report Thereon**

We expressed an unmodified audit opinion on the audited financial report in our report dated 28 October 2020.

**Board's Responsibility for the Summary Financial Statements**

The Board of the Entity is responsible for the preparation of the summary financial statements in accordance with the Notes to the summary financial statements.

**Auditor's Responsibility**

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

*Nexia Edwards Marshall*

Nexia Edwards Marshall  
Chartered Accountants

A handwritten signature in dark ink, appearing to read 'D Pozza'.

Damien Pozza  
Partner

Adelaide  
South Australia

28 October 2020

L3  
153 Flinders Street  
Adelaide SA 5000  
GPO Box 2163  
Adelaide SA 5001  
P +61 8 8139 1111  
W nexiaem.com.au

Liability limited by a scheme approved under Professional Standards Legislation.  
Nexia Edwards Marshall is an independent firm of Chartered Accountants. It is affiliated with, but independent from, Nexia Australia Pty Ltd, which is a member of Nexia International, a worldwide network of independent accounting and consulting firms. Neither Nexia International nor Nexia Australia Pty Ltd deliver services in its own name or otherwise. Nexia International Limited and the member firms of the Nexia International network (including those members which trade under a name which includes the word NEXIA) are not part of a worldwide partnership.  
The trademarks NEXIA INTERNATIONAL, NEXIA and the NEXIA logo are owned by Nexia International Limited and used under licence.



# Financial statements

---

The summarised financial statements have been derived from the Association's full financial report for the financial year. Other information included in the summarised financial statements is consistent with the Association's full financial report. The summarised financial statements cannot be expected to provide as detailed an understanding of the financial performance and financial position of the Association as the full financial report.

The summarised financial statements have been prepared on an accruals basis, are based on historical costs and presented in Australian Dollars. A full description of the accounting policies adopted by the Association may be found in the Association's full financial report.

## Statement of Profit or Loss and Other Comprehensive Income

### For the Year Ended 30 June 2020

\*This is an extract only from our full audited financial statements

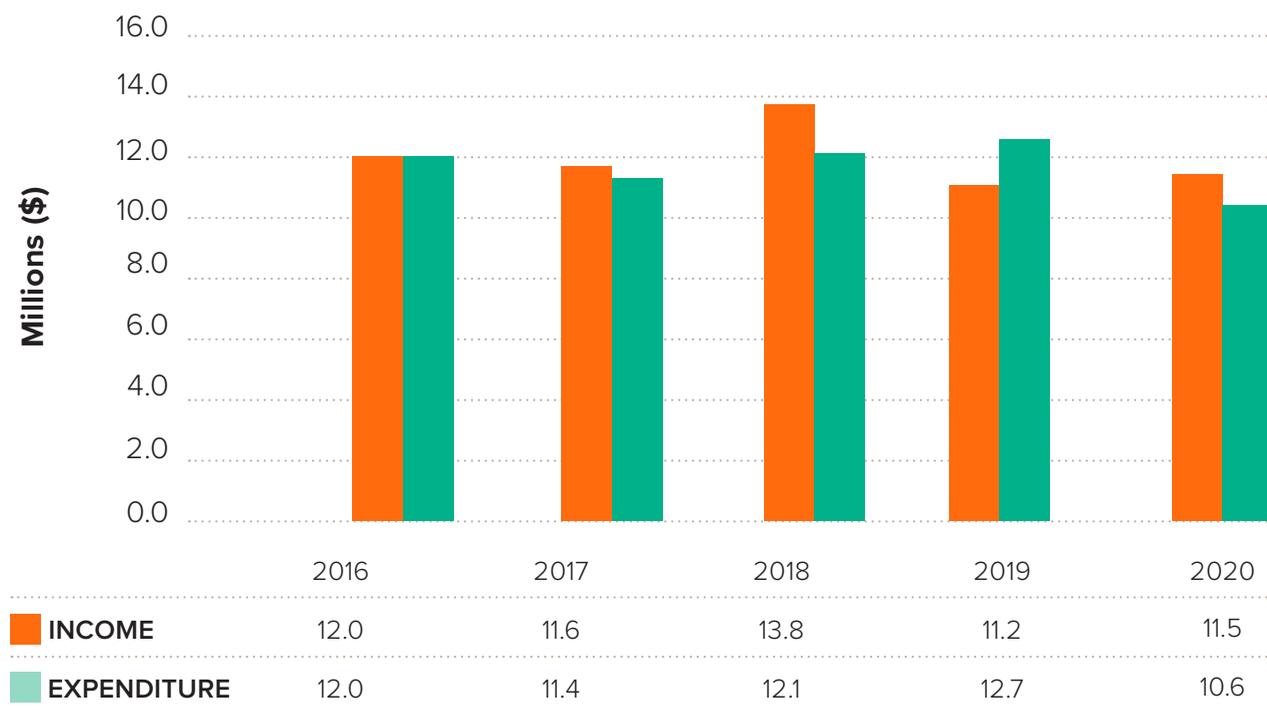
	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
Revenue from contracts with customers	4,029,459	4,336,797
Other revenue	7,250,178	6,321,860
	<hr/>	<hr/>
Depreciation and amortisation expenses	(759,367)	(720,027)
Fundraising expenses	(521,496)	(571,384)
Marketing expenses	(125,039)	(184,746)
Client supplies and services expenses	(360,545)	(493,011)
Employee expenses	(6,411,245)	(8,115,703)
Operating expenses	(2,105,631)	(2,277,987)
<b>Results from operating activities</b>	<hr/>	<hr/>
	996,314	(1,704,201)
Finance income	206,388	504,565
Finance costs	(350,487)	(307,665)
<b>Net finance income</b>	<hr/>	<hr/>
	(144,099)	196,900
<b>Profit/(loss) for the year</b>	<hr/>	<hr/>
	852,215	(1,507,301)
Other comprehensive income:		
Fair value change on financial assets through other comprehensive income	(380,258)	96,841
	<hr/>	<hr/>
<b>Other comprehensive income/(loss) for the period</b>	(380,258)	96,841
<b>Total comprehensive income/(loss) for the period</b>	<hr/> <hr/>	<hr/> <hr/>
	471,957	(1,410,460)

**Statement of Financial Position As at 30 June 2020**

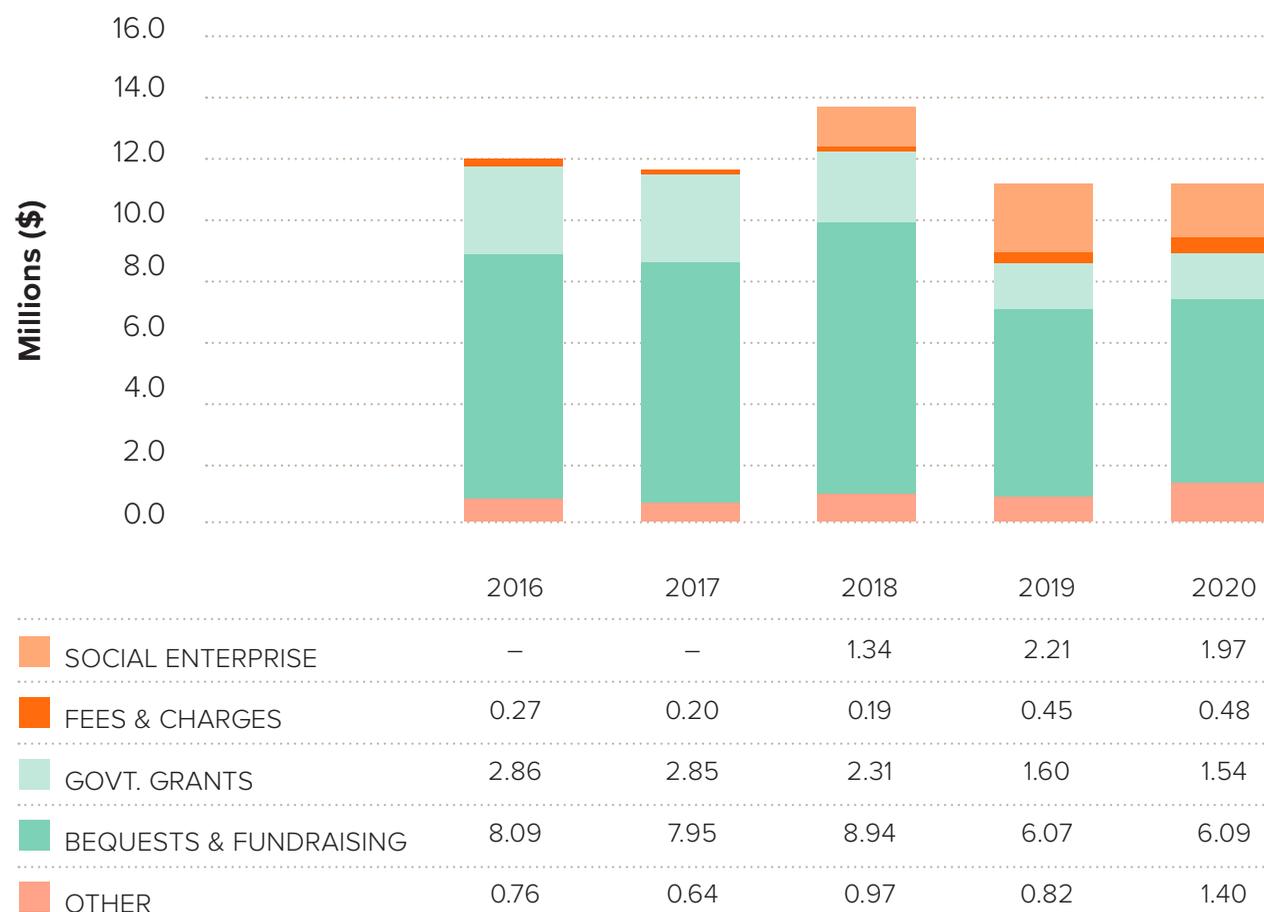
\*This is an extract only from our full audited financial statements

	<b>2020</b>	<b>2019</b>
	<b>\$</b>	<b>\$</b>
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and cash equivalents	5,352,846	4,993,224
Trade and other receivables	1,210,739	964,374
Inventories	53,530	84,032
<b>TOTAL CURRENT ASSETS</b>	<b>6,617,115</b>	<b>6,041,630</b>
NON-CURRENT ASSETS		
Financial assets	2,649,934	3,009,860
Property, plant and equipment	20,131,437	19,077,964
Intangible assets	2,199	3,218
<b>TOTAL NON-CURRENT ASSETS</b>	<b>22,783,570</b>	<b>22,091,042</b>
<b>TOTAL ASSETS</b>	<b>29,400,685</b>	<b>28,132,672</b>
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Trade and other payables	653,419	1,134,704
Employee benefits	402,068	361,655
Contract liabilities	385,234	802,494
Lease liabilities	35,204	—
Financial liabilities	471,000	7,715,000
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,946,925</b>	<b>10,013,853</b>
NON-CURRENT LIABILITIES		
Employee benefits	163,252	135,901
Lease liabilities	1,731,633	—
Financial liabilities	7,104,000	—
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>8,998,885</b>	<b>135,901</b>
<b>TOTAL LIABILITIES</b>	<b>10,945,810</b>	<b>10,149,754</b>
<b>NET ASSETS</b>	<b>18,454,875</b>	<b>17,982,918</b>
<b>EQUITY</b>		
Reserves	2,778,936	3,159,194
Retained earnings	15,675,939	14,823,724
<b>TOTAL EQUITY</b>	<b>18,454,875</b>	<b>17,982,918</b>

## Total Income and Expenditure - Last 5 Years



## Sources of Income - Last 5 Years



Services expenditure 2019-2020  
By service type

- DOG SERVICES - 54%
- ALLIED HEALTH SERVICES -46%



# Our memberships and accreditations

---

**Guide Dogs SA/NT operates at all times according to the rules and regulations of the relevant quality and accreditation bodies, with certification including:**

- International Guide Dog Federation accreditation
- Assistance Dogs International accreditation
- Registered NDIS and My Aged Care provider
- ISO 9001:2015 Quality Management System certification

**Guide Dogs client Trevor accesses specialist orientation and mobility training through My Aged Care to help him achieve his goals.**



# Connect with us



We are grateful to our supporters who enable us to provide life-changing services for the community. There are many ways you can get involved with Guide Dogs:

- Give a donation
- Sign up for workplace giving
- Leave a gift in your Will
- Partner with Guide Dogs
- Become a Puppy Raiser
- Purchase our products
- Sponsor a litter of puppies

## Support

Tel 1800 757 738

Email [support@guidedogs.org.au](mailto:support@guidedogs.org.au)

## Enquiries

Tel (08) 8203 8333

Email [info@guidedogs.org.au](mailto:info@guidedogs.org.au)

## Visit

251 Morphett Street  
Adelaide SA 5000

[www.guidedogs.org.au](http://www.guidedogs.org.au)

Guide Dogs Association of SA & NT Inc.  
ABN: 91 183 168 093

