

Guide Dogs SA/NT

Annual Report 2017/18



For more than
60 years, Guide Dogs
SA/NT has enabled a
lifetime of independence,
participation, inclusion
and wellbeing for children
and adults with vision
loss or blindness, other
sensory impairment
and autism.

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Message from Chair and Chief Executive Officer



Top: John Oliver, Chair

Bottom: Aaron Chia, Chief Executive Officer

A reputation built on trust

Our trusted reputation in the disability sector was affirmed once again in May 2018 when Guide Dogs was named Australia's Most Trusted Charity Brand for a sixth consecutive year.

Trust is at the heart of everything we do. From our supporters' confidence that we will use their donations wisely, to the trusted bond between a handler and their Guide Dog, we take this responsibility seriously.

As Chair and Chief Executive Officer, it is our privilege to reflect on what makes Guide Dogs uniquely placed to service the needs of our client community.

Our reputation as Australia's Most Trusted Charity relies on the people behind the Guide Dogs brand: our supporters, expert staff and dedicated volunteers including our Board and Committee Members.

In this annual report, we look back on our achievements from the past year and celebrate the ways in which we are innovating for the future.

Our willingness to be adaptive and agile will ensure we continue supporting our clients as they achieve their goals at every stage of life.

Weathering a changing climate

This has been a year of profound change. The transition to the fee-for-service model of the National Disability Insurance Scheme (NDIS) has created a significant funding gap and we, like every other organisation in the sector, must address it. Business as usual no longer applies.

With the launch of our 2019–2021 Strategic Plan in July 2018, our organisation has confronted the challenges of a shifting external environment head on. Through a three-year transformational journey, we will seek to redefine and build our service and business models to be sustainable under the NDIS.

We will grow our capability, capacity and client reach, ensuring we remain the provider of first choice for our client community throughout the whole of their lifetime.

Success through synergy

At Guide Dogs SA/NT, our resilience during this time of change is enhanced by our capacity to foster collaborative relationships with Guide Dogs organisations in each state. Throughout 2017-18, this partnership approach has resulted in the development of some exciting national initiatives.

Guide Dogs SA/NT is proud to be working with Guide Dogs NSW/ACT to enhance our puppy development training through a new Guide Dog training program. Furthermore, we continue to collaborate with our Guide Dog partners on our local breeding program to introduce new lines into SA stock.

These initiatives are supported by national conferences where representatives from each state meet to explore joint initiatives and share successes.

Innovation for the future

In order to adapt to this changing climate, we are growing our organisational impact through innovation. In August 2017, Guide Dogs SA/NT took a bold step toward future-proofing our business by launching Beau's Pet Hotel: A social enterprise designed to support the long-term sustainability of Guide Dogs SA/NT services. Beau's is an investment in the future, leveraging our trusted reputation to diversify our incomes streams and complement our fundraising success.

As with anything worth doing, Beau's first year has not been without its challenges, and we have faced the operational issues inherent in any start-up business. However, 12 months on, the foundations of our state-of-the-art social enterprise have been firmly established and our vision is a resilient, productive and profitable future for Beau's Pet Hotel.

Leading the way forward

We are also looking at innovative ways to build our capacity through new models of effective fundraising. Our standout fundraising achievement of the past year has been PAWGUST – a national Peer-to-Peer fundraising campaign which has raised in excess of \$590,000 across Australia.

PAWGUST has provided Guide Dogs organisations in each state with an opportunity to continue strengthening our collaborative relationships. Our national approach to this flagship fundraising initiative has enabled Guide Dogs Australia to leverage each State's strengths and develop a cohesive, mutually beneficial campaign.

The precursor to PAWGUST was our South Australian event 'Lead the Way May' in 2017. PAWGUST follows a similar principle, however rebranded and escalated at a national level. Here in SA, we are proud to have pioneered this wonderful initiative to support our services on a national scale.

A different way of seeing the world

With the support of our business partners, corporate sponsors, bequestors, donors and Puppy Sponsors, we will continue providing the highest quality services for people living with vision impairment, blindness, other sensory impairment and autism.

We offer our clients a different way of seeing the world. The past 12 months saw our Vision, Dog Services, Allied Health and Hearing teams support more than 1,700 clients with a full range of services. The outcomes for our clients are far-reaching and real.

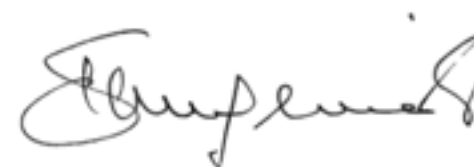
Our clients are learning to navigate independently with a cane or Guide Dog to go where they want, when they want.

They are reclaiming their living spaces with innovative technology and bringing independence to everyday tasks like shopping, preparing nutritious meals and connecting with peers at school, work or in the community.

For the families of young children with autism, our innovative Autism Assistance Dog Program is unlocking safety, freedom and positive social interaction – often for the first time.

We are proud of these achievements and we look forward to building on the strong foundations that have been laid to make us Australia's Most Trusted Charity six years in a row.

In a shifting landscape, our reason for being remains clear: Enabling independence, participation, inclusion and wellbeing for our clients throughout their lives.



John Oliver, Chair



Aaron Chia, Chief Executive Officer

Who we are

Our reason for being is to enable a lifetime of independence, participation, inclusion and wellbeing for children and adults with vision impairment or blindness, other sensory impairment and autism through the provision of Guide Dogs, Autism Assistance Dogs and Therapy Dogs, specialist services and assistive technologies.

*Major and Mawd, members
of our magnificent 'M' litter*



Our values

Our values embody our passion to create a dynamic, client-focused, progressive and high achieving organisation; a place where people are valued and respected, where people want to come to work and where fulfilling partnerships are realised.

Achievement

We deliver outcomes

Collaboration

We actively engage with others

Integrity

We are ethical, honest and respectful

Innovation

We are forward thinking

Fun

We play our part in making this an energetic and enjoyable place for ourselves and others

These values define a commonly held belief system for our staff and volunteers and guide the way our people approach their work and interact with others.

Our organisational culture is defined by our values and the capability of leaders at all levels to build a unified team around Guide Dogs SA/NT's 'reason for being', to effectively communicate and lead change, manage innovation, drive client focus and encourage best for business decision making.

Our values ensure our commitment to providing the level of trust and reliability in our services that our clients expect of us.

Our strategic pillars



Our people



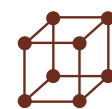
Reputation



Service delivery



Innovation



Sustainability and innovation

“Guide Dogs is a truly empathetic group of people whose assistance in my family’s life has changed the way we live forever. I cannot say enough positive things about this organisation.”

Luke, Dad to Gianluca with Autism Assistance Dog, Jet





What we do

While we're renowned for our iconic Guide Dogs, Autism Assistance Dogs and Therapy Dogs, we also deliver a holistic range of vision and other allied health services to help our clients achieve their goals at every stage of life. Through a culture of innovation and the provision of high quality care, at Guide Dogs we enable a lifetime of independence, participation, inclusion and wellbeing for our clients.

Sarah is a student, white cane user and client of Guide Dogs SA/NT who is passionate about showing the public what people living with vision impairment or blindness can achieve.

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What makes us special

- ▶ Ensuring our clients achieve their independence and wellbeing goals is our top priority.
- ▶ Our team of Allied Health professionals have specialist skills in working with children and adults at every stage of life.
- ▶ Our holistic range of services are based on our clients' personal needs and designed to help them identify and achieve their goals.
- ▶ We are a registered NDIS and My Aged Care provider.
- ▶ Our services are offered across metropolitan Adelaide, regional SA and NT.

Services to empower a lifetime of independence

Our team of qualified specialists has expertise in a range of vision and allied health services to support children and adults living with vision impairment or blindness, those with co-sensory conditions, and families of children living with autism.

Vision, Allied Health and Dog Services

- ▶ Guide Dogs
- ▶ Autism Assistance Dogs
- ▶ Therapy Dogs
- ▶ Functional vision assessments
- ▶ Orientation and Mobility assessments and training
- ▶ Neurological vision services to support rehabilitation after acquired brain injury
- ▶ Occupational therapy including in-home assessments for technology and training



- ▶ Life Skills Camps and group socialisation workshops
- ▶ Counselling and social work
- ▶ Support coordination
- ▶ Carer support groups and retreats
- ▶ Training and transitioning programs
- ▶ Hearing loss rehabilitation courses, education and support services
- ▶ Adaptive aides, assistive technology, workplace assessments and equipment

Our monthly Music Appreciation Group is open to all Guide Dogs clients and brings people together to celebrate the ways that music enhances health and wellbeing.

Our People

Guide Dogs SA/NT has a staff of specialists with expertise in vision, allied health and dog services to deliver holistic support to our clients.

Our team of professionals is backed by our client support and business support teams

and management who ensure our services meet the highest standards.

Our staff work from offices in Adelaide and Darwin, regularly visiting and consulting with communities across South Australia and the Northern Territory.



Our specialist teams

- ▶ Guide Dog Mobility Instructors
- ▶ Orientation and Mobility Instructors
- ▶ Guide Dog and Puppy Trainers
- ▶ Occupational Therapists
- ▶ Low Vision Specialists
- ▶ Social Workers and Counsellors
- ▶ Allied Health Professionals
- ▶ Developmental Educators
- ▶ Audiometrist
- ▶ AUSLAN Interpreters

‘Guide Dogs has provided me with the opportunity to undertake a cadetship in the Masters of Disability Studies to become an Orientation and Mobility Instructor. Through my practicum with the Vision Services team, I’ve observed other O&M instructors and developed my own lesson plans and training with supervision. It’s wonderful to have this opportunity to expand my knowledge and skills in the vision field.’

Karyn, Orientation & Mobility Cadet



Developing our leaders

At Guide Dogs, we believe everyone benefits when our leaders have access to opportunities for personal and professional growth, enabling them to support staff, volunteers, clients and carers through these times of change.

An in-house nine month leadership program is currently being delivered in partnership with Adelaide University. This program will support our leaders to develop skills in the areas of leadership, self-management and communication, as well as strategies for inspiring and developing resilient and high performing teams.

‘The Leadership Program provides an opportunity for team leaders to reflect on their own leadership style and learn practical skills which, combined with Guide Dogs’ values, helps encourage a solutions-focused culture to benefit both staff and clients.’

Peter, Principal Orientation & Mobility Instructor



Friendly faces of fundraising

During the past 12 months, we have built a team of fundraisers whose role is to talk to members of the public about our vital services and continue to grow our pool of regular donors.

You are likely to see our friendly fundraisers at your local shopping centre, in prominent city locations or they may come knocking at your door. This cheery and approachable team has received praise from the public and has fostered an authentic connection between Guide Dogs and the wider community.

‘I feel privileged and proud to represent Guide Dogs by going out into the community to advocate for support. This organisation changes lives – from independence for people with vision impairment to increased safety and inclusion for children through our Autism Assistance Dog program. That is what makes my job so enjoyable – making a difference to someone’s life.’

Killian, Face to Face Senior Team Member



Team Beau's

Another brand new team committed to the Guide Dogs vision are the experts responsible for providing trusted care to our pampered guests at Guide Dogs SA/NT's new social enterprise, Beau's Pet Hotel.

We have a wonderful team of skilled Animal Attendants and Grooming Stylists, Concierges and an energetic and supportive leadership group led by Beau's General Manager, Nic Cox.

'The Beau's Pet Hotel team is an amazing group of talented people – from being the face of Beau's at reception, answering phone calls and taking enquiries, leading guided tours, keeping the hotel immaculately clean and sharing knowledge and skills, to the vital role of caring for the pets left in our trusted care. For many, it's not a job, it's a privilege.'

Nic, General Manager of Beau's Pet Hotel



We ♥ our volunteers

Volunteers are at the heart of the essential work we do every day. Our dog programs would not exist without the hard work and dedication of our Puppy Raisers who open their hearts and homes to nurture, train and develop our puppies for up to 18 months of their early lives. With their support, our puppies prepare to one day be matched with a client living with vision loss or blindness, a family whose young child lives with autism, or someone in the community who needs a specially trained dog to provide companionship and a sense of purpose.

Volunteers also come to Guide Dogs SA/NT to perform roles ranging from being brand ambassadors through our Community Talks program, to supporting the staff who work in our business support and fundraising areas. And, of course, our dedicated Board and Committee Members generously volunteer their time and expertise too!

Throughout the year, we host special appreciation events to thank our volunteers for sharing their time and skills in support of Guide Dogs SA/NT.

Our Board and Committees

Guide Dogs SA/NT is led by a strong, talented team of business and community professionals. We thank the following Board and Committee members for their guidance, due diligence and governance of Guide Dogs SA/NT.



Mr John Oliver,
Chair

B.Comm., Grad. Dip. Banking
Management, GAICD,
Snr Fellow FINSIA



Mr Bruce Ind,
Deputy Chair

B.Sc., B.Ed., Grad. Dip. T,
Grad. Dip. Ins. Comp



Mr Matthew Lang

B.Ec., MBA (Exec), GAICD,
CA, AICPA



Mr Michael McGregor

BA (Hons), FAICD



Prof Elizabeth Farmer

MBBS. B.Sc. (Hons),
PhD, FRACGP, MAICD



Ms Nicole Nott
(joined June 2018)

B.App.Sc (O.T),
Cert.App.Erg (RMIT)



Mr Marc Makrid
(joined Sept 2018)

B.Bus. (Marketing Major), Certified
Practising Marketer (CPM),
Member Australian Marketing
Institute (AMI), FAICD, Member
Institute of Management (IMC)



Mr Gerry Cawson

LLB (Hons), GAICD



Ms Helen Summers

Master of Optometry,
FACBO, Grad. Cert. Ocular
Therapeutics, FAICD

Mr Joe Thorp
(Former Chair, resigned Dec 2017)

B.Ec., MBA (Exec), GAICD, CA, AICPA

Ms Jan Turbill
(resigned Dec 2017)

B.Behavioural Sc., Psychology Major

Finance Committee

Mr Matthew Lang, Chair
Mr John Oliver
Mr Ian Jamieson
Ms Karen Pienaar (joined July 2018)
Mr Marc Makrid (joined Sept 2018)

Service Delivery Committee

Prof Elizabeth Farmer, Chair
Ms Helen Summers, Deputy Chair
Ms Nicole Nott (joined June 2018)
Ms Louise Davies
Dr Saravana Kumar

Governance and Risk Committee

Mr Gerry Cawson, Chair
Mr Bruce Ind
Mr Michael McGregor

Volunteer Committee

Ms Evelyn O'Loughlin, Chair
Ms Kaye Mahomet
Ms Ngareta Cronin
Mr Bruce Ind
Mr Michael McGregor

Project objectives achieved by June 2018.
Volunteer Committee responsibilities now
absorbed by Service Delivery Committee.

Changing lives

Puppy Raiser, Debbie

Debbie Quick began her journey as a volunteer Puppy Raiser in 2014. The first puppy she welcomed into her heart and home was a vibrant bundle of energy named Sonic.

Sonic loves children and quickly developed a special bond with Debbie's newborn granddaughter. Sonic successfully graduated as a Guide Dog and was matched with his new best friend. Debbie says the best part of raising Guide Dog puppies is 'when they start to understand that having their jacket on means they have a job to do.'

After Sonic, Debbie raised an intelligent black Labrador named Jet. He went on to graduate as an Autism Assistance Dog and has changed the lives of the Knowles family and their precious young son, Gianluca. Of Jet, the family says: 'To bring him home to our family was one of the best (if not the best) moments of our lives since Gianluca's diagnosis. We refer to Jet as one of the family now without hesitation!'

More recently, Debbie and Steve have had the pleasure of raising Alvin. He is a gentle soul, small in stature and big in personality. He's laid back and easy going – nothing really phases him.

In June 2018, Alvin graduated from Puppy Development to Basic Training and Debbie couldn't be more proud: 'People often ask us "How can you give them up?" The truth is it's easy when you look around and see how these awesome dogs change lives every day.'



Award winner, Chelsea Bartlett

Chelsea's vision began deteriorating at just three years of age due to Bardet-Biedl syndrome, but she has never let vision loss stand in her way. As a client of Guide Dogs, Chelsea has received a number of services over the years, including vision services and orientation and mobility services.

This life experience has inspired Chelsea to give back to her community through advocacy and volunteering. She has a national role as Board Director for Blind Citizens Australia, studied a Bachelor of Disability and Developmental Education at Flinders University and dedicated more than two years as a volunteer with Guide Dogs SA/NT.

In a ceremony at Adelaide Town Hall in January, The Right Honourable The Lord Mayor of Adelaide, Martin Haese, awarded Chelsea the City of Adelaide's Young Citizen of the Year for 2018. Mr Haese congratulated Chelsea on 'her positive professionalism and achievements, which exemplify inclusion, determination and opportunity for all young people.'

Our Chief Executive Officer, Aaron Chia, was honoured to attend on behalf of the Guide Dogs community. 'The award is a tribute to Chelsea's passion for ensuring others are given opportunities to achieve their life goals. She is a role model to all staff, clients and the community,' he said.

Chelsea's hard work and volunteering recently earned her a new role as a National Disability Insurance Scheme planner, where she will continue making a difference to the lives of people living with disability in South Australia.



Chelsea, Adelaide's Young Citizen of the Year

"The skills I have learned through Guide Dogs have built my confidence so much. All of the services have contributed to my feeling of independence... It means a lot for me to be able to give back to the organisation that has provided several services to me for many years and to share my experiences of living with vision loss."



Donors, Alison and Peter

Alison and Peter Hanlon have been supporters of Guide Dogs since December 2010, when Peter asked Alison what she would like for Christmas. She remembers responding, 'I've got what I need. I don't want anything. Let's give to a charity instead.'



Though she initially felt overwhelmed by possibilities, Alison soon settled on a cause to support. Two days before Christmas, Peter visited Guide Dogs on Morphett Street to make a donation on Alison's behalf.

Alison recalls telling her sister-in-law Cindy, a Guide Dog user from Western Australia, about their contribution to Guide Dogs SA/NT. Cindy was elated. Her Guide Dogs have given her independence plus so much more. According to Alison, 'It's self-esteem, it's pride, it's security... Cindy is a normal person, complete with her Guide Dog at her side.'

And that's when it clicked – there was Alison's personal connection to the cause, closer to home than she could have imagined: 'I'd always felt drawn to dogs but I also felt I needed to help people too, though nothing seemed to fit. In hindsight, I should have realised it a long time ago... We can help people live independent lives.'

While their connection to Guide Dogs began with a single gift, Alison and Peter's impact has grown along with their capacity to give more. Their support has enabled a range of Guide Dogs programs and initiatives, from the re-development of the Puppy Development Centre to our Autism Assistance Dog program.

'So there it is. The dogs, the people, my sister-in-law. And I said, "We can do this, we should do this, we should do more".'

Arron Lyall and Helix

At six years of age, Arron Lyall lost his vision due to uveitis, a symptom of juvenile arthritis. Numerous operations were unable to restore Arron's sight and he was at risk of total retinal detachment. Since childhood, Arron has moved through the world with the use of a white cane.

Arron was unable to venture out at night alone without support from friends or family. Using a white cane in the dark was difficult and put him at risk of bumping into objects or tripping off the kerb. As a talented musician performing in music venues across Adelaide, Arron needed the freedom to travel independently.

In 2016, Guide Dogs ran a Christmas Appeal to support Arron to be matched with a Guide Dog. When Neil Cundy, a vision impaired client, Guide Dog user, and Guide Dogs supporter heard Arron's story he wanted to help. Neil pledged \$15,000 towards Arron's appeal and asked the community to match his gift to get a Guide Dog for Arron.

Thanks to Neil and the overwhelming generosity of our supporters, Arron was matched with Guide Dog, Helix in 2017.

Since being matched with Helix, Arron's career has flourished along with his newfound ability to go where he wants, when he wants.



Helix now regularly accompanies him to music gigs, happily sleeping behind the speakers where it's quieter. Arron says that being matched with Helix has changed his life: 'The cane can't see where it's going; Helix can. He smoothly leads me past obstacles. I am feeling that I now have heaps of freedom and a companion that interacts with me.'



Journey for life

'I will do it myself, Mum.'

Shianne, Vision Services client



Our reason for being

We're much more than dogs. Our specialist teams offer a range of services to support children and adults living with vision impairment or blindness, those with co-sensory conditions and families of children living with autism. Our goal is to help our clients achieve independence, participation, inclusion and wellbeing at every stage of their lives.

More than 1,700 clients of all ages accessed Guide Dogs specialist vision and hearing services throughout 2017-18. They worked side by side with our highly specialised clinicians in South Australia and Northern Territory to build independence, communication, resilience and meaningful connection within their homes, schools, workplaces and communities. Guide Dogs SA/NT is proud to be on this lifelong journey with people impacted by disability.



'To see clients learn skills to independently cook meals and develop their confidence in the kitchen is very rewarding, not only for the client but for their family too.'

Tori, Occupational Therapist

Children

In 2017-18, the National Disability Insurance Scheme (NDIS) continued to offer opportunities to extend programs and goals for children beyond the school setting into participation in local communities and to develop a whole of life approach to therapies and skills building.

For parents living with the fear that their vision impaired child might not experience all that life has to offer, our expert Case Managers, Occupational Therapists and Orientation and Mobility Instructors collaborate to develop a goals-focused progressive plan tailored to the needs of each child and family. We provided this service for 139 children in metropolitan and regional areas of SA in partnership with Kilparrin and the South Australian School for Vision Impaired.

Our annual Life Skills Camp is designed to help children and teenagers build confidence and develop skills for independent living, while learning the value of teamwork and leadership.

This year, we worked with a group of young people to support their independence by learning skills including food shopping, meal preparation and safe navigation. The camp was held at Warradale Urban Camp School and included the Mega Adventure West Beach where the children were challenged to try a host of new activities like jumping from heights and balancing on wires to expand their sense of what they can achieve.

'Seeing children living with vision impairment grow in confidence and achieve milestones like travelling independently to and from school, catching public transport and, as they get older, learning to orientate to TAFE or university, makes being an Orientation and Mobility Instructor really rewarding.'

Peter, Principal Clinician Vision Services



Adults

‘Every work situation is unique, but hearing loss in the workplace does not have to make work impossible. A simple change such as using an assistive device like an amplified telephone can make all the difference in ensuring a person feels part of their workplace.’

Helen, Principal Clinician Hearing Services

This year saw our Vision, Allied Health, Hearing and Dog Services teams support more than 1,700 clients with our holistic range of services. Whether a client’s vision or hearing loss is partial or complete, gradual due to deterioration, or sudden as the result of a car accident or a stroke, the challenges each person faces are significant and far-reaching.

Our Vision, Allied Health and Hearing specialists provided functional assessments, skills training, case management or social work, assistive equipment, technology, and counselling to support our clients to achieve their goals.

By designing individual programs to suit clients’ lifestyle and goals, our Hearing Services team supported 465 clients throughout various stages of life to hear more clearly. This included our workplace modifications program, our information service, support groups and the provision of technology for home, school and work. The result for these clients and their loved ones is a greater sense of wellbeing and an opportunity to more actively participate in their community.

‘To provide a holistic service to a person impacted by vision and/or hearing loss is at the core of what we do. I see our service as a wraparound support for our client and their family, to work towards independence and at times purpose.’

Vanessa, Principal Case Manager

‘The staff were very kind, compassionate and understanding.’

‘I feel like I have a new lease on life.’

‘Staff used easily understandable English as this is my second language. They explained every step of the training so I knew what to expect and offered good advice.’

‘This is a slow process for me but Guide Dogs has given me a light at the end of the tunnel.’

‘What I like about Guide Dogs is they are not ‘all business’. They give me the information and support I need, yes, but they treat me in a friendly way and are interested in me as a person.’



Vision Services

1,345

clients trained
to travel
independently

166

home, work
and lifestyle
solutions through
occupational therapy

88%

of clients
reported improved
independence and
quality of life



Allied Health Services

350 NDIS

pre-planning meetings

340

clients accessed
case management,
counselling or
social work

48

clients accessed
our NDIS support
coordination

121

smoke alarms
installed for hearing
impaired clients

Supported

26 clients

with hearing loss
to remain in the
workforce



Client Support Services

9.5/10

9.5 stars out
of 10 from 88
client surveys

96%

satisfied with
the reliability,
professionalism
and skill of
our staff

Northern Territory

Our service provision extends beyond the borders of South Australia to include Darwin and the Northern Territory. Our specialist staff travelled across NT, including remote communities near Katherine, Alice Springs and Tennant Creek, to provide vision services to adults and children.

Throughout the year, they met with clients from varied cultural and linguistic backgrounds, working with 125 people to provide 143 different programs. These services include functional vision assessments, assisting with mobility

goals, consulting with school students and teachers to suggest vision-related aids and providing training on spatial development and mapping skills for children.

Through these regional and remote trips, our team aims to enable independence, participation, safety and inclusion for people living with blindness and vision impairment throughout NT.



Much more than dogs...

Our Guide Dogs, Autism Assistance Dogs and Therapy Dogs enable independence, participation, inclusion and wellbeing for our clients. All dogs are wonderful but these dogs change lives.

Our Guide Dogs offer an unparalleled degree of safety and mobility for people with vision impairment or blindness. Guide Dog services clients include young people, those who are studying or in the workforce and people who are retired. With a Guide Dog by their side, our clients are empowered to navigate where they want, when they want and to achieve their goals at every stage of life.

For families of children living with autism, an Autism Assistance Dog (AAD) provides much-needed safety and therapeutic support, enabling families to be active participants in their community. Our AAD clients have reported positive changes in their child's behaviour, improved quality and quantity of sleep, and a newfound ability to access public spaces, leading to enhanced participation and inclusion for the entire family.

Our trained Therapy Dogs are placed in homes, schools, assisted living facilities and within the community to provide comfort, companionship and therapeutic assistance to people living with disability or complex needs. Through their calm disposition and loving nature, these dogs enhance the emotional and physical wellbeing of their handlers' everyday lives.

Puppy development

The Guide Dog Services team continues to work hard at breeding and training our dogs. Our breeding program is complex and requires an intensive investigation into the background of each of our dogs, including their health and qualities that make a good Guide Dog or Autism Assistance Dog. Staff complete this thorough investigation before making any decisions to breed the dogs.

In reflecting on 2017-18, we are proud to showcase our E Litter and F Litter.

Our E Litter comes from our very own Brood, Milan, who welcomed seven black puppies – six females and one male. Milan was an excellent mother with a laid-back attitude towards motherhood. She cared for her puppies perfectly and fostered a quiet and relaxed atmosphere. At our A Litter's graduation ceremony in June, the E Litter made their public debut.

Since then, the E litter puppies have been busy practicing their cues and experiencing all the world has to offer with the support of our Puppy Raisers and staff.

Another litter we are proud to feature is our F Litter.

The F Litter involved international collaboration with the Taiwan Guide Dog Association who loaned us their Brood, Anna. Anna's first litter was here in Australia and her little Aussie pups are doing very well.

Anna gave birth to three beautiful yellow puppies, one female and two males. We deeply value this collaborative relationship with the Taiwan Guide Dog Association as it creates stronger partnerships but also adds positive new traits into our breeding lines.

It is also noteworthy that this year we bred and whelped all our puppies locally in the Puppy Development Centre at Guide Dogs SA.



FRANKIE

with Breeding Centre Attendant Bec



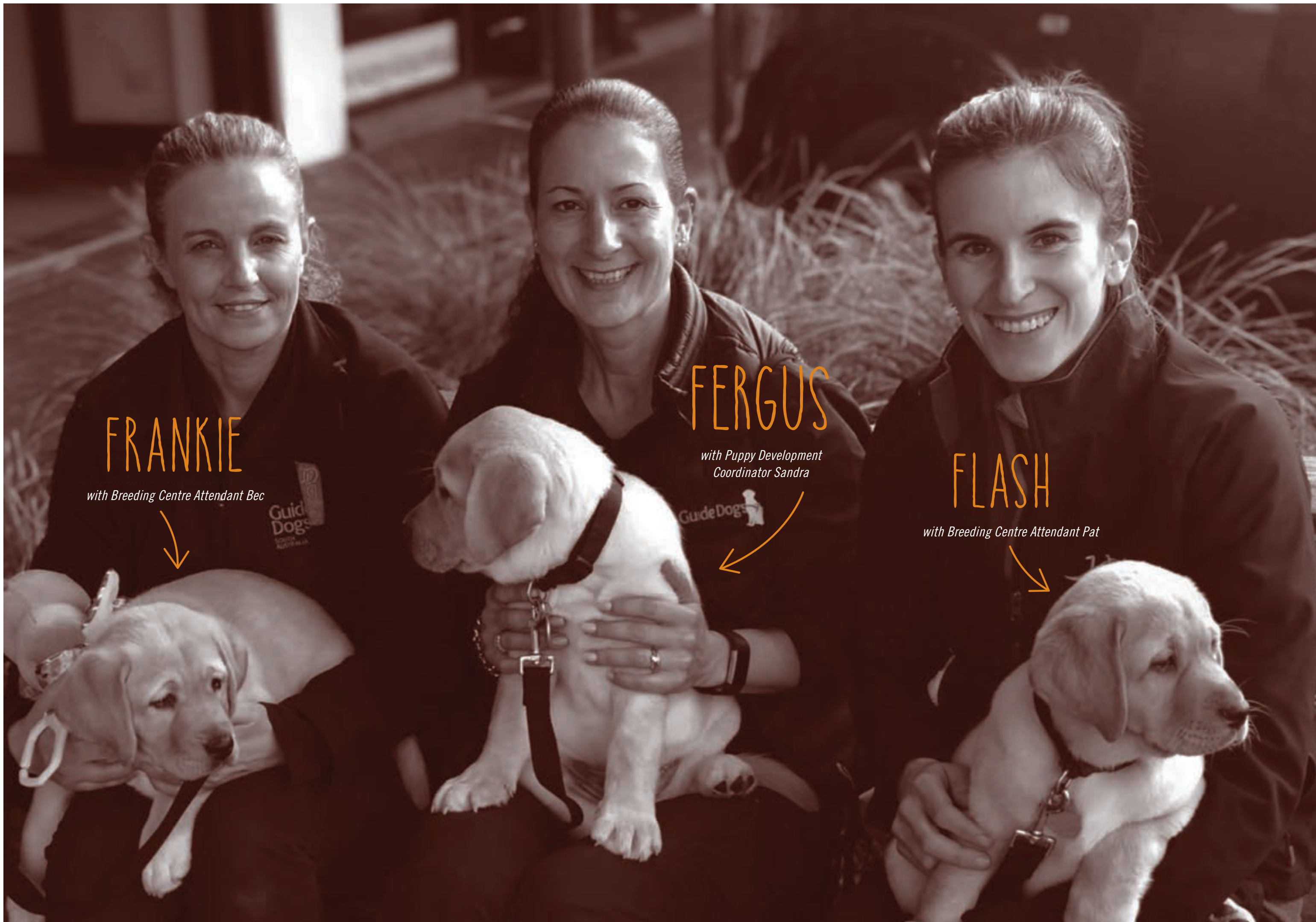
FERGUS

*with Puppy Development
Coordinator Sandra*



FLASH

with Breeding Centre Attendant Pat



Our dogs in training

2017/18	# of Dogs	Staff Hours (approx.)
Puppy Program	61	190,320
Dog Training	17	39,780
Client Training	21	1,266
Working Dogs	82	N/A

Dog services volunteers

Our Dog Services team is supported by amazing volunteers who invest their skill, time and energy to help our dogs succeed. Without the incredible support of our volunteers who assist with housing, training, grooming and caring for our dogs, our capacity to provide much-needed Guide Dog, Autism Assistance Dog and Therapy Dog services would be greatly diminished.

Our volunteer Puppy Raisers welcome our puppies into their home and work with them every day for up to 18 months

This includes familiarising the puppies with public transport, visiting shopping centres, attending training sessions and, of course, socialising them with other dogs. Our Puppy Raisers get to know their dogs well and work with them

to build on their strengths and adjust behaviours like being distracted by other dogs, people and smells.

Many of these valued volunteers have been part of our Dog Services programs for years and have been consistently flexible and generous with their time and the roles they are prepared to undertake.

Our Dog Services volunteers gave:

2,016 hours
each to raising our
puppies for an annual
total of 28,224 hours

4,200 hours
of support as short-term
home boarders

Matching

Over the past year, 21 dogs have been matched with the person whose life they will change. These dogs have settled well with their new families and we will continue to work with clients and dogs to ensure their continued success.

The matching of dogs is a crucial element of the work we do. As any dog lover knows, each dog has their own unique personality and it is vital that we consider this when matching a dog and handler. For example, a person who is very active and high energy should be matched with a dog with a similar personality.

Our dogs are currently matched with families of children living with autism and adults living with vision impairment and blindness, social isolation, and depression. From students through to retirees, clients at every stage of life benefit from the independence offered by our remarkable Guide Dogs, Autism Assistance Dogs and Therapy Dogs.



‘The first time my dog guided me around an obstacle on the path, I bent down and kissed him. Life started to change because I could walk by myself again.’

Bob, Guide Dog Services client

Celebrating our client-dog teams

There are currently 82 dogs undertaking guiding, autism assistance and therapy roles. Our clients are wide-ranging in ages and lifestyles and we work hard to ensure that matches are beneficial to both the client and their family as well as the dog.

Feedback from our clients is overwhelmingly positive. Our dogs are changing lives and the stories we receive of families shopping together for the first time, of children sleeping through the night and of clients realising a true experience of freedom is incredible.

The most rewarding experiences for our clients are those that would not be possible without their Guide Dog, Autism Assistance Dog or Therapy Dog. We recently received the following feedback from Judy, mother of an Autism Assistance Dog Services client, who was able to take her son on his first family holiday to his dream destination, Movie World.

‘We have taken Lachlan to Movie World. This is his first ever holiday and movies are his favourite. Thanks to Zeke we could go and they treated Lachlan and Zeke like royalty.’

Judy, Mum to Lachlan, Autism Assistance Dog Services client

Guide Dogs SA/NT was positively accredited by the International Guide Dogs Federation in 2018, receiving accreditation for a further 5 years. Coupled with our Assistance Dogs International accreditation, our Dog Services program continues to prosper and grow.



Beau's Pet Hotel



Our innovative social enterprise, Beau's Pet Hotel, was officially opened by our Patron His Excellency the Honourable Hieu Van Le AC accompanied by Mrs Lan Le on 14 September 2017. More than two years in the planning and building phases, this state-of-the-art facility offering world-class pet accommodation and grooming has now been open for 12 months.

As the first of its kind in South Australia, our luxury pet hotel has attracted immense public support. In this short time, we have benefitted from over \$3,000,000 worth of earned media and advertising.

'We always feel confident leaving our beloved dog companions at Beau's knowing they will be well looked after and come home healthy and happy.'

Trusted and professional care

With 200 suites for dogs, 62 suites for cats and a state-of-the-art grooming salon, our guests' safety, comfort and wellbeing remains our highest priority. While guests have been quick to embrace our luxury facilities, our people are the reason Beau's Pet Hotel has swiftly earned a reputation for offering trusted and professional care.

Our dedicated staff are hard at work in front of house as Concierges and behind the scenes as Animal Attendants and Grooming Stylists, ensuring our social enterprise is running smoothly. Guests benefit from our qualified staff's exceptional skills, knowledge and genuine love of dogs and cats.

This talented team offers many diverse skills and expertise ranging from certificates in Animal Studies, Companion Animal Studies, Canine Nutrition, Canine Myofunctional Therapy, Grooming and Vet Nursing to degrees in Biodiversity and Conservation, Animal Science, Animal Behaviour, Molecular Science, Biology and Business Management.



Only the best at Beau's

South Australians expect the very best for their pets and we have been happy to deliver. In fact, over 15,000 days have been collectively booked since opening. Those who experience what Beau's has to offer have rewarded us with their loyalty: Repeat guests now comprise 50% of our bookings.

Most weekends, our Premium and Deluxe dog suites are fully booked as are our Cat Penthouses. We also reached capacity over Christmas, Easter, the Australia Day Long Weekend and May Long Weekend, and near capacity throughout the school holidays. For an enterprise just 12 months old, these results speak volumes about what our customers want for their pets.

'I brought my cat, Cecil, to Beau's and I was so impressed and pleased with the service. All the staff were so lovely. It's so nice to know he's well cared for in such a great place with such genuine, professional and caring people.'

An investment for the future

As with any start-up business, success takes time and hard work. We continue to reassess our policies and procedures to ensure Beau's is exceeding our guests' expectations.

With the recent opening of Beau's Pet Hotel DayCare, we have much to look forward to. There is a great deal of work still to be done, however Beau's is an investment in the long-term future of Guide Dogs SA/NT.

Since opening our doors to the first guests, we have built a strong foundation for the ongoing and future success of this innovative social enterprise.

Highlights of Beau's first 10 months



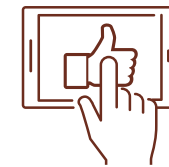
Website visits

59,086



from 620 surveys

4.63/5



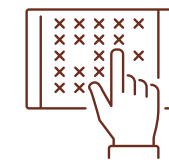
Facebook followers

4,749



Instagram followers

1,117



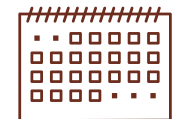
days of bookings

15,649



bookings

3,709



average monthly bookings

337



occupancy

49%



repeat clients Jan-June

40%



multiple pets bookings

24%

Connecting with our Community

Most Trusted Charity for the sixth year in a row

For the sixth year running Guide Dogs Australia was awarded Australia's Most Trusted Charity in the annual Reader's Digest Survey. This outstanding achievement shows the positive reputation, support, and tremendous faith the community has in our brand. We thank our many loyal supporters who continue to vote for us as their Most Trusted Charity.



International Guide Dog Celebration

Once again we celebrated International Guide Dog Day on Friday 27 April with our iconic Paws Parade.

The vibrant and colourful parade was led by the SA Police Band and the Governor of South Australia, the Honourable Hieu Van Le AC, who marched with our beautiful dogs, clients, volunteer puppy raisers, staff and supporters, to honour the amazing work our Guide Dogs, Autism Assistance Dogs and Therapy Dogs perform in our community.

The stars of the day were the 2017-18 graduates and retiring dogs, who were honoured at the award ceremony in the Governor's Gardens following the parade.

Community Talks engaging the public

This year our Community Talks program continued to provide engaging opportunities for the public to learn more about the impact Guide Dogs creates in the community. The program reached over 2,700 members of the public, mostly children and young adults, during visits to primary schools, high schools, and community groups in South Australia.

Community education, awareness and advocacy of our services are the main objectives of our Community Talks program and it could not be possible without the support of our team of dedicated and passionate volunteers and speakers.



Beau's Pet Hotel in the media

The 2017-18 financial year saw our earned media valued at a whopping \$3,864,748. The opening of Guide Dogs new social enterprise, Beau's Pet Hotel, in August 2017 generated unprecedented media exposure across local and national television, radio, press and digital media. Overall, coverage of Beau's Pet Hotel generated an extraordinary contribution of over \$3,000,000 to Guide Dogs' total earned media value.

Other significant highlights this year contributing to Guide Dogs' earned media value included the Australia's Most Trusted Charity announcement, International Guide Dog Day and fundraising initiative Boss' Blind Date.



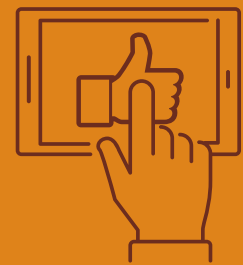
Media

Earned media value:

\$3,864,748

Number of stories in media:

630



Facebook

Page likes:

14,600

Total annual reach:

1,338,529

Average daily reach:

3,667



guidedogs.org.au

Website visits

93,426

Blog posts:

87



Instagram

Instagram followers:

1,366

Percentage growth:

39.38%



Community talks

Visits to schools & community groups

30

People reached:

2,750



With thanks to our donors

2017-18 has been an extremely busy year for fundraising within Guide Dogs SA/NT with a 12.5% growth in fundraising and bequest revenue from the previous financial year. Sustainable revenue growth and financial efficiency have been the key focus throughout the year and essential for stability as financial support from our generous donors continues to be our majority source of income.

With the changing landscape of government funding and alternative revenue streams, the support of our local community and their connection to our vision remain the bedrock upon which our organisation survives and thrives. We offer heartfelt thanks to our supporters for their generous contributions throughout the year.

'Mum and I enjoy reading the Pupdates and so do my friends! We are pleased to be able to help support the work that your organisation does.'

Proud Puppy Sponsor since 2014

A new direction for community fundraising

Over the past 12 months the fundraising team has been focused on transitioning growth of our regular giving program from third-party community fundraising, where charities engage 'for-profit' fundraising companies, to an 'in-house' model where all fundraisers are employed directly by Guide Dogs. This transition was completed in March 2018, which now means that all of our community fundraisers in shopping centres or visiting homes are employed, trained and managed directly by us.

Employing our fundraisers directly not only helps us achieve better financial efficiency – meaning more dollars go directly to the life-changing work we do – but also allows us to create a higher quality connection within the community.

Our team of professionals have a solid understanding of all aspects of our operations and feel a genuine connection to our cause. It's clear to see that they are passionate about the work we do and the impact community donations have on the South Australian community.

PAWGUST

Building on the foundations of a 2017 event called 'Lead the Way May', our fundraising team developed a national flagship Peer-to-Peer fundraising event called PAWGUST this year. As the name suggests, the event will be held in August each year and will be delivered in collaboration with Guide Dogs organisations in each state across the country.

The inaugural event was technically launched in July 2018, however all the hard work throughout 2017-18 year made this event possible. PAWGUST challenged all Australians to walk their dogs for 30 minutes for 30 days and ask their friends, families and networks to sponsor them to complete the challenge.

This event was a huge success on many levels including dollars raised, participation and engagement of the Australian community in the Guide Dogs vision, and last but not least, the fact that more than 5,000 Australian dogs were treated to a 30 minute walk for a solid 30 days in August. That's a lot of happy dogs!

PAWGUST engaged more than 650 South Australians and raised over \$60,000 for Guide Dogs SA/NT. On a national level, more than 5,000 people and dogs participated raising in excess of \$590,000.

This incredible achievement was only made possible through the unwavering support of the South Australian, and Australian, community. THANK YOU!

\$8,943,582
in total Fundraising revenue

\$3,894,475
in Regular Giving revenue

\$54,484
in Community Fundraising
revenue from 116 third party
community fundraising events

173 ACTIVE
BEQUESTS
up 10.2% from 2016-17

9,366
puppy sponsors



Our Corporate Partners

National Partners



South Australian Partners



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 2018 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 Association") for the year ended 30 June 2018.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report, in accordance with Note 1 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 26 October 2018.

Board's Responsibility for the Summary Financial Statements

The Board of the Association is responsible for the preparation of the summary financial statements in accordance with Note 1 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

Brett Morkunas

Brett Morkunas
Partner

Adelaide
South Australia

31 October 2018

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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 2018

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

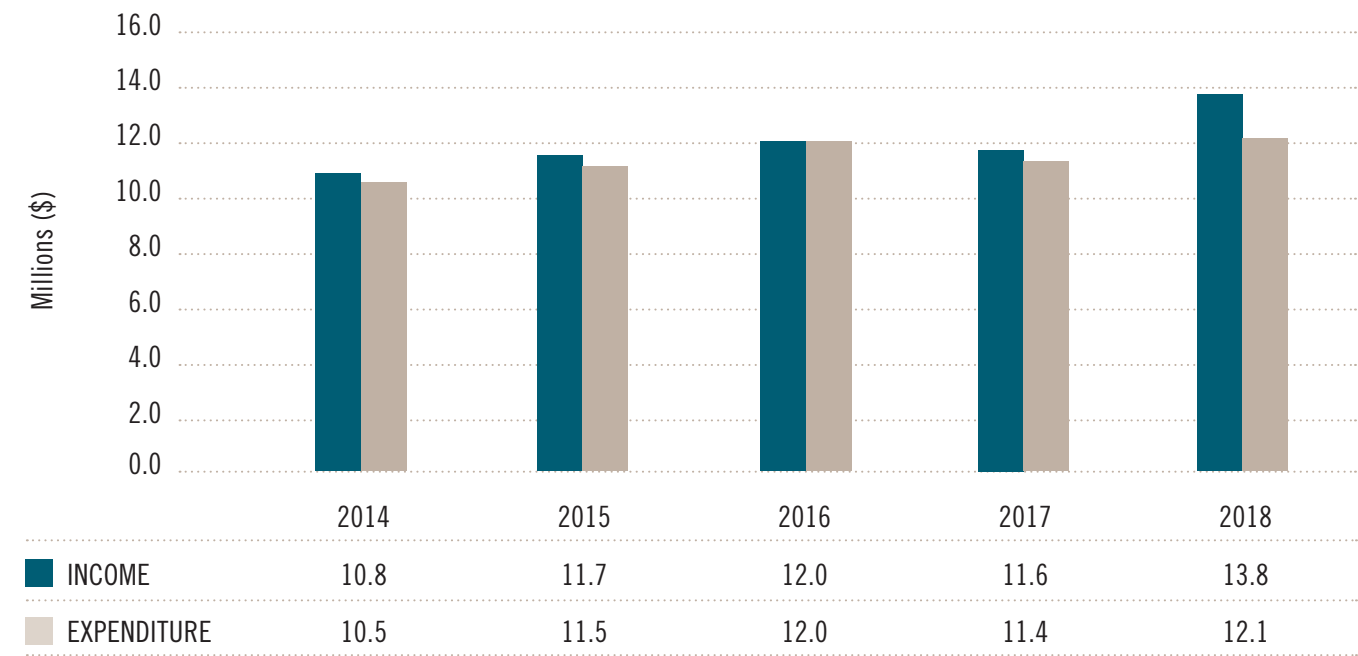
	2018 \$	2017 \$
Revenue	13,431,790	11,389,830
Depreciation and amortisation expenses	(779,179)	(641,030)
Fundraising expenses	(1,046,206)	(2,359,678)
Marketing expenses	(281,317)	(167,412)
Client supplies and services expenses	(613,834)	(821,393)
Employee expenses	(7,086,972)	(5,944,170)
Operating expenses	(1,941,956)	(1,426,895)
Results from operating activities	1,682,326	29,252
Finance income	332,793	251,085
Finance costs	(291,896)	(35,736)
Net finance income	40,897	215,349
Profit/(loss) for the year	1,723,223	244,601
Other comprehensive income:		
Reclassification adjustment on disposal of available for sale financial assets	(43,596)	(27,269)
Net change in fair value of available-for-sale financial assets	148,076	260,981
Revaluation gain on land and buildings	916,422	-
Other comprehensive income/(loss) for the period	1,020,902	233,712
Total comprehensive income/(loss) for the period	2,744,125	478,313

Statement of Financial Position* As at 30 June 2018

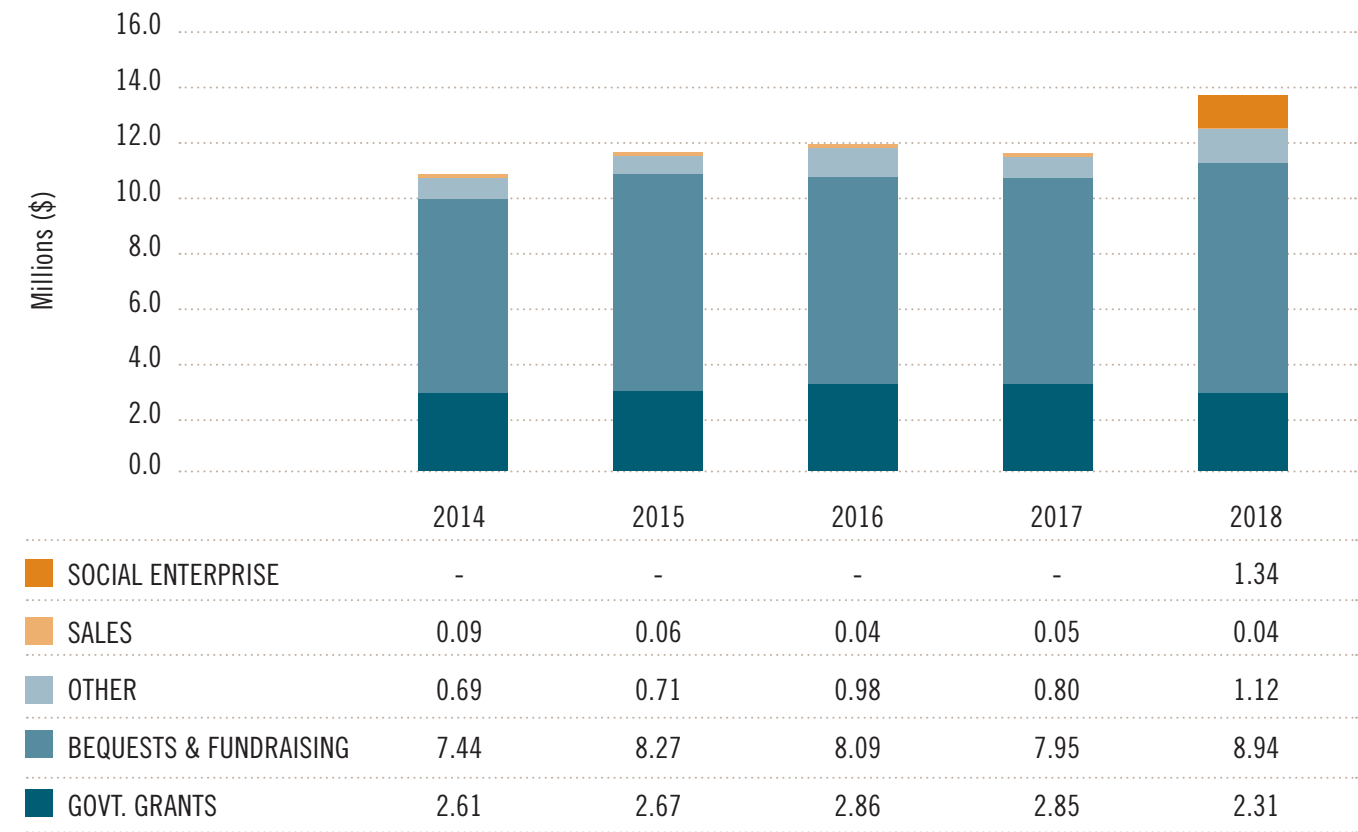
*This is an extract only from our full audited financial statements

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	6,054,883	3,267,077
Trade and other receivables	484,067	790,878
Inventories	71,077	107,083
TOTAL CURRENT ASSETS	6,610,027	4,165,038
NON-CURRENT ASSETS		
Available for sale financial assets	3,005,288	2,820,600
Property, plant and equipment	19,572,464	17,040,717
Intangible assets	4,237	15,190
Trade and other receivables	-	76,470
TOTAL NON-CURRENT ASSETS	22,581,989	19,952,977
TOTAL ASSETS	29,192,016	24,118,015
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,510,784	1,582,590
Employee benefits	442,215	412,439
TOTAL CURRENT LIABILITIES	1,952,999	1,995,029
NON-CURRENT LIABILITIES		
Employee benefits	130,639	126,176
Financial liabilities	7,715,000	5,347,557
TOTAL NON-CURRENT LIABILITIES	7,845,639	5,473,733
TOTAL LIABILITIES	9,798,638	7,468,762
NET ASSETS	19,393,378	16,649,253
EQUITY		
Reserves	2,989,752	1,968,849
Retained earnings	16,403,626	14,680,404
TOTAL EQUITY	19,393,378	16,649,253

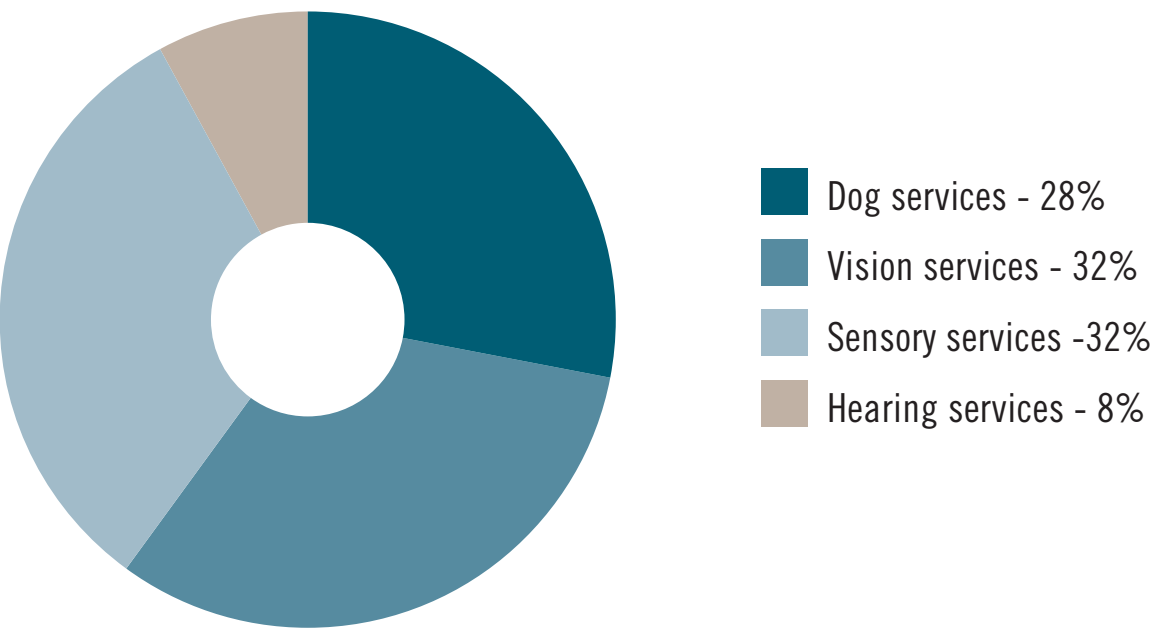
Total Income and expenditure - last 5 years



Source of income - last 5 years



Services expenditure 2017-2018
By service type



Accreditation and certification

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

- Quality Management Systems certification AS/NZS ISO 9001:2015
- International Guide Dog Federation accreditation
- Assistance Dogs International accreditation
- Registered NDIS and My Aged Care provider
- Guide Dogs Australia Voted Australia's Most Trusted Charity six years in a row: 2013, 2014, 2015, 2016, 2017 and 2018

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