

Taking the lead since 1957

Annual Report
2015 / 2016

**Guide
Dogs**
SA/NT



Contents

Highlights of the 2015 / 2016 Financial Year	3
Chairman's Report	4
Chief Executive Officer's Report	5
Vision Services Report	6
Hearing Services Report	7
Sensory Services Report	8
Northern Territory Report	9
HR Report	10
Dog Services Report	11
Business Development Unit Report	12
Beau's Luxury Pet Hotel Report	13
Corporate Governance	14
Partnerships and Bequests Report	15
Corporate Partners	16
Financial Report	17

Highlights of the 2015 / 2016 Financial Year

Vision Services

We have 13 staff including, Low Vision Specialists, Orientation and Mobility Instructors, Occupational Therapists and a Physiotherapist, using the latest mobile technology and working in specific regions to provide timely and responsive services. **In the past year the Vision Services team have seen 1,156 consumers with 1,604 programs provided.** Our new IT system now allows staff to receive consumer information directly onto their laptops, which dramatically increases the time spent directly with the people we support.

Hearing Services

The workplace modifications service has supported 19 consumers and workplaces this year. **The team continues to provide screening services for workplaces such as SA Power Network, where we screened 15 staff and found close to 90% had some degree of hearing loss.** An additional advantage of the expertise within the Hearing Services team means that they not only screen for hearing loss but can also provide the correct devices to minimise the impact of the loss.

Sensory Services

The Sensory team continues to have an all-of-life focus, working with people of all ages. **Our transition group focuses on youth aged from 15 to 25 years of age, with an emphasis on independence, socialisation and skill development.** This year the group had great fun; learning how to apply make-up, touring the ABC, visiting the Port Adelaide Football Club, attending cooking classes and much more. The program will be extended in 2016 and will incorporate new activities such as seeking employment, personal safety, and financial literacy, all thanks to a successful grant application with the Commonwealth Bank.

Dog Services

Each successful placement of a highly trained dog creates a 'team'. These amazing dogs help our consumers; achieve greater confidence, provide increased safety and security, improve social skills and leisure opportunities and enhance independence and enjoyment of family life. Many of life's pleasures that most of us take for granted – like something as simple as a walk in the park or travelling independently - is absolutely life-changing for many consumers. **With the incredible support of our amazing volunteer Puppy Raisers, we bred and raised 53 puppies throughout the year. A testament to the Puppy Raisers - without whom, the dog programs would not exist.**

Chairman's Report

This has been a year of many highlights. Guide Dogs was honoured to be named Australia's Most Trusted Charity, for the fourth year running. Each and every day the whole team works hard to earn and repay that trust and we sincerely thank the community for the recognition.

As we look forward as an organisation, it is important that we maintain a firm financial base to ensure we can continue changing the lives of people living with disability, well into the future. We are thrilled that the social enterprise project, Beau's Personalised Pet Hotel is underway after detailed scrutiny and planning. Contracts will soon be awarded and site works are set to begin in November 2016 for this critical commercial venture.

The project is a testament to Guide Dog's history of innovation and forward thinking. Rest assured that the core business of enhancing the lives of people living with disability remains our clear and constant focus. We have been working hard transforming Guide Dogs to ensure we are National Disability Insurance Scheme (NDIS) ready. It's pleasing that our readiness has been recognised, with the NDIA awarding many funding packages to consumers for Guide Dogs SA/NT services and programs.

This year has witnessed a dramatic shift in the shape of our consumer base with the rapid take-up of the pioneering Autism Assistance Dog program, which is so positively impacting the lives of young families in South Australia. In addition the Sensory Services team has supported a significant number of consumers with hearing loss. We truly are more than dogs!

We were delighted that our CEO, Kate Thiele, was recognised as the 2015 South Australian Telstra Business Woman of The Year and also named the national winner of the For Purpose and Social Enterprise Award. It's a great credit to Kate's hard work and fine leadership of Guide Dogs SA/NT and we congratulate her on this outstanding achievement.

As the NDIS moves out of its trial phase into full implementation, there will be a welcome and substantial change for the community. Individuals will have greater choice and control over deciding what support they need to enhance their independence and inclusion. That is only fair and just.



Joe Thorp
Chairman

At Guide Dogs SA/NT we are NDIS ready, having transformed the organisation and the service offerings to be completely consumer focused. I am very proud of the way the teams have responded to this significant organisational and cultural challenge. It speaks volumes for the quality of our staff, their leadership capacity and their care for enhanced consumer outcomes.

Pricing under the NDIS is tight and the Government is clearly ensuring that they get good value for money, so we will continue to look for ways to be more efficient and effective in supporting service delivery.

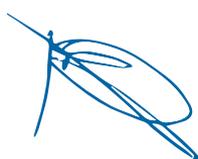
It is also clear that the NDIS is not a funding panacea. NDIS will only cover a portion of the costs involved in delivering services to consumers, and indeed, it only covers people up to age 65. Given that a significant number of our consumers are over 65, the funding and fundraising challenge well and truly remains. We are very grateful for the ongoing support of our corporate partners, major philanthropic donors, and every single person who makes a donation, buys a lottery ticket or sponsors a puppy. Through your generosity we ensure that as a community we don't leave anyone waiting in the dark.

Guide Dogs SA/NT finished the year essentially in a break-even cash position, which is a good result in these challenging times. We are very disciplined about cost control whilst investing in capacity building to serve our consumers into the future.

I wish to acknowledge the efforts of the dedicated staff and significant community of volunteers; you are the engine room that keeps Guide Dogs SA/NT delivering.

I am grateful for the support of my fellow Directors and members of Board Committees who give their time and talents so generously. This year we farewell Marc Makrid and thank him for his service to the Board and his ongoing commitment and service to the organisation, and we welcome back Matt Lang to the Board and Chair of Finance Committee.

It is a privilege to lead the Guide Dogs team as Chairman and I look forward to many more milestones in our upcoming 60th Year.



Chief Executive Officer's Report

On International Guide Dog Day this year, the Chairman of Guide Dogs, Joe Thorp and I walked alongside our Patron, His Excellency the Governor of South Australia, the Hon. Hieu Van Le, through the city streets of Adelaide to Government House. Appropriately, many of our wonderful volunteers and clients, along with their loyal Guide Dogs and Autism Assistance Dogs, made this very symbolic journey with us, too.

Marching as one to the superb music and entrancing rhythm of the South Australian Police Band past an office building on Flinders Street, we looked up to witness dozens of people with beaming smiles looking down at the parade and waving as we went past. There were smiles and waves from people pausing from their daily tasks in the city to warmly acknowledge Guide Dogs on this one very jubilant celebratory day of the year.

It brought home so vividly that as an organisation, we are strong, we are proud and we connect with the community as we serve and change the lives of people living with sensory loss and families living with children with autism.

To be named Telstra South Australian Businesswoman of the Year and also the National winner of the 'For Purpose and Social Enterprise' category was an enormous privilege as it enabled me to shine a spotlight on the Not for Profit sector to a huge audience. It's a sector that has been in the shadows for too long.

As an acknowledgement to the calibre of our leadership team, the Fundraising Institute of Australia (FIA) awarded Executive Manager - Business Development, Andrew Sabatino, the accolades of winning the titles of both South Australian and National Young Fundraiser of the Year.

Throughout the year we continued to bed down the Strategic Plan to ensure the culture, commitment and capabilities will enable us to deliver services where the consumer is at the forefront of everything we do. You wouldn't expect less from Australia's most trusted charity.

The challenge this year has been to communicate to the wider community that Guide Dogs SA/NT is #morethandogs - offering an extensive range of services and programs including: hearing, mobility and orientation and assisting people with neurological vision loss as a result of a stroke or trauma. These vital services and programs will continue to grow as the National Disability Insurance Scheme becomes fully rolled out – ensuring those in our community needing assistance and support have access to it, sooner.



Kate Thiele
Chief Executive Officer

To ensure the very best start in life for our puppies, the Puppy Garden received a makeover with new paving and equipment and a training corner for an important 'toileting' experience on different surfaces.

In addition, to honour those faithful dogs that have passed after loyal and loving service, a memorial garden has been set up in a quiet corner of the garden. Medallions with the name of the dog and a heartfelt message will be placed on the memorial wall. The first to be honoured was Panda, who passed away after her long and tireless service in the Northern Territory.

Volunteers provide outstanding and loyal service to Guide Dogs and to better integrate our volunteers and paid staff we developed a new open working area and we broke down walls both physically and metaphorically. Rather than being in a separate office area, Business Development Unit volunteers work right alongside staff members as valued members of the 'team'.

I would like to thank the Board under the leadership of Chairman, Joe Thorp, for its detailed and expert examination of operations, particularly in the challenging overview of our up-coming social enterprise, Beau's Personalised Pet Hotel, which will open in the latter half of next year.

The committees of the Board: Volunteer, Finance, Service Delivery, Governance, are also to be congratulated for their expert guidance and advice. You make us stronger.

Finally I wish to pay tribute to our wonderful staff. Each and every day they come to work to make a difference. The many volunteers, of whom we couldn't possibly do without; socialising puppies, keeping the mail-outs flowing, updating data and a myriad other jobs – and the donors and supporters, too. You all make up the Guide Dogs family that shape our caring community.

It is an honour to lead the team and I look forward to achieving more milestones in 2017, our 60th Year.

A handwritten signature in blue ink, reading "K Thiele".

Vision Services Report

In the last Annual Report we talked about the new vision strategy of supporting our staff to be more mobile and thus being able to spend more time working in the community. This transition has now taken place and is working really well.

We have 13 staff including low vision experts, Orientation and Mobility Instructors, Occupational Therapists and Physiotherapists, working in specific regions providing timely and responsive services, using the latest mobile technology. In the past year the Vision Services team have seen 1,156 consumers with 1,604 programs provided. A new IT system allows staff to receive consumer information directly onto their laptops, which dramatically reduces the time spent here in the Guide Dogs office.

In addition to servicing the metropolitan area, the team has been active in visiting regional areas, covering Kangaroo Island, the Yorke Peninsula, Eyre Peninsula, the Riverland, the South East and the NT outback.

The frequent visits to Alice Springs continue to increase the Guide Dogs profile there. We are active with schools in the Alice, and working closely with the Aboriginal community to improve vision outcomes via such things as; Orientation and Mobility instruction, the provision of canes and providing lifestyle advice, to name but a few. The Darwin office, supported by the Adelaide team, work hard to cover the needs of those in the Northern Territory.

As an organisation, we are committed to empowering young people to become independent and confident. The annual Life Skills camp was once again, a great success. The camp is provided free of charge to participants, with a focus on socialisation, safety and independence. In October 2015, students from across South Australia and the Northern Territory attended the five-day camp, with an emphasis on developing skills in the areas of orientation and mobility, occupational therapy, physiotherapy and social-skill development. Activities included accessing public transport, meal preparation, shopping, money handling, map reading, orientation to a space, tai chi, personal fitness, self-defense and kayaking. This offered participants the opportunity to challenge their physical conditioning, improve their balance and coordination and understand body concepts and spatial awareness while at the same time enjoying fitness and recreational activities within a social setting.

To support the demand for high quality Orientation and Mobility Instructors, Guide Dogs has supported the training of five staff. This training, a first for Guide Dogs SA/NT, was conducted through Griffiths University in Queensland and included staff with a health-based qualification such as physiotherapy and occupational therapy. This dual qualification further strengthens our quality approach and enables the staff team to support consumers more.

Hearing Services Report

One in six people will experience hearing loss sometime in their lives. Hearing loss can occur from birth, through injury or by gradual deterioration over time. The Hearing Rehabilitation Coordinators continue to work with people of all ages and with varying degrees of hearing loss.

This work has been enhanced by generous grants from the Brooks Foundation and Deafness Foundation. These grants have enabled the purchase of portable audiology equipment for assessment and education around hearing loss and also the purchase of equipment to support our loan scheme.

This year has seen the team working more closely with the Aged Care sector, including the team's work in an Aboriginal Aged Care Facility in Port Augusta, and includes the development of a new education and awareness package. The package is focused on staff training and resident support. The package also enables staff of Aged Care facilities to detect hearing loss and to implement simple strategies that can be of huge benefit to the resident. This can be in the form of devices but also in creating an environment where hearing can be optimised.

The Workplace Modifications Service continues to grow and has supported 19 consumers and workplaces this year. The team continues to provide screening services for workplaces such as SA Power Networks where we screened 15 staff and found close to 90% had some degree of hearing loss. An additional advantage of the expertise within the Hearing Services team means that they not only screen for hearing loss but can also provide the correct devices to minimise the impact of the loss.

Research continued to be a focus this year, with the finalising of a consumer engagement research project with Flinders University. The project involved surveying consumers to ascertain their knowledge of support and information services available to them that could assist them with their hearing loss. The research attempted to define the gaps and create recommendations for the sector to empower the consumer to make informed decisions about their hearing-loss support. The research should lead to the development of new information services, improved awareness of current supports available and an understanding of where people access information on hearing loss.

The Smoke Alarm project continues to prosper. This year we installed over 100 units at no cost to consumers and demand continues to be high. These specialised smoke alarms have been specifically designed for people with vision and/or hearing loss.

Collaborative work with other hearing organisations continues to be strong and our mutually collaborative efforts for Hearing Awareness Week supports this approach. Working with other agencies, Guide Dogs SA/NT provided a captioned movie night at Hoyts Norwood, where over 300 people enjoyed the movie 'Woman in Gold', not to mention the tasty, complementary food and drinks. And the joint seminar for Audiologists and people working in the hearing space was also well attended by a broad audience of professionals. In total the team provided 37 presentations throughout the year covering metropolitan and regional areas.

Our support groups and our course in Effective Management of Hearing Loss continued this year, providing valuable support to people with hearing loss and passed on important information to Guide Dogs in developing future programs. The Hearing team saw 477 consumers this year and provided 489 programs.

Sensory Services Report

The only dual-sensory organisation for adults in the state, Guide Dogs SA/NT provides case management support to consumers with a vision or hearing loss and complex needs. This service is consumer-focused and uses a strengths-based approach. 306 people were seen this year and 279 programs provided.

The Sensory team continues to coordinate group activities, with the transition group focusing on youth aged from 15 to 25 years of age with an emphasis on independence, socialisation and skill development. This year the group had great fun; learning how to apply make-up, touring the ABC, visiting the Port Adelaide Football Club, attending cooking classes and much more. The program will be extended in 2016 and will incorporate new activities such as seeking employment, personal safety, and financial literacy, all thanks to a successful grant application with the Commonwealth Bank.

The Carer's group continued to meet throughout the year, providing invaluable support and information to each other, especially as the transition to the NDIS for adults approaches. Our two carers retreats were well attended, as always, with the participants enjoying the relaxed environment of the Lakes Resort Hotel and the Stamford Plaza Hotel. These weekend retreats are so important for carers in creating an environment of relaxation, socialisation and information exchange. Guide Dogs SA/NT has provided these retreats for five years and they continue to be valued by all participants.

The Counselling Service, which was introduced two years ago, continues to provide invaluable support to people with sensory loss. Counselling is provided both by telephone and at the Guide Dogs SA office. On average we provide a counseling service to 20-30 people at any given time and provided 64 sessions this year.

Interaction with consumers has continued to grow from strength-to-strength. The music appreciation group continues to be popular with participants having a hands-on session with the ukulele and kazoo, as well as enjoying the harmonies of the Sing Australia Choir. The David Bowie Tribute day and the Australian Rock quiz was also popular.

We also added a Technology Peer Support Group to our services in June 2016. This is a member led group with a focus on technology, adaptive technology and the sharing of knowledge and experiences with others. This is a monthly group for people with who are blind, vision impaired, deaf or hearing impaired.

We continue to receive brokerage funds from HACC and NDA to support consumers requiring additional assistance to stay independent in the community. We provided assistance to 118 people this year and supported activities such as home cleaning, shopping, accessing social supports, personal care and more. Our unmet needs register however continues to grow as the demand for services and support increases. It is hoped by everyone at Guide Dogs that the introduction of the NDIS will help reduce this unmet need.

We continue working with a broad cross-section of the community and in particular, with the Bhutanese community in accessing Auslan classes. We have really appreciated the support of TAFE and the Migrant Health Service in working with these clients. The purchase of a new 12-seater bus this year has helped significantly in reducing travel costs and has extended our reach. The bus was made possible with a community grant from the Department of Community and Social Inclusion. The bus is available to community groups at no charge.

Northern Territory Report

Guide Dogs continues to have a strong presence in the Northern Territory. The office in Fannie Bay continues to be staffed by a strong fundraising and services team. And this year we welcomed a new staff member, Zinna.

Zinna provides expert occupational therapy services for consumers with low vision. Once again, this service is predominantly mobile, allowing Zinna to provide home visits as well as office based appointments. This year Guide Dogs sponsored two teenagers to attend the life skills camp, at no cost to them or their families. We continue to work closely with schools in the Territory and provide orientation and mobility support to students, and information and advice to the teaching staff.

Another highlight for 2015, was the successful Community Benefit grant application for \$9,000 to develop and distribute resource kits for people with vision impairment. This grant will enable people on a limited income to access the latest devices and technology to improve their quality of life and increase their social engagement.

The Territory team continue to provide education services to community organisations and schools. The team has visited Sanderson Middle School, working with teachers to support children with vision impairment, with Namarluk Special School, Darwin University, Carpentaria Disability Services, Casuarina Disability Services and more. Furthermore, the team has visited consumers in Katherine, Alice Springs, Ernabella and Ti Tree, as well as several other remote towns and regions.

HR Report Volunteers

Volunteers are pivotal to Guide Dogs achieving its mission. We have over 300 registered volunteers and numerous corporate volunteer groups who generously donate their time and expertise to the various Guide Dogs volunteer programs.

Our volunteers take puppies into their homes and hearts through the puppy development program. They support our fundraising and marketing teams with events, administration and taking school groups on an experiential journey through the Discovery Centre, and they work alongside our corporate teams to assist in the delivery of strategic and operational plans and activities.

We have taken a deliberate path towards volunteer 'best practice', continuous improvement and inclusion. To this end, Guide Dogs has established a Volunteer Subcommittee of the Guide Dogs Board, chaired by Evelyn O'Loughlin, CEO of Volunteering SA/NT. So far, we have undertaken an audit of our volunteer programs against the National Volunteer Standards and the committee is supporting Guide Dogs to lift those volunteer programs to the next level.

Your Support Line

The telephone-based service, Your Support Line, continues to be well received by consumers. On average the line receives 65 to 75 enquiries a week, covering a wide range of issues and topics. Later in 2016, Your Support Line will go live via the web, and consumers will be able to live-chat. The most popular enquiries are in relation to our dog services, which include the Guide Dog program, Autism Assistance Dogs and Pets as Therapy programs.

Dog Services Report

Through the provision of highly trained working dogs and Therapy dogs, Guide Dogs Services team changes lives every day. We provide Guide Dogs to people with vision impairment, Autism Assistance Dogs to families of children living with autism and Therapy Dogs to people living with varying types of disabilities and needs.

Each successful placement of a highly trained dog creates a 'team'. These wonderful dogs help consumers; achieve greater confidence, provides increased safety and security, improves social skills and leisure opportunities and enhances independence and enjoyment of family life. Many of life's pleasures that most of us take for granted – like something as simple as a walk in the park or travelling independently - is absolutely life-changing for many consumers.

With the incredible support of our amazing volunteer Puppy Raisers, we bred and raised 53 puppies throughout the year. A testament to the Puppy Raisers - without whom, the dog programs would not exist.

Continuous improvement reaps rewards

Thanks to a careful breeding program we continue to maintain an average of six puppies per litter. We continue to make improvements to the development of puppies, from birth until 12 months of age, producing more confident puppies with improved trainability.

Improved processes now allow an easier transition from Puppy Development Centre to Puppy Raiser and from Puppy Raiser to training for both the dog and the Puppy Raiser. In addition, we have now added a dedicated Puppy Development Assistant resource to the role.

We performed a full audit and contemporised all Guide Dog Services processes and procedures, to ensure the team remains at the forefront of innovation in service excellence.

Memorial Wall

This year a quiet corner of the Puppy Garden here at Morphett Street, was allocated where we can honour those valiant working dogs, who after a lifetime of dedicated and loving service, have passed away. It's an appropriately special place that as time passes, will become ever more poignant as the honour roll increases.

For as we know, working dogs hold a very special place in the hearts of an individual and/or family. Having the opportunity to place a special medallion with a personalised message on to the memorial wall provides an opportunity to express their love and appreciation of the bond they had; the adventures shared, the freedom and security provided and the love mutually experienced.

A perfect match

Each and every day we are fortunate to hear such wonderful stories from consumers about the impact of our work. Throughout the year Guide Dogs has placed a number of Therapy Dogs with people and families living with various disabilities. Whilst no two circumstances are the same, the impact that our Therapy Dogs have on people is truly life-changing – and in turn, so very rewarding for everyone here at Guide Dogs.

Business Development Unit Report

Volunteers

We are extremely lucky to have the generous support of almost 50 volunteers assisting staff with a plethora of vital tasks including; collecting and counting donations from the iconic collection dogs, contacting our many fabulous donors by telephone to update their records, data entry, mail outs, and too many general duties to list here. Thank you to all these amazing volunteers – it is not an exaggeration to say that we would be lost without your support and dedication.

Corporate collaboration

During October 2015, over 30 exceptional South Australian businesses attended an exclusive networking event held at Longview Vineyard, in support of Guide Dogs SA/NT. Not only was this a great opportunity to raise awareness within the corporate community of our many programs and services, it was also wonderful to share stories and like-minded corporate values as we all enjoyed a blind tasting of Longview's world-class wines.

Collection Dogs

A targeted collection dog acquisition program was implemented this year, and our hard working Guide Dogs volunteers crisscrossed the metro and regional areas of the state to place new Mini and Model Collection Dogs in a variety of cafes and other businesses. In fact, the volunteers placed 363 new dogs in FY16 (compared to 102 in FY15). Volunteers also undertook a data collection process in an attempt to further engage Collection Dog hosts with more regular communication.

Community Fundraising

The 2015 /2016 Financial Year proved to be a very busy year, indeed. There was a 79% increase in the number of Guide Dogs hosted Community Fundraising events such as badge days and sausage sizzles. We had a total of 61 community hosted events this year compared to 34 in FY15. This is a fantastic result that shows how supportive our local community is of Guide Dogs SA/NT.

In the media

Guide Dogs SA/NT continued to receive significant media coverage throughout the year, including extensive major television and newspaper coverage of the ground breaking ceremony for the future Beau's Personalised Pet Hotel, situated on Adelaide Airport Ltd. land, south of Harbour Town, West Beach. Guide Dogs SA/NT was also propelled into the national media spotlight when Chief Executive Officer, Kate Thiele, was named the South Australian Telstra Business Woman of the Year - subsequently winning the National For Purpose and Social Enterprise Telstra Award. Other print stories supported the need for Puppy Raisers and publicised successful grants. For International White Cane Day a large first-person story was published recording a journalist's walk to work blindfolded. The media exposure for the year was estimated to be the equivalent of \$490,000, an increase of 33%.

For the fourth year running, Guide Dogs was voted Australia's Most Trusted Charity in the annual Readers Digest Survey, an accolade we hold dear to our hearts as it reflects the wonderful, trusting relationship the community enjoy with us.

Community engagement via social media continued to grow organically, with Guide Dogs SA Facebook reaching 12,500 followers. Instagram and Twitter followers also continue to grow and the Guide Dogs SA/NT LinkedIn site was reactivated to engage our corporate supporters more fully.

To enhance the digital marketing and fundraising efficacy, a highly reputable company was engaged to investigate and maximise our social media platforms. The resulting strategic digital marketing strategy was well in the planning stage at the end of the year.

Guide Dogs SA/NT website visitation is continuing to grow year-on-year, with a 27% increase compared to the last financial year (from 82,644 sessions in FY15 to 104,579 in FY16). Engagement has also improved with a 128% increase in PDF downloads and a 34% increase in emails. E-transactions have also increased by 32%.

The second most popular website page was the Autism Assistance Dogs page. The page views of the Hearing Services page have also been on the rise. This is line with our commitment to promote to the community that we are #morethandogs.

In order to support clients in navigating the National Disability Insurance Scheme (NDIS) and My Aged Care, we restructured and simplified the website with up-to date information sheets, checklists and AUSLAN interpreted videos, making the website consumer-focused.

Beau's Luxury Pet Hotel Report

To 'future-proof' our income as some traditional fundraising programs begin to slow, Guide Dogs SA/NT has been considering a commercial 'social' enterprise for several years and has won a tender to build a 'first of a kind' pet hotel on Adelaide Airport land, just south of the extremely popular Harbour Town.

Named after Beau, the first formally trained Guide Dog in Australia, in 1951, Beau's Personalised Pet Hotel will accommodate 168 standard kennels, 32 luxury kennels and 62 standard and luxury cat condos. Beau's will also offer additional services such as Doggy Day Care, in-house grooming and education and training.

Following extensive research and meticulous financial planning, the design has been completed and construction is planned to commence in late 2016 - with an anticipated opening in late 2017. This exciting project will ultimately drive revenue back into core business and provide a sustainable revenue stream for the future, enabling Guide Dogs SA/NT to continue and extend the delivery of our many services and programs to those in the community living with sensory loss, well into the future.

Corporate Governance

Guide Dogs SA/NT is led by a strong, talented team of business and community professionals.

Board

Mr Joe Thorp

MBA, BA, FAICD, FAIM, CPMgr

Chairman

Mr Bruce Ind

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

Deputy Chair

Mr Gerry Cawson

LLB (Hons), GAICD

Mr John Oliver

B.Comm., Grad Dip Bnkg Mgmt,

GAICD, Snr Fellow FINSIA

Mr Michael McGregor

BA (Hons), FAICD

Mr Matt Lang

(joined February 2016)

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

Mr Marc Makrid

(resigned February 2016)

B.Bus., Mktg Major, FAICD, ICA, AMI

Ms Helen Summers

Master of Optometry, FACBO,

Grad Cert. Ocular Therapeutics, FAICD

Prof Elizabeth Farmer

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

Ms Jan Turbill

B.Behavioural Sc., Psychology Major

Finance Committee

Mr Matthew Lang, Chair

Mr John Oliver

Ms Beth Kitto

Mr Ian Jamieson

Service Delivery Committee

Prof Elizabeth Farmer, Chair

Ms Helen Summers, Deputy Chair

Ms Louise Davies

Dr Ron Baker (resigned August 2016)

Dr Saravana Kumar

Governance Committee

Mr Gerry Cawson, Chair

Ms Jan Turbill

Mr Marc Makrid (resigned February 2016)

Volunteer Committee

Ms Evelyn O'Loughlin (Chair)

Mr Bruce Ind

Mr Michael McGregor

Ms Kaye Mahomet

Ms Ngareta Cronin

Mr Rajan Durarajen (resigned August 2016)

Ms Anna Williamson (resigned August 2015)

Ms Gill McFadyen (resigned February 2016)

Partnerships and Bequests Report

Vision For The Future campaign

The 2015 / 2016 year witnessed our Vision For The Future campaign flourishing - enabling the Puppy Development Program to successfully produce nine litters of puppies and purchase two puppies from interstate Guide Dog schools. Stage Two of this campaign involves redeveloping the Puppy Development Centre to house two extra whelping rooms and a fully functioning vet clinic. We were fortunate to receive a \$110,984 grant from Perpetual Foundation – Ann Helene Toakley Charitable Endowment, to catapult this building project. This means that we will be able to breed more puppies and ultimately reduce the wait time for our potential new consumers.

Bequests

We currently have 132 committed donors who have become 'Buddy For Life' members by leaving a gift to Guide Dogs SA/NT in their Will. Their generous support provides a sustainable financial future for our much needed services.

Corporate Partners

National Partners



Design Partner



Platinum Sponsor



Adelaide Animal Emergency Centre

Gold Sponsor



Silver Sponsor



Bronze Sponsors



Paw Supporters

Australian Executor Trustees

Entrée Recruitment

RACV Salary Solutions

Entertainment™

Haighs

Westpac

Financial Report

Guide Dogs has experienced a period of strong revenue growth in recent years, however, this strong growth slowed in 2016 to a modest 1.4%; highlighting the challenges experienced in the current market. Additionally, the underlying cost of doing business continues to grow and is placing pressure on the bottom line profit; the outcome has been a break-even profit position in 2016.

The Impact of NDIS

The National Disability Insurance Scheme (NDIS) is proving to be far from the magic-panacea we expected it to be in the facilitation, expansion or improved services to our client base. The implementation of NDIS has been slow and to date has only assisted a small cohort of Guide Dogs' consumer base. In South Australia, access to the Scheme was limited to children up to 14 years old in 2016. In Northern Territory the Scheme was limited to the Barkly region, a geographically remote area with a total population estimated to be around 322,000. With no substantive revenue received from NDIS, Guide Dogs remains heavily reliant upon fundraising profits to sustain both business operations and the delivery of services to our consumers.

Building for the Future

Fundraising is becoming even more competitive and the NDIS is providing limited opportunities to generate income, hence a social enterprise is an essential innovation to drive the profit growth required to fund the delivery of services to future consumers.

That is the basic premise behind Guide Dogs investing \$9m to build a state-of-the-art commercial Pet Hotel facility, branded as Beau's Personalised Pet Hotel. Beau's will provide dog and cat boarding, doggy day care, grooming and training services to the general public. Beau's will fill a growing demand in the market place for pet owners, and all profits from the hotel will be directed to much-needed funding for Guide Dogs consumer services.

Beau's will be located strategically within the Adelaide Airport precinct on Tapley's Hill Road, south of Harbour Town. Guide Dogs have partnered with Adelaide Airport for a 30+ year lease over the site.

Construction of the unique facility will commence in late 2016 and is scheduled to begin trading in late 2017. The \$9m capital expenditure will be predominantly debt funded with borrowings from ANZ who are providing valued support towards the project.

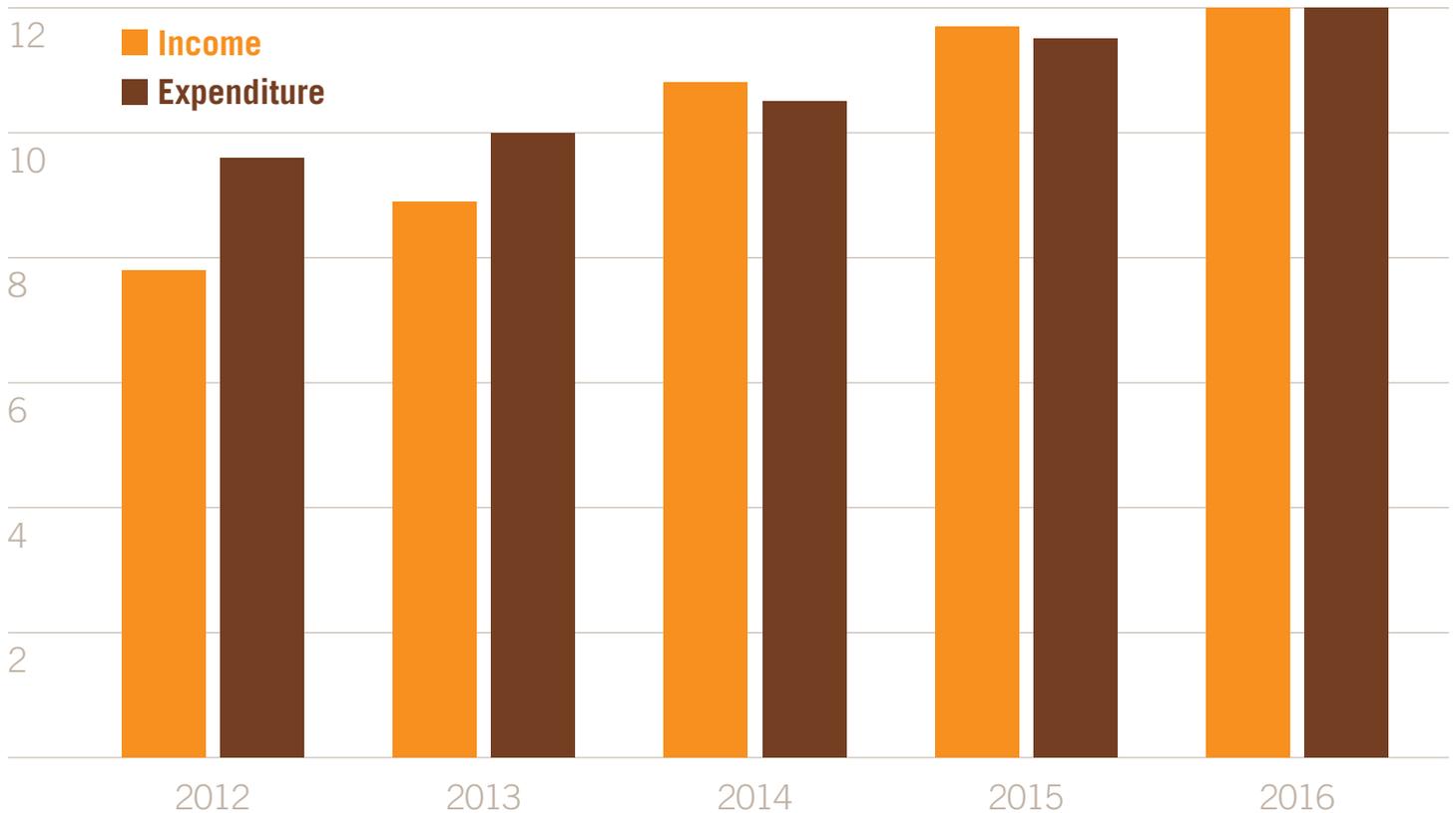
Making Each Dollar Go Further

Whilst Beau's social enterprise provides an opportunity for revenue growth in the future, the market reality is that revenue growth is forecast to be limited over the next 1-3 years. This will continue to place pressure on profitability in the short-term. It is therefore more imperative than ever that each dollar we receive is spent prudently to maximise the benefit to our consumers.

In response to these immediate pressures the business is shifting its focus from revenue growth to efficiency optimisation. A comprehensive business review is in progress to identify and implement innovative improvements to our business operations that will protect our profitability, improve outcomes for consumers and future-proof Guide Dogs SA/NT's ability to provide programs and services to South Australians and Territorians with sensory loss, for many years to come.

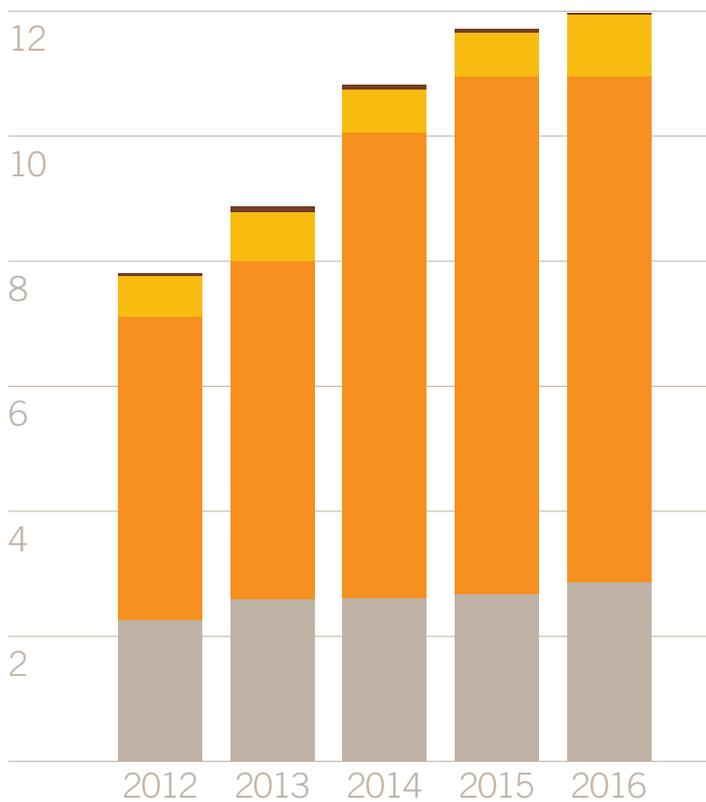
Total Income and Expenditure Last 5 Years

Millions (\$)

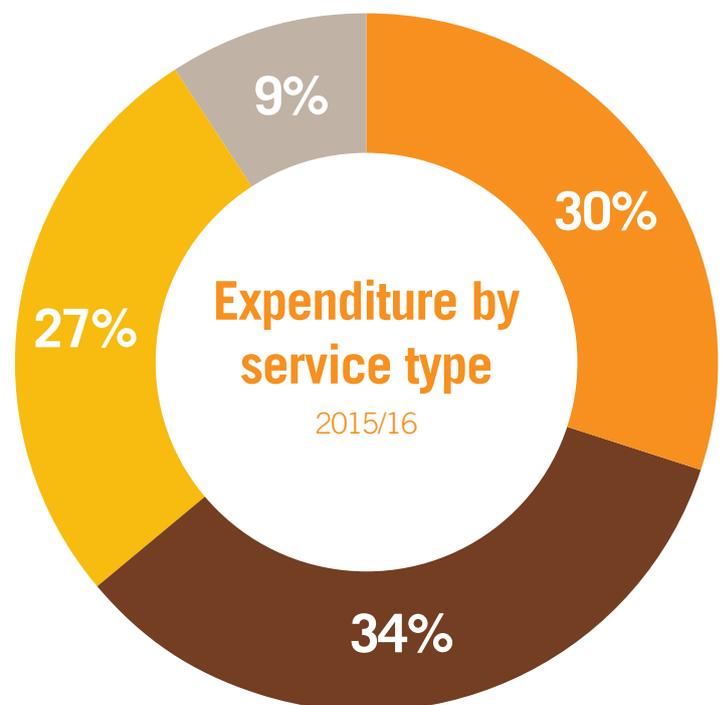


Sources of Income Last 5 Years

Millions (\$)



- Sales
- Bequests & Donations
- Other
- Government Grants



- Dog Services
- Sensory Services
- Vision Services
- Hearing Services

Financial Report

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2016

	2016	2015
	\$	\$
Revenue	11,608,097	11,449,850
Depreciation and amortisation expenses	(658,629)	(668,004)
Fundraising expenses	(2,280,379)	(3,029,390)
Marketing expenses	(308,427)	(175,867)
Client supplies and services expenses	(792,800)	(747,517)
Employee expenses	(6,265,488)	(5,541,078)
Operating expenses	(1,662,427)	(1,382,493)
Results from operating activities	(360,053)	(94,499)
Finance income	372,362	250,101
Finance costs	-	(4)
Net finance income	372,362	250,097
Profit/(loss) for the year	12,309	155,598
Other comprehensive income		
Reclassification adjustment on disposal of available-for-sale financial assets	(219,797)	(44,521)
Net change in fair value of available-for-sale financial assets	(169,448)	22,790
Revaluation gain on land and buildings	-	1,087,031
Other comprehensive income for the period	(389,245)	1,065,300
Total comprehensive income/(loss) for the period	(376,936)	1,220,898

Statement of Financial Position

For the Year Ended 30 June 2015

	2016	2015
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	2,618,207	1,253,862
Trade and other receivables	437,124	1,353,479
Inventories	94,017	111,092
Total current assets	3,149,348	2,718,433
Non-current assets		
Available-for-sale financial assets	2,585,239	3,613,233
Property, plant and equipment	11,908,150	11,364,215
Intangible assets	88,113	178,038
Trade and other receivables	72,829	69,361
Total non-current assets	14,654,331	15,224,847
Total assets	17,803,679	17,943,280
Liabilities		
Current liabilities		
Trade and other payables	1,008,159	851,098
Employee benefits	444,647	403,643
Total current liabilities	1,452,806	1,254,741
Non-current liabilities		
Employee benefits	179,933	140,663
Total non-current liabilities	179,933	140,663
Total liabilities	1,632,739	1,395,404
Net assets	16,170,940	16,547,876
Equity		
Reserves	1,735,137	2,124,382
Retained earnings	14,435,803	14,423,494
Total equity	16,170,940	16,547,876

Financial Report

Statement of Changes in Equity

For the Year Ended 30 June 2015

	Fair Value Reserve	Revaluation Reserve	Retained Earnings	Total
	\$	\$	\$	\$
Balance at 1 July 2015	576,201	1,548,181	14,423,494	16,547,876
Comprehensive Income for the period				
Profit/(loss) for the year	-	-	12,309	12,309
Other comprehensive income				
Reclassification adjustment on disposal of available-for-sale financial assets	(219,797)	-	-	(219,797)
Net change in fair value of available-for-sale financial assets	(169,448)	-	-	(169,448)
Revaluation gain on land and buildings	-	-	-	-
Total comprehensive income/(loss) for the period	(389,245)	-	12,309	(376,936)
Transactions recorded directly in equity				
Transfers to/from retained earnings	-	-	-	-
Total transactions directly in equity	-	-	-	-
Balance at 30 June 2016	186,956	1,548,181	14,435,803	16,170,940
Balance at 1 July 2014	597,932	461,150	14,267,896	15,326,978
Comprehensive Income for the period				
Profit/(loss) for the year	-	-	155,598	155,598
Other comprehensive income				
Reclassification adjustment on disposal of available-for-sale financial assets	(44,521)	-	-	(44,521)
Net change in fair value of available-for-sale financial assets	22,790	-	-	22,790
Revaluation gain on land and buildings	-	1,087,031	-	1,087,031
Total comprehensive income for the period	576,201	1,548,181	14,423,494	16,547,876
Transactions recorded directly in equity				
Transfer to/from retained earnings	-	-	-	-
Total transactions directly in equity	-	-	-	-
Balance at 30 June 2015	576,201	1,548,181	14,423,494	16,547,876

Statement of Cash Flows

For the Year Ended 30 June 2015

	2016	2015
	\$	\$
Cash flows from operating activities		
Cash receipts from customers	12,635,653	10,815,481
Cash paid to suppliers and employees	(11,206,729)	(11,070,667)
Net cash provided by/(used in) operating activities	1,428,924	(255,186)
Cash flows from investing activities		
Proceeds from sale of property, plant and equipment	27,100	2,275
Acquisition of property, plant, equipment and intangibles	(1,112,639)	(343,408)
Interest received	36,707	38,477
Dividends received	193,815	197,433
Proceeds from sale of investments	1,606,573	859,316
Acquisition of investments	(816,135)	(805,545)
Net cash provided by/(used in) investing activities	(64,579)	(51,452)
Net increase/(decrease) in cash and cash equivalents held	1,364,345	(306,638)
Cash and cash equivalents at beginning of the period	1,253,862	1,560,500
Cash and cash equivalents at the end of the period	2,618,207	1,253,862

Guide Dogs

SA/NT



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