ANNUAL REVIEW
2013-2014

Guide Dogs QUEENSLAND
Leading the way
OUR MISSION:

Through partnership with our stakeholders, Guide Dogs Queensland will provide services which reduce the disadvantage of vision impairment. Our services will assist our clients to achieve their optimal level of mobility.

OUR VALUES:

Guide Dogs Queensland:

• Values the individual, believes in equal rights of all to realise their potential and encourages each to achieve it;
• Believes in countering vision impairment by appropriate practical action, person to person;
• Values and respects cultural diversity;
• Wishes to be accountable, responsible and transparent at all levels;
• Values the mutual respect among all involved;
• Respects the dignity and privacy of all;
• Welcomes technological advances in overcoming the problems of blindness;
• Challenges discrimination and prejudice and supports equal opportunity and social justice.

ACCREDITATION:

Guide Dogs Queensland is a member of the International Guide Dog Federation (IGDF) that formed in 1989 as a result of meetings held over several years with international Guide Dog schools. Membership of the IGDF enables Guide Dog organisations around the world to unite as a community dedicated to meeting the mobility needs of blind and vision impaired citizens.

In order to maintain membership, individual schools are assessed for accreditation every five years by way of a comprehensive evaluation process. This ensures operational standards are upheld and improved. Guide Dogs Queensland underwent its five year IGDF assessment in February 2011 and was commended for the excellent service it provides.
Richard A Anderson OAM
President of the Board
Guide Dogs Queensland

It has been very pleasing for me to see Guide Dogs Queensland continue to strengthen its position in our community, not only with its continued reliable delivery of services to Queenslanders and effective brand management, but also with the behind-the-scenes emphasis on enterprise and collaboration to deliver results.

The consolidation of the charity’s business practices over recent years to focus on fundraising ideas with the greatest appeal to today’s supporters has been a success, with the organisation starting to see the financial benefits from this change. A further enterprising move lead to a collaboration with other Guide Dog schools so each school could focus their energies on their fundraising strengths – whether in lotteries, merchandise, wine or insurance – while ensuring the proceeds from each sale was returned to the state where the supporter came from. The Board and I applauded this effort and forward to seeing this strong working relationship continue with the state government for years to come. On a national level, with the introduction of the National Disability Insurance Scheme (NDIS) over the next few years to Queensland and also potential reforms to the not-for-profit sector, we continued to monitor for changes and were ready to have our say to ensure Queensland’s blind and vision impaired were well represented.

It has been great to see the ongoing emphasis on rural and regional services over the past year. Not only did Guide Dogs Queensland continue Mobility Expos, vision assessment clinics, City Travel Days and mobility services right across the state, but several Guide Dogs also made the trip to Cairns for a regional extended assessment. This move is a true testimony of the efforts the charity is willing to undertake to ensure all Queenslanders have access to the full range of services on offer and I look forward to seeing this program expand further in the future as the demand continues to rise.

I’d like to congratulate the very large 2014 graduating class of Guide Dog Teams who received their medallions from the Governor of Queensland at a ceremony in April. My congratulations extends beyond these graduates to their family and friends who have shown support along their journeys, and also to the dedicated staff and volunteers who raised and trained these unique animals to be the quality Guide Dogs they are today. I’d also like to extend my warmest thanks and appreciation to the outgoing Governor of Queensland and Patron of Guide Dogs Queensland, Penelope Wensley AC, for her ongoing efforts, her passion and her willingness to be actively involved with the charity. I look forward to seeing this relationship continue with the new Governor of Queensland in the future.

Guide Dogs Queensland’s management continued their focus this past year on internal training programs, the advancement of cadetships and solid succession planning to ensure the charity has a strong team despite scarce resources. I note also the ongoing work at a national level on fundraising and branding opportunities and our CEO, Richard A Anderson OAM in January 2014 for his services to the Queensland community while meeting the expectations of today’s society for charities to be consumer focused and able to deliver tailored programs to individuals.

As part of our planning for the future, Guide Dogs Queensland needs to expand its current breeding and kennelling facilities at Bald Hills which have reached maximum capacity. This expansion project will dramatically increase our ability to meet the rising demand for our internationally recognised Guide Dogs, as well as allow us to broaden our scope into the development of our Enabling Dogs Program to provide assistance dogs to people with PTSD and families who have children living with Autism.

Over the next 12 months, we will embark on a capital campaign to help raise funds to build this landmark project, and with your support, I know we can make it a reality.

The economic climate has remained a challenge for us as the amount of disposable income for an average household and their ability to support charity remained limited. We continued to collaborate nationally with other Guide Dogs Australia schools in our fundraising and became smarter in service provision and how we engaged with our supporters, providing multiple avenues for the community to show their support. Our consumer products like Pet Insurance, Wine Club, Puppy Club and our Leading Raw dog food, along with our lotteries and merchandise remained effective tools to help cover our operating expenses while our donations, bequests and workplace giving programs helped fund our services, including our Guide Dog services which don’t receive any government funding.

During the year, we successfully worked with government to make necessary amendments to the Guide, Hearing and Assistance Dogs Act 2009 in Queensland, and also as part of the Australian Blindness Forum to provide input into the structure of the National Disability Insurance Scheme (NDIS) and how services may be provided if blindness is included in the program.

We also had success this year when we were joined by outgoing Governor of Queensland and Patron of Guide Dogs, Penelope Wensley AC, in April to graduate 23 new Guide Dog Teams (Guide Dog and handler) from right across the state, and a further 16 Guide Dogs on to our breeding program.

On behalf of Guide Dogs Queensland, I would like to express our heart-felt thanks to the Governor for her dedicated service to our charity as our Patron for the past six years. We will miss you and Mr McCasker and wish you both the best in your future endeavours.

I would also like to congratulate Guide Dogs Queensland Board Director, Dr John Vance who was awarded an OAM in January 2014 for his services to the blind and low vision over a lifetime of work. Congratulations John on this well-earned recognition.

Finally, I’d like to thank our army of over 1,000 volunteers who provide over 10,000 hours of support every week to Guide Dogs Queensland to raise fun events, raise our puppies or act as carers for our colony. Without your time and dedication, the delivery of our services across Queensland would not be possible.

Chris Laine
Chief Executive Officer
Guide Dogs Queensland

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MESSAGE FROM HER EXCELLENCY MS PENELlope WENsley AC GOVERNOR OF QUEENSLAND AND PATRON OF GUIDE DOGS QUEENSLAND

It is with mixed feelings that I write this message for the 2013–14 Annual Report of Guide Dogs Queensland (GDQ). It has been a privilege to serve as Patron of this wonderful community organisation for the past six years, in parallel with my six-year term as Governor of Queensland. However, when I step down as Governor, on 29th July, 2014, my special association with GDQ, in the role of Patron, will cease.

It is a role and an association that I will greatly miss. I have sought to be an active Patron and energetic advocate for the organisation, using every opportunity to support and promote its work throughout the state. Together with my veterinarian husband, Stuart McCosker, I have visited the Bald Hills Centre on numerous occasions, attending as many of the regular GDQ events as possible, including Open Days and, most memorably, the annual Guide Dog Team Graduation ceremonies. Mr McCosker was also able to attend, on my behalf, the special event held at the Breeding and Training Centre in 2011, to celebrate the gift of two Guide Dog puppies from Queensland to Japan, with the support of the Australia-Japan Foundation. I am much impressed by the commitment GDQ has made to international collaboration. It has developed strong ties, not only with its Japanese counterpart, but with Guide Dog schools and organisations around the world. Such connections are very valuable and I hope will be maintained and strengthened further in the future.

Another highlight of my term as Patron was the celebration of a marvellous milestone for GDQ - its Golden Anniversary in 2010, marking 50 years of service to the Queensland community. Hosting a reception at Government House to celebrate this achievement provided a wonderful opportunity to pay tribute to this service and for me to thank, on behalf of all Queenslanders, the staff, sponsors and the myriad of volunteers who have contributed so much over the years, to build GDQ into the strong and impressive organisation it is today.

This final message to the GDQ “Family”, in this Annual Report, enables me to reiterate the admiration and appreciation I expressed on that occasion. As Governor, I have worked closely with many community organisations in the not-for-profit sector and know well the difficulties involved in gaining and maintaining support in this crowded space and also in meeting the challenge of constant change – in technology, of legislation, in political and economic circumstances, and in community expectations and needs. This last area, of changing need, will present Guide Dogs Queensland with even bigger challenges in the future, with the numbers of blind and vision impaired Queenslanders expected to grow significantly.

I am confident, however, that GDQ will rise to that challenge. Not only is it one of Queensland’s best organised and best managed charities, but as this annual report makes clear, the Board and staff are well advanced with ‘future planning’ and determined to ensure that GDQ will continue to ‘lead the way’ in all areas of its operations and activities. I thank them for their dedication to this task, as I thank everyone who supports them in their work, whether as corporate sponsors, private donors, as volunteers, as contributors to the ‘Friends for Life’ Program or in some other way. Your support is vital and I urge that it continue.

Thank you for the opportunity to be your Patron. I wish Guide Dogs Queensland every success in the future.

Penelope Wensley AC
Governor of Queensland
Patron, Guide Dogs Queensland

Guide Dogs Queensland is committed to excellence in corporate governance, transparency and accountability. This commitment is essential for the long term performance and sustainability of our organisation and to protect and enhance the interests of our stakeholders. Our corporate governance procedures are continually reviewed to ensure they meet the Australian Standards as stated in AS 8000–2003 Good Governance Principles.

During the year, there were 10 Board of Directors meetings and our Annual General Meeting – 11 meetings in total.

Role of the Board of Directors
The Board of Directors currently hold scheduled meetings during the year and any extraordinary meetings at such other times as may be necessary to address any specific matters that may arise. The strategic direction is set by the Board which includes establishing policies that oversee Guide Dogs Queensland’s financial position and the monitoring of business affairs and risk. The Board delegates responsibility for the day-to-day activities to the Chief Executive Officer. Financial and investment matters are discussed and reported on at each Board meeting.

Board Composition
The names of the Directors of Guide Dogs Queensland including qualifications and experience are set out on pages 6 – 7.

The composition of the Board of Directors draws on varied skills, experience, knowledge and education for the benefit of Guide Dogs Queensland and its stakeholders.

Conflict of Interest
In the event of a potential conflict of interest, Directors involved are required to withdraw from all deliberations concerning the matter. They are not permitted to exercise any influence over the Board members or receive relevant Board papers. Directors must keep the Board advised, on an ongoing basis, of any interest that could potentially conflict with those of the organisation.

Internal Controls
As Guide Dogs Queensland is a relatively small organisation, the emphasis is placed on the Brisbane Head Office (Bald Hills) for the responsibility of enforcing policies and procedures. Forecasts of activity are continually updated in line with current performance and objectives and reported to the Board on a regular basis or as requested.

Procedures have been established at Board and Executive Management levels to ensure that transparency, reliability and integrity of financial and operating information is adhered to. Policies and procedures are in place to ensure Guide Dogs Queensland’s assets and interests are safeguarded.

Executive management is responsible for identifying and managing risk through regular reviews of activities, including level of authority on financial exposure, and its stakeholders.

Guide Dogs Queensland’s annual insurance program and a referral process to legal counsel on contractual matters. All Directors have the opportunity to seek their own independent advice on any matter concerning Guide Dogs Queensland.

Ethical Standards and Performance
All Directors, Managers and employees are expected to act with the utmost integrity and objectivity, striving at all times to enhance the reputation and performance of Guide Dogs Queensland.

Directors are mindful of their responsibility to the environment.

The Annual General Meeting is held during the year for members. Guide Dogs Queensland activities are presented at this meeting. Members are invited to question Directors and Senior Management.

Auditors
The Board has retained external auditors to prepare yearly financial statements. The Board is responsible for reviewing the adequacy of these audit arrangements and the scope and quality of the audit. The Finance Committee reviews reports and makes recommendations.
Richard Anderson OAM ▶ President
BCom FCA FCPA
Mr Richard Anderson OAM joined the Board of Guide Dogs Queensland in August 1980 and has served as President since 1990. He is also a member of the Board’s Investment and Finance Sub-Committee. Mr Anderson is Chairman of the Board of Data #3 Limited and a member of the Boards of Lindsay Australia Limited and Nissan Cotton Cooperative Limited. Formerly a partner of PricewaterhouseCoopers (PWC), Mr Anderson was the firm’s Managing Partner in Queensland and a member of the firm’s National Committee. He has also been a member of the Board of Trustees of Brisbane Grammar School and the Capital Markets Board of Queensland Treasury Corporation, President of the Brisbane Polo Club and President of CPA Australia in Queensland.
Meetings attended – 9 of 11

Raymond Saunders ▶ Vice President
Mr Ray Saunders was elected as a Director in July 2002. He is Vice President of the Board, as well as Chairman of the Investment Sub-Committee and serves on the Finance Sub-Committee. Prior to his retirement, Mr Saunders was General Manager Queensland with the Commonwealth Bank of Australia. Following his career in the banking and finance industry spanning some 36 years, Mr Saunders has continued to be very active in the business community and in community work in South Australia, New South Wales and Western Australia.
Meetings attended – 7 of 11

Leanne Muller ▶ Honorary Treasurer
BCom CA ASA MAICD
Ms Leanne Muller was elected a Director in April 2005 and serves as Honorary Treasurer. She is also Chair of the Finance Sub-Committee. Ms Muller is a Chartered Accountant and is employed as Group Chief Financial Officer for the Royal Automobile Club of Queensland (RACQ). Prior to joining the RACQ in January 2008, Ms Muller held a variety of roles with senior financial management responsibilities at Energex Limited [1998 – 2006] and Uniting Care Queensland [2006 – 2007]. Ms Muller has also worked for PricewaterhouseCoopers (in both Brisbane and Papua New Guinea) and with the Australian Securities Commission. Leanne is the Chairman of RACQ Autoglass Pty Ltd, a Joint Venture company of RACQ as well as various subsidiaries of RACQ Limited.
Meetings attended – 9 of 11

Lynnette Reynolds ▶ Honorary Secretary
BCom LLB LLM
Ms Lynnette Reynolds was appointed to the Board in November 2009 and serves as Honorary Secretary. Ms Reynolds has been a practicing solicitor for over 20 years and is a partner with law firm TressCox Lawyers. The firm is a longstanding supporter of Guide Dogs Queensland and is its honorary legal advisor. Ms Reynolds has an extensive property and business practice including in the health and child care industries.
Meetings attended – 11 of 11

Dr John Vance OAM ▶ Director
MBBS, PhD, FRACP
Dr John Vance OAM was elected as a Director in August 2008. Dr Vance was a Consultant Paediatrician who worked as Associate Professor in the Department of Paediatrics and Child Health at the University of Queensland and Mater Children’s Hospital. He retired in 1996 due to a significant vision disability as a result of Retinitis Pigmentosa. He is a client of Guide Dogs Queensland and has trained with a White Cane, the UltraCane and subsequently a Guide Dog. He lectures Orientation and Mobility trainers and advocates for people who are vision impaired with Queensland Rail. He is Chairperson of Guide Dogs Queensland’s Client Services Liaison Committee and is a member of the Volunteer Peer Support Program. Dr Vance is a passionate lawn bowler and has represented Queensland at the Australian Blind Bowls Championships for the last 15 years. He was awarded an OAM in January 2014 for services to the blind and those with low vision.
Meetings attended – 9 of 11

Dr Mark Loane AM ▶ Director
MBBS DGH PRAC FRACS
Dr Mark Loane AM was elected to the Board of Guide Dogs Queensland in 1996. He has a private Ophthalmology practice at the Vision Eye Institute River City. In 1989, Dr Loane established and has since run the Cape York Eye Health Project. His delivery of eye care to indigenous communities was recognised in January 2011 when he was made a Member of the Order of Australia. Dr Loane is a former chairperson of the Queensland Branch of the Royal Australasian College of Ophthalmologists and is also on the NationalRoyal Australian and New Zealand College of Ophthalmologists Eye Foundation Board. Dr Loane was a fellow in Corneal Transplantation and External Eye Disease at Finders Medical Centre, Adelaide, and a Fellow in Glaucoma at the University of California, San Diego. He is a former Rugby Union International.
Meetings attended – 7 of 11

Mark Grey ▶ Director
BA, CPM, GDACG, FAMU, FAICD, FAIC
Mr Mark Grey was appointed as a Director to the Board in December 2012. He is an international strategist, marketer, professional company director and a specialist health and hospital administrator. He has been a CEO for over 20 years and has 15 years experience as a company director. He was previously CEO of the Queensland Eye Hospital, Australia’s largest specialist ophthalmic surgical hospital and is now Chair of Livingstones Australia, an Industrial Relations advocacy group. He is also Chair of VSPC [Melbourne’s private Eye and Ear Hospital] and maintains a large network of contacts in Ophthalmology, Optometry and other allied eye health professionals. Mark is a qualified Chartered Secretary, Certified Practicing Marketer, Fellow of the Australian Institute of Company Directors, Fellow of the Australian Institute of Management and a Fellow of the CEO Institute.
Meetings attended – 10 of 11

Arif Ali ▶ Director
BCom, CPA
Mr Arif Ali was appointed as a Director to the Board in July 2010. Mr Ali is a Certified Practicing Accountant and has been involved with the packaging industry for the last 20 years and has travelled extensively through South America, USA, South Africa, Europe and SE Asia in his employment. He has been a life member of Guide Dogs Queensland for almost a decade and has actively participated in fundraising events. Mr Ali is currently General Manager of Bemis Australasia and a Director of Bemis Brisbane Pty Ltd, Bemis Flexible Packaging Ltd, Micris Packaging Pty Ltd, Micris Investments Pty Ltd, Sailmos Pty Ltd and Maanix Pty Ltd.
Meetings attended – 9 of 11

Michael Kightley ▶ Director
FACCS, BCom, BMass-accounting, NDP
Mr Michael Kightley was appointed as a Director to the Board in December 2012. Mr Kightley has more than 20 years experience as a company director both in Australia and internationally. Mr Kightley is an Associate Director of Amplify Governance, and Director of Larok, a marketing and strategy consultancy. He recently spent five years as a Director of Australian Insurance Holdings and related companies (an APRA regulated national Financial Institution). Mr Kightley’s previous roles included nine years at Deloitte with three years as Sales Director in Sydney; Managing Director of Williams Design, a large Sydney design and advertising agency; Managing Director of Kerfield Consulting, an investment and property finance company; and 12 years senior and general management experience with Standard Bank and Investec Bank.
Meetings attended – 8 of 11
Meet Aston:

“STEP-BY-STEP, SIDE-BY-SIDE, WE KNOW WE CAN MAKE A DIFFERENCE IN HIS LIFE.”

Aston Agostinho is an energetic 2½ year old who would be just as much at home in a “Mr Chatterbox” shirt as he is in his “Mr Strong” shirt, happy to share stories of his day, what he’s played with and the people he met.

“He really has a great personality and he’s not shy at all,” Mum Jackie says with a smile.

“Aston’s a very sociable little boy who just loves visitors. He’s an absolute joy.”

Aston loves drawing, play-doh, painting and bopping along to his favourite dance music – affectionately known by Aston as “Yep” music – every chance he gets.

What makes him different to a lot of other toddlers his age is that Aston is also vision impaired, diagnosed with Familial Exudative Vitreoretinopathy (FEVR) when he was just six weeks old. FEVR is a genetic condition that affects the retina, the specialised light-sensitive tissue that lines the back of the eye, and can lead to retinal detachment and Strabismus (where a person’s two eyes do not look in the same direction).

The news of Aston’s condition came as a complete shock to Jackie and Dad Maddy, especially after Aston’s brother Byron, now five years old, was born with perfect vision and no hint of the genetic condition.

“Looking back, hearing the news from the doctor about Aston’s condition was the worst day of my life. My mind went into overdrive, thinking of what challenges the future held for him,” Jackie said.

Fortunately for Aston, Jackie and Maddy sought help from Guide Dogs Queensland to access our specialised programs for children with low or no vision, to help ensure Aston has a bright future ahead.

“Guide Dogs Queensland has been a constant source of support, with regular instruction for Aston and help just a phone call away,” Jackie said.

While it’s still too early to tell just how much vision Aston has remaining, it is certain that he makes best use of what vision he has!

Together with Cathryn, his Guide Dogs Queensland mobility instructor, Aston is pushing his boundaries to explore new territory and build his independence. With his new rainbow-coloured cane in hand and a good dose of curiosity, there’s really no stopping him.

“I’ve been visiting Aston for over a year now and it’s been very rewarding to see how much he has developed and blossomed,” Cathryn said.

“I visit Aston every week and we play games with shapes and colours, before heading out for walks to explore with his new cane. The idea is to make the cane a part of his life early so he can always feel independent and mobile.

“Guide Dogs Queensland is here to support Aston for the long-term. Step-by-step, side-by-side, we know we can make a difference in his life.”
Guide Dogs Queensland is proud to be the only agency to provide the full range of training and mobility options to blind and vision impaired people across the state, regardless of location. All services are provided for free thanks to generous community support.

This support continued in 2013–14, with the Rehabilitation Services team delivering services through direct programs to over 1,500 Queenslanders who are blind or vision impaired in both metropolitan and regional areas. Additionally, support was provided to thousands more Queenslanders who were seeking information, receiving phone support or attending one of our state-wide Mobility Expos in:

- Brisbane
- Bundaberg
- Cairns
- Gladstone/Boyne Island
- Gold Coast
- Rockhampton
- Sunshine Coast
- Toowoomba
- Townsville

In addition to these areas, Guide Dogs Queensland Orientation and Mobility Instructors also provided services in:

- Kingaroy
- Mackay
- Mt Isa
- Wide Bay

A number of specialised programs are also undertaken at the Bald Hills Training Centre in Brisbane each year. In the 2013–14 financial year, 37 residential classes for advanced or more intensive training in a range of mobility aids and devices were held at the centre, along with a range of other programs to offer advice, support and networking opportunities, including:

- Early Learning Mobility Program – through play-learning, children were encouraged to explore and develop their independence while being taught basic spatial awareness, concepts and structured movement.
- After School Mobility Klub – a fun and interactive network group designed specifically for school students who are blind or have low vision so they could meet up with other kids who are sharing a similar experience with vision loss.

The Rehabilitation Services Department is the gateway to Guide Dogs Queensland’s service provision, offering a range of orientation and mobility training programs, counselling, support and new technologies to assist Queenslanders with low or no vision in their daily lives.
• Electronic Travel Aids for Children – explored Electronic Travel Aids (including the Ultracane, Miniguide and Trekker Breeze), echolocation and other sensory skills and techniques to aid with orientation and mobility in the community, at school and at home.

• Young People’s Network – the network was designed to bring young people aged 18-35 who are blind or vision impaired together through social activities to make new friends and expand horizons.

• Volunteer Peer Support Program – a telephone-based support program for people with low or no vision, who would benefit from talking to vision impaired volunteers.

• Better Living Program – designed to assist people who are losing or have lost their sight with understanding and coping strategies for a better life.

• Parent’s Telelink – Vision impaired parents’ network, a structured program where parents share and gain information and support, including a series of lectures from guest speakers with parenting information.

• Guide Dogs Queensland Client Liaison Committee – a representation of clients across the state to discuss issues of importance to blind and vision impaired Queenslanders.

Vision Assessment and Management Services (VAMS)

In 2013–14, our Vision Assessment and Management Services clinics (VAMS) continued to provide vital support and advice to people needing help adjusting to lost or fading vision.

We would like to thank the adaptive technology representatives – Pacific Vision, Humanware and Quantum Technology – and also our team of volunteer Optometrists throughout the state who are adding great value to our VAMS clinics.

VAMS CLINICS 2013–14

<table>
<thead>
<tr>
<th>Location</th>
<th>Volunteer Optometrist</th>
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<tbody>
<tr>
<td>Brisbane</td>
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<tr>
<td>Bundaberg</td>
<td>Anthony Kelly</td>
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<tr>
<td>Gold Coast</td>
<td>Les Jacobi</td>
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<td>Toowoomba</td>
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<tr>
<td>Townsville</td>
<td>Elizabeth Johnson, Martin Hodgson, Bernie Lanigan, Ian Pang, Annette Alchin</td>
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Counselling and Support

The Guide Dogs Queensland Rehabilitation Services Counsellors provided help to clients and their families to understand and adjust to life with vision loss. Our Counsellors also supported the members of the Volunteer Peer Support Program (VPSF) to assist a large number of low vision clients with a range of issues and provide daily living tips and advice.

City Travel Days

The City Travel Days continued to be a popular way to offer clients the opportunity to explore different aspects of their town and introduce them to new technology such as the GPS Trekker Breeze and the Street Light Mobility Cane.

This year we held City Travel Days in:

- Brisbane
- Cairns
- Rockhampton
- Townsville

Navigating an airport in darkness

Finding your way through an airport terminal during the morning rush can be a daunting task for anyone, but it can be especially difficult for travellers with low or no vision. Despite this, thousands of vision impaired people take up this challenge every day, as travel becomes more a part of everyday life.

To help address the challenge this environment presents to vision impaired travellers, Guide Dogs Queensland teamed up again in 2013–14 with both the Brisbane Airport Corporation and the Rockhampton Airport to offer travel training days through their terminals.

The goal of the travel training days was simple – to familiarise the group with the surroundings to help take away some of the stress and fear busy environments like this can present. The day offered a chance to explore the terminal as a group and with support from instructors, go through the regular check-in and security procedures you’d expect when visiting any airport.

The days were again a great success with positive feedback received from all involved and a general feeling of confidence promoted in the groups.

In 2014–15, plans to explore Brisbane’s International Terminal are expected to be realised with the group able to travel through customs and other enhanced security measures to help them prepare for any overseas travel. Information on this travel day is available from the Rehabilitation Services Department.
Talking Signs in Brisbane city

In 2013, the Brisbane City Council partnered with Guide Dogs Queensland to trial way-finding technology in the Queen Street Mall, with The Step-Hear® system being considered the most viable.

The Step-Hear® system is a user-activated audio sign that holds up to three pre-recorded messages. When in proximity to an audio sign a wrist activator gives audio or tactile pulses, or a combination of both. Users then activate the audio sign by pressing appropriate buttons on the wrist activator.

Nine mains-powered units were installed at various locations in the Queen Street Mall and Albert Street. Feedback from volunteer participants trialling the signs has been strongly favourable, with the audio messages broadcast by the signs giving both location and way-finding information that was found useful.

There are now plans for a further nine audio signs to be installed as part of the Brunswick Street Mall redevelopment, and a trial of the signs in the King George Square Busway.

Testing and consultation

Guide Dogs Queensland is always looking for new innovations and technological advances to help our clients overcome the challenges of blindness. We have been assisting companies like Technical Vision Incorporated to develop practical, affordable and easy-to-use mobility aids to assist users with vision impairments.

We are also investigating the feasibility of two new devices from Europe, the “Tom Pouce”, from France, a discreet removable electronic device which is attached to a white cane, thus transforming it to an electronic cane; and a new cane from The Netherlands, the “eCane”. Both of these are at the prototype stage and we hope to test these in the next financial year.

Guide Dogs Queensland has also been engaged to consult with Queensland Rail to provide expert feedback about the size, layout and other characteristics of new rollingstock being planned for South East Queensland.

Government Funding

Guide Dogs Queensland received less than seven per cent in government funding in the 2013–14 financial year as fee-for-service to provide some specific Orientation and Mobility services.

Orientation and Mobility training in the form of Special Education Programs were provided to children who are blind or vision impaired in Queensland through a government contribution. These funds were allocated by the Department of Education, Training and Employment, the Department of Social Services (Better Start) and the Non School Organisations Program.

Disability Services Queensland also contributed funds to Guide Dogs Queensland as fee-for-service to provide Orientation and Mobility training and counselling to clients aged between 18 and 65 years in Brisbane and on the Gold Coast.

Partnerships with government and community agencies

- Anti-Discrimination Commission of Queensland
- Australian Blindness Forum
- Aviation Australia
- Brisbane City Council
- Brisbane City Council Access Brisbane Reference Group
- Department of Transport and Main Roads
- Disability Action Week
- Fraser Lions Club
- Griffith University
- Humanware
- LifeTec
- NV Access
- Pacific Vision
- Productivity Commission
- Quantum Technology
- Queensland Blind Association
- Queensland Braille Writing Association
- Queensland Rail
- Queensland University of Technology
- Queensland Vision Initiative
- Rockhampton City Council – Rockhampton Regional Airport
- Sporting Wheelies and Disabled Association
- The Jim Gibson Memorial Lions Low Vision Clinic
- University of Queensland
- Vision Impairment Agency Forum
- Yellow Cabs – Taxi Driver Education Program

Testing and consultation

Guide Dogs Queensland is always looking for new innovations and technological advances to help our clients overcome the challenges of blindness. We have been assisting companies like Technical Vision Incorporated to develop practical, affordable and easy-to-use mobility aids to assist users with vision impairments.

We are also investigating the feasibility of two new devices from Europe, the “Tom Pouce”, from France, a discreet removable electronic device which is attached to a white cane, thus transforming it to an electronic cane; and a new cane from The Netherlands, the “eCane”. Both of these are at the prototype stage and we hope to test these in the next financial year.

Guide Dogs Queensland has also been engaged to consult with Queensland Rail to provide expert feedback about the size, layout and other characteristics of new rollingstock being planned for South East Queensland.
Kimberley Nean was diagnosed at age 11 with a form of Retinitis Pigmentosa known as Ushers Syndrome that was so aggressive she lost her night vision. By 18, Kimberley was assessed as legally blind and by her 27th birthday, she had lost all but two percent of her vision in one eye and was blind in the other.

“As my vision deteriorated, I was retreating from being an active participant in life and society in general,” Kimberley said.

One evening after staying back at work for just a few moments longer than usual, night had already set in by the time she made her way out onto the street. Kimberley soon realised she had missed her regular train and as she tried to find her way home, quickly became disoriented without any night vision.

Kimberley recollects, “It was terrible. I was stuck and I was scared.

“My boyfriend worked night shifts, my Mum and Dad were in Gatton and I even tried to call a taxi, but of course I couldn’t tell them where I was. I was stranded.

“I just sat down in the gutter and began to cry. How was I going to get home? Luckily for me a stranger stopped and offered me assistance. I made my way home safely thanks to this stranger. I knew straight away I never wanted to be in this situation again.

“The next day I called Guide Dogs Queensland and they had an instructor out that afternoon – it was incredible! I felt like my future was looking brighter thanks to them.”

Following some initial training, Kimberley decided a Guide Dog would suit her lifestyle perfectly and provide her the independence and mobility she longed for. Thanks to generous community support, her wish came true and now Kimberley is a different person.

“I finally got ‘Jinka’ in April 2013 after coming off the waiting list and it felt pretty awesome to have him,” she said.

“I’ve gone from a confident person who lost their vision and became afraid to go out, back to that confident person again because of the support and services given to me freely from Guide Dogs Queensland.”

MEET KIMBERLEY:
“I LOST MY CONFIDENCE AS I LOST MY VISION, BUT THANKS TO MY NEW BEST FRIEND, I CAN DO ANYTHING AGAIN.”
The Breeding Program at Guide Dogs Queensland has had another great year. We had a number of broods raise their final litters for the program this financial year and have now retired. These broods played a huge part in providing some superb progeny to the colony that have left a heritage for future breeding lines.

It is important to recognise the dedication of our volunteer Breeding Dog Carers who integrated our breeding dogs into their family homes on a long-term basis. We appreciate the effort that went into ensuring the dogs were maintained at peak physical condition for breeding and acknowledge the time that went into supporting our breeding program.

Our superior breeding colony consisted of 36 broods and 16 Studs (an increase on last year’s Stud dog number of 11). These numbers proved an adequate balance was in place to not only ensure we could produce the required number of puppies for our own program, but could also assist other service dog programs throughout Australia and internationally that approached us to receive well bred pups from our lines. Guide Dog Queensland’s position on the national and international stage as an active and collaborative breeding program ensured we continued to set high standards for the working Guide Dog “type” and produced the best quality dogs for our clients.

Not only did we send puppies to other schools this year, we also sent brood ‘Rose’ to Canada and ‘Eva’ to the east coast of the USA to assist and support service dog programs in these locations. These wonderful opportunities allowed us to maintain genetic diversity for our colony as these exchanges mean we will be able to bring back progeny from these two broods in the future.

The Breeding Centre is always a hive of activity. In 2013-14, it was run proficiently by a team of 12 committed and devoted Breeding Centre staff.

Breeding and Dog Supply Manager Lauren Elgie supported and developed the Breeding Program along with the Puppy Development Program. The Breeding Program senior staff members continued to liaise with other Guide Dog departments in order to ensure timely and relevant feedback on the dogs was received to assist with future breeding planning.
Retiring Breeding Dogs

Studs: ‘Samson’

<table>
<thead>
<tr>
<th>Name</th>
<th>Parents/Owner(s)</th>
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</thead>
<tbody>
<tr>
<td>‘Abby’</td>
<td>‘Samson’ &amp; ‘Gilda’</td>
</tr>
<tr>
<td>‘Alice’</td>
<td>‘Samson’ &amp; ‘Lark’</td>
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<tr>
<td>‘Carli’</td>
<td>‘Samson’ &amp; ‘Mini’</td>
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<tr>
<td>‘Gilda’</td>
<td>‘Samson’ &amp; ‘Pip’</td>
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<tr>
<td>‘Lark’</td>
<td>‘Samson’ &amp; ‘Rose’</td>
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<td>‘Mini’</td>
<td>‘Samson’ &amp; ‘Scarlet’</td>
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<tr>
<td>‘Pip’</td>
<td>‘Samson’ &amp; ‘Roxy’</td>
</tr>
<tr>
<td>‘Rose’</td>
<td>‘Samson’ &amp; ‘Scarlet’</td>
</tr>
<tr>
<td>‘Roxy’</td>
<td>‘Samson’ &amp; ‘Scarlet’</td>
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<td>‘Scarlet’</td>
<td>‘Samson’ &amp; ‘Scarlet’</td>
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BREEDING DOG
HONOUR ROLL 2013-14

2013-14 GUIDE DOG STUDS

2120
ANNUAL REVIEW 2013 - 2014 GUIDE DOG SERVICES
2013-14 GUIDE DOG BROODS

Brood 'Dotti' and her 'L' litter puppies

ANNUAL REVIEW 2013 - 2014 23
GUIDE DOG SERVICES
PUPPY RAISER HONOUR ROLL 2013-14

PUPPY RAISERS

'A_Lexie' Amanda d'Dawayne Rees
'A_Burton' Karen & Janette Fitzpatrick
'A_Gypsy' Michelle Roper-Dennis
'Adelle' Jennifer Dean
'Adelle' Yvonne Phillips
'Angie' Stacey Glennon
'Allex' Marc Jones
'Actrix' Sue & Kevin Osborn
'Actee' Katie Irving
'Barb' Meke Wiltshire
'Bernie' Linda Clark
'Beryl' Hazel & David Richardson
'Brook' Jenny Cavill
'Campion' Kim Quittenden
'Carter' Vickie Strachan
'Celeste' Helen & Vince O'Neil
'Clover' Anita Findlow
'Color' Duap Frost
'Comet' George & Jill Phillips
'Coona' Dot & Ray Nowell
'Crosby' Megan Hirn
'D_B Sharma' Julie Crowe
'Daphne' Gillian in Lindsay Baggen
'Deedee' Cheryl in Gary BIGGS
'Devyn' Lara Falk
'Devyn' Immy Thomas
'Dora' Megan Hirn
'Drake' Lisa Marale
'E_Hope' Karen & Paul Wilson
'E_Hugie' Mary Marshall
'E_Lorrie' Emma Eagles
'E_Mike' Cameron Martin
'Ellie' Desmond Jackson
'Ella' Immy Thomas
'Eva' Joan McInerney
'Fergus' Jamie Grindey
'Frankie' Jules in Kirly Somervile
'Gaby' Amanda Stringfellow
'Georgie' Cincia Croce & Greg Andrews
'Gerry' Sharon Easdale
'Gerry' Alan Priest
'Gina' Sharon Matthews in Robert Hills
'Glen' Jenny Willis
'Gordon' Janine Hunter
'Guu' Michelle Bacon
'Hambish' Karen & Janette Fitzpatrick
'Hanger' Joanne & Warren Fraser
'Hawke' Carolyn McDonald
'Heidi' Terry in Chris Ryan
'Hudson' Ruth Mason
'Hudson' Katie Irving
'Hunter' Anabela Duffield

'Healey' Peter Dwyer
'Icon' Colin & Val Howard
'Igor' Sheryl Williams
'Inka' Tina Davidson
'Innes' Christina in Albert van Haartem
'Irish' Cam Finlay
'Irish' Fiona Craig
'Issi' Joan & Barry Harpur
'J_Layton' Terry & Chris Ryan
'Jada' Susan in Warren Daines
'Joan' Joan & Barry Harpur
'Johnson' Daniel Pickard
'Kadan' Gina Weal in Charles Ross
'Karahl' Kristin Palmquist
'Kalie' Rebecca Austen
'Kale' Allison Green
'Kerrie' Barbara in Wayne Taylor
'Khan' Marilyn in Robin Sletts
'Kia' Kerri-Leigh Baker
'Kim' Tim & Helen Young
'Kingston' Kyle Dunn
'Kirby' Pauline King
'Lottie' Carol Cole
'Lucas' Nicola Houghton
'Lula' Karina Whitson
'Mack' Lorraine Huthahn
'Mary' Dali Wail
'Meander' Keri-Leigh Baker
'Marty' Jennifer Allen
'Mason' Carolyn Tidmarsh
'Maya' Tatjana Kander
'Meadow' Julie Brooks
'Midnight' Patricia in Bill Edgecombe
'Moby' Cam Finlay
'Morris' Judith Whitehead
'Ned' Yvette Hall
'Nessie' Alithia in Shayan Campbell
'Nessie' Fiona Leonard
'Netty' Leanne Cummings in Paul Bruche
'Netty' Leanne Cummings in Paul Bruche
'Nice' Anabela Duffield
'Nice' Anabela Duffield
'Nina' Ann in Kevin Baillie
'Nori' Jennifer Greenwood
'Nori' Jennifer Greenwood
'Nyall' Cheryl in Gary BIGGS
'Ohann' Christie Willis
'Pennie' Travis Salter
'Peter' Kim Quittenden
'Petty' Andrea Ebersohn
'Phoenix' Ann in Peter Richards
'Piper' Linda Bradford
'Piper' Debra in Zoe Granville
'PJ' Colleen & Andrew Bowden
'Quill' Kevin Buckley
'Quinn' Kelly in Ann Carson
'Regan' Shirley Gifford
'Reuben' Kerri-Leigh Baker
'Reyne' Jaime Kahlies
'Roby' Brent Garden
'S_Bronte' Ann Fraser
'S_Fraser' Chris in Melissa Breed
'S_Hills' Tatjana in Martin Kander
'S_Millie' Ann in Kevin Baillie
'Sarah' Coral in Graham Toovey
'Shan' Staeny Gennien
'Steal' Jamie in Juliette Sutherland
'Sex' Kathy in Damien Greensill
'Tucker' Jackie Hill
'Victor' Tina in Robert Clegg
'Viking' Lisa in Darren Bowten
'Vixen' Helen in Croucher & Matt Penny
'Vossie' Joan Pavey
'Waffle' Bethany, Phillip &
'Wiggie' Andrea Goodall in
'Wilfred' Zita Penrose
'Woodstock' Linda Clark
'Xena' Carol Cole
'Xya' Amanda in Dawayne Rees
'Y_Jason' Maureen in Don Birmingham
'Y_Peter' Pamela Wright
'Y_Renee' Ian Garfield
'Yale' Carman Wong in Ian Fraser
'Yale' Christine Willis
'Yates' Michael Carynny
'Yates' Kerri-Leigh Baker
'Zeva' Lola Turner
'ZinZan' Debbie Gibson
'Zola' Peter in Matthew Tutt
'Zuma' Mervin Ryan

PUPPY DEVELOPMENT PROGRAM

It is a substantial responsibility and we are hugely appreciative of the devotion given this year by every family and household on the program.

Our team of Puppy Development Supervisors worked hard this year to give training and support to our Puppy Raisers, with 84 puppies placed in the community. As a result of the early development the pups undertook in the Breeding Centre at Bald Hills before they were placed, the pups coming into the program were already accustomed to positive reinforcement training, one-on-one handling and basic obedience.

Group training sessions for Puppy Raisers continued this year but preference continued to be placed on one-on-one contact and task-specific group training exercises. Our Puppy Progression Parties at the end of the Puppy Development Program continued to be a wonderful opportunity for Puppy Raisers, sponsors and staff to celebrate the journey of the pups and acknowledge the time and dedication our volunteers invested in each pup.

Guide Dogs Queensland visited St Paul’s School, Bald Hills, to raise awareness of the need for Puppy Raisers and collect donated towels.


Guide in-training ‘Netty’ at the Puppy Progression Party.
The guide dogs kennel, rehoming and support team.

Kennels and Guide Dog Training

It’s been another busy year for the Kennels and Guide Dog Training team following Guide Dog Training Manager Debbie Zyms taking on the management of the kennels in late 2013.

Following a big push to increase capability and support for Guide Dog Training there has been a lot of focus placed on kennels over the last financial year.

We made use of our puppy kennel breaks to ensure our pups have a positive association with kennels to guarantee their progression from the Puppy Development Program to the Guide Dog Training Program as smooth as possible. We also dedicated a specific area of kennels to meet the needs of the dogs that are nearly at the end of their training to help with their transition from the Guide Dog Trainers to the Guide Dog Mobility Instructors. Both of these changes have had a positive effect on the dogs and helped reduce any anxiety.

The kennel block underwent some refurbishment this year with a new paint scheme inside and out, new lighting and fence repairs.

Although this year we said farewell to some of our kennel team, we were pleased to welcome eight new dedicated Kennel Attendants. We updated our kennel volunteer program and welcomed 12 new volunteers to assist these Kennel Attendants maintain the high standard of care and hygiene required within our kennels.

We were saddened to hear that much loved and long serving volunteer Noel Downes passed away this year. His passing is a great loss and he will be missed by all the staff that had the pleasure of working alongside Noel over his many years of service to the organisation.

The latest round of cadet training was also completed this year. Of the three newly qualified Guide Dog Trainers, one will continue work in the Guide Dog Training Team, while the other two will continue their cadetship with the Guide Dog Mobility Team from February 2015.

With the successful completion of this cadetship program we are now planning the next Guide Dog Trainer Cadetship.

The Dog Supply Team is looking forward to the year ahead with a continued focus on production and quality in our training dogs, as they move on to the Guide Dog Mobility team for placement with our clients.

Guide Dog Mobility

The Guide Dog Mobility Team once again produced an excellent result qualifying 23 Guide Dog Teams (Guide Dog handler and Guide Dog) over the past financial year.

The momentum to grow and continue to produce exceptional Guide Dog Teams with subsequent support in the field was only achievable due to a strong joint team effort. The increased interest and demand for a Guide Dog over the past year resulted in increased numbers of dogs being bred and moved through Guide Dog Training to the Mobility Team for matching. We would like to acknowledge the Guide Dog Instructor Team’s performance in helping produce this year’s outstanding result.

The focus at Guide Dogs Queensland was to train our clients using the residential model, particularly for those applicants who are training a Guide Dog for the first time. However, with the volume of dogs available and the increased instructor numbers gained over the past year, we are now in a position for future years to be more flexible in how we offer training, deliver our follow-up support services and how we assess applicants.

Planning for the future supply of replacement Guide Dogs remained a focus in 2013–14, with the number of Guide Dogs reaching eight years of age increasing with time. Movement was part of life and within our greater colony we had nine Guide Dogs retire and we sadly said goodbye to one retired Guide Dog that passed away.

The Guide Dog population in Queensland grew to a total of 94 Guide Dogs working in the field at year end. Thank you to our clients who have been patient and trusting – you are the reason we are here and you remain our focus.

The Guide Dog Mobility Team continues to "learn and grow" and we look forward to the challenges the future brings as we strive for excellence.

Guide Dogs to qualify

1 July 2013 – 30 June 2014

Barbara Clarke & GD ‘Gem’
Bernadette Strommer & GD ‘Wendy’
Brian Bush & GD ‘Lambert’
Carol Maltby & GD ‘Quinton’
Cherie Patterson & GD ‘Paddy’
David Wane & GD ‘Queisha’
Errol O’Malley & GD ‘George’
Frank Taylor & GD ‘Shiraz’
Geoff McGibbon & GD ‘Ferris’
Jane Cox & GD ‘Bee’
Jennifer Payne & GD ‘Mitch’
John Gamble & GD ‘Cole’
John McKeand & GD ‘Titan’
Kimberley Nean & GD ‘Jinka’
Kylie Thompson & GD ‘Quartzi’
Larry Marshall & GD ‘Rufus’
Margaret Dunbabin & GD ‘Quade’
Margaret McCadam & GD ‘Bernie’
Mavis McCudden & GD ‘DeeDee’
Nicole Damarra & GD ‘Hughie’
Robin Braidwood & GD ‘Siggy’
Sharon Rogers & GD ‘Polly’
Warrick Gage & GD ‘Lockie’

ANTONIO BESSONIO ANNUAL REVIEW 2013–2014 GUIDE DOG SERVICES
Guide Dog Teams Retired 2013-14
Cherie Patterson & GD ‘Bazza’
Christine Farnham & GD ‘Aedan’
Debbie Howard & GD ‘Molly’
Frank Taylor & GD ‘Zinnya’
John Gamble & GD ‘Kane’
Maggie Dunbabin & GD ‘Haile’
Owen Christison & GD ‘Vayda’
Ray McCarthy & GD ‘Demi’
Robin Braidwood & GD ‘Narjee’

Teams moved from QLD
John Brockett & GD ‘Mecca’ moved to New Zealand

Teams moved to QLD
Nicola Stowe & GD ‘Whisper’ from NSW

In memory of Ex Guide Dogs
‘Clancy’ (2002 – 2013)

We were very fortunate again this year to have the Governor of Queensland and Patron of Guide Dogs Queensland, Penelope Wensley AC and other invited guests join us on International Guide Dog Day for Graduation 2014.

This year we celebrated the graduation of 23 new Guide Dog Teams (Guide Dog and handler) from right across the state, and the graduation of a further 16 Guide Dogs on to our breeding program.

The audience was also treated to an insight of guest speaker Geoff McGibbon’s journey into vision loss and how his new Guide Dog ‘Ferris’ has not only assisted his mobility and independence, but has also helped reduce the effects of the Post Traumatic Stress Disorder (PTSD) that Geoff experiences as a returned soldier.

It was a heart warming story and emphasised to the crowd the unique bond a Guide Dog and its handler share in their journey together.

Her Excellency Penelope Wensley AC with Guide Dog Vice President Ray Saunders, CEO Chris Laine and the graduating teams of 2014.

2013-14 GUIDE DOG TEAM GRADUATE

Barbara Clarke & 'Gem'
Bernadette Stimmer & 'Wendy'
Brian Bush & 'Lambert'
Carol Matthew & 'Quentin'

Cherie Patterson & 'Paddy'
David Warren & 'Queena'
Irem O'Malley & 'George'
Frank Taylor & 'Shera'

Geoff McGibbon & 'Ferris'
Jane Cox & 'Bea'
Jennifer Payne & 'Mitz'
John Gamble & 'Cole'

John McKeand & 'Titan'
Bernadette Stronner & 'Wendy'
Margaret McAdam & 'Bernie'
David Wane & 'Queisha'

Nicole Damarra & 'Hughie'
Warrick Gage & 'Lockie'
Sharon Rijters & 'Polly'
Brian Bush & 'Lambert'

Margaret Dunbabin & 'Sizzle'
Robin Blackwood & 'Sagey'
Mavis McCudden & 'DeeDee'
Frank Taylor & 'Shooz'

Kimberley Nean & 'Jinka'
Kyle Thompson & 'Quarry'
Larry Marshall & 'Taffa'
Mavis McCudden & 'DeeDee'

Sharon Rijters & 'Polly'
Warrick Gage & 'Lockie'
Vet Support

Guide Dogs Queensland was expertly supported by canine reproductive Veterinary Specialist Dr Phil Thomas and his team of vets to provide a well structured and preventative vet care program for our dog colony.

With vets attending the Bald Hills campus twice weekly for routine and individual health care/follow up, we believe our vet care system is conventional and adaptable, with excellent support in place for after hours and emergency care as well as specialist support.

The relationship between Guide Dogs Queensland staff and our visiting vets has grown effortlessly. A significant benefit of this vet care structure is the approach that Phil and his team have to early recognition and prevention of some predictable ailments that may cause problems in dog colonies. Their proactive approach has allowed our staff to be proactive in canine health care and husbandry, rather than reactive.

Dogs progressing through the system and being considered as candidates for the Breeding Program have their health assessed in fine detail with the inclusion of DNA testing for a wide range of genetic disorders. This eliminates future risk of inherited canine disease in our dog colony. Due to steady improvement in orthopaedic and ophthalmic health, we have been able to concentrate our more elaborate health testing toward a smaller group of select dogs, with the greater colony easily reached our criteria for Guide Dog work in their routine pre-training health exams.

In the wider community, reaching from South East Queensland through to Northern Queensland, we have again been supported effectively by Vetwell veterinary clinics and Greencross Vets, receiving quality discounted services. This allows dogs that live regionally the very best support for their long-term health.

Leading RAW

We have successfully fed our large Guide Dog colony our specifically developed raw food diet “Leading RAW” for the last 4 years and continue to reap the rewards within all our Guide Dog departments. We enjoyed seeing our dogs so healthy and content. Big Dog Pet Foods manufacture Leading RAW locally and have generously sponsored our colony for all their dietary needs in the last 12 months.

We recorded improved skin and coat condition in our dogs and pups; better urinary and digestive function; healthier teeth and gums, and a reduction in body and stool odour. Our dogs also produced smaller stools, had fresher breath and thrived as a colony.

Enabling Dog Program

In 2013–14, Guide Dogs Queensland ran a very successful pilot program to train assistance dogs, catering in particular to people with Post Traumatic Stress Disorder and families living with Autism. This new program – Enablement Dogs – allowed us to expand our reach and provide services to more Queensland families than ever before.

The need for these assistance dogs is becoming more evident in society as health professionals and families alike recognise the calming influence these dogs can have and the better quality of life that can be achieved.

Guide Dogs Queensland is now reviewing the pilot program with the view to expand this program in the future.

Leading RAW

Thank you for offering discounted or in-kind services:

Anna Deykin (Ophthalmic Specialist) from BVSC
Chelmer Veterinary Surgery
Greencross Vets
Idexx Laboratories
Intervet Pty Ltd

Just Genes
OrVet Genetics
Phil Thomas and his Vetwell veterinary clinic team
Queensland Veterinary Specialists
Third Avenue Vets

Enabling Dog Program

Alan Priest
Allan & Carol Doring
Anna Wakeley
Barbara & Graeme Lawrence
Barbara & Richard King
Bob & Junee Brookes
Brad & Lindsay Sonnari
Brian & Lynda Muir
Bryan & Vivienne Hughes
Charles & Jenyn Jyun
Chris & Jacqui Shannon
Christina Waters
Christina Winter
Christine Miller
Debbie Berens
Debra Whitfield
Doreen & Bertram Salhani
Dot & Ray Nowell
Duncan Newham
Elaine Davies
Elizabeth & Graham Staples
Emil & Denise Andrew
Pleur Carter
Freda Robertson

Gloria Rosset
Graham & Judy Dyer
Greg & Judy Smith
Heather & John Spence
Heather Fraser
Helen & Vic O’Neill
Helen Sinclair
Imgrd (Irmir) Thomas
Jacki Ferguson
Jackie Hill
Jarquie & Russell Stephen
Jane Ball
Janette Swanson & Denis Park
Jenny Cavill
Joan McAleny
John & Carol Strange
Karen & Janelle Fitzpatrick
Katie Canning
Keri-Leigh Baker
Kevin & Elise Fenner
Lesley & Allan Bruce
Lish Barry Fox
Liz & Geoff Smith
Lorette Thompson-Pope

Lorissa Birt & Joshua Lee
Mark & Brenda Tampany
Mark Rayner & Dawn Vale
Mary Naidoo
Michelle & Dean Farmer
Nick & Maree Bloxham
Pat Williams & Brenda Noonan
Patricia White
Penelope Morris
Pete & Carol Cross
Peter & Julieanne Scott
Peter & Sue Real
Robert & Glenda Lee
Robert Barnes
Ross & Marie Davidson
Ruth & David Willmott
Samuel Lowe & Catherine Metcalfe
Sharyn Crosby
Stephen Toureus
Susan Daines
Ted & Margaret Gibson
Ted Chitham
Terry & Chris Ryan
Yvonne Fairbairn

BOARDING CARER HONOUR ROLL 2013–14

Alan Priest
Allan & Carol Doring
Anna Wakeley
Barbara & Graeme Lawrence
Barbara & Richard King
Bob & Junee Brookes
Brad & Lindsay Sonnari
Brian & Lynda Muir
Bryan & Vivienne Hughes
Charles & Jenyn Jyun
Chris & Jacqui Shannon
Christina Waters
Christina Winter
Christine Miller
Debbie Berens
Debra Whitfield
Doreen & Bertram Salhani
Dot & Ray Nowell
Duncan Newham
Elaine Davies
Elizabeth & Graham Staples
Emil & Denise Andrew
Pleur Carter
Freda Robertson

Gloria Rosset
Graham & Judy Dyer
Greg & Judy Smith
Heather & John Spence
Heather Fraser
Helen & Vic O’Neill
Helen Sinclair
Imgrd (Irmir) Thomas
Jacki Ferguson
Jackie Hill
Jarquie & Russell Stephen
Jane Ball
Janette Swanson & Denis Park
Jenny Cavill
Joan McAleny
John & Carol Strange
Karen & Janelle Fitzpatrick
Katie Canning
Keri-Leigh Baker
Kevin & Elise Fenner
Lesley & Allan Bruce
Lish Barry Fox
Liz & Geoff Smith
Lorette Thompson-Pope

Lorissa Birt & Joshua Lee
Mark & Brenda Tampany
Mark Rayner & Dawn Vale
Mary Naidoo
Michelle & Dean Farmer
Nick & Maree Bloxham
Pat Williams & Brenda Noonan
Patricia White
Penelope Morris
Pete & Carol Cross
Peter & Julieanne Scott
Peter & Sue Real
Robert & Glenda Lee
Robert Barnes
Ross & Marie Davidson
Ruth & David Willmott
Samuel Lowe & Catherine Metcalfe
Sharyn Crosby
Stephen Toureus
Susan Daines
Ted & Margaret Gibson
Ted Chitham
Terry & Chris Ryan
Yvonne Fairbairn
Rehoming Program

Guide Dogs Queensland’s Rehoming program found caring homes for our dogs that didn’t make it into harness, were not suitable for our fledgling Enablement Dogs program, puppies that were withdrawn and Guide Dogs that needed homes upon retirement.

Our homes are carefully selected and support given to families to ensure all dogs that are placed are happy and well cared for.

For more information about this program, please visit our website.

GUIDE DOGS-IN-TRAINING
(PUBLIC RELATIONS) PROGRAM

Our Public Relations Ambassador teams worked tirelessly to promote and educate the community about Guide Dogs Queensland and our programs. We had teams based in Brisbane and the Sunshine Coast, and visited the Gold Coast regularly to attend special events.

Our Guide Dogs-in-training (PR) are talented dogs which continue to receive training but are not actively working Guide Dogs. They may not be suited to guiding due to a variety of reasons but remain in public relations to take the pressure off the dogs in our training program. These dogs are competent, willing and together with their Ambassador Carers provide vital support to our fundraising team by representing the association at a number of events and speaking engagements across the state.

This year we said farewell to ‘BJ’, ‘Isla’, ‘Jordan’, ‘Zeta’ and ‘Ivy’ who are now enjoying their retirement years.

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GUIDE DOGS-IN-TRAINING
(PUBLIC RELATIONS) PROGRAM
HONOUR ROLL 2013-14

‘Ali’ Chris Laine
‘Archie’ Joy Kefford
‘Blair’ Heather & John Spence

‘Bree’ Karyn Treadwell
‘Champ’ Olwyn Kerr
‘Charlie’ Guide Dogs Queensland (boarded with Gillian Stout)

‘Iggi’ Neil and Joan Ritchie
‘Saxton’ Lisa Stanaway
‘Tompson’ Hilary Jones Rowan
Guide Dogs transform lives. They help dreams come true.

Jefferson Mac is currently enjoying life at the University of Queensland in Brisbane, where he is studying Psychology. He was born with Congenital Glaucoma – a condition which made his eyesight deteriorate over the years.

Jefferson said, “Imagine driving through thick fog where visibility is down to only a few metres. That’s what it is like to look through my eyes.”

After a few years using canes supplied by Guide Dogs Queensland, Jefferson decided he needed a Guide Dog. His vision was now almost completely gone.

Enter ‘Ice’ – a black Labrador who has been Jefferson’s trusted Guide Dog companion for the past two years.

‘Ice’ has quickly become invaluable for helping Jefferson move safely around the crowded campus and get the most out of university life.

“It’s very busy and not the easiest place to navigate,” said Jefferson. “Once ‘Ice’ has been taught the route he will just go there every time. It’s a lot less stressful to get around the campus with him helping me.”

“The emotional companionship ‘Ice’ provides is priceless. It’s very hard to have a bad day when you are greeted with the unconditional love of the most adorable dog in the world every morning.”

“He’s a great stress reliever too,” added Jefferson. “When I’m getting stressed out with exam study, I will just call ‘Ice’ over and play with him for a few minutes. All my stresses magically disappear, allowing me to attack my studying with renewed vigour.”

“He’s also great for meeting new people. I found it hard to connect with people, because you normally start conversations through eye contact. But when you can barely see past your own nose, making eye contact with others is somewhat challenging. After a few months of living and working with ‘Ice’, I noticed more and more people were initiating contact with me through him.”

Having a Guide Dog has given Jefferson the freedom and reduced stress he needs to concentrate on his studies and pursue his dreams.

“Once I’ve finished this degree I want to move on to a two-year Masters degree,” said Jefferson. “Then I hope to work as a rehabilitation psychologist, helping people with vision impairment and degenerative diseases.”

He is aiming high in other ways too. Jefferson joined other people who are vision impaired to climb Brisbane’s Story Bridge – no mean feat at 74 metres high – and he’s already planning to climb an even taller structure.

“It was nice to be up there with fellow people who are vision impaired, showing we can do it too,” said a fearless Jefferson. “Now I have my sights set on something bigger – perhaps the Q1 tower on the Gold Coast.”
Together we achieve

In 2013-14 we were fortunate enough to be supported by dedicated staff and inspirational volunteers who all contributed to the success of Guide Dogs Queensland.

Our people are unique. We believe we have the best jobs for the best people in one of the best locations in the world.

We come from near and far to work at Guide Dogs Queensland because it stands for something. We embody the values of outstanding service and teamwork with trust, integrity and accountability highlighted in everything we do. Our people are just a part of what inspires Australians to vote for Guide Dogs as Australia’s most trusted charity.

Each day our staff perform a wide variety of roles and no matter how big or small, their contribution helps provide life-changing services to blind and vision impaired Queenslanders across our great state.

A year in review

• Focused on strategic and operational issues including the review of all our policies and procedures to ensure we remained compliant with the changing legislative landscape (including the new Australian Privacy Principles introduced in early 2014)
• Managed successful recruitment pathways across kennels, breeding, telephone fundraising, community relations, and administration support and welcomed new staff to the Guide Dogs team

The Human Resources Department manages staff recruitment, volunteers, Workplace Health & Safety, training, and Guide Dogs Queensland’s policy and procedures to ensure a happy, fair and safe workplace for everyone.
• Reviewed volunteer programs and engagement with volunteers who came on board to support us in many areas including, but not limited to: administration, fundraising events, kennels, Puppy Raising and local community initiatives throughout Queensland.

• Acknowledged the success of our wonderful volunteers who found time to celebrate their contributions during National Volunteer Week with several achieving 15 years or more of service with Guide Dogs Queensland.

15 YEAR VOLUNTEER HONOUR ROLL 2013–14

<table>
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<tr>
<th>Dr Zita Penrose (Brisbane)</th>
<th>Margaret Mogridge (Brisbane)</th>
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<tr>
<td>George Lisha (Cairns)</td>
<td>Margaret Pollock (Cairns)</td>
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<td>Gillian Stout (Brisbane)</td>
<td>Martin Hodgson (Townsville)</td>
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<td>Ian Pang (Townsville)</td>
<td>Myra &amp; Stan Jensen (Cairns)</td>
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<td>Judy Cho (Cairns)</td>
<td>Neil and Joan Ritchie (Brisbane)</td>
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<td>Ken Broughton (Cairns)</td>
<td>Sue Real (Brisbane)</td>
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Volunteer Profile

Neil and Joan Ritchie
Brisbane

Neil and Joan started volunteering with Guide Dogs Queensland in 1998. They have been active volunteers helping out with fundraising activities and Public Relations Dog programs over the years. The couple raised puppy ‘Winona’ in their home who became a Brood for Guide Dogs on our Breeding Program and later an Ambassador Dog on our Public Relations program. They are also the current Carers for Ambassador Dog ‘Iggy’ and volunteer with ‘Iggy’ in the Public Relations program, attending events for Guide Dogs Queensland as Ambassadors to let others know of the work we do in the community.
Support for our regions

The Administration and Support Services team also provides essential support to our seven regional offices to ensure business operations run smoothly. We currently have offices in Toowoomba, Gold Coast, Sunshine Coast, Bundaberg (including the charity’s op shop), Rockhampton, Townsville and Cairns. Our Gold Coast office relocated this year to the Southport Community Centre to provide a more easily accessible office for clients and supporters in the region.

Grants Obtained in 2013-14

- ANZ Staff Foundation
- ANZ Trustees - Floroyal Seeing Eye Dogs Foundation, Hinchey Herbert John Charitable Trust, Amy Florence Theobald Memorial
- ANZ Trustees - QCF Jack Elston Sutton Memorial Fund
- Newman’s Own Foundation

Thanks to the support of these organisations, Guide Dogs Queensland has been able to purchase essential equipment to provide our services across Queensland.
Throughout the year, we networked with other high profile charities of shared Estates to minimise costs in administration. Our staff also attended many court hearings and mediations to seek an improved outcome for Guide Dogs Queensland.

The Planned Giving Program is an essential part of our efforts to provide the funding Guide Dogs Queensland needs to improve the lives of blind and vision impaired Queenslanders. We are indebted to the people of Queensland who continue to provide their support and leave a lasting legacy to those who need our services.

Functions
Our team held donor morning teas throughout the state in 2013–14 to show appreciation to our donors for their ongoing support over many years. When people give to us it makes them feel valuable knowing their gift can be life-changing for a child or adult who is vision impaired.

Our friends also enjoyed another Christmas function, held last financial year at Customs House. This wonderful venue allowed us to bring many of our Guide Dogs along to meet our supporters, and we know the photographs taken with our supporters and dogs have been enjoyed by many of their friends and family as well.

The Planned Giving team.

THOSE TO BE REMEMBERED 2013–14

Alan Leslie Price
Barbara Grace Franklin
Beryl Goodwin
Beryl Jean Gardiner
Bevin Preston
C H Boden Memorial Trust
Clarice Margaret Smith
Coral Leona Anderson
Cyril Robert Richard
David George Heaton
Dell Welch
Dorothy Hazel Smith
Edgar Allan Telford
Edith Miller
Edward Northern Grist
Elisa Veddela
Elisabeth Tredgett
Eric White
Fay Usher Charitable Trust
Gerald Llewelyn Dwyvelshoff
Gloria Veddela
Guide Dogs Queensland Foundation
Harold George Jensen
Heather Colina Philip
Jack Jacobs Trust
James Grant Taylor
Jean Warren
Jessie Agnes Finch
Joan Costello
Joan Kathleen Atkinson
John & Beryl Donnelly Trust
John Drummett
John F Kearney Fund
John Norman Mandar
John Robert Matheson
Jonne Louise Kaye
K & CH Hume Cook Charitable Trust
K G & E Anderson Memorial Trust
Lawrence Frederick Graves
Lindley Kenneth Keays
Lyell Elaine Power
Margaret Joan Heaslip
Marian Braun
Mary Gwen Osterlund
Mebel Meddleton Barnett
Mervyn William Dgni
Michael McGovern
Michael William Doherty
Murray Redvers & Rodney Alistair Brownless Trust
Neil Westerman
Patricia Mary Rinaldi
Pyrce Charles Trow
Robert John Bolger
Russel McKimmin Charitable Trust
Ruth Keates
Sheila Vivienne Bull
Shirley Linda Anderson
Sylvia June Leonard
Thelma Dorothy Ford
Thomas Michael Bruen
Vernon Jack Boyd Morris
William (Bill) Green
William Harold Morris


Once again, our supporters and friends generously considered Guide Dogs Queensland as one of their charities of choice when preparing their Estate plans. Leaving a gift in your Will for Guide Dogs Queensland is the ultimate gesture of care and compassion, recognising the work we do both now and in the future with the blind and vision impaired in our communities.

For some people, their gift can be a culmination of many years of giving to Guide Dogs Queensland, while others may be unknown to us and consider our charity to be a recipient of their gift in a single gesture.

We received bequest donations in 2013–14 from 72 supporters. Twenty of these supporters were members of our Friends for Life Program, who enjoyed special contact with our Planned Giving staff and were enriched with the knowledge of how their gift would support someone who is blind or vision impaired. All these people will be sadly missed.

The Planned Giving Team also assisted supporters in their Estate plans and were fortunate to have a list of wonderful solicitors who provided their support in the preparation of our donors’ Wills. Our staff tried to visit most of our special friends at least once during the year where possible, and where it wasn’t, reached them by telephone and correspondence to express our thanks for their generosity.

Last financial year, the Planned Giving Team audited Estates past and present to find out if the full tax implications had been considered to ensure Guide Dogs Queensland received the full entitlement. Correspondence has been forwarded to all solicitors and executors from these Estates and all relevant information relating to the tax benefits that our charity enjoys is being recognised by these professionals.

We were most fortunate to receive some Estates left solely to Guide Dogs Queensland and have been able to put to use the vehicles, white goods and also a mobility scooter to our organisational needs. We have also been able to market the residential properties gifted to us to gain the maximum benefit for the charity.

Guidedogs of Queensland Foundation, Guide Dogs Queensland Foundation, and Correspondence to express our thanks for their generosity.
Sixteen year-old Chris Littlewood from Hervey Bay is a year 12 student who’s currently on track for an OP5 and a bright future.

Chris has LHON or Leber’s Hereditary Optic Atrophy, meaning he has extremely low vision (6/1.20), but it certainly doesn’t hold this young man back.

Chris has been on Guide Dogs Queensland’s school holiday kids’ camps to help improve his mobility and independence. With the ongoing support from our Orientation and Mobility instructors, he has also achieved all levels of long and electronic cane use (he currently uses the Ultra Cane), as well as mastering other electronic travel aids like the mini guide and GPS Trekker Breeze to make him a confident, independent and safe traveller.

Mum Michelle recalls that when they lived in South Africa (just outside of Cape Town), there was virtually no kind of assistance for Chris or others who were blind or had low vision. These people were left to sort things out for themselves and often resulted in rooms of blind and vision impaired people sitting around, not being able to live their lives to their full potential.

“We moved to Queensland for a better life for all of us and two wonderful things happened,” Mum Michelle said.

“Chris ended up attending Urangan State High School and that wonderful supportive educational environment linked us to Guide Dogs Queensland. Christopher hasn’t taken a backward step since. I will never be able to say thank you enough.”

Apart from Chris currently achieving the rank of ‘blue belt, brown tip’ in Rhee Taekwondo, as well as playing both guitar and piano, he has a big love of computers and computer games. It is his goal to get into the QUT Gardens Point Campus in Brisbane and study software engineering.

“By the time I get to go to Uni, I want to be travelling with a Guide Dog, but I know I am on a long waiting list for one. I am patient and I know there will be a Guide Dog for me soon.”

“Meet Chris:
“I am patient and I know there will be a Guide Dog for me soon”
Connecting with Queenslanders

The Guide Dogs Queensland Public Relations Team continued to deliver outstanding results for the charity with increased brand awareness driving continued support.

In 2013-14, the organisation received over 500 individual media stories and press mentions across Queensland to ensure Guide Dogs continued to be the charity of choice for many existing supporters and a worthwhile cause for many who contributed for the first time. The team also continued the push into social media to help drive brand awareness into a new generation of supporters.

With a graphic designer as part of the public relations team, Guide Dogs Queensland was well presented to the community and supporters with professional flyers, newsletters, advertising, appeals and promotional materials.

Key fundraising events were held through the year, including the BMW Ride for Life, Melbourne Cup at The Euro, the Guide Dogs Queensland Good Paw Wine Lunch and many more. The charity was also well represented at many local shows and events with a good presence in Queensland’s regions helping drive the fundraising needed to support regional services. We thank our corporate sponsors for their ongoing support, as well as the staff and volunteers that contributed so much to these events.

Another key element in the promotion of Guide Dogs Queensland in South East Queensland was provided through the sponsorship from Queensland Rail. Under the sponsorship arrangement, Guide Dogs Queensland received opportunities to promote its annual Open Day through displays at CBD stations; in-train posters to raise awareness; and merchandise and collection stalls at train stations to help raise funds. This outstanding support was greatly appreciated.

Guide Dogs Queensland also joined in with Guide Dogs Australia to promote two very successful media campaigns for International White Cane Day (October 2013) and International Guide Dog Day (April 2014). The campaigns, respectively, called on drivers to show more...
Fundraising
Despite the tough economy, Queenslanders continued to fund Australia’s Most Trusted Charity (Reader Digest 2013) through the different avenues Guide Dogs Queensland offered for people to make a financial contribution to our work. With Guide Dogs Queensland receiving less than seven per cent government fee-for-service funding each year, the bulk of funds required to cover our operating and services costs still comes from the greater Queensland community.

This past twelve months was the pay off from the previous year of restructure and finding new partners in an effort to gain a lift from the challenging fundraising market we faced.

Telemarketing
The new telemarketing partnership with our sister organisation Guide Dogs Victoria proved to be the right move for both organisations, pitching to the strengths of each call centre. Guide Dogs Queensland now telemarkets the Art Union/Lotteries for both states, while Guide Dogs Victoria manages the sales of supporter merchandise items for both states. The partnership delivered both organisations the scale of economies required to drive growth and deliver more funds for the free services both organisations provide.

We again want to thank the partners in Guide Dogs Queensland’s Art Union/Lotteries – Brisbane BMW, Westside BMW and Bruce Lynton BMW; as well as our holiday partner, Flight Centre, and consolation wine prize partner, Beelgara Estate. The wonderful donations, discounts and excellent customer service from these businesses made our limited ticket lotteries great value for supporters, with excellent odds to win some brilliant luxury prizes. Visit guidedogsqld.com.au/lottery for details.

Appeals
The landscape is certainly changing on the Direct Mail Appeals front with the increased use of online payment portals, social media and the increased costs of mailing printed appeals to donors. With the prevalence of worthy causes appealing for support, it is only the most engaging and clever thinking of these causes that are achieving success.

As we learn more about our supporters and their strong emotional ties to Guide Dogs, we were pleased to see our mix of on and off-line communications to our supporters appealed to them and successfully produced an increase in support from our donation ask program this year. This resulted in an increase in the amount of gifts we received and an increase in the average donation.

Always on the lookout for new donors to support our work, the new donors to Guide Dogs Queensland in 2013-14 also gave on average more than the previous year’s first time donor group, which was pleasing to see.

We would also like to thank our clients and their families for sharing their stories with us so we can let the community know how our services are making a difference to their lives.

To make a donation please visit guidedogsqld.com.au/donations
REGIONAL AND BRISBANE OFFICES

Cairns

After five and a half years as Community Relations Officer for the Cairns region, Gillian Bolton transferred to Brisbane at the end of 2013, opening the door for new Community Relations Officer Debra Jakes to fill the position.

There has been a small increase in fundraising this financial year, which is a commendable result given the local economic climate and the closure of a number of businesses who have been past supporters. Construction in the Cairns CBD and low visitor numbers in the time immediately following Cyclone Ita also played a part in the tougher financial year, which has impacted the Cairns region, Gillian Bolton.

Highlights from the region:

• The Cairns Show was another great success with $16,000 raised
• SITA’s grant of $5,000 to fund five electronic GPS Mobility Aids for the blind and vision impaired in Cairns

Cairns City Council support to promote the Guide Dog’s ‘Take the lead’ campaign for International Guide Dog Day, encouraging responsible pet ownership around Australia.

• Celebration of International Guide Dog Day on 30 April with the Little Diggers Community Playgroup visited by local Guide Dog handler Jennea with her Guide Dog ‘Summer’ to have a fun day with the kids and spread the Guide Dogs message.

• Mobility Expo held on 27 May was well attended and promoted on ABC Local radio, Channel 7 News and WIN news

• The first regional Guide Dog Graduation was held in Cairns on 27 May which was a very proud moment for the two local graduating Guide Dog teams.

• The City Travel Day on 28 May with 13 Cairns clients attending (including five children) the visit to the Mulgrave Early Settlers Museum at Gordonvale.

We would also like to acknowledge the following individuals, community groups and businesses for their support:

• Goodstart Early Learning Kuranda, for their third year of Puppy Club sponsorship
• Reef House Hotel in Palm Cove who donated an overnight stay with breakfast and cocktails/canapes for a raffle that raised over $350
• Bunnings and Masters Sausage sizzles raising $1,900
• Brian Edmonds of Cairns FM who invited us to talk to listeners on a regular basis
• Red Beret at Redlynch that continued to support us by providing opportunities to sell raffle tickets
• Clifton Beach and Smithfield Shopping Centres that are now being used regularly for ‘Fluffy puppy’ stalls – new for 2014

• Marlin Coast Men’s Shed, Bendigo Bank and Goodstart Kuranda employees who offered support and assistance at sausage sizzles.

Our Volunteer Morning Tea was held on 13 May (during National Volunteer Week) to thank all our dedicated volunteers and we handed out 5, 10 and 15 year recognition of service badges. Thanks to ALL our volunteers for their continued support and also to the new volunteers who have signed up to support Guide Dogs Queensland in 2014.

ANNUAL REVIEW 2013 – 2014

ANNUAL REVIEW 2013 – 2014

Rockhampton and Bingo Operations

Our focus remained this year on maximising fundraising income while minimising costs. In 2013-14 we ran 25 bingo games across the state in Rockhampton, Townsville, Bundaberg, Maryborough and Hervey Bay under the direction of State Bingo Coordinator Bill Cook and Bingo Assistant Bill Hunt. Income from bingo games was again down slightly due to the general economic climate.

Highlights from the region:

• Our annual November Cent Sale raised $10,000 thanks to the wonderful support from Rockhampton, Yeppoon and Emerald businesses, together with individual and community participation.

• Our Mothers’ Day Morning Tea raised $1,400. Thanks to the Rockhampton Leagues Club for providing a great venue.

• The Guide Dog Lucky Ticket stand at the Cairns Show in July was a great success raising $6,000. We get great support from the wider Cairns community and it is a highlight to catch up with loyal supporters whom we see every year as well as making new friends.

We would like to acknowledge the following community groups for their support:

• Across the Waves Club, Bundaberg
• Cowboys Leagues Club, Townsville
• Keppel Bay Sailing Club
• Maryborough Sports Club
• Pialba Hotel
• Rockhampton Leagues Club
• RSL Club Ingham
• Sporties Club Hervey Bay
• West Leagues Club Bundaberg

Last, but certainly not least, a heartfelt “thank you” to all our amazing volunteers without whom we would not be able to run our fundraising operations. All of you make a major contribution to the programs and services which transform the lives of Queenslanders who are blind and vision impaired.

Bundaberg and the Wide Bay

Retail Op Shop Manager and Community Relations Officer Nerida Heppe and our dedicated local volunteers had another great year with increased retail sales in the Bundaberg based Guide Dogs Queensland Op Shop, along with steady fundraising in the region. This fundraising was assisted again with a strong media presence in print, television and radio helping to increase awareness and interest in the charity’s work.

Highlights from the region:

• Bundaberg Regional Council support to promote the Guide Dog’s “Take the lead” campaign for International Guide Dog Day, encouraging responsible pet ownership around Australia.

• Attending Graduation Day with Mrs Shirley Wrench in April. Mrs Wrench sponsored Guide Dog ‘George’ who graduated this year, and who was named in honour of Mrs Wrench’s late husband. Mrs Wrench was able to meet ‘George’s’ Puppy Raiser, Anna Wakeley, as well as meeting and witnessing Guide Dog Team Errol O’Malley and Guide Dog ‘George’ graduate.

• The Calliope Bowls Day sponsored by the Calliope Bowls Club and the Calliope District Community Bank was held in early May this year. Guide Dog Team Dave Byars and ‘Queeny’ helped organise this successful day raising $3,573. This year was the third year and exceeded both the last two years’ fundraising total considerably.

• Bargara Golf Club again put on a day for us. This year it was held in October and helped raise over $2,100. Guide Dog Team Graeme Raines and ‘Levi’ came to help sell raffle tickets at this event.

A special thanks to:

• Guide Dog Team Graeme Raines and ‘Levi’ for helping out at merchandise stalls, the Bargara Golf Day and at the Low Vision Mobility Expo.

ANNUAL REVIEW 2013 – 2014
Townsville
This year saw an increase in funds raised in the Townsville region. Awareness of Guide Dogs Queensland also increased substantially due to our presence at expos and community events, as well as delivering presentations at numerous community group meetings including the Laurel Club, Thuringowa Probus Club, Association of Independent Retirees, Pimlico State High School and Pimlico Mundingburra Scout Group.

Highlights from the region:
- The Rotary Club of Mundingburra
  - Charity Golf Day raised $8,500. Special thanks to Ian Rowan, NRL Cowboy Jonathan Thurston, The Townsville Cowboys, Michael Grant and world champion golfer Adam Scott for their prize donations.
- Our shopping centre fundraising stalls raised in excess of $12,000 from Castletown, Stockland, Willows and Hermit Park shopping centres.
- Our Easter raffle, with a prize donated by client Fay Coles, raised a total of $873.
- Townsville City Council support to promote the Guide Dog’s “Take the lead” campaign for International Guide Dog Day, encouraging responsible pet ownership around Australia.
- The TCC Pet Expo saw an increase in the funds raised and we successfully promoted our Leading R4W pet food, which is now available in Townsville through Cornett IGA stores.
- Our Volunteer Recognition Morning Tea and Guide Dog Graduation for Carol Malthby and Guide Dog ‘Quinton’ was held in May and attended by Mayor Jenny Hills. Nancy Duncan was also presented with her 10 year service badge.

A special thanks to:
- New Puppy Club members: Laurel Club of Legacy; Woolworths Petrol Ildalba; Pimlico Mundingburra Scout Group; and Mrs D Gaemers.
- Vale Drifters Golf Club for their $1,500 donation to cover the transport costs of families attending the Littlies School Holiday Camp in Brisbane.
- Trevor and Carol Maltby for their fundraising in Ayr which has already raised $1,183. Trevor also makes his own delicious chutney (Big Trev’s brand) which is well known in the Burdekin and now donates a percentage of his sales to Guide Dogs Queensland.
- Woolworths Petrol Stations at both Arakvina and Ildalba that now host raffles for Guide Dogs Queensland.
- Townsville City Council for their ongoing support and the tour of the parkland and art works at Jezzine Barracks for clients on the Townsville City Travel Day.
- Continuing involvement of our VAMS Clinic Optometrists who have all been volunteering with Guide Dogs Queensland for several years. A special mention to Martin Hodgson and Ian Pang who received their 15 year service badges.

Sunshine Coast
The Sunshine Coast volunteers have continued to wholeheartedly support Guide Dogs Queensland, leading to another great year for our regional office.

Highlights from the region:
- 246 volunteer shifts saw donations in excess of $15,000 raised from our Christmas wrapping stalls at Stockland Caloundra and Myer Maroochydore
- The Annual Champagne Race Day in November saw 198 guests enjoying the thrill of a day at the races in the Champagne Garden at Corbould Park.
- Beneficiaries of the generosity from the Rotary Noosa Daybreak Bookfest, the Mary Maker’s Annual Charity Ball and from “Musical Paws”, a benefit concert staged by the Sunshine Coast Concert Band
- Well-attended Vision Assessment and Management Clinics and an excellent Mobility Expo
- A Guide Dog walk for the media with the Sunshine Coast Mayor to raise awareness during Guide Dog Month
- Trivia night fundraiser
- We nominated volunteer Joy Mills, who has also been volunteering with Guide Dogs Queensland for several years. A special mention to Martin Hodgson and Ian Pang who received their 15 year service badges.

Gold Coast
The Gold Coast office relocated from Labrador back to Southport this year to make ourselves more accessible for clients taking advantage of the new public transport options available.

We continued to get amazing support from Bruce Lyrton and MBA with us being benefactors from both their community fundraising programs on the Gold Coast.

Highlights from the region:
- The Bruce Lyrton Ball again was a brilliant event with over 600 people attending the event at Royal Pines. Guide Dogs Queensland received $20,000 from the event.

The Southport School for their annual fundraising week for Guide Dogs Queensland. This year they raised $10,000 across shopping centres on the Gold Coast. This program is proudly handed down each year from the old leadership team to the new leadership team of senior students to ensure success. Thank you to the boys, teachers and parents who make this possible.

Thank you to our volunteers for their continued support to help raise vital funds on the Gold Coast.

Brisbane

The team based at Bald Hills again delivered on budget through the many and varied programs being run in and around Greater Brisbane and South East Queensland. We had a great roll up for this year’s wine lunch at Cloudland, which is always a particular favourite with corporate supporters. The Cloudland team were brilliant and we will certainly be holding our next one there in October 2014.

The Melbourne Cup is becoming another good opportunity to undertake local fundraising with venues wanting to partner with strong charity brands that have an excellent volunteer program to deliver exciting raffles and sweepstake programs. We want to thank businesses in the James Street precinct for their unwavering support in providing excellent prizes for these events in and around Brisbane.

We would also like to take this opportunity to thank all volunteers across South East Queensland for their continued support of Guide Dogs Queensland.

A special thanks to these corporate supporters:
- Allens Linklaters
- Auto Is General (Budget Direct)
- Aveo – Albany Creek
- Bayer
- Bribie Island Low Vision Group
- Brisbane Apex Club
- Charitable Aid Foundation
- Cook Medical
- Cornett’s IGA
- Deloitte
- Gold Coast Cabs
- Herbert Smith
- Education Department, Queensland
- NAB Bank
- Morayfield Lions Club
- Myer Gold Stores
- Qantas
- QBE Insurance
- Queensland Alumina Limited
- RACQ
- Stella Call Centres
- St George Bank
- St Paul’s School, Bald Hills
- St Peter’s Lutheran College
- Indooroopilly
- Telstra
- The Southport School
- Thiess Mining
- Westpac

Queensland Rail

Queensland Rail has been supporting Guide Dogs Queensland since 2013 and this year was another successful partnership with both the team at Queensland Rail and their passengers coming together to support our work. The sponsorship from Queensland Rail included:
- Free station promotions, with $60,000 raised to date
- In-train promotions with advertising opportunities
- MX newspaper advertising
- Corporate volunteering
- Train Wrap – wrapping whole carriages in Guide Dogs Queensland signage to be seen by 400,000 Queenslanders per week.

Brisbane BMW

Brisbane BMW & Westside BMW

Now heading into the 4th year of this relationship, we go from strength to strength with Brisbane and Westside BMW’s commitment to helping us deliver independence through mobility to blind and vision impaired Queenslanders – as is the same global message BMW expresses to their clientele when behind the wheel of the ultimate driving machine.

Not only does BMW provide the best possible pricing for our Art Union/Lottery prizes, but we are also included in their philanthropy programs as event beneficiaries of the BMW Ride for Life.

Their commitment echoes right through their organisation as more and more of the employees join the Guide Dogs Queensland workplace giving program to make up the more than $40,000 in funds that have already been raised through this group. To Martin, Marv, Antoinette, Anthony and the team – thanks again for another brilliant year.

Westside BMW General Manager Antoinette Verbury and her VIP guests enjoyed the wine and company at the “Good Paw” Wine Luncheon.
The Nielsen Group
This family owned iconic northside business has been supporting projects and onsite development programs for the past 10 years. We want to thank Ray, Paula, Mario and the team for the "rock" solid support the company provides us each year.

Other Programs
Guide Dogs Queensland has a number of registered trademarks for the purpose of generating funds through royalties, rebates and cause-related marketing programs.

The following trademarks enable the charity to receive income not only for itself, but other Guide Dogs Australia schools as well:

Leading RAW – Dog Food & Deer Antler Chews
Leading RAW, the natural raw food diet developed for our colony, continued to help us manage our dogs with good health and minimal veterinary costs. It has also proved to be another unique fundraising initiative for Guide Dogs Queensland.

Manufacturer Big Dog Pet Foods generously donated the food for our colony in return for the distribution rights for Leading RAW. This agreement has been very successful, with Leading RAW now available in six Costco stores nationwide as well as over 70 IGA stores. It’s good to know that so many of the general public are now opting to feed their dog a raw, natural diet.

The Leading RAW Deer Antler Chews also continued to grow in popularity and as a result many pet stores requested to stock them. The antler chews were the "go to" chew for the colony from pups to working Guide Dogs, providing not only enrichment and teeth cleaning, but also minerals including iron, calcium, magnesium, potassium, zinc and phosphorous. To find out more, visit guidedogpetinsurance.com.au

Good Paw Wine Club
The Good Paw Wine Club has been running for over 10 years now and we have had excellent relationships with Tyrrell’s and Yalumba.

For more information Freecall 1800 007 460.

Guide Dogs Pet Insurance
Now in its 3rd year, Guide Dogs Pet Insurance, underwritten by Allianz Insurance, continued to provide our customers with an excellent policy when insuring their cat or dog against injury and illness.

A budget version of the program was released this year where people can take out policies year-by-year and have a product more customised to their specific needs. This insurance was offered nationwide and commissions from the sale of these policies flowed back to the states where these much loved pets were registered. To find out more, visit guidedogpetinsurance.com.au

Guide Dogs Collection
Now in its 15th year, the Guide Dogs Collection branding is being used as a point of difference to identify many popular line items to fundraise with nationally. These items include polar fleece rugs, ironing board covers, towels, first aid kits, pillows, plush toys, kitchen and giftware.

Guide Dogs Queensland worked with many manufacturers including Australian Weaving Mills, Brighter Ideas, Dryen and Ashdene to ensure only quality items were labelled with the Guide Dogs Collection trademarks for retail sales inside Guide Dog schools or wholesale sales to external organisations (where Guide Dogs Queensland received royalties for the branding).

To see more visit guidedogsqld.com.au/shop

What’s next?
The breeding and kennelling facilities at our Bald Hills Breeding and Training Centre have reached capacity as we work to meet the increasing demand for our special dogs. The current facility is now over 20 years old and needs to expand to meet this demand.

Over this past year we have been working on strategies to develop a capital campaign for a proposed state-of-the-art breeding and kennelling facility to serve the needs of Queenslanders well into the future.

We have already secured pledges from some of our major donors, but a lot more work and money still needs to be raised. Stay tuned as we gear up to put ourselves in a place to make this expansion a reality.
THANK YOU TO OUR LITTER AND BREEDING GUARDIANS

‘A’ Litter Guardians – Thiess Mining
‘C’ Litter Breeding Guardian of Brood ‘Bindi’ – Dr Philippa Sawyer
‘E’ Litter Guardians and Breeding Guardians of Brood ‘Audrey’ – Michael and Helen Betts
‘F’ Litter Breeding Guardians of Brood ‘Whim’ – Mansfield State High School
‘G’ Litter Guardians – Ray and Coral Trestrail

‘J’ Litter Breeding Guardian of Brood ‘Scarlet’ – Jack and Merleen Sheedy Foundation
‘O’ Litter Breeding Guardians of Brood ‘Shar’ – Graham Huddy and Toni Wheeler
‘P’ Litter Breeding Guardian of Brood ‘Elva’ and ‘A’ Litter Breeding Guardian of Brood ‘Pippi’ – Beryl Dymond
‘R’ Litter Guardian – Wai (Helen) Wong

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