

ANNUAL REPORT 2019



OUR MISSION

Giving freedom and independence to people living with disabilities

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COVER PHOTO: Noah and Claudia



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PRESIDENT AND CEO REPORT



2018/19 was a record year, and we are so grateful you were a part of it. It is with immense pride that we share some highlights of the year with you.

During the year Assistance Dogs Australia placed 39 expertly-trained Assistance Dogs and our professional trainers and instructors made over 200 aftercare visits as part of our on-going support program. The Assistance Dogs Australia community also helped raise over \$6 million in revenue, including \$700,000 from bequests, which is essential for Assistance Dogs Australia to continue with this great work.

It is your dedication to our mission that makes Assistance Dogs Australia a strong and steadfast organisation that not only makes an impact on individuals, but also on the families, friends and communities of our graduate teams. As you can see there is a ripple effect — so many lives are touched by one Assistance Dogs Australia dog. With your support, together we are truly changing lives.

Each year we evaluate how we've grown, determine where we can improve and explore better ways to serve our community. As part of this process, our board of directors and senior management team developed a comprehensive five-year strategic plan that will allow us to reach our long-range goals, which include graduating more teams, achieving dynamic growth and scalability, and continuing to develop a sustainable funding model.

In 2018/19 we also: Upgraded our puppy enrichment area · Bred 20 new puppies · Employed our second occupational therapist · Held over 300 Animal Assisted Therapy (AAT) sessions · Delivered PTSD training to staff ·

Established our QLD satellite team · Doubled the number of dogs in our Pups in Prison (PiP) program · Delivered four PAWS (Parents Autism Workshop Support) programs · Delivered three PTSD Assist programs · Placed the first Assistance Dogs International (ADI) accredited Courthouse Dog in Australia · Placed a further 5 educational support dogs in schools · Were involved in seven research programs with Adelaide and Sydney Universities · Continued to collaborate with other assistance dogs organisations across the globe as an accredited member of ADI · and held Assistance Dogs graduation ceremonies in Brisbane, Melbourne and Sydney, none of which would have been possible without hundreds of amazing puppy educators and supporters who are loyal to this life changing mission.

These are big accomplishments, and we could not have achieved them without you! As you read the 2018/19 annual report, please take a moment to reflect on the lives that you have helped change including the young girl who now has help with her walking frame, the woman whose Assistance Dog alerted her neighbours when she fell out of her wheelchair, and the returned serviceman who is now comfortable socialising in public. You made this possible, and on behalf of the people Assistance Dogs Australia has helped, we thank you. We have much more to accomplish together, and we look forward to working with you every step of the way to do more great work and expand the ripples even further.

ROWAN MCDONALD
PRESIDENT AND CHAIRMAN

RICHARD LORD
CHIEF EXECUTIVE OFFICER

CASE STUDY · PHYSICAL DISABILITY

SJ & COZIE

"WAKING UP AND REALISING YOU ARE QUADRIPLEGIC IS EXCEPTIONALLY TRAUMATISING. I THOUGHT ABOUT ENDING IT ALL, WHICH WOULD HAVE LEFT MY SON WITHOUT A MUM. THEN COZIE CAME INTO MY LIFE."

SARAH-JANE (SJ), A CLIENT LIVING WITH QUADRIPLEGIA

SJ lived for adventure

Sporty SJ, who dedicated her life to the great outdoors, suffered a herniated disc (or "slipped disc") while carrying heavy abseiling ropes as part of her job as an outdoor instructor.

When SJ woke up after the routine operation, a nurse asked her to wiggle her toes. Something wasn't right. As realisation and sheer terror gripped her, SJ panicked so much she had to be sedated.

"It was a slip of a hand during the surgery. Within a second I had quadriplegia. I woke up from the anaesthetic and I was paralysed."



INCREASE IN

INDEPENDENCE AND QUALITY OF LIFE*





on the waitlist.

Picking up the pieces of her life

After months of excruciating rehabilitation, SJ regained a small amount of movement in her legs and arms but was left with next to no hand function. But that wasn't all she was dealing with.

"On a personal level, a relationship of 20 years had just finished a week before my surgery.

And then I was coming through a period of crisis in my journey of emotional recovery from my spinal cord injury.

I really didn't want to live like that anymore ... it was a battle because it is a very hard existence."

Adjusting to and accepting her new life was heartbreaking. Simple, everyday tasks became impossible to do on her own.

"I would wake up, hating every morning. My morning routine with a carer takes at least two hours, sometimes three hours to get me up out of bed, showered, and toileted. My life was dark and I didn't want to live."







A house helper

Cozie can collect laundry from the washing machine, take SJ's jacket off, and open/close doors, among many other skills.

SJ LOST HER MOBILITY AND WAY OF LIFE, BUT NOW SHE HAS A HIGHLY-TRAINED, FULLY-

TO HELP HER REBUILD HER LIFE.

ACCREDITED BLACK LABRADOR ASSISTANCE DOG

A retriever of dropped items

With SJ's disability, these items are usually fragile or fiddly things like her mobile phone, her glasses, and on many occasions, her credit card.

A way to a better quality of life

"The less I have to ask my carer or neighbours for help, the more I feel independent, which means the more normal my life feels. Cozie's been huge in that."

A lifeline

With Cozie by her side, SJ has regained confidence to explore the great outdoors alone. If she drops her phone, which is her lifeline, Cozie can pick it up for her instead of having to wait for someone to come along. Cozie can also alert bark if SJ is in danger.

A constant companion

Cozie is always there for SJ when she is feeling low. Cozie puts her head in SJ's lap or gives her hugs in the guiet moments when no-one else is around to comfort SJ.

A way to get back to her old life.

SJ found it hard to accept that she would be in a wheelchair for the rest of her life, and became afraid to leave her house. Because of Cozie, SJ felt confident enough to slowly return to the cafes, national parks and ski slopes she loved in her previous life, as well as take public transport again.

A pathway to inclusion

SJ also began volunteering with an Indigenous choir and at Hamish's school in a literacy program, giving back to the community that she is a beloved part of.

* based on 2019 client questionnaire results



WHAT'S NEW?

2019 WAS A LIFE-



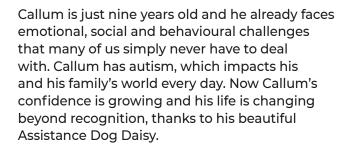
CHANGING YEAR...



WHO WE HELP

REAL LIFESUCCESS STORIES

confidence blossom



Daisy is a sweet-natured, fine-featured, happy girl. Megan, Callum's mum, admits that Daisy has the whole family "wrapped around her paws. She just has to look at you with her brown eyes and you melt and give in to her."

Affectionate, intelligent, funny, expressive, enthusiastic, and sometimes cheeky, are just a handful of the adjectives the family use to describe their life-changing Autism Assistance Dog.

Life has changed so much for Callum since Daisy joined the family. Megan vividly remembers a first trip with Daisy and Callum to their local shopping centre. The outing was a huge success: "We all cried with joy in the car park afterwards. It was a very special day, one that we will cherish forever."

Daisy's presence now means that Callum and his family can make regular trips to places which before they would have avoided. Callum no longer becomes overwhelmed to the point of meltdown. Daisy checks in with him and senses when the experience is overloading him.



Megan explains: "She stops completely still and looks at him. He looks at her and says, 'It's OK, Daisy,' and we carry on. This little thing between them is HUGE; she takes his focus away from having a meltdown. It's awesome."

"Daisy has a bit of a fan club at our local plaza, where all the staff in the shops know her and Callum. They've all commented on how Callum is a changed boy because of her, he's calm and focused with her by his side."

The pair love to run around and play frisbee in the garden. Long walks are also a favourite, and when they are both tired and in need of a rest, Callum tells her, "You're doing a great job, Daisy." All part of the new-found sense of responsibility and empathy that Daisy is encouraging Callum to feel.

When asked what Megan considers the most important thing Daisy does for Callum and the rest of the family, she responds without hesitation: "Daisy gives Callum confidence, she understands him. She brings so much love and laughter into our family. Everyone who has met Daisy are 100% with us, and in awe of how great she is."







brings hope to Michael

Michael entered the Australian Army at the tender age of 17. He served in the Royal Australian Artillery, Royal Australian Infantry and the Australian Intelligence corps during his nearly 13-year career.

In 2012, he was deployed to Afghanistan as an infantry platoon commander. Upon his return, after stints in hospital, he was medically discharged with physical injuries as well as PTSD, MDD (Major Depressive Disorder) and panic disorder.

A father of two young children in Melbourne, Michael remembers this period of severe anxiety and deep, dark depression, lived through a haze of medication.

"I just wasn't engaged. I felt numb, empty, isolated and I was neglecting my family. I was seeing a psychologist, psychiatrist, physiotherapist and a chiropractor, for various injuries and illnesses, and taking so many pharmaceutical prescriptions just to be comfortable to live."

During a hospital stay, Michael met another veteran who had a service dog. He was inspired and soon applied for his very own Assistance Dog. Then the day finally came when Michael met his perfect match, a beautiful chocolate Labrador named Lynne. This gentle, loving, graceful girl with a sense of fun has transformed his world.

Michael is now less medicated and much fitter, thanks to his bike rides with Lynne and play time in the dog park. His role as a father has improved dramatically and he proudly laughs about his ability to focus and multitask again.

Michael and Lynne are inseparable. They practise Lynne's skills every day, always finding time to play too. Visits to the cinema and crowded public places—once impossible — are now achievable. "Before Lynne, I felt empty, broken and sick. I honestly believed I had deteriorated to a point where I couldn't get better and had given up. I lost hope and purpose. I still have bad days, but I'm not so unstable and lost. I'm in a much, much better place — with my life in general, and with my kids, and my wife. My wife and kids are the biggest winners in this. I think it's worse for the other family members as they feel as if they're walking on eggshells all the time when you're unwell. Lynne has reinstated me with purpose and hope. And that means happiness on a more regular basis again."







FINANCIAL STATEMENTS

ABN: 90 074 746 160

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2019

		2019	2018
	Note	\$	\$
Revenue	5	6,438,319	6,619,684
Cost of fundraising and promotional items		(1,383,193)	(2,801,868)
Employee benefits expense	4	(2,348,395)	(2,027,968)
Depreciation, amortisation and impairment expense	4	(462,154)	(94,993)
Other expenses	4 _	(739,109)	(681,958)
Surplus before income tax		1,505,468	1,012,897
Income tax expense	_	-	
Surplus for the year	_	1,505,468	1,012,897
Other comprehensive income	_	-	-
Total comprehensive income for the year	_	1,505,468	1,012,897
	_		

ABN: 90 074 746 160

Statement of Financial Position

30 June 2019

	Note	2019 \$	2018 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	5,294,338	3,873,257
Trade and other receivables	8	231,939	105,338
Inventories		23,493	46,013
TOTAL CURRENT ASSETS		5,549,770	4,024,608
NON-CURRENT ASSETS	_		
Property, plant and equipment	9 _	3,025,828	3,014,920
TOTAL NON-CURRENT ASSETS	_	3,025,828	3,014,920
TOTAL ASSETS	_	8,575,598	7,039,528
LIABILITIES			_
CURRENT LIABILITIES			
Trade and other payables	10	350,510	187,629
Short-term provisions	12	226,753	210,782
Other liabilities	11 _	-	148,250
TOTAL CURRENT LIABILITIES	_	577,263	546,661
TOTAL LIABILITIES		577,263	546,661
NET ASSETS		7,998,335	6,492,867
EQUITY			
Issued capital		1,196,387	1,196,387
Members' building fund		5,076,553	4,439,819
Accumulated funds	_	1,725,395	856,661
TOTAL EQUITY	=	7,998,335	6,492,867

ABN: 90 074 746 160

Statement of Changes in Equity

For the Year Ended 30 June 2019

	Accumulated funds	Contributed Equity \$	Members Building Fund \$	Total \$
Balance at 1 July 2018	856,661	1,196,387	4,439,819	6,492,867
Surplus for the year	1,505,468	-	-	1,505,468
Transfer to Members' Building Fund	(636,734)	-	636,734	-
Balance at 30 June 2019	1,725,395	1,196,387	5,076,553	7,998,335
Balance at 1 July 2017	436,612	1,196,387	3,846,971	5,479,970
Surplus for the year	1,012,897	-	-	1,012,897
Transfer to Members' Building Fund	(592,848)		592,848	-
Balance at 30 June 2018	856,661	1,196,387	4,439,819	6,492,867

ABN: 90 074 746 160

Statement of Cash Flows

For the Year Ended 30 June 2019

		2019	2018
	Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from fundraising activities		6,343,019	6,591,233
Payments to suppliers and employees		(4,536,197)	(5,456,573)
Interest received	_	74,030	49,809
Net cash provided by operating activities		1,880,852	1,184,469
CASH FLOWS FROM INVESTING ACTIVITIES: Proceeds from sale of property, plant and equipment Purchase of property, plant and equipment	_	17,000 (476,771)	- (404,139)
Net cash used in investing activities	_	(459,771)	(404,139)
Net increase in cash and cash equivalents held		1,421,081	780,330
Cash and cash equivalents at beginning of year		3,873,257	3,092,927
Cash and cash equivalents at end of financial year	7 =	5,294,338	3,873,257



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ASSISTANCCE DOGS AUSTRALIA

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Assistance Dogs Australia (the Company), which comprises the statement of financial position as at 30 June 2019, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* presents fairly, including:

- a) giving a true and fair view of the Company's financial position as at 30 June 2019 and of its financial performance for the year ended; and
- b) complying with Australian Accounting Standards Reduced Disclosure Requirements and the *Australian Charities* and *Not-for-profits Commission Regulation 201*2.
- c) the financial report gives a true and fair view of the financial result of fundraising appeals for the year;
- the financial report and associated records of Assistance Dogs Australia have been properly kept during the year in accordance with the New South Wales Charitable Fundraising Act 1991 and the regulations;
- e) money received as a result of fundraising appeals conducted during the year has been properly accounted for in accordance with the New South Wales Charitable Fundraising Act 1991 and regulations; and
- f) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they fall due.

Basis for Opinion

We conducted our audit in accordance with the independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012*. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We confirm that the independence declaration required by the *Australian Charities and Not-for-profits Commission Act 2012*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.



Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the *Australian Charities and Not-for-profits Commission Act 2012* and for such internal control as the directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design
 and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to
 provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than
 for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the
 override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are
 appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the
 Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.



We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, related safeguards.

From the matters communicated with the directors, we determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

LN

 PKF

SCOTT TOBUTT PARTNER

2 DECEMBER 2019 SYDNEY, NSW

ACKNOWLEDGEMENTS

Our heartfelt thanks to the many individuals, businesses and philanthropic organisations who make our work possible. However you support us, whether through donations to our special appeals, regular monthly donations, grants, workplace giving or other fundraising efforts, you are helping provide positive outcomes for people living with a disability throughout Australia.

Thank you to our philanthropic partners including:

- · Owen Miller Memorial Foundation
- · Goldie Knight Foundation
- Tradies
- Billie Kinder Fund
- Bonnie Doon Golf Club
- Fitzpatrick Family Charitable Trust
- Engadine RSL & Citizens Club
- The Walter & Eliza Hall Trust
- Commonwealth Bank

- The Lin Huddleston Charitable Foundation
- Susan Blackley Trust
- United Way (WA)
- Steve Waugh Foundation
- GP & MD Farrell Foundation
- Department of Infrastructure and Regional Development
- · Naylor-Stewart Ancillary Fund
- · Attaway Foundation
- Equity Trustees
- The Spinifex Trust
- Emorgo Foundation
- Perpetual Trustees
- · Suitters Foundation

We were also very grateful to receive the following generous bequests in the last financial year:

- · Patricia Ann Oliphant
- Elaine Marjory Lyndon Aiken
- Vivienne Margaret Yates
- · Jennie Connolly
- Clara Pantalons
- Elizabeth Roz

- · Jeanette King
- Alan Stevens
- Joan Carter
- Cecily Bull
- Janice Ellin Speechley
- Alan Hammond

- Sylvia Lorraine Taylor
- Rodney Noel Grey
- Gunter Sommerfeld
- Ronald Murray Cowan



Leave a gift in your Will to Assistance Dogs Australia® and leave a lasting legacy ASSISTANCE DOGS AUSTRALIA®

GIVING FREEDOM AND INDEPENDENCE TO PEOPLE WITH DISABILITIES

By leaving a gift in your Will to Assistance Dogs Australia you can help improve the lives of people living with severe disabilities. Making a bequest is a simple way you can help Assistance Dogs.

Every Assistance Dog costs over \$40,000 and takes around two years to train. This covers all puppy training, food, veterinary care, kennelling and placement and follow up care. Assistance Dogs are placed free of charge to their new disabled owner.

Assistance Dogs Australia is a nationwide charity and we rely on the generosity of Australians through donations and bequests to carry out our vital work for the community. We do not receive government funding.

Bequests can be made to 'Assistance Dogs Australia Limited'. For a copy of our bequest booklet or to discuss leaving a gift in your Will, please contact the Bequest Coordinator:

ASSISTANCE DOGS AUSTRALIA®

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CORPORATE PARTNERS

Our corporate partners provide valuable support year round to help people living with a disability, through corporate donations, customer support, staff fundraising, pro bono support and many other innovative ways.



The QBE Foundation



Canon Medical Systems ANZ



Hyundai Help for Kids



Event Hospitality & Entertainment

Allianz, ASX, Australian Renderers Association, BCG, Big Red Group, Blue Illusion, Bravecto, Canon Medical Systems ANZ Pty Limited, Ceva, Clayton Utz, Colonial First State Global Asset Management, CSR, Discount Drug Stores, Event Hospitality & Entertainment, Hyundai Help for Kids, Mazda Foundation, Petstock and Petstock Assist, PKF, The QBE Foundation, Rectech Solutions, Response Systems International, Steadfast Foundation



Discount Drug Stores



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