

# ANNUAL REPORT 2020



# MISSION

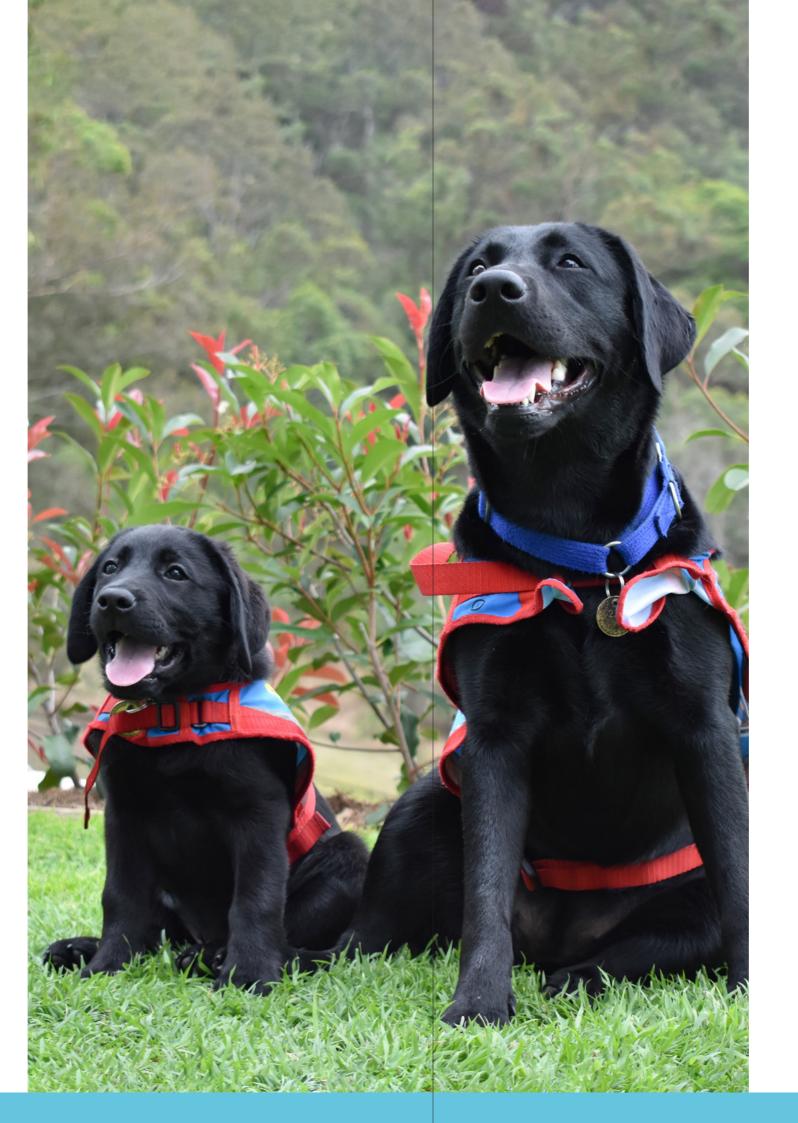
# **Giving freedom** and independence to people living with disabilities

#### THE BOARD

Rowan McDonald CHAIRMAN / PRESIDENT Robert Biggs OAM VICE PRESIDENT Paul Reid SECRETARY / TREASURER Yvonne Duncan Sam Haynes Tim McCallum Kim Smee

#### **PATRON**

His Excellency General the Honourable David Hurley AC DSC (RETD)



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# PRESIDENT AND CEO REPORT



# The Impact of 2019/20

First and foremost, we hope you and your loved ones are safe and well. Even in these difficult times, Assistance Dogs Australia remains focused on delivering our mission.

The impact of our mission in 2019/20 was powerful and we are extremely proud of all we have achieved as an organisation. 31 assistance dogs were placed, 192 in-person follow-up visits with our 150 clients were completed, 46 puppies were born, and 57 puppies were raised! We delivered 512 animal assisted therapy sessions and engaged with 250 volunteers.

This important work was accomplished thanks to the passion and efforts of you, our incredible donors and volunteers, who enable us to continue to support more people with disabilities while continuing our innovative

With your support we placed specialist dogs in the Victorian Justice system to assist child victims, assisted more school students with our educational support dogs, launched our Puppy Champions initiative™, and, in an Australian first, our Pups in Prison program is providing inmates with the opportunity to qualify for Animal Services Certificate III through a registered training organisation.

Working with our Board of Directors, we continued to pursue our ambitious five-year strategic plan. It's truly been an incredible to

be a part of the growth and excitement of the past year! Yet there is so much more we need to do to continue to better serve people with disabilities. As we embark on a new year, we have plans to expand our capabilities and reach — all with the goal of bringing greater independence to more people. We will begin the work to acquire additional facilities in Brisbane and Melbourne, centres that will ensure we can provide high quality locally based support for our active teams, place even more expertly trained assistance dogs with people living with disabilities and expand our Animal Assisted Therapy program.

We value your incredible dedication to our mission, and we are eager to move into the next stage to better serve our current and future teams. As the difficult start to 2020 has highlighted, our community is strong, resilient and dedicated — and we are so grateful for each and every one of you. Heading into our 25th year, we will continue to implement our strategic plan to foster further growth and success. While much was accomplished in 2019/20, we have our hearts and minds set on even more for 2021. We will not waiver in these challenging times. We will adapt, innovate and collaborate to keep focused on our mission. We look forward to working with you!

**ROWAN MCDONALD** PRESIDENT & CHAIRMAN

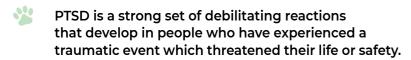
RICHARD LORD CHEIF EXECUTIVE OFFICER



# ASSISTANCE DOGS FOR People Living with PTSD

# "I HAVE BEEN LAUGHING MORE OFTEN, TOO, SOMETHING THAT I HAD LOST."

ANDREW, AN ASSISTANCE DOGS AUSTRALIA CLIENT WHO IS LIVING WITH PTSD.



Andrew developed PTSD after serving in the military for 15 years.

Family relationships deteriorated and Andrew couldn't carry on with everyday life.

Benji the Assistance Dog brought much-needed transformation.

FEEL SAFER, MORE POSITIVE & HAVE GREATER CONFIDENCE IN THEIR ABILITIES\*



POST-TRAUMATIC STRESS DISORDER



# Andrew was never the same

For Andrew, a 42-year old husband and father of three children, the future was looking bleak and hopeless.

Andrew served in the military for 15 years, twice in East Timor—until PTSD mental health issues forced him to retire.

Like many people living with PTSD, Andrew was a man struggling with everyday life.

Simple daily activities that most of us take for granted were causing him untold pain and anxiety, and his family life was disintegrating.



# How Benji the Assistance Dog changed Andrew's life

Assistance Dogs like Benji are trained to provide a combination of physical task-oriented and emotional support to assist their owner and help them to overcome fears.

They are taught to sense their owner's individual signs of anxiety, and then perform a specific cue to help alleviate the symptoms of this trigger, for example, engaging in eye contact and body contact to comfort their owner and divert their attention, helping to bring their owner back to the present moment.

Benji helps with Andrew's anxieties of being out in public and has reduced his feelings of anger and aggression.

Best of all, Benji has drastically improved home life and Andrew's fraved relationship with his wife and children.

The family knew Benji would change their lives literally from the moment this ball of fur bounded through the front door.

Andrew recalls: "When Benji arrived at our home, he was wagging his tail. My wife opened the front door to let us in and from that moment on, he has been a part of our family. The assimilation was immediate and he was welcomed with open arms by my children — they love him so much."

Assistance Doas like Benii are trained to provide a combination of physical task-oriented and emotional support to assist their owner and help them to overcome fears.



# Family life has improved beyond imagination

The pair go everywhere together — for walks, to the shops, to Andrew's appointments at the doctor, psychologist, psychiatrist and physio. Andrew smiles happily: "We are always together and I wouldn't have it any other way."

Andrew's frankness is disarming and incredibly moving. "My marriage was being pushed to its limits but now Benji is in our lives, my wife and I are able to talk more easily.

My wife has said that I have become a lot calmer and even the kids have noticed the difference. I have been laughing more often, too, something that I had lost.

Benji came into our lives just when we needed him the most and it feels like it was meant to be, as if we've always known each other."

\* based on 2019 client questionnaire results



happy families have received a new Assistance Dog this financial year

96.8%

of trained dogs were successfully placed Dogs this financial year

150

Assistance Dogs

dogs began their **Puppy Education**  \$3.74

costs for every \$1 Assistance Dog

512

**Animal Assisted** were provided

250

supporting Assistance Dogs Australia

192

client support visits were made across

# WHO WE HELP

# BYRON AND ZEUS

Zeus is a source of unspoken understanding, love, and boundless patience.



For 17-year-old Byron, life in isolation was nothing new. Byron has spent much of his life alone, without friends. His thoughts are often left stranded in his head - his Down syndrome and non-verbal autism mean he can't say what he's thinking and feeling, not even to his parents. While Byron can say "mum" and "dad", he relies on gestures, hand signs or noises to tell his parents what he needs or to let them know if he is distressed. As Byron has become older, things have become harder for his parents, Christina and Mick. Christina said that "Byron never used to flap but he flaps a lot now. His anxiety would go through the roof when we would get in the car. We'd end up in peak hour traffic and he'd start hitting himself. "

"Zeus has learnt the hand signals, so that's given Byron a sense that he can communicate with Zeus through sign language and hand gestures."

It's impossible for Byron's parents to calm him down from extreme anxiety. It breaks their hearts to see Byron like this. Byron needed a miracle to help him when nothing else was working. Then came Zeus. With his soft, shiny chocolate fur and bright eyes, Zeus, like every

Assistance Dog, is smart hard-working and loves to make people happy. Soon after their incredible Labrador joined their family, Byron has been trying to say more words, more often. His progress has shocked his parents and Speech Therapist. And because Zeus understands hand signals, as well as spoken words for cues, Byron finally has another, muchneeded way to communicate through his nonverbal autism. Christina said, "Zeus has learnt the hand signals, so that's given Byron a sense that he can communicate with Zeus through sign language and hand gestures."

Zeus is a source of unspoken understanding, love, and boundless patience for Byron, and this changed his world completely. Zeus was also trained to pick up rising stress levels, and can now prevent a meltdown all together by jumping into Byron's lap before it happens. Christina said, "We've had a few situations where Zeus has been a lifesaver when we've been in a crowded situation in a public space. We get Zeus to cuddle or jump in Byron's lap. This calms him down and brings him back, instead of having a big meltdown and being out of control. Zeus has been terrific."

Zeus continues be a lifesaver in unexpected ways. Byron has very little sense of safety around cars, but with Zeus there, Byron won't rush onto the road. Mick is amazed by how much his son has changed since Zeus



joined their family. He said "Assistance Dogs give children with a disability a lot more independence, enjoyment, satisfaction in their lives. Without the support, I know that if Byron didn't have Zeus it would be so much harder for us and for Byron to function, especially in events that Byron really likes to go to and enjoy, like The Wiggles concerts. He finds it very difficult to be in those crowds and Zeus makes that much more possible for him."

"We get Zeus to cuddle or jump in Byron's lap. This calms him down and brings him back, instead of having a big meltdown and being out of control. Zeus has been terrific."

When looking at Zeus, there sense of duty in his kind eyes as he watches Byron adoringly. This kind of love and loyalty cannot be taught, it comes from matching the right dogs with the right people, creating a deep connection that only the two teammates understand.





"Zeus has been a lifesaver. He keeps Byron safe."

> Christina, Byron's mum

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# WHO WE HELP

# SAM & GODRIC

Sam and Godric have a deep bond of trust and love. They both live to look after each other.

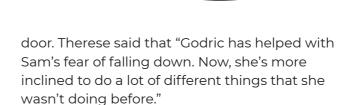


For 19-year-old Sam, when she dreams about doing things on her own, it is of everyday things like walking down the stairs or getting dressed. Sam was born with Kabuki syndrome, which is a collection of physical and intellectual disabilities. She has spent her life heavily dependent on her loving family. She has no hip joints, which makes it tricky to just stand up. Therese, Sam's mum, explains "It's hard for Sam to walk and her balance is compromised. Because her balance is so bad, she falls regularly. Falls are scary and painful, and she has broken bones in the past by falling. The thought of falling over is extremely terrifying for her." While Sam can walk short distances, she uses a wheelchair when she is out and about for longer periods, and with not much strength in her hands, she finds it hard to even dress herself.

"I never could imagine this before Godric, but now I can see that one day, Sam's going to head out in the world with her and Godric, even if it's just going to the shops, and she will feel confident that she's not going to fall over, and just be happy." Sam has not experienced much independence in her life so far, which has made her completely reliant on her family. Therese said "Sam's childhood was spent just waiting for me to do something for her. Sam's low muscle tone makes it difficult for her to care for herself. She needs help with preparing breakfast, bathing, dressing herself, putting her shoes on, constant supervision around stairs, the list goes on. It is time consuming on our part to get her anywhere, and then she needs help with everything that she does at night."

Around a year ago, Sam and her family were informed that they had been matched to handsome black Labrador Godric – a dream come true for the whole family. Godric is a highly intelligent and caring Assistance Dogs who loves to work. His natural talent, high skill level and gentle nature made him the perfect partner for Sam. Sam gently places her hand on Godric when she walks, which helps to prevent falls. He also brings items to Sam that are out of reach, and will alert bark to let her parents know when she requires help.

The trust and love between Sam and Godric has changed her life in ways that are better than her family could have ever imagined. Now Sam can face the world, and this has started with a newfound confidence to walk out of the front



"Godric has helped with Sam's fear of falling down. Now, she's more inclined to do a lot of different things that she wasn't doing before."

Like many people her age, Sam is still thinking about her future career. But now she has Godric to help her through adulthood with more confidence and security. Therese said "I never could imagine this before Godric, but now I can see that one day, Sam's going to head out in the world with her and Godric, even if it's just going to the shops, and she will feel confident that she's not going to fall over, and just be happy." Now Sam can let her light shine as she starts her life after school, with Godric by her side.



"Having Godric
has created so much
independence for Sam.
Her future is a lot more
positive than I ever
thought it could
possibly be."

Therese, Sam's mum

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# FINANCIAL STATEMENTS

# **Assistance Dogs Australia Limited**

ABN: 90 074 746 160

# Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2020

		2020	2019
	Note	\$	\$
Revenue	5	7,657,958	6,438,319
Cost of sales		(1,516,920)	(1,383,193
Employee benefits expense	4	(3,221,595)	(2,348,395
Depreciation, amortisation and impairment expense	4	(223,922)	(462,154
Other expenses	4	(1,061,184)	(739,109
Finance costs	4 _	(8,061)	-
Surplus before income tax		1,626,276	1,505,468
Income tax expense	_	-	-
Surplus for the year		1,626,276	1,505,468
Other comprehensive income	_	-	-
Total comprehensive income for the year	_	1,626,276	1,505,468
	=		

The accompanying notes form part of these financial statements.

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# **Assistance Dogs Australia Limited**

ABN: 90 074 746 160

# Statement of Financial Position

30 June 2020

		2020	2019
	Note	\$	\$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	7	6,711,290	5,294,338
Trade and other receivables	8	259,466	231,939
Inventories	_	15,625	23,493
TOTAL CURRENT ASSETS	_	6,986,381	5,549,770
NON-CURRENT ASSETS			
Property, plant and equipment	9 _	3,560,705	3,025,828
TOTAL NON-CURRENT ASSETS	_	3,560,705	3,025,828
TOTAL ASSETS	_	10,547,086	8,575,598
LIABILITIES	_		
CURRENT LIABILITIES			
Trade and other payables	10	274,024	350,510
Employee benefits	13	332,780	226,753
Lease liabilities	11 _	53,315	
TOTAL CURRENT LIABILITIES		660,119	577,263
NON-CURRENT LIABILITIES	_		
Provisions	12	31,200	-
Lease liabilities	11 _	231,156	
TOTAL NON-CURRENT LIABILITIES	_	262,356	-
TOTAL LIABILITIES	_	922,475	577,263
NET ASSETS	_	9,624,611	7,998,335
	_		
EQUITY			
Issued capital		1,196,387	1,196,387
Reserves		5,076,552	5,076,553
Accumulated surplus	_	3,351,672	1,725,395
TOTAL EQUITY	=	9,624,611	7,998,335

The accompanying notes form part of these financial statements.

# Assistance Dogs Australia Limited ABN: 90 074 746 160

# **Statement of Changes in Equity**

For the Year Ended 30 June 2020

	Accumulated surplus	Contributed Equity	Members Building Fund \$	Total \$
Balance at 1 July 2019	1,725,396	1,196,387	5,076,552	7,998,335
Surplus for the year	1,626,276	-	-	1,626,276
Balance at 30 June 2020	3,351,672	1,196,387	5,076,552	9,624,611
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

The accompanying notes form part of these financial statements.

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#### **Assistance Dogs Australia Limited**

ABN: 90 074 746 160

# Statement of Cash Flows For the Year Ended 30 June 2020

		2020	2019
	Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from fundraising activities		6,987,741	6,343,019
Payments to suppliers and employees		(5,510,640)	(4,536,197)
Interest received		111,757	74,030
Government grants	_	263,000	-
Net cash provided by operating activities	_	1,851,858	1,880,852
CASH FLOWS FROM INVESTING ACTIVITIES:			
Proceeds from sale of property, plant and equipment		-	17,000
Purchase of property, plant and equipment		(369,208)	(476,771)
Net cash used in investing activities	_	(369,208)	(459,771)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Payments for lease liabilities		(65,698)	-
Net cash used by financing activities		(65,698)	-
Net increase in cash and cash equivalents held		1,416,952	1,421,081
Cash and cash equivalents at beginning of year		5,294,338	3,873,257
Cash and cash equivalents at end of financial year	7	6,711,290	5,294,338

The accompanying notes form part of these financial statements.



#### INDEPENDENT AUDITOR'S REPORT

#### TO THE MEMBERS OF ASSISTANCE DOGS AUSTRALIA LIMITED

#### Report on the Audit of the Financial Report

#### Opinion

We have audited the financial report of Assistance Dogs Australia Limited (the Company), which comprises the statement of financial position as at 30 June 2020, the statement of profit or loss and other comprehensive income, statement of changes in equity and 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 financial report of Assistance Dogs Australia Limited, has been prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- giving a true and fair view of the Company's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- complying with Australian Accounting Standards Reduced Disclosure Requirements and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.
- 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;
- 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
- 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 time of this auditor's report.

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

PKF(NS) Audit & Assurance Limited

ABN 91 850 861 839

iability limited by a scheme approved under Professional Standards Legislation

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### Auditor's Responsibilities for the Audit of the Financial Report (cont'd)

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.

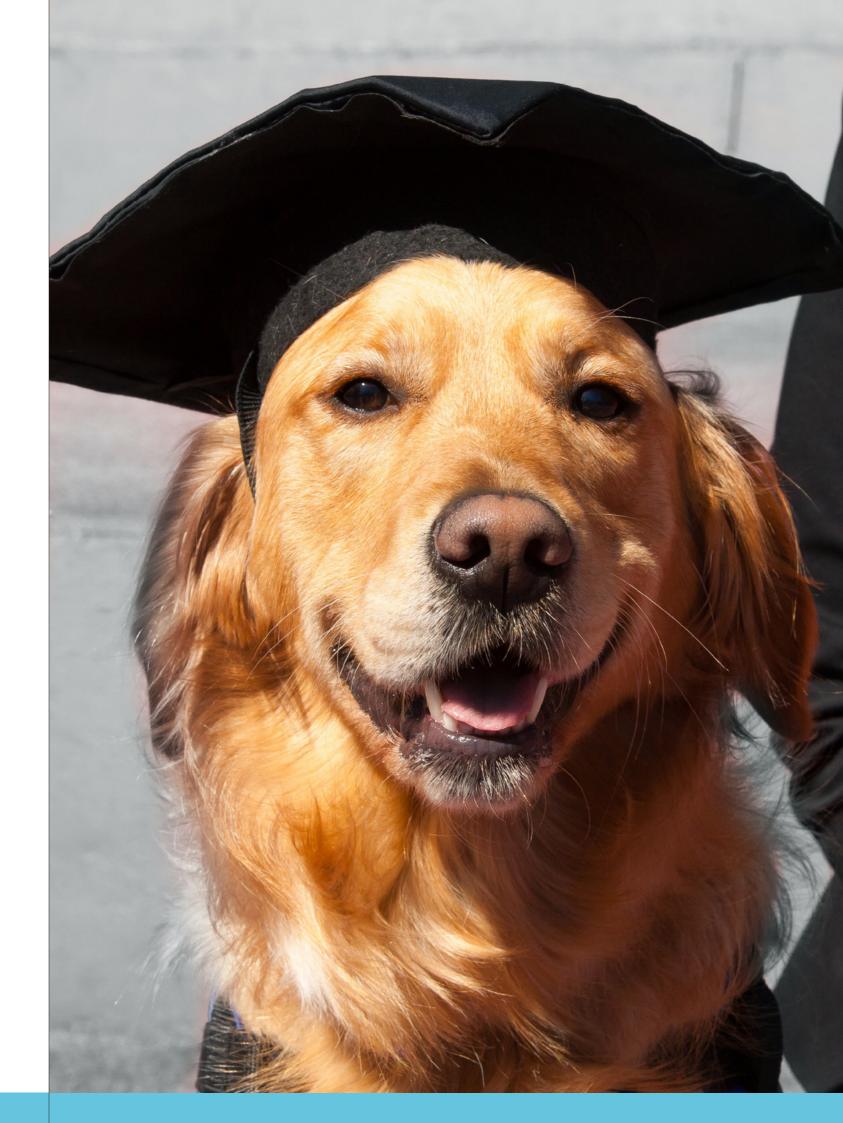
We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

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, action taken to eliminate threats or safeguards applied.

PKF

KYM REILLY PARTNER

28 JANUARY 2021 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.

# **KEY PARTNERSHIPS - Corporates, Trust and Foundations**

Thank you to our generous partners who provide valuable year-round support including:

#### **OUR LEADING PARTNER**

#### **OWEN MILLER MEMORIAL FOUNDATION**

Owen Miller Memorial Foundation The extraordinary generosity of the Owen Miller Memorial Foundation has a profound impact on the lives of Australians living with a disability. The Foundation has sponsored 22 Assistance Dogs, and funded the development of our Dog Care and Welfare Centre and a client transport vehicle.

#### **OUR MAJOR PARTNERS**

**ZDISCOUNT DRUG STORES** 

A valued partner since 2012, Discount Drug Stores have helped train 11 Assistance Dogs through instore 'Dogtober' fundraising nation-wide.



# EMORGO Foundation

The Emorgo Foundation is a valued Assistance Dogs Australia partner, having provided support for various training and placement activities.



Hyundai Help for Kids have supported our Animal Assisted Therapy program, sponsored Assistance Dog Turbo, pup-in-training Nexo and provide Hyundai VIP (very important pup and people) movers.



We thank MSD Animal Health for providing Bravecto to protect our dogs and pups across the country from fleas and ticks year round, and for supplying vaccinations for our assistance dogs in training and puppies to protect them against the most common, serious infectious diseases.



PETstock Assist powered by PETstock team provide support through workplace giving and instore fundraising campaigns. They are proud sponsors of Assistance Dog Tai and pup-in-training Honey.





A partner since 2019, Troy Animal Healthcare sponsors pup-in-training Troy and provides valuable in-kind product support for all our dogs in training.



Since 2011, The Walter and Eliza Hall Trust has generously supported our Mobility Assistance Dogs program through advanced training sponsorship.



#### **OUR SUPPORTING PARTNERS**

























The Knappick Foundation

The Lin Huddleston Charitable Foundation











Suitters Foundation







#### **OUR VALUED FRIENDS**

- Allianz
- Boston Consulting Group
- Datt Family Foundation
- First Sentier Investors

- Henry Pollack Foundation
- Parkhound
- Specsavers Dapto

## **BEQUESTS**

We are also very grateful to have received the generous bequests from the following estates this financial year:

- · Irene Barbara Hopkins
- · Patricia Goldsborough
- Anna Crosby
- Cynthia Lorraine Quartermaine
- · Late Cecily Bull
- Janelle Andrea Cross
- Marilyn Ann Aylmore
- Lorrainne Mary Power
- Averil Iris Wardecki
- Owen Shiels
- · Kathleen Margaret Gaeta
- · Catherine Veronica Higgins
- Joyce Lawton

- Marie June Knispel
- Betty Lorraine Earl
- · Fiona Douglas
- Edith Mary Reid
- Brycen John Meredith
- Elaine Bobbin
- Carol Dawn Owen
- Rosemary Mac Krell
- Lillian Agnes Young
- · Barbara Helen Eastwood
- Norman Paul Scott
- Daphne Adnams-Head
- · Shirley Ann Atto

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Leave a **legacy of kindness** for future generations.

\* Furever

Including a gift to Assistance Dogs Australia in your Will is a unique way to ensure your generosity has a lasting impact on the lives of people in need.

Next time you update your Will, after you have taken care of your loved ones, please consider including a bequest to Assistance Dogs Australia.

Your kindness will make a big difference to the lives of many people living with a disability throughout Australia — in many cases giving them their first experience of freedom and independence.

Every Assistance Dog costs over \$40,000 and takes around two years to train. This covers all training costs, kennelling, food and toys, welfare and veterinary costs, placement and follow-up care. Assistance Dogs are then placed free of charge with their new owner, and will go on to change their life in a profound way. We do not receive government funding and rely on the generosity of the public through donations and bequests to fund our vital work.

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

## **ASSISTANCE DOGS AUSTRALIA**

PO Box 455 Engadine 2233 Australia

Toll Free: 1800 688 364

bequests@assistancedogs.org.au

assistancedogs.org.au



# **ASSISTANCE DOGS AUSTRALIA**

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assistancedogsaust **f** 

AssistanceDogsAus









