

Guide Dogs

NSW/ACT



**Annual
Report**
2019



Twenty six-year-old Ingrid Barnes was matched with Guide Dog Banner in June this year. Ingrid and Banner are one of 56 Guide Dog Teams matched in the last year.

Each Guide Dog Team has a very special bond. They build their working relationship through trust, loyalty and companionship and it is through a combination of both the handler's and Guide Dog's skills that the team can enjoy safe, independent and successful travel.

Ingrid and Banner

Our Purpose

We see beyond sight loss:

**Guiding our clients to independence,
Seeking new ways to prevent blindness,
Creating connected communities.**

**Beyond is where we are going.
Together is how we'll get there.**



Cover Story

In September 2018 we welcomed more than 300 delegates from Guide Dog schools worldwide as we hosted the International Guide Dog Federation (IGDF) Seminar and Breeders Workshop.

This was a fabulous opportunity to showcase our expertise and world-class breeding and training facilities to colleagues from across the globe, as well as share and learn from our counterparts worldwide.

Visitors were also able to experience and visit some of Sydney's iconic sites, including the Sydney Opera House - which Guide Dog Target is pictured in front of, on our front cover.

IGDF Sydney



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Our Values



Lead with head and heart

Forever focussed on our purpose and mission, we combine care and careful planning to deliver successes worth celebrating.



Never stop exploring

We're fearlessly creative. We've always asked and answered the tough questions and if there's a better way, we'll find it.



Walk the talk

The buck stops with us. So we keep our word and keep going, no matter what.



Lift each other

From a guiding hand to a high five, we unleash and acknowledge everyone's potential.



Message from our Joint Patrons

It is an honour for both Dennis and I to be the new joint Patrons of Guide Dogs NSW/ACT, continuing a close relationship between Guide Dogs NSW/ACT and the public office of the Governor of New South Wales that stretches back many years.

The latest statistics from a Centre for Eye Health report, 'Sight Loss in Australia', released in May 2019, reveal that more than half a million Australians and 170,000 people from New South Wales and the ACT, will be living with sight loss by 2020. As our population ages, we know an increasing number of people in our community will require the services, provided at no cost, of Guide Dogs NSW/ACT and the Centre for Eye Health.

Guide Dogs NSW/ACT's full range of orientation and mobility services enable people with vision impairment to remain safe, economically independent and socially connected to their families and communities - through accessing their workplaces or places of study, in daily living and social activities and while travelling and using public transport.

Dennis and I look forward to visiting the Guide Dog Centre in the coming months to learn more about the outstanding work of Guide Dogs NSW/ACT and to see first-hand the Centre's world-class dog breeding and training facilities.

On behalf of our community, we convey our thanks to Guide Dogs NSW/ACT for continuing to provide quality services and support to people with sight loss.

**Her Excellency,
The Honourable Margaret Beazley AO QC
Governor of NSW**

Mr Dennis Wilson

October 2019

Report from the President and CEO

It's been a significant and transformative year for Guide Dogs NSW/ACT, as we focus on delivering superior services for our clients, and better value for our donor dollars.

In particular, internal initiatives and projects have helped re-shape the way our organisation will guide our clients to independence, seek new ways to prevent blindness, and create connection with communities into the future.

Ensuring client voices are prevalent in our decision-making has been a key objective this last year. We piloted two Regional Advisory Committees (RAC) - one metropolitan and one regional - to provide a consultative forum for clients to raise ideas and provide feedback on our services. There are currently 17 client representatives involved in the six-month pilot which began in March. The Committees will be reviewed in September 2019, however, the value of this initiative has already been proven - with the RAC helping us to bring our new organisational Purpose Statement to life, contributing to branding strategies, and informing us on how we can better communicate with our clients.

Engaging our dedicated and passionate staff in future planning is also crucial to maintain an invested and enthusiastic workforce. A series of 'Let's Connect' roadshows gave our executive staff an opportunity to visit offices across the state, to showcase the new strategic direction of the organisation and provide feedback to staff.

Another new staff initiative, a '2022 Community' has been instrumental in driving the creation of our updated Purpose Statement and Values - a copy of which appears at the front of this report. This group, comprised of representatives from across the organisation, is a great example of how we are enhancing workplace culture.

We successfully negotiated our first ever Enterprise Agreement (EA) for staff, following the return of a majority 'yes' vote in its support. The EA introduces a consistent set of conditions for all eligible employees across the organisation, including a number of important changes that will better support staff and the organisation to deliver high quality services to clients and to maintain our strong reputation with the community and donors. Many thanks to everyone who worked long and hard to deliver an EA that is fair to our employees and acceptable to the community and supporters.

During the year, Guide Dogs NSW/ACT successfully implemented its WHS Management System which includes ongoing risk assessments aimed at preventing accidents and incidents. This system will continue to be maintained during 2019/20.

This year we farewelled former Governor of NSW, His Excellency General the Honourable David Hurley AC DSC (Ret'd) as our Patron, as he embarked on his impressive new role as The Governor General of the Commonwealth of Australia. Governor General Hurley served as our Patron since 2014 - we thank him, and Mrs Linda Hurley for their years of service and congratulate them on their exciting new position. We are delighted to welcome Her Excellency the Honourable Margaret Beazley AO, QC, Governor of New South Wales and her husband, Mr Dennis Wilson, as our new Joint Patrons, continuing our long relationship with the office of the Governor of NSW.

Other goodbyes include the departure of Board Director Mr Hongbin Liu who resigned from the Board in August 2018 following almost six years of service, and Dr Tony Mosman who resigned his position effective July 2019. Tony has been a Board Member since 1999. New Director, Robin Low, joined us in June 2019, bringing impressive and broad sector experience across financial services, technology, industrial/life sciences, property, M&A, and governance/risk challenges.

“It's been a significant and **transformative** year for Guide Dogs NSW/ACT, as we focus on **delivering superior services** for our clients, and **better value** for our donor dollars.”

Kieran Lane, President



Seeking new ways to prevent blindness:

The Centre for Eye Health is an initiative of Guide Dogs NSW/ACT with the University of NSW.



“We’re **re-shaping** the way our organisation will guide clients to **independence**, seek new ways to prevent blindness, and create **connection** with the community.”

Dale Cleaver, Chief Executive Officer



We also welcomed Jacqui Jones to our Board in 2018. Jacqui is the Lead facilitator at PwC’s Impact Assembly. Prior to that, Jacqui was the CEO of the Australian Business and Community Network (ABCN), a coalition of business leaders partnering with schools to improve student outcomes in disadvantaged areas. Jacqui is now a member of our Nomination & Remuneration Sub-committee.

On a national front, Guide Dogs Australia launched a new fundraising initiative ‘Pawgust’ in August 2018 – our first mass participation fundraiser on an Australia-wide scale. In its first year more than 5,300 people across Australia signed up to participate, and raised \$596,000. NSW supporters led the way, raising more than \$200,000. This is a fantastic example of how we are collaborating with our state counterparts to achieve greater fundraising outcomes, and increase awareness of our brand nationally.

Other collaborative work being undertaken on a national scale, to produce more effective outcomes for clients and donor dollars, include a National Workforce Plan and collective work with the breeding and training of our dogs.



Looking forward to the 2019/20 financial year, we have been laying the groundwork for the opening of our new Parramatta-based ‘hub’ in late 2019. The Cameron Centre is to be named after Doug Cameron, who was not only instrumental in the creation of our organisation 62 years ago, but is now one of our highly valued donors. The Centre, made possible through Doug’s generous support, will offer a large variety of services to clients from both Guide Dogs and the Centre for Eye Health. We are extremely excited about how the Centre will provide new ways for us to deliver services to our clients as well as connecting us to the broader Western Sydney community.

Thank you to our enthusiastic Board Directors, dedicated staff and volunteers for your hard work and valuable contribution in providing quality services to the people of NSW and the ACT throughout the last year.

Thank you also to our valued supporters. Without your help and generosity throughout the last year, we could not continue our work of providing life-changing services to people with vision impairment.

Kieran Lane
President

A handwritten signature in black ink, appearing to read 'Kieran Lane'.

Dale Cleaver
Chief Executive Officer

A handwritten signature in black ink, appearing to read 'Dale Cleaver'.



Key Highlights

01

Celebrated 30 years of providing services from our Coffs Harbour office, supporting more than 4,000 people with vision impairment on the Mid North Coast to lead independent lives.

Fun fact: the Coffs Harbour office, in conjunction with an engineer, produced The Miniguide®, a small handheld device that detects solid obstacles in its path, and openings in a wall such as a doorway. ®Registered Trademark of Guide Dogs NSW/ACT.

02

Successfully piloted a six-month Canine Support Program with the ACT Magistrates Court in Canberra beginning in February 2019. Therapy Dogs Quota and Alfie visit the Magistrates Court with a primary focus on the Children's Court and remote witness suites. The pilot has been extended for another 12 months and may become a permanent program.



03

Shared the chance to celebrate our Guide Dog graduates with supporters from regional centres at special presentations held in Port Macquarie, Cronulla, Newcastle and Camden.

04

Launched new initiatives to diversify fundraising options available to supporters, including a program for Major Donors that specifically funds and highlights our Children's Services.

05

Installed beacon navigation technology at our Chatswood, Sydney office - increasing the building's accessibility for clients and staff with vision impairment. The beacons work through the voice activated app, BindiMaps, on smartphones to help users find a path to a nominated destination.

07

Michael (Mike) Poynting was announced as the inaugural winner of the Joe Finucane Perpetual Award. Mike has been with Guide Dogs NSW/ACT since 1990, and has held a number of roles including being a full-time Guide Dog Instructor, covering Western Sydney, Western NSW and Broken Hill.

08

Therapy Dogs provided comfort and companionship to court users, particularly people appearing as victims of crime, as the Canine Court Companion Program was rolled out to 10 courts across NSW during the 2018/19 year. Therapy dogs and their handlers also played an important role in safe rooms to help create a non-threatening court environment for children, vulnerable witnesses and victims of domestic and family violence. More than 40 dogs and nearly 50 volunteer handlers are currently involved in the State Government-lead initiative. We were successful in securing the tender again for the 2019/20 year.



10

Introduced innovative new programs that enhance the breeding, welfare and training of our dogs. The Home Whelping and Puppy Rearing Program involves volunteers caring for our 'Mums' as they bring the next generation of Guide Dog puppies into the world. Pups are born into and spend the first five weeks of their lives in warm, loving home environments.

09

Expanded the Puppy Raising program to Canberra, Newcastle and Wollongong. More than 65 puppies are currently placed across the three new regions, with more on the way.

11

Connected with supporters across NSW and the ACT with a presence at large events including the Royal Easter Show, Sydney Dog Lovers Show and Henty. Also, worked with Corporate Partners like Advance to host a highly successful 'Guide Dogs in City' event at Martin Place.

12

Initiated a new Home Boarding Program that allows for dogs-in-training to board overnight and on weekends with volunteers, rather than in kennels - having benefits for their welfare and happiness.

13

The Centre for Eye Health collaborated with the Prince of Wales Hospital Eye Clinic to streamline their triaging process and significantly reducing wait lists. During the last year, the Centre undertook 9,507 client appointments.

14

Maintained our standing in the top three of Reader's Digest Australia's 'Most Trusted Charity Brand' nationally and the number one position in NSW. We're extremely proud of this achievement and grateful for the ongoing support of the community.



06

Community Education and Governance continued to be an important part of what we do. Clients and NSW Police were issued with updated Guide Dog Access Rights Cards as part of a campaign for International Guide Dog Day. Our Accessibility team also provided expert advice and consultation to the newly opened Sydney Metro, and the Light Rail project in Canberra.



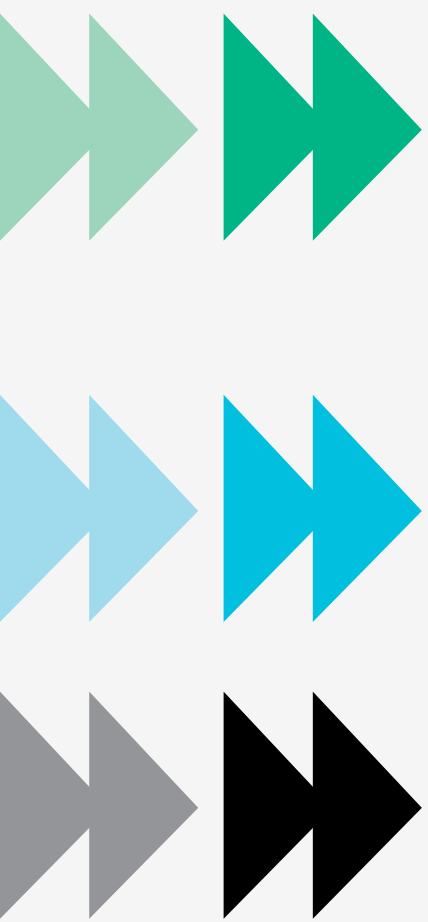
17-year-old client, **Ben Said** was the popular face of our Christmas Appeal.

Seeing beyond

For more than 60 years Guide Dogs NSW/ACT has been helping Australians with low vision or sight loss move confidently and independently in their lives. We have been at the heart of the community, helping individuals and families and giving guidance and support to those who need it. Seeing beyond the current needs of the community means we are preparing ourselves for the anticipated growth in future need and is something that we are proud to be working towards.

Our organisational **Strategic Plan Towards 2022** aims to address the current demand and anticipated growth in need for our services so we can assist more people to achieve independence. This strategy will ensure we deliver these services with an unwavering commitment to the quality of support we have provided to the community of NSW and ACT into the future.

This will be achieved through our focus on key areas across the business to ensure we are improving the way we engage with and listen to clients, support more clients through access to assistive technology and build a long-term financially stable organisation.



Clients and Partnerships

- Support more people who are blind or have a vision impairment to live the life they choose
- Expand our dog services to support people with disabilities
- Be leaders in client adoption of technology
- Deliver innovative eye health and low vision rehabilitation services with industry partners

People and Processes

- Live our purpose through our values-driven culture
- Support our people to support our clients through robust systems and processes
- Retain and build a dynamic high performing team

Marketing and Revenue

- Diversify and grow revenue streams
- Improve market position
- Be recognised as a thought leader and influencer

Outcomes

- Achieve continued long-term financial sustainability
- Engage stakeholders delivering increased client satisfaction and community reputation
- By strengthening our existing work, undertaking fresh and innovative ways to deliver support services to our clients and staff, and diversifying organisational funding and revenue streams we can make a real difference to the community of NSW and the ACT.





“I think **helping more people** in the growing west of Sydney is a great idea and a step in the **right direction.**”

Doug Cameron

Doug's Story

Supporting the future of Guide Dogs

“What pleases me most is how far the organisation has come compared to what we started with,” says Doug Cameron who, 62 years ago, recognised the important contribution that Guide Dogs could make to people who have lost their sight and took the first steps to establish Guide Dogs in NSW.

While he was instrumental in the beginning, Doug's trust in the organisation today and his desire to give to a great cause were the driving factors behind his generous support in recent years.

Doug's support of the Centre for Eye Health (CEFH), an initiative of Guide Dogs NSW/ACT with the University of NSW helped the organisation direct a focus towards preventing vision impairment in the community. His donation enabled Guide Dogs to purchase state-of-the-art equipment for the Centre which is used to detect, investigate and monitor eye disease with no out-of-pocket expense to patients.

“If we can prevent people from going blind and needing a Guide Dog, we should do it,” Doug said.

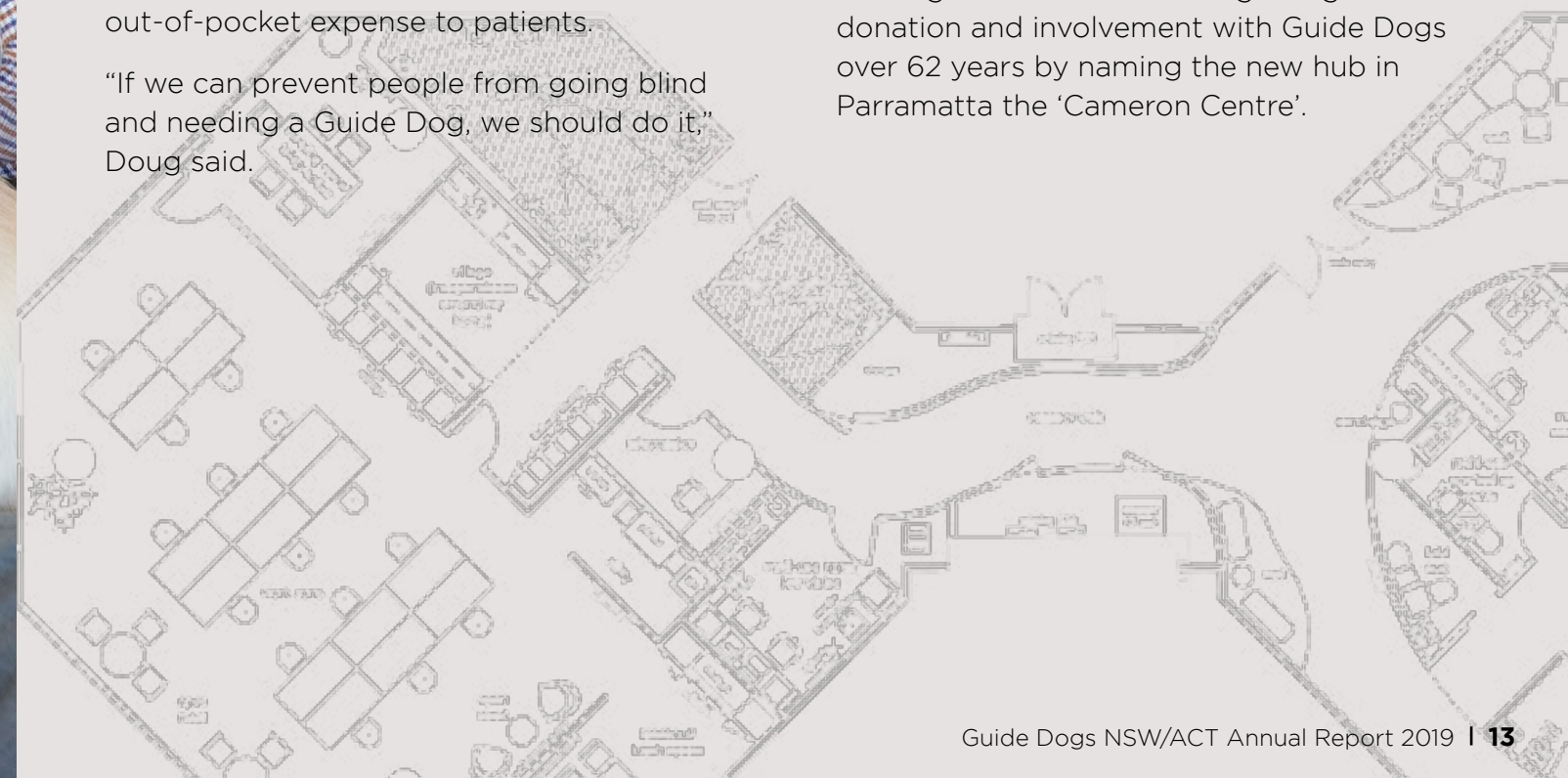
“I have been very impressed with the large number of patients the CFEH has assisted since it opened 10 years ago.”

In 2011, Doug was made an Honorary Life Member of Guide Dogs NSW/ACT, highlighting his continued participation in the progress of the Guide Dog movement, including his assistance in establishing Guide Dog Centres in other states.

Doug recently made the leading donation to support the construction and operating costs of a new centre in Parramatta. This 'hub' will offer local clients the large variety of services provided by Guide Dogs and the CFEH.

“I was looking to make a substantial donation for the future of Guide Dogs. I think helping more people in the growing west of Sydney is a great idea and a step in the right direction,” Doug said.

The organisation is honouring Doug's donation and involvement with Guide Dogs over 62 years by naming the new hub in Parramatta the 'Cameron Centre'.



Elizabeth's Story

A creative spirit

"Even though it might seem impossible, you should not give up. If you fail, just keep problem solving, then eventually the impossible becomes possible," says Elizabeth Peddell, who was confronted with a very different life to what she dreamed of when she suddenly lost her sight four years ago.

Thirty-seven-year-old Elizabeth moved to Sydney to pursue her ambition to be a game developer. By the time she completed her digital and interactive gaming diplomas, she had lost her sight.

After a vast number of tests she was diagnosed with Apperceptive agnosias, brought on by uncontrolled epilepsy. While she has no functional vision, she describes what she can see as colours of paint thrown on canvas.

Elizabeth reached out to Guide Dogs NSW/ACT and with the help of an Orientation and Mobility Specialist, she can now get around her community safely using a long cane. At home, Occupational Therapists have helped her remain independent - teaching her skills and techniques to prepare food and cook safely.

Elizabeth also received support from Guide Dogs to complete her NDIS application, which has allowed her to pay for the Assistive Technology she needs.

Her pet dog Raphael, named after the guardian angel that protects the body, mind and soul, provides invaluable emotional support.

Elizabeth hasn't let her sight loss dampen her creative spirit.

"People think that art can only be visual but it's so much more than that. When I'm creating something, my hands are my eyes," Elizabeth said.

From birds to dreamcatchers, Elizabeth creates her sculptures out of paper and clay. She recently won a scholarship to attend a stone carving workshop.

Elizabeth has not given up on producing games and is in the process of developing a text-based game that people who are vision impaired and sighted will be able to play together.



“People think that **art can only be visual** but it's so much more than that. When I'm creating something, **my hands are my eyes.**” Elizabeth Peddell



Sunny, one of the many dogs that Lillian supported.

“Guide Dogs was Mum’s **number one charity** for as long as I can remember.”

Max Dong, Lillian’s son



A Tribute to Lillian Dong

1918 – 2019

“Guide Dogs was Mum’s number one charity for as long as I can remember,” says Max Dong, the son of Lillian Dong who passed away earlier this year. A long-term supporter of Guide Dogs NSW/ACT, Lillian was one of the very first people to sign up to the organisation’s regular giving program, previously known as “Puppy Pals”.

Growing up in the Central West of New South Wales during the Great Depression, Lillian was raised to have compassion for those less fortunate than herself – a notion she carried with her throughout her life.

A philanthropic spirit and an avid dog-lover, her support of Guide Dogs began by putting shillings in the Guide Dog collection box at her local supermarket.

“Mum always said we were lucky to have sight and that we should help those who don’t. That’s how she raised us,” Max said.

As a dedicated regular giver, Lillian provided a monthly gift to Guide Dogs for close to 20 years.

Towards the end of her life, she loved reading the supporter newsletters and updates from the organisation, always admiring the photos of the dogs and their journeys from playful pups to life-changing Guide Dogs.

“Mum enjoyed reading anything Guide Dogs sent her. I would sit down with her and we would read through the newsletters a dozen times,” Max said.

After passing away at 101 years old, Lillian’s legacy as a devoted Guide Dogs supporter has been carried on by family. Her daughter, Ruth, has continued Lillian’s regular gift by sponsoring Sunny, a handsome yellow Labrador.

Sunny is currently living with his volunteer Puppy Raising family in Canberra. When he’s not learning basic obedience and other important foundation skills, he’s busy socialising and being a happy, confident pup.



Lillian with her son, Max.



In Grateful Memory of our Very Special Friends

We honour and acknowledge the generosity of supporters who included a gift to Guide Dogs NSW/ACT in their Will. Their final gesture is a legacy for the future and will ensure that we can continue to change the lives of people living with sight loss.

A

Gladys Adamson
Elaine Aiken
David Anson
Shirley Armytage
Una Winifred Atwell
Marilyn Axford

B

William Baker
Constance Barrie
Henry Beaver
Cora Beehag
Shirley Bellamy
Mary Berkemeier
Susan Biddle
Galina Bilgrey
Vallex Blackford
Joyce Blomley
Alan Bowden
Stella Breen
John Brennan
Reuben Bridge
Margaret Bristow
Florence Brown
Mary Brown
Thomas Brown
Margaret Bushell

C

Marjory Carlisle
Anthony Charles
Nellie Chick
Marjorie Cincotta

Ellen Cleaves
Colin Coates
Ronald Cowan
Margaret Crawley
Doreen Crawley
Hazel Cromack
Elaine Cundy

D

Leslie Daley
Dawn Daniel
Ella Davidson
John Davidson
Bonny Davies

E

Elizabeth Eady
Kondelea Elliott
Sylvia Evans
Mary Evans

F

Helen Felder
Kathleen Finch
Raymond Fitzgerald
Jean Flood
Beryl Floyd
Dorothy Foott
Alan Ford
John Foster

G

Joy Gerling
Gerald Goldberg
Leah Golding
Valerie Goodridge
Beth Grainger

H

Poyce Hamilton-Smith
Raymond Haswell
Marjorie Hayes
Wendy Hine
Helen Hlavac
Patricia Hoffman
Cynthia Holcombe
Dulcie Holly
Elsie Horton
Roma Hough
Delia Howard
Bessie Howes

I

Moya Irvine

J

Kenneth Jackson
Keithia James
Doris Johnston
Frederick Jones

K

The Kemvan Trust
John and Connie
Kennedy Trust
Frank Keston
Corona Kling
Muriel Knighton
Karl Koper

L

Genevieve La Courte
Dennis Lane
Daphne Lawes
Rita Lawrey
Brian Leggatt
Katharina Liebig
Claus Lilje
Erica Lips
Elaine Loewe
Wai-Ling Louie

M

Elizabeth Mack
Margaret Maclaren
Carol Madden
Olga Malkiw
Pamela Marks
Noelene Martin
Helen Martin
Gretta Maston
Dorothy Maughan
Michele McCauley
Robert McDonagh
Sandra McDonald

Helen McKinnon
Donald McLeod
Douglas McMurtrie
Lorna Mead
Christine Mitchell
Elizabeth Molkenntin
Stanley Monroe
Eulalie Morrison
Vera Munro
William Murray
Ethel Murray

N

Audrey Neville
Eric Nowak

O

Brian Oakley
Noleen O'Connor
Thomas O'Connor
William Ogle
Aven O'Reilly
Thomas Orman
Ronald Osland

P

Dorothy Paget
Anthony Parker
Ivy Paton
Thelma Patterson
Johanna Pels
Joan Petersen
Endowment Fund
Rex Philp
Betty Pitkin

Gloria Pittman
Judith Povey
The Prance
Family Trust
Florence Probine
Susan Pryor

Q

Joyce Quinn

R

Joyce Race
Albert Reader
Alberta Richardson
Jean Robinson
Alma Rose
Maie Russell

S

Antony Sale
Anthony Sarcia
Wilhelm
Schifferdecker
Rita Scionti
Boyd Seckold
Marjorie Seddon
Diana Sewell
Roger Sheppard
James Sinapius
Shireen Smith
Janice Smith
Eleanor Smith
Janice Speechley
Milon Srejber



Milford Stahl
Peter Stanmore
Patricia Stapley
Lexie Steel
Peter Stewart
Christina Summers
Ellen Swanbrough
Dorothy Symblett

T

Jean Teasdale
Riki Thorne-Young
Jessie Towndrow
Iris Train
Thomas Tuite

V

Robert Vale

W

Betty Wade
Geoffrey Wainwright
Yvonne Walker
Monica Watts
Lorraine Webb
Dorothea Whittome
Karin Wigmore
Gary Williams
Raymond Wilson
Johanna Wyld

As part of her legacy, long-term supporter **Kerry Dolan** has included a gift in her Will to Guide Dogs NSW/ACT and wants to see the proceeds of the sale of her townhouse go towards changing the lives of people living with sight loss.

"I've always had Labs when growing up and my parents were supporters of Guide Dogs. Since retiring, I have been able to become more involved and have had the chance to see firsthand the wonderful work the organisation does," Ms Dolan said.

"It's lovely to think that even when I'm not around, our family name can still be associated with such a great charity."

Our Valued Partners

We extend our warmest thanks to the many people in the community and corporate organisations for their support and help during the year.

Guide Dogs NSW/ACT Corporate Partners

Forum Group Pty Ltd
PD Steel Fabrication Pty Ltd
The staff of AMP
The staff of Australian Tax Office
The staff of VivCourt Trading
View Holdings Pty Ltd

Trusts and Foundations

Graf family
JLDJS Foundation
Lord Mayor's Charitable Foundation through the Eldon and Anne Foote Trust
Perpetual Foundation - Sibley Endowment
Perpetual Foundation - The John and Nicola Caliguri Endowment
Perpetual Foundation - The John and Enid Lane-Brown Endowment
The Bunderra Foundation
The Centenary Foundation - The Judith Hodge Fund
The Dugald and Judith Mactaggart Bequest, managed by Equity Trustees
The Elliott Family Trust
The Hargrove Foundation
The John and Lois Turk Charitable Gift No 2, managed by Equity Trustees
The Rali Foundation

National Guide Dogs Australia Corporate Partners

ADVANCE™
Boehringer Ingelheim - NEXGARD®, HEARTGARD30® PLUS and PARAGARD®
Coles
Dimple Optics
Greenstone Financial Services
IDEXX Laboratories
KONG Company
PAW® by Blackmores
PETstock

Clubs, Schools and Community Groups

Bowlers Association
Capital to Coast
Earlwood-Bardwell Park Probus Club
Marlborough Hotel
Mid-North Coast Vision Impaired and Blind
Moruya Branch CWA
Philatelic Society of Canberra
Presbyterian Ladies College Sydney
Ravenswood School for Girls
Tuggerah Tufts

Volunteer Support Groups

Central Coast Support Group
Dubbo Support Group
Moree Support Group
Mudgee Support Group
Rotary Club of Orange North
Tamworth Support Group

Pro Bono Legal Services

HWL Ebsworth Lawyers
Herbert Smith Freehills

Donation Dog Hosts

Blacktown RSL
Cabra-Vale Diggers Club
Club Central
Coles Supermarkets across NSW and ACT
Dachshund Coffee
Dubbo RSL Club
East Maitland Veterinary Clinic
Gosford RSL
IGA - select stores
Liquorland - select stores
Merimbula RSL Club Ltd
Mingara Leisure Centre
South Tamworth Shoppingworld
St George Motor Boat Club
Sydney Junior Rugby
West's Nelson Bay
Woolworths Supermarkets - select stores
... and hundreds of other wonderful Guide Dog Donation Dog Hosts across NSW and ACT.



Thank you.

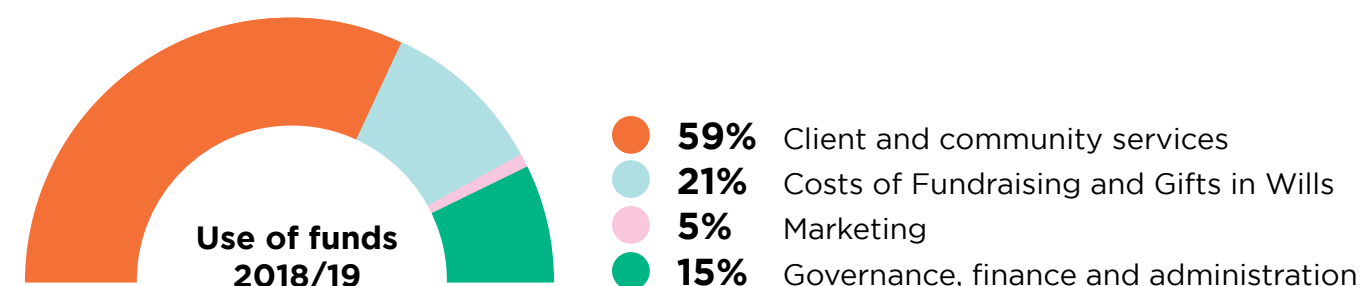
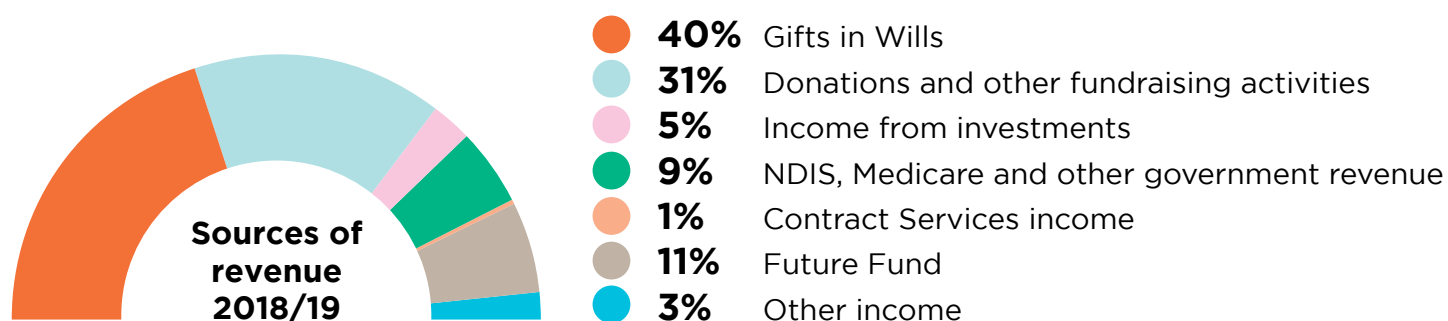
Two-year-old Sora, a young client with vision impairment, hugging one of our Donation Dogs.

Abridged Financial Statements*

Statement of Comprehensive Income for the Financial Year ended 30 June 2019	2019 \$'000	2018 \$'000
Gifts in Wills	13,367	17,976
Donations	10,415	8,660
Sale of Fundraising Merchandise	133	154
Investment income	1,681	2,539
NDIS, Medicare and other government funding	3,155	1,632
Contract Services income	401	221
Income received on closure of Future Fund	3,636	-
Other income	1,022	798
Revenue from ordinary activities	33,810	31,980
Other Gains/(Losses)		
Net gain on non-current assets held at fair value through profit and loss	1,076	472
Net gain on disposal of investments	-	763
Net (loss) on disposal of non-current assets	(161)	(96)
Total Income	34,725	33,119
Client Service costs (Guide Dogs NSW/ACT and CFEH)	(23,599)	(22,338)
Community education and advocacy	(136)	(469)
Fundraising overheads including:		
Fundraising donor management	(2,689)	(2,301)
Planned giving expenditure	(898)	(1,293)
Appeal costs	(4,800)	(3,364)
Fundraising Merchandise	(86)	(85)
Marketing	(1,922)	(864)
Governance and administrative services	(5,851)	(4,910)
Total Expenses	(39,981)	(35,624)
Net (deficit) from ordinary activities	(5,256)	(2,505)
Other comprehensive income	-	-
Total comprehensive income	(5,256)	(2,505)

Statement of Financial Position as at 30 June 2019	2019 \$'000	2018 \$'000
Current Assets		
Cash and cash equivalents	4,100	4,701
Trade and other receivables	1,206	1,137
Inventories	27	71
Other financial assets	5,957	13,007
Other current assets	337	251
Total Current Assets	11,627	19,167
Non-Current Assets		
Financial assets at fair value through profit or loss	37,917	35,313
Property, plant, and equipment	13,859	14,681
Intangibles	43	93
Other financial assets	250	58
Total Non-Current Assets	52,069	50,145
Total Assets	63,696	69,312
Current Liabilities		
Trade and other payables	1,774	2,240
Employee leave provisions	1,575	1,558
Total Current Liabilities	3,349	3,798
Non-Current Liabilities		
Employee leave provisions	361	387
Leasehold make good liability	115	-
Total Non-Current Liabilities	476	387
Total Liabilities	3,825	4,185
Net Assets	59,871	65,127
Accumulated Funds		
Accumulated Surplus	58,515	65,127
Reserves	1,356	-
Total Accumulated Funds	59,871	65,127

*These figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2019. The full Financial Statements and Auditor's Opinion are available on request or via our website: www.guidedogs.com.au



Board of Directors



Mr Kieran Maurice Lane
President | LLB Hons, LLM

Practising solicitor and a former tax partner at KPMG. Joined the Board in 2012 in a non-executive capacity. Kieran has 20 years' experience at KPMG in several senior management positions including serving as an elected member of the KPMG Board for five years. Past activities include acting as a member of the St Joseph's College Finance Committee and a Vice President of the Australia China Business Council. Kieran is a member of the Finance, Audit & Risk Management and the Nomination & Remuneration Sub-Committees.



Mrs Linda Vivienne Druitt
Vice President | BBus (Acc), CPA

Director, Nortons Business Advisors. Joined the Board in 2004. Lindy has more than 30 years' experience in public practice offering business advice, self-managed superannuation and taxation services to small and medium business. Lindy is Chairman of the Finance, Audit & Risk Management Sub-Committee.



Ms Zorana Bull
MA (Eng, Econ & Mgmt), FAICD

Founding Director of Altura Partners (Strategic Management Consultants - Sydney/Melbourne). Joined the Board in 2010. Zorana has more than 25 years' experience in strategy development, operational performance improvement and organisational change. She was previously a Partner with leading global consultancy PA Consulting Group and Chief Operating Officer of the Australian business. Zorana is a Non-Executive Director with Port Authority of NSW, Healthshare NSW, AirRoad Pty Ltd and Fancy Engineering Ltd. Zorana is a member of the Finance, Audit & Risk Management Sub-Committee.



Mr James Bennett OAM
B Eng

Mechanical Engineer and self-employed business consultant (Disability Services Auditor). Joined the Board in 2011. James is a client, an experienced Guide Dog user and an advocate for those who are blind or vision impaired. He consults as a Consumer Technical Expert and Lead Auditor for Quality Management Systems (ISO & AS) primarily participating in Disability Services Audits throughout Australia. He also sits on several Advisory Committees with the National Disability Services covering Open Employment and Australian Disability Enterprises. James is a member of the Corporate Governance Sub-Committee.



Mr Hongbin Liu
MAppFin, MA

General Manager of the Industrial and Commercial Bank of China (ICBC) Sydney Branch. Elected to the Board as a Director in November 2013. Hongbin has over 20 years' experience at ICBC, including serving as the Chief Representative in Australia and General Manager in Italy. Hongbin resigned from the Board in August 2018.



Dr Anthony Broughton Mosman BVSc

Veterinarian and partner of the Bondi Junction Veterinary Hospital since 1976, the home of the present TV series Bondi Vet. Joined the Board in 1999. Past activities include President of the Australian Veterinary Association, Sydney, and serving on several municipal council animal advisory groups. Tony is a Director for the Centre for Eye Health. Tony resigned from the Board in July 2019.



Ms Robin Low
BCom, FCA, GAICD

Non-Executive Director. Joined the Board in June 2019. Robin brings broad sector experience across financial services, technology, medical research funding, M&A and governance/risk. Robin's executive career was with PricewaterhouseCoopers where she was a partner specialising in audit and risk and led a practice area. She is now a non-executive director and is on the board of four listed companies (APX, AUB, CSV and IPH) and serves as chair of their audit or audit and risk committees. She is also on the board of two other charities, Primary Ethics and Public Education Foundation. Robin has a personal love of dogs, volunteering weekly with her dog, Daphne, at a dementia respite care facility. Robin is a member of the Finance, Audit and Risk Management Sub-Committee.





Ms Jacqui Jones B.Ec (Soc Sci), M.A, Grad Dip Ed, MAICD

Director, The Impact Assembly at PwC. Jacqui has 25 years' experience working in both the private and not-for-profit sector, in social impact, corporate partnerships and change management. She was previously CEO of the Australian Business and Community Network (ABCN). Joined the Board in 2018 and is a member of the Nomination & Remuneration Sub-Committee.



Mr Allan Barry Calvert Stephen OAM FFA, FIAA, FAICD

Formerly, General Manager Zurich Australia Ltd. responsible for all aspects of the business. Over 30 years' experience as a Director of unlisted public companies. Joined the Board in 1999. Chairman of the Centre for Eye Health Ltd. Currently a member of the Finance, Audit & Risk Management Sub-Committee.



Mr Steven Kouris BEc/LLB, LLM

Strategic counsel, advisor and professional non-executive director. Joined the Board in 2010. Steven has extensive corporate governance, leadership, strategic planning and risk management expertise. He has worked for major national law firms such as King & Wood Mallesons & Allens and has substantial expertise in major projects, building and construction, and property. He is Chairman of the Corporate Governance Sub-Committee and an Alternate Director of the Centre for Eye Health. He is also a Non Executive Director of EIS Health Ltd (the primary health care network for Central and Eastern Sydney) where he chairs the Finance and Audit & Risk Committees.



Mr Ian Andrew Jamieson BCom (Mktg), CPM (AMI), MAICD

Strategic marketing consultant and co-founder of business strategy consultancy, The Initiatives Group. Joined the Board in 2008. Ian has more than 30 years' experience in marketing and business strategy development, including corporate positions and managing his own consultancy business. He is a Fellow of the Australian Marketing Institute. Ian is Chairman of the Nomination & Remuneration Committee and a member of the Corporate Governance Sub-Committee.



Executive Leadership Team



Dale Cleaver Chief Executive Officer



Tom Bodger Chief Financial Officer



Annette Clarke Head of Services



Gillian Bryan Head of People & Culture



12-year-old Noah is legally blind, but he's also a fast and fearless BMX racer.



“I love when I'm riding, it **feels like I'm free**. As I get older, I'm not that worried because **Guide Dogs is there to help me.**”

Noah Johns

Corporate Governance

Board responsibilities

The Board consists of independent non-executive Directors who have extensive relevant experience to bring independence, accountability and judgment to the Board's deliberations, so the Board acts in good faith and in the best interests of Guide Dogs NSW/ACT, ultimately for the benefit of its stakeholders.

The Board also ensures that Guide Dogs' corporate governance framework across the organisation accords with best practice.

In particular, the Board:

- ensures legal, regulatory and financial obligations are met
- sets and reviews strategic direction
- monitors the operating and financial performance of the company
- evaluates the performance of the Chief Executive Officer, and senior management
- sets risk policy and monitors risk management; and
- ensures that relevant stakeholders are appropriately informed of material developments.

The Board considers stakeholders to include: clients, members of the organisation, employees, benefactors, volunteers and the community at large (including people who are blind or have impaired vision who are not clients).

In preparing this statement, the Board has focused on its structure, principles and core values.

Board structure

- The Guide Dogs NSW/ACT Constitution provides for a maximum of nine (9) and a minimum of six (6) Directors. There are currently nine (9) Directors.
- No employee can be a Director.
- The Chairman is appointed by the Directors from amongst their number.
- There is no maximum appointment term specified for Directors; however, one third of the Board must retire at each Annual General Meeting and may offer themselves for re-election, in the interests of reassessing Board skills and capabilities.
- New Directors are nominated by the Nomination, Remuneration and Culture Committee and may be appointed by the Board to fill a casual vacancy.



Sub-Committees

- The Board has created several Board Sub-Committees to assist with its role in governing the organisation.
- All Sub-Committees operate under formal terms of reference, which are updated when necessary.
- The Board does not however delegate major decisions to Sub-Committees.
- Sub-Committees are responsible for considering their relevant issues and making recommendations to the Board, within the scope of their respective terms of reference.
- The Finance, Audit & Risk Management Sub-Committee monitors the management of the company's reserve funds and assists the Board in fulfilling its audit, accounting and reporting obligations, monitors external auditors (including the independence of the external auditors) and ensures compliance with legal and statutory obligations. Working with senior management, it reviews the risks faced by the company, assessing the probability, magnitude and possible impact of the risk.
- The Chairman of the Finance, Audit & Risk Management Committee has appropriate financial experience.
- The Nomination, Remuneration and Culture Committee nominates new Directors, recommends remuneration for the Chief Executive Officer and senior management and monitors succession planning.
- The Corporate Governance Committee reviews Guide Dogs' Corporate Governance framework across the organisation with a view to ensuring that it remains relevant and consistent with best practice.

Processes

- Board Meetings are structured to encourage active participation by all Directors at meetings.
- Directors have open access to information, subject to maintaining its confidentiality.
- The Board receives regular presentations from management.
- The Chief Executive Officer and Chief Financial Officer certify the accuracy and completeness of financial information provided to the Board.
- Independent professional advice is available to Directors, subject to approval by the Chairman.
- The Board operates under a formal Charter which also addresses conflicts of interest.
- The Board monitors organisational Work Health & Safety as well as key incident reports from management.

External auditor independence

- The Board monitors the independence of the external auditors.
- The Board has the discretion to restrict the type of non-audit services which can be provided by the external auditors.
- The Finance, Audit & Risk Management Sub-Committee meets periodically with company management and at least annually with the external auditors, both with and without management present.

Company Information

Guide Dogs for the Blind Association of New South Wales was founded by volunteers in 1957 and incorporated in 1962. In 1979, the association changed its name to the Guide Dog Association of New South Wales to encompass people who are blind or have impaired vision. In 1991, the association merged with ACT Guide Dog Association Limited to form the Guide Dog Association of New South Wales and ACT. In 2003, the company changed its name to Guide Dogs NSW/ACT.

Guide Dogs NSW/ACT is a public company, limited by guarantee, ABN 52 000 399 744. The Centre for Eye Health is a fully-owned subsidiary of Guide Dogs NSW/ACT.

We derive financial support through the generosity of the people of NSW and the ACT. We receive under 10% of our funding from Government.

Guide Dogs NSW/ACT is a member of both Royal Guide Dogs Australia and the International Guide Dog Federation.



We provide:

- Guide Dogs
- Assessment and intervention in orientation and mobility skills for people who are blind or have impaired vision
- Children's Orientation and Mobility Services
- Services to support independent daily living skills
- Low vision assessment and training
- Assistive Technology assessment and intervention
- Aids, including mobility canes and electronic mobility aids
- Therapy dogs to people who need them due to isolation, disability, age, or ill health
- Advocacy and support to assist people to access funding and other supports in their community
- Advocacy and community education on the needs and rights of people who are blind or have impaired vision
- State-of-the-art eye imaging and diagnostic services, for early detection of eye disease.

We deliver our services:

- In the home and neighbourhood of clients
- To, from and at clients' places of employment
- At schools, universities, and other educational institutions
- From venues in Sydney and in regional centres
- At the Centre for Eye Health at Kensington and other locations
- In Low Vision Clinics
- At the Guide Dogs Centre at Glossodia
- Where appropriate, to meet with clients' requirements.

Our policy

All of our services are provided at no cost to our clients.

Confidentiality and privacy

Guide Dogs NSW/ACT is committed to protecting the personal information of clients, members, donors, supporters, customers and other individuals with whom we have a relationship.

Providing personal information is an act of trust that we take seriously, so we make every effort to support and understand the communication and privacy needs of our community.

Our privacy policy sets out our approach to the management of personal information. Subject to privacy law, you may access and seek correction to your personal information. Our privacy policy contains information about how we endeavour to comply with the Australian Privacy Principles, how you can contact our Privacy Officer or how you can make a complaint about privacy.

Guide Dog's NSW/ACT's privacy policy is on our website at guidedogs.com.au/privacy-policy and you can also contact our Privacy Officer on (02) 9412 9300 or privacy@guidedogs.com.au.



Contact Details

Head Office – Chatswood*

Guide Dogs NSW/ACT
2-4 Thomas Street
Chatswood NSW 2067

PO Box 1965
North Sydney NSW 2059

(02) 9412 9300
chatswood@guidedogs.com.au
www.guidedogs.com.au

Areas serviced: Sydney, Wollongong, Bowral,
Nowra, Broken Hill, Bourke, Mildura

Albury

(02) 6041 5201
albury@guidedogs.com.au

Areas serviced: Albury, Wagga Wagga,
Griffith, Cooma

Blacktown

(02) 9676 5802
blacktown@guidedogs.com.au

Areas serviced: Sydney, Blue Mountains

Canberra (ACT)

(02) 6285 2988
canberra@guidedogs.com.au

Areas serviced: Batemans Bay, Murrumburrah,
Queanbeyan, Goulburn, Cootamundra, Griffith

Coffs Harbour

(02) 6691 8500
coffsharbour@guidedogs.com.au

Areas serviced: Coffs Harbour, Taree,
Port Macquarie, Kempsey, Grafton

Dubbo

(02) 5823 4010
dubbo@guidedogs.com.au

Areas serviced: Dubbo, Orange, Mudgee,
Lithgow, Cowra, Forbes, Parkes, Bathurst

Guide Dogs Centre (Glossodia)

(02) 4579 7555
guidedogscentre@guidedogs.com.au

Lismore

(02) 6622 2535
lismore@guidedogs.com.au

Areas serviced: Ballina, Casino, Lismore,
Murwillumbah and Tweed Heads

Newcastle

(02) 4925 3066
newcastle@guidedogs.com.au

Areas serviced: Central Coast, Singleton,
Foster, Tuncurry, Muswellbrook, Scone,
Maitland, Cessnock, Tenterfield

Tamworth

(02) 6761 3152
tamworth@guidedogs.com.au

Areas serviced: Tamworth, Gunnedah, Armidale,
Glen Innes, Inverell, Narrabri, Moree

Wollongong

(02) 4225 9247
wollongong@guidedogs.com.au

Areas serviced: Southern NSW, Illawarra,
Shoalhaven, South Western Sydney,
Campbelltown, Southern Highlands

Centre For Eye Health

Barker St, Gate 14
The University of New South Wales
Kensington NSW 2052

(02) 8115 0700 or 1300 421 960
enquiries@cfeh.com.au
www.cfeh.com.au



Ted Barend using his white cane to safely board the new light rail in Canberra.

*We wish to acknowledge the traditional owners of the land on which our head office in Chatswood stands – the Cammeraygal People of the Guringai Nation.

Guide Dogs

NSW/ACT

Guide Dogs NSW/ACT

ABN 52 000 399 744

Guide Dogs NSW/ACT receives under 10% of its funding from Government and is financially dependent on the generosity of the people of NSW and the ACT.