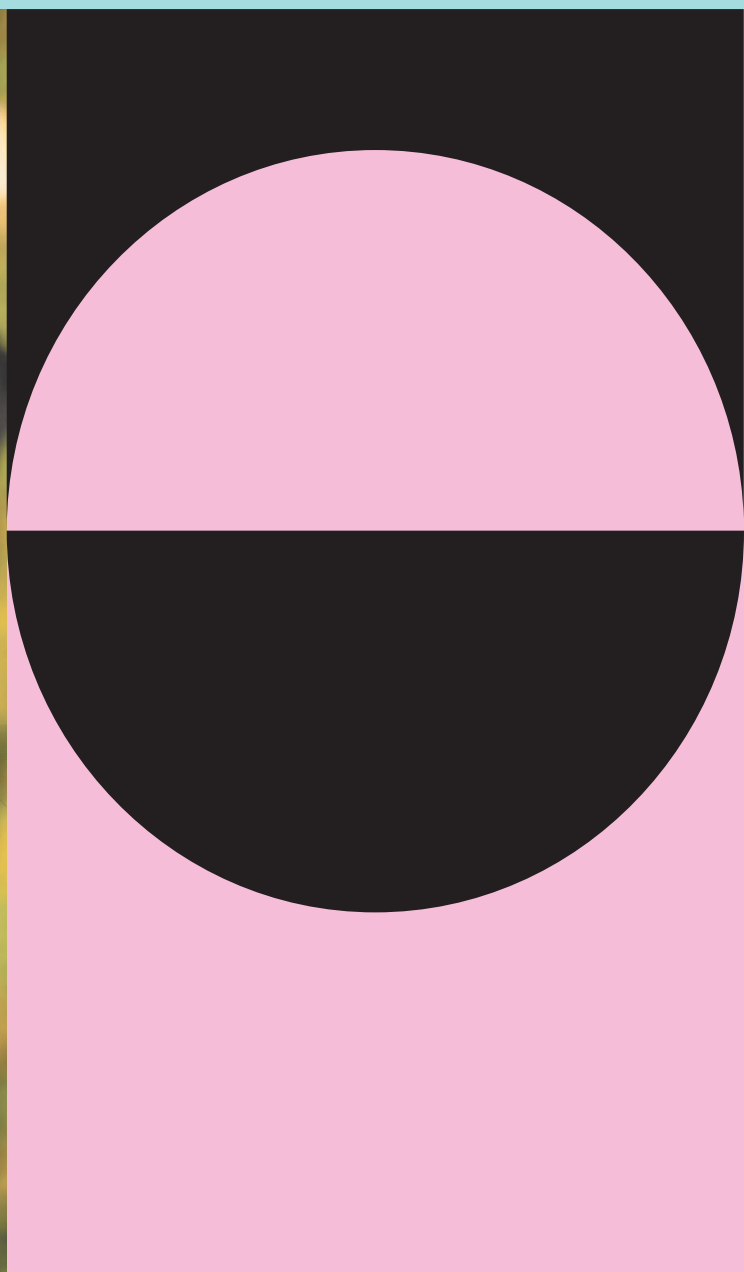


# Guide Dogs.

2021

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## Victoria Annual Report



# Together, our lived and learned experiences give us the confidence required to see what's ahead.



## Our vision and mission.

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To be the first choice provider of services for people with blindness or low vision that enables a lifetime of independence.

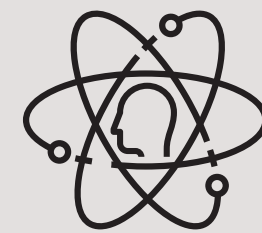
## Our purpose.

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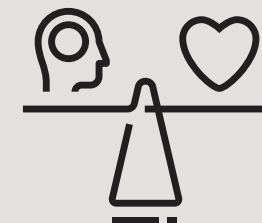
We see beyond sight loss.  
We find ways to support independence.  
We look for solutions to make big differences.  
We create connected communities.

## Our values.

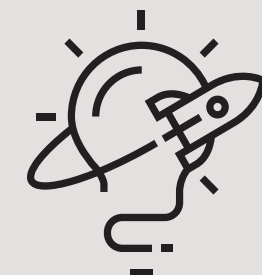
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Our Clients come first in everything we do.



Lead with head and heart.



Never stop exploring.



Walk the talk.



Lift each other.





A message from our CEO.

## Thank you for your commitment, passion and endurance.



As we farewell another financial year, I would like to take this opportunity, on behalf of the entire Executive Leadership Team, to sincerely thank all Clients, staff, volunteers and supporters of Guide Dogs Victoria for your commitment, passion and endurance, in what has been one of the most challenging years on record for Australia, and for our organisation.

I was immensely proud to witness the way our staff, volunteers and donors rallied together during the height of the pandemic to ensure first and foremost, that our Clients were supported and remained connected. It is a testament to the values and behaviours that underpin our culture that puts our Clients front and centre of every decision we make.

While it was an extremely challenging year, there is much to be grateful for and many achievements to celebrate. Our achievements, however, are not ours alone. As an organisation whose very existence is reliant on the generosity of our community, we are sincerely thankful to have ongoing support from such incredible supporters.

From our Puppy Pals to our Major Sponsors and National Corporate Partners, your continued commitment to Guide Dogs Victoria is what makes it possible for us to continue striving to make a difference in the lives of Victorians living with low vision or blindness.

Since 1957, Guide Dogs has been committed to creating a safer and more accessible world, and helping people regain the skills, confidence and independence they need to live the life of their choosing. While we find ourselves facing a new way of working and interacting, this mission remains unchanged and our dedication unwavering.

So, as we emerge from one of the most uncertain periods in Guide Dogs history, and indeed one of the most challenging periods for all Australians, our focus turns to the lessons we have learnt, the experiences that have shaped us during this time, and what we need to do to support Victorians with low vision or blindness to keep looking – and taking enormous strides – forward.

**Karen Hayes AM DSJ and Willow**  
Chief Executive Officer and Ambassador Dog,  
Guide Dogs Victoria



A message from our Chair.

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## Positively demonstrating our commitment to a unified purpose.

The last financial year was another defining year for Guide Dogs Victoria. We took enormous strides with our campus redevelopment, and the progress both onsite and in our fundraising efforts for this project have been truly astounding.

It has been incredibly inspiring for both the Guide Dogs Victoria and Guide Dogs NSW/ACT Board of Directors to witness the increasing level of collaboration between both organisations, with our three Centres of Excellence positively demonstrating our commitment to a unified purpose and consistency in fundraising, marketing, and the breeding, raising and training of our wonderful dogs.

Even during the toughest of times, I have witnessed the team at Guide Dogs Victoria maintain their commitment to providing consistency and continuity of care to their Clients. In speaking with Clients, the Guide Dogs Victoria team knows there are those who are losing confidence as their world seems to close in around them. They are afraid of losing the skills they had worked so hard to learn, and the independence for which they fought so hard.



For over 60 years, we have been in the business of finding creative solutions to help people achieve their goals, and this situation is no different. We also now have the benefit of technology – right at our fingertips – and there are always options including telepractice. Now is the time for us to be innovative, and as COVID-19 case numbers continue to rise, the Guide Dogs Victoria family is learning to work with each other to pivot and to try new things.

On a more personal note, I have been so proud to support and be a part of the evolution of Guide Dogs Victoria's first Reconciliation Action Plan (RAP). Through my involvement with Guide Dogs Victoria, I have seen firsthand the importance of creating a safe, respectful and accessible environment where everyone can expect equity of care.

While this is a big step for Guide Dogs Victoria, it is only the first, and I am excited for what is yet to come; both in our journey towards closing the gap for Aboriginal and Torres Strait islander Peoples but also in creating a culturally safe organisation for staff, Clients, volunteers and donors from all walks of life.

We may be a heritage brand but our dedication to evolving in line with the changing needs of our community is something I am very privileged and proud to be a part of as Chair of the Guide Dogs Victoria Board of Directors.

I know I speak for the entire Guide Dogs Victoria Board of Directors when I say we are all so fortunate to be overseeing such a fantastic and dedicated team. Our sincere gratitude also goes to Karen Hayes and the Guide Dogs Victoria Executive Leadership Team for their direction and leadership during this time, and to all Guide Dogs Victoria staff, volunteers and supporters for their continued commitment to providing high-quality services and supports to Victorians with low vision or blindness.

**Iain Edwards**  
Chair, Board of Directors  
Guide Dogs Victoria







A message from our Patron.

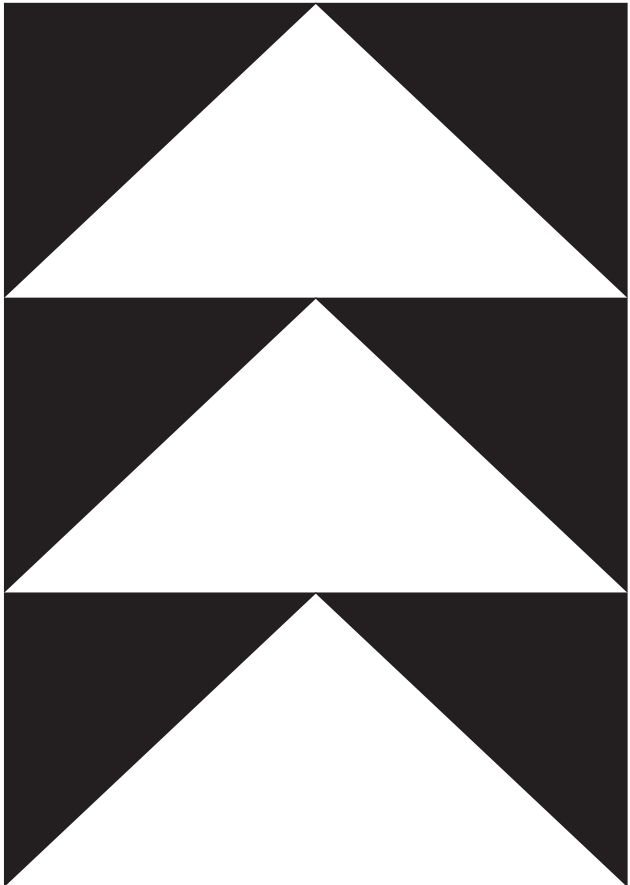
# Never has this resilience been more critical, or more appreciated.

As Patron, I congratulate Guide Dogs Victoria for the way in which it has forged ahead through all the uncertainty and change that the last year has held, firmly retaining its focus on the needs of its Clients.

The determination of staff and volunteers, combined with the faith and trust of supporters, saw Guide Dogs Victoria discover new ways to continue providing the vital services for which they have been known and respected for more than 60 years.

I thank everyone connected with Guide Dogs Victoria for such unwavering commitment to the health and wellbeing of their community. Never have your resilience, the care that you have shown and the hope that you have offered been more important.

**The Honourable Linda Dessau AC**  
Governor of Victoria





# Thank you for supporting Guide Dogs Victoria to change the lives of Victorians living with low vision or blindness.

Together, we achieved:

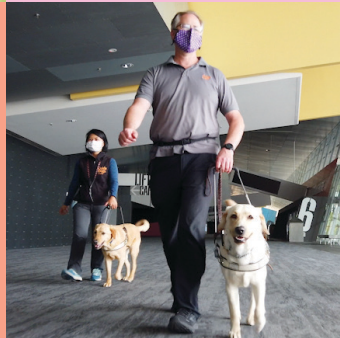
## Our Dogs.



**243**  
working Guide Dogs in the community.



**140**  
new pups welcomed into the world at our nursery, Cute HQ.



**6,343**  
hours of dog training sessions held.



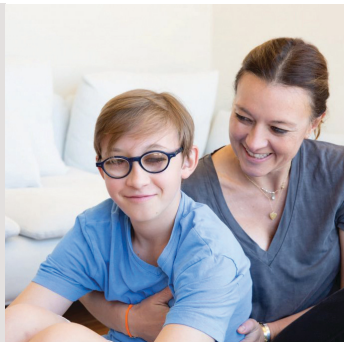
**67**  
dogs matched with their new Handlers:

- 35** Guide Dogs;
- 11** Breeding Stock Dogs;
- 19** Therapy Dogs;
- 2** Ambassador Dogs.

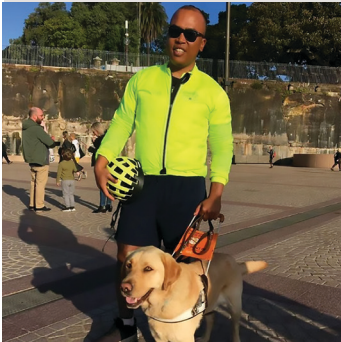


## Our Clients.

**21,727** hours  
of Client Services delivered including 6,933 hours for regional Clients.



**3,188**  
Client programs delivered.



**10,429**  
lives positively impacted through our services, including Clients and their support networks.

## Services breakdown by type.



- 31%** – Orientation and Mobility Training (adults and children).
- 28%** – Guide Dog Mobility Training.
- 13%** – National Disability Insurance Scheme (NDIS) Support Coordination.
- 11%** – Occupational Therapy.
- 8%** – Assistive Technology.
- 8%** – Orthoptics.
- 1%** – Early Childhood Services.



Our People.

140  
employees.





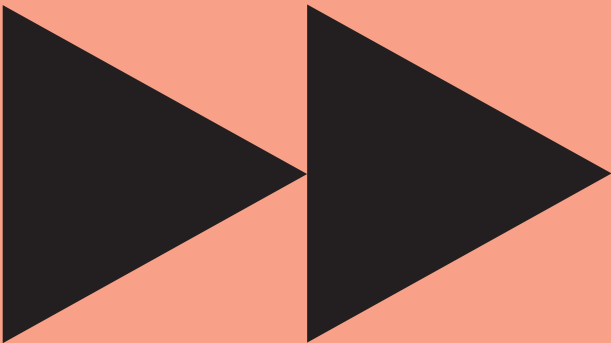
536  
volunteers.

1.3 million+  
volunteer hours.

87%  
average staff  
engagement.

87%  
average  
volunteer  
engagement.





Revenue.

Income	\$	% of income*
Fundraising and gifts in Wills	11,069,000	61
National Disability Insurance Scheme	2,785,000	15
Other income	2,126,000	12
Merchandise sales	62,000	0
Government grants	1,140,000	6
Provision of dogs and Orientation and Mobility Services	499,000	3
Finance and investment revenue	493,000	3

\*excluding income towards the redevelopment of our Kew Campus.

Expenses.

Expenditure	\$	% of expenditure
Cost of provision of dogs and Orientation and Mobility Services	11,874,000	70
Fundraising and gifts in Wills	3,036,000	18
Merchandise sales	9,000	0
Community information and public education	857,000	5
Corporate services	722,000	4
Other expenses	404,000	2



# Guide Dogs Victoria campus redevelopment update.

At Guide Dogs Victoria, we are committed to creating the world's first sensory campus that is both welcoming and inspiring for every member of the Guide Dogs Victoria community.

We are creating a space where our Clients feel safe and feel a sense of belonging, where our employees and volunteers feel driven and energised, and where our supporters can truly immerse themselves in the journeys of our Clients and our dogs and see firsthand the extraordinary and life-changing difference they make every day.

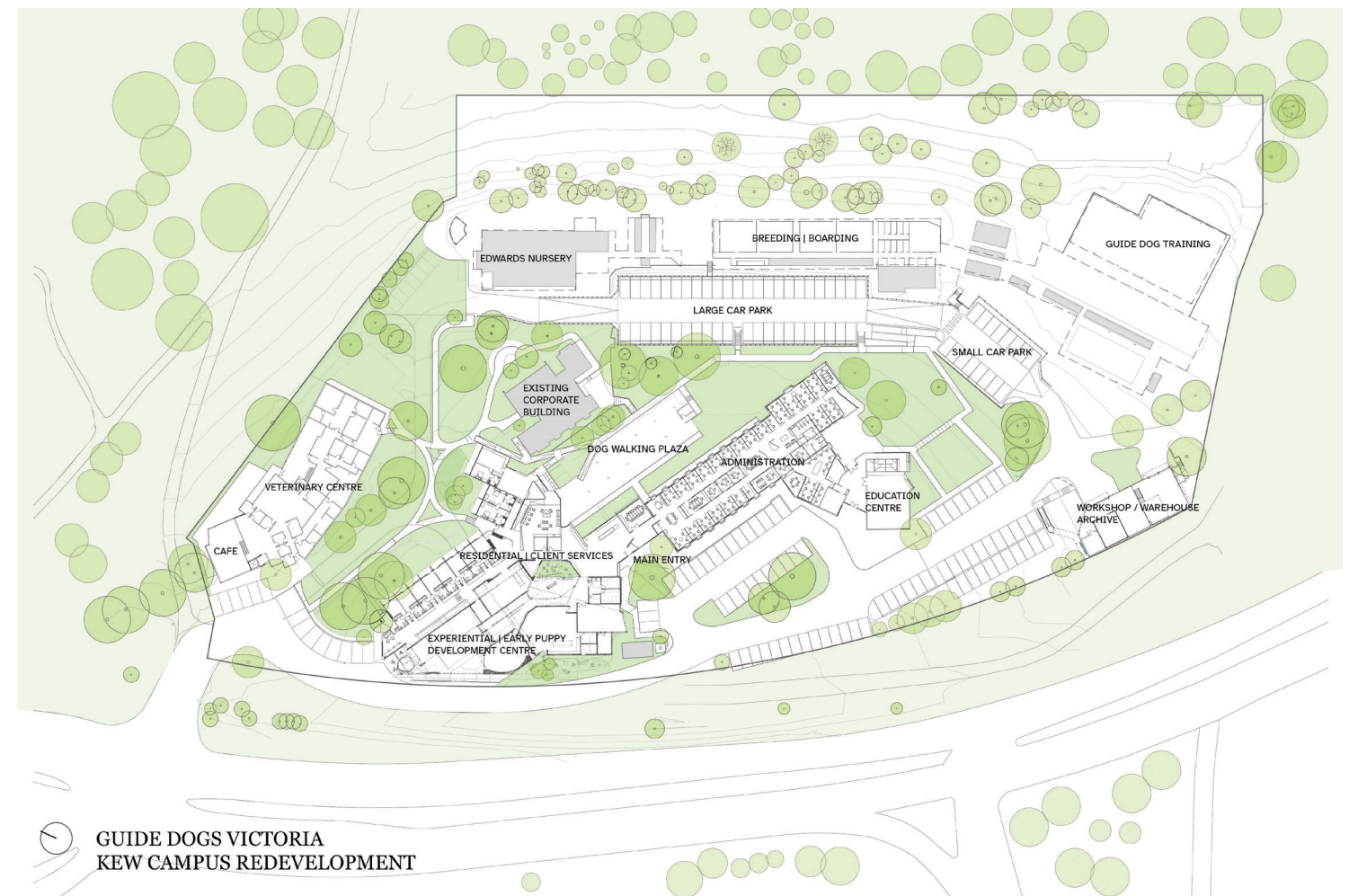
Despite the challenges of COVID-19, we have still been able to make enormous progress onsite and, in fact, have been able to accelerate construction works while the majority of staff and volunteers have been working remotely, delivering Stage 1 of our project on time and on budget.

Another silver lining to come out of an otherwise stormy year has been the incredibly rare – and short – window of opportunity we were given between construction phases to reimagine our design in line with what we have learned during the COVID-19 situation and in keeping with our overall organisational vision and strategy.

It gives us great pleasure to share with you our new, even bolder and more impactful plans for the iconic Guide Dogs Victoria campus and to thank those who have chosen to be a part of our journey.

The new Guide Dogs Victoria Kew campus aims to ensure that no matter what stage a person is at on their journey with low vision or blindness, they are greeted with hope, warmth, community, and innovation. As the world's first sensory campus, the new facility will allow us to provide higher-quality services to more people as well as providing vital income streams to sustain Guide Dogs Victoria as we enter the new era of the National Disability Insurance Scheme (NDIS).

The size and impact of this project has meant we have engaged a dedicated Project Manager who reports directly to our CEO. To ensure the appropriate governance surrounds this project, the Guide Dogs Victoria Board of Directors has set up a specific subcommittee to monitor the progress in line with plans and budget. In conjunction with a project control group that consists of the Guide Dogs Victoria Executive Leadership Team, the Project Manager drives all aspects of our campus redevelopment, ensuring we deliver on our milestones not only when it comes to budget and timelines, but importantly that it is delivered to the highest quality and safety standards.





Introducing the Guide Dogs Victoria Experiential Centre.

Our new Experiential Centre will consist of an Early Puppy Development Unit and an ‘impact zone’; a multi-media area that showcases what we do and the lives we change. The impact zone is designed to connect our supporters personally and emotionally with the difference Guide Dogs Victoria makes. Critically, this area will showcase our pups – which we know are a huge drawcard for supporters and visitors alike – as it will enable real-time viewing into the Early Puppy Development Unit.

Future-proofing Guide Dogs Victoria.

Increasing the Guide Dog success rate allows even more Clients to benefit from our amazing Guide Dogs. While many of these extra dogs will go to philanthropically funded Clients, some will go to NDIS Clients, providing valuable revenue to our organisation. Further, our modelling shows that the Experiential Centre has enormous potential to increase fundraising revenue by enabling donors to see and experience the impact of their support and investment in the organisation. Together, these revenue streams are anticipated to contribute several hundred thousand dollars per year that can be used to further support Clients who need us most.

This area will be designed to be multisensory and multipurpose, optimising and future-proofing its usage. Immersive technology can be set up to create awareness with the public, families or supporters, and can also be used for experiential Client programs for both on and off-campus, ensuring the best possible outcomes for those living with low vision or blindness.



The Future is in Sight.

Our progress.

Project Stage	Start	Completion	% of project	% of stage complete	% of project complete
Package 1: May Construction					
Stage 1a, 1b and 1c Sunken Carpark and Workshop.	Mar 2020	May 2020 – Completed January 2021	16	100	16
Package 2: 2Construct					
Stage 2 Veterinary Clinic and Café.	Mar 2021	Feb 2022	18	78	14
Demolition: 2Construct					
Demolition of Arnold Cook House, rear of Administration Building and Telemarketing Building.	Oct 2021	Oct 2021			
Package 3: 2Construct					
Stage 3 Administration and Education Centre.	Nov 2021	May 2022	22		
Stage 3a Corporate Building.	May 2022	Sep 2022			
Stage 4 Residential Client Services, Main Entrance, Lobby, Experiential Centre and Early Puppy Development Unit, Dog Training Plaza.	Nov 2021	Dec 2022	40		
Package 4: Civil contractor					
Completion and construction of all access roads and perimeter carpark.	Oct 2022	Feb 2023	5		
Package 4: Landscape contractor					
Stage 5 Landscape all landscaping elements including sensory gardens and integration of old and new footpaths.	Oct 2022	Feb 2023			
Legend:	Complete	In Progress	Total Project percent complete		
			100		
			30		



# Together we will transform even more lives.

Thank you for your generosity. With your support, we will transform the lives of thousands of people living with low vision or blindness and their support networks for decades to come.

Alphington Developments Pty Ltd  
Annie and John Paterson Foundation  
Aron Ping D'Souza  
Arthur Fullwood  
Barbara Bedford  
BB and A Miller Foundation  
Bell Charitable Fund  
Betty Amsden AO DSJ  
Betty Amsden Foundation  
Bowness Foundation  
Charles and Cornelia Goode Foundation  
Charles Thompson  
Dr John Leaper OAM  
and Jenny Leaper OAM  
Eleanor Baillieu  
Estate of Albert Webster  
Estate of Jean Stewart  
Estate of Jillian Broderick  
Estate of Margaret Olivia Troy  
Estate of Mavis Irene McArthur  
Estate of Yolande Elizabeth Reid

Federal Government Community  
Development Grant  
Federal Government of Australia  
Gandel Philanthropy  
Geoff and Alex Kent  
Graeme Hayes and Karen Hayes AM DSJ  
Hanna and Bob Van Der Toorren  
Helen and Warwick Rule  
Iain Edwards  
Ian Potter Foundation  
Irena Cheesman  
Jean Hedges  
Jeanette Brookes  
Jennifer Gray  
John McLeod  
John T Reid Charitable Trusts  
Kel and Rosie Day Foundation  
L87 Foundation  
Lady Marigold Southey AC  
Lord Mayor's Charitable Foundation  
Luca Scribani Rossi

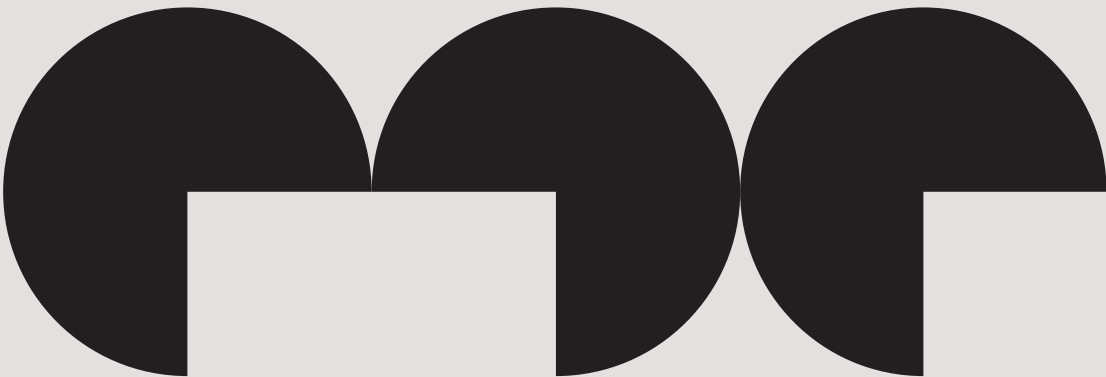
Margaret Ross  
Myer Foundation – Sidney Myer Fund  
Naomi Ryan  
Norm and Carol Hastings  
Pamela Ann Gange  
Patterson Cheney Group  
Paula and Joseph Pezzi  
Pierce Armstrong Foundation  
Rachel Knight  
Rose Downer AM and John Downer  
Rotary Club of Kew on Yarra  
Roy Edwards  
Russell and Womersley Foundation  
Russell Walker  
Sally Lindsay  
State Government of Victoria  
Susan and Graeme Houghton  
Suzanne Pyke  
Vince and Gabrielle Giuliano  
Wheelton Foundation



Gifts in Wills and Major Supporters.

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Thank you for  
your generosity.



Ada Withers  
Aged Persons Welfare Foundation  
Ainslie Cummins  
Alan Matheson  
Alex and Geoff Kent  
Alfred Curphey  
Allan Lorraine OAM  
Andrew Swan  
Ann Bury  
Annie Matthews  
Antoinette Alcock  
Baillieu Myer  
Benjeanie Healey  
Beryl Dean  
Betsy Taig  
Betty Spinks  
Betty Amsden Foundation  
Birchall Family Foundation Trust  
Bowness Family Foundation  
Brian Entwisle  
Bruce McDonald  
Charles and Cornelia Goode Foundation  
Cheng Lim  
Christine Bridgart  
City of Greater Bendigo  
Clive Ashwood  
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Department of Industry, Innovation and Science  
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Michael Teuma  
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Neville and Rita Brown  
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Norman Morris  
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William Shipperlee  
William and Dorothy Higgins  
Wyndham City Council  
Yolande Reid  
Yvonne Mee

Puppy Sponsors.

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John Downer  
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Lord Mayor’s Charitable Fund – Eldon and Anne Foote  
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Ritchies Supermarkets  
Wendy Sammells



# Guide Dogs Victoria Board of Directors.



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Chairperson



**David Cochrane**  
Vice Chairperson



**Harish Rao**  
Board Member



**Bruce Brook**  
Board Member and  
Chair of the Audit, Risk  
and Finance Committee



**Lisa Tepper**  
Board Member



**Anthony Kearns**  
Board Member



**Charles Thompson**  
Board Member



**Nick Mescher**  
Board Member



**Jenna Watts**  
Board Member

We extend our deepest thanks and sincere gratitude to **Angela Wheelton OAM DSJ**.  
Angela served on the Guide Dogs Victoria Board of Directors from July 2018 until November 2020.







**We're here whenever you need us.**

📍 2-6 Chandler Highway, Kew VIC 3101

☎ 1800 804 805

🌐 [vic.guidedogs.com.au](http://vic.guidedogs.com.au)

# **Guide Dogs.**

**ABN 68 004 621 461**