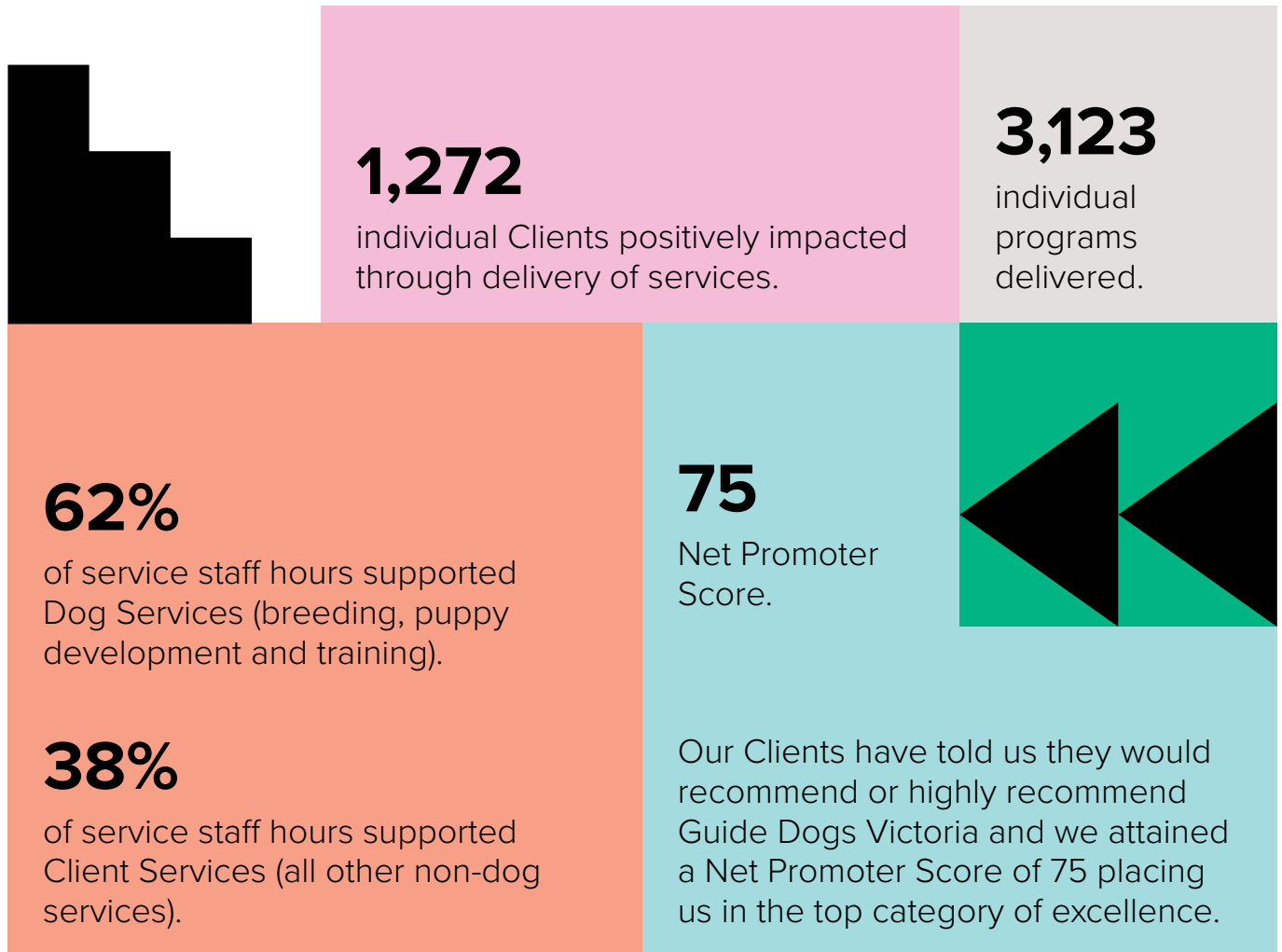


Our impact – 2022-2023.

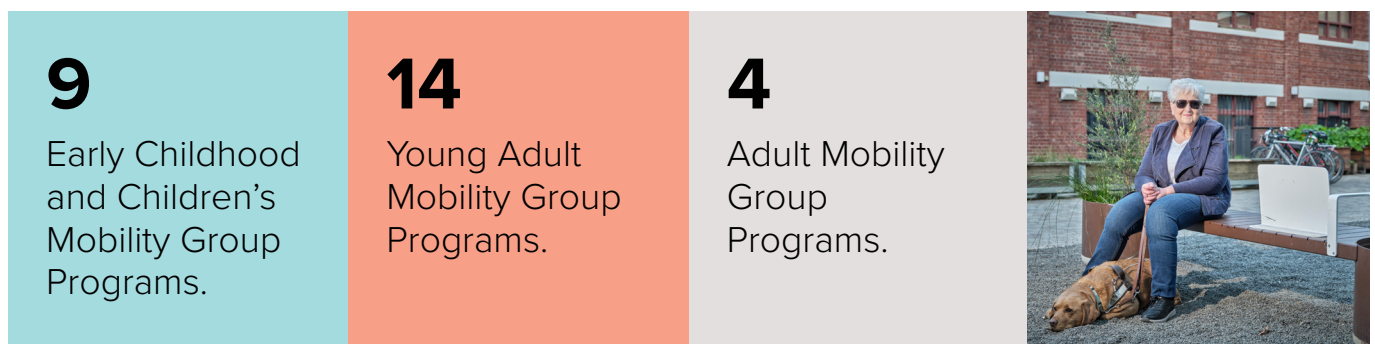
Thank you for supporting Guide Dogs Victoria to change the lives of people living with low vision or blindness.

Together we achieved:

Our Clients.



We supported 108 Clients to achieve greater independence and connection through:



Our dogs.

247

working Guide Dogs in the community.



109 dogs matched with their new Handlers:

36 Guide Dogs

48 Therapy Dogs

25 Other working dogs including 15 new Breeding Stock Dogs, three Facility Dogs, four dogs for external training, two puppies raised in another state and one dog sent for breeding overseas.

134

puppies born at Cute HQ.

Our people.



521

volunteers, including **220** Puppy Raisers.

1.2m+

volunteer hours.

146

employees, including **30** new starters.



Puppy Raising is a family affair for the van Rosendaals.

When it comes to show and tell at school, it doesn't get much better than bringing in a puppy.

That was the reality for Ed and Alison van Rosendaal's children when they started Puppy Raising for Guide Dogs Victoria back in June 2022.

With Jack, nine, and Lucy, six, heading off to school and Ed stepping away from a time-intensive job, they decided the time was right to open the doors of their North Caulfield home to a potential Guide Dog.

"This is something I have always been interested in doing after seeing a friend participate in a similar program a few years earlier," Ed said.



"I had some extra time on my hands, our kids were now more self-sufficient and I was looking for a project that not only worked with our family, but also gave back to our community."

Enter Vicky.

"Victoria, or Vicky, was our first puppy and we all fell in love with her instantly," Ed said.

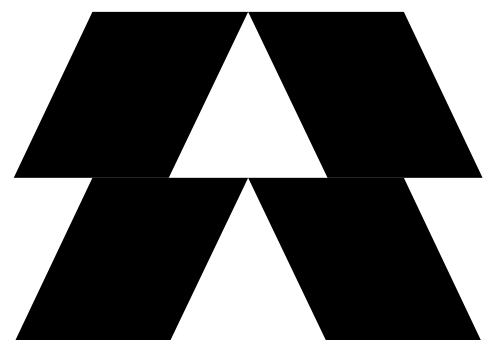
"She's very affectionate and loved being around all people as well as other dogs; she is very social. She can be a little sooky and cheeky at times, but that just added to her charm."

Not only did the family adore Vicky, but the children's school and wider community soon did, too.

"The whole school community has supported our family with this project and has welcomed the idea of using Victoria to teach the children about people with blindness and low vision," Ed said.

"Equally, it was a great opportunity to expose Victoria to lots of children in a busy environment and she really rose to the occasion."

Whatever the van Rosendaal's did worked, because Victoria has progressed to Guide Dog training, and the family are already involved in temporary relief caring to get their puppy fix.



Our services.

Adult Mobility Services.

Learn to move confidently and safely through the community.

Assistive Technology.

Identify and use the right technology to make life easier at home, at work, at school and in the community.

Children’s Mobility Services.

Children aged seven to 18 explore and develop skills to reach their potential.

Early Childhood Services.

Children aged zero to seven and their families explore and develop skills to reach their potential.

Group Programs.

Learn skills and connect with similar members of the community in a fun and relaxed group setting.

Guide Dog Services.

Partner with a Guide Dog to access the community with confidence.

Occupational Therapy.

Develop practical skills for everyday living, regardless of age or level of functional vision.

Orthoptic Low Vision Services.

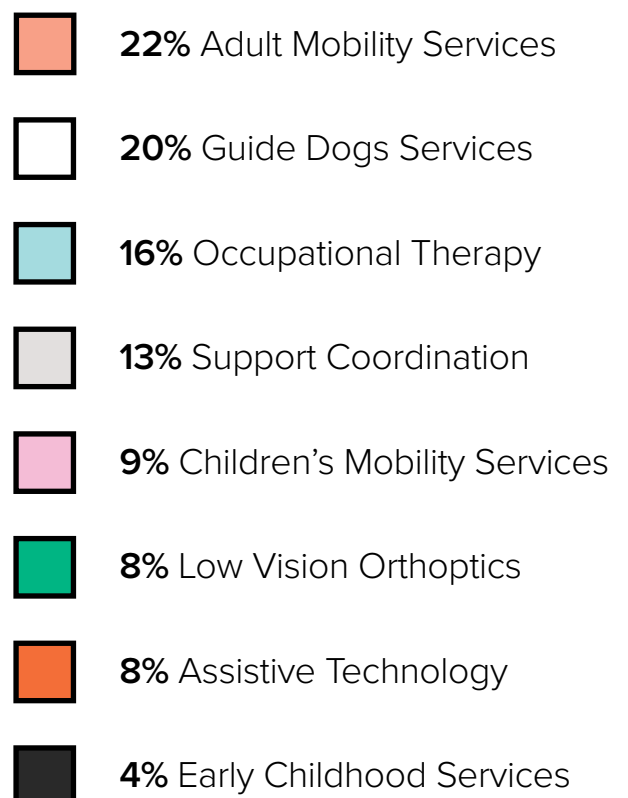
Understand functional vision, develop techniques and explore options to access visual information.

Support Coordination.

Find the right information, support and services to navigate the NDIS with a personal guide by your side.



Services measured by hours of support provided to Clients. Excludes Group Programs.



Our social impact.

We support our Clients to pursue meaningful activities that are important to them and to build and maintain strong relationships and connections to help them feel more positive about the future. This year we surveyed our Clients as part of our Social Impact Measures Framework.

Day-to-day life.	73% of Clients say that they are more confident doing daily activities.
Getting out and about.	80% of Clients say they have the skills and knowledge they need to get out and about with more independence.
Meaningful activities.	77% of Clients say that they are more confident doing activities that are important to them.
Relationships and connections.	80% of Clients say they have made or maintained social connections.
Feeling good.	82% of Clients feel more confident in themselves and what they can do.
Living the life you want.	69% of Clients say that overall, they are more able to live the life they want.

Steve and Connie.

In 2019, Steve was enjoying Easter at home with his family when, suddenly, he became dizzy, and he had to be rushed to hospital. Upon waking up in hospital, Steve was confronted with the news that he had suffered a stroke, which consequently caused him to lose 82% of his vision as well as the ability to see in colour.

The sudden and dramatic change to Steve's vision and overall health impacted every part of his life. His loss of depth perception meant even the simplest of tasks such as walking down the stairs or leaving the house on his own became very challenging.

Guide Dogs reached out to Steve and his wife Debra immediately after learning of his diagnosis. It took time for Steve to come to terms with his new life and accept help, but once he and Debra agreed to receive Guide Dogs' help, they never looked back.

Guide Dogs had an immediate positive impact on both Steve and Debra's lives. With the help of Occupational

Therapists, Steve was again able to use some of the appliances around the home such as the microwave and washing machine, which made everyday living much easier. Debra was also provided with emotional support and help with navigating the NDIS.

Steve also received Orientation and Mobility training in the use of a white cane, however, living in rural Victoria made navigating with a white cane very difficult. This made Steve an ideal candidate to become a Guide Dog Handler.

Steve admits the idea of having to care for a Guide Dog was scary, but since he and Connie have been matched together, his confidence and overall wellbeing have improved significantly. Steve and Connie now have set routines together where Steve feels confident in walking into his local café or doctor's office with Connie by his side. Steve and Connie have also ventured out of town and there are even plans to fly to Queensland together.

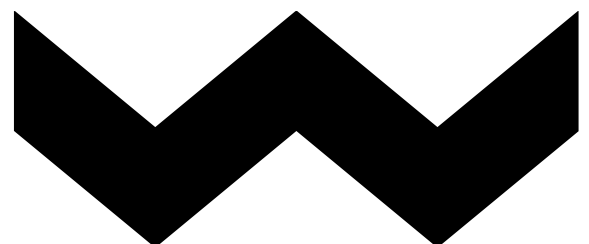
In addition to being an incredible source of confidence for Steve, Connie has also helped alleviate Steve's feelings of inadequacy by giving him a sense of responsibility and making sure that she's happy and healthy, which has helped them form a beautiful bond together.

Guide Dogs has supported Steve throughout his journey, bringing much relief to both he and Debra. This is possible thanks to the generous support of our donors. Without your help, we could not provide people with low vision or blindness with the services they need to live confidently and independently.



Our performance report.

KPI	2022/2023 Full year actual	2021/2022 Full year actual	Positive / (negative) variance from prior year
Service			
Service delivery hours	24,058	28,349	(4,291)
Number of training and support programs delivered	3,123	2,930	193
Number of Clients assisted	1,272	1,285	(13)
Number of Qualified Guide Dogs	36	39	(3)
Number of Therapy Dogs allocated	48	10	38
Number of other working dogs allocated	25	32	(7)
Number of Guide Dog users	247	244	3
People			
Employee sentiment percentage	68%	69%	(1%)
Lost Time Injury Frequency rate (number of lost time incidents for every 1 million employee hours)	8.3	11.58	(3.28)
Finance			
Operating surplus / (deficit) in \$'000	\$2,694	\$2,978	\$(284)
Operating surplus / (deficit) prior to Capital Purpose Income in \$'000	\$448	\$(1,979)	\$2,427
Working Capital Position (excluding Major Capital Development) in \$'000	\$2,556	\$2,850	\$(294)
Future is in Sight Campus Redevelopment cash position in \$'000	\$8,790	\$14,107	\$(5,317)
Future is in Sight Campus Redevelopment budget \$'000	\$32,451	\$29,973	\$(2,478)



Our revenue.

Income	2023 \$'000	2022 \$'000
Fundraising and gift in Wills	12,405	11,296
Fundraising for capital purposes	2,228	4,957
Revenue from the provision of dogs and orientation and mobility services	4,935	5,205
Rental revenue	194	48
Finance and investment (losses)/gains	1,066	(2)
Other income	0	4
Total revenue	20,828	21,508

Our expenses.

Expenditure	2023 \$'000	2022 \$'000
Fundraising gifts in Wills	3,392	2,837
Cost of provision of dogs and orientation and mobility services	12,894	13,897
Community information and public education	869	959
Corporate services	979	837
Total expenditure	18,134	18,530

We're here whenever you need us.

- 📍 2-6 Chandler Highway, Kew, VIC 3101
- 📞 1800 804 805
- 🌐 vic.guidedogs.com.au

Guide Dogs.

ABN 52 000 399 744