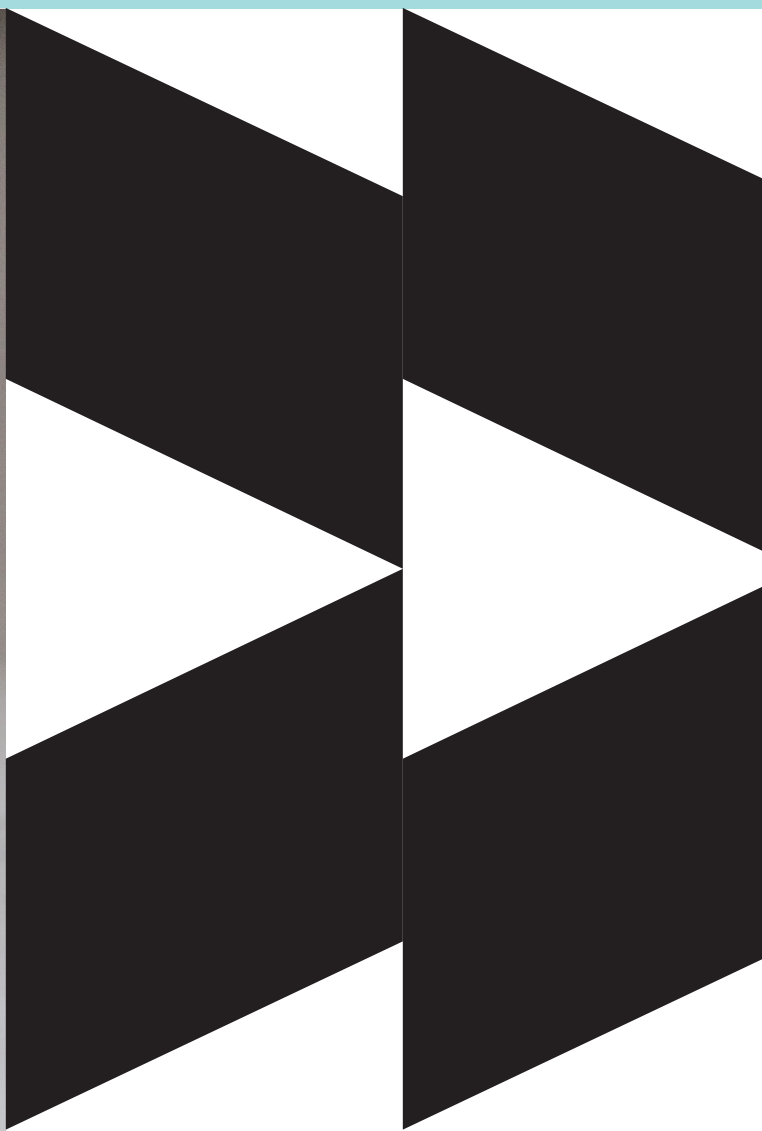


Guide Dogs.

Your Impact Unleashed



Together we are committed

Guide Dogs Victoria continues to strengthen its role as a vital community organisation.

Guided by our values we remain committed to ensuring we meet the unique goals of the individuals we work with and supporting people with low vision or blindness to live with independence, choice and confidence, because no two journeys are the same.

There are over 450,000 people with low vision or blindness in Australia, and this number is set to increase significantly. Living with blindness or low vision is not only a practical challenge, there are also emotional, social, and mental health needs that can impact daily life if left unmet.

Building resilience, confidence, and strong mental health is essential for people to thrive at home, at work, and in the community.

Together with your support, we are proud of all we have achieved. In this reporting period, we have delivered over 3,459 program engagements touching the lives of thousands of Victorians, their families and communities. We have matched 83 dogs with their new handlers including Guide Dogs and others into vital roles such as Therapy, Wellbeing, and Court Dogs. Our reach extended across Victoria, interstate, and overseas, while our personalised care to clients grew through Wellbeing support, Peer counselling, and Psychology services.

Most importantly, our achievements could not have been possible without our many supporters and donors. As we step into the next chapter together, on behalf of the Board and all the individuals we support, we thank you kindly for your generosity, commitment and trust in us as an organisation.



**Dr David Cochrane,
Chair, Board of Directors**



**Nicky Long,
CEO, Guide Dogs Victoria**



Our Vision and Mission

To be a leader in breaking down barriers so people can live a life of their choosing.

Our Purpose

To support a life without limits.

Our Values



Walk the talk.

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



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.



Lead with head and heart.

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



Lift each other.

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

Our Clients

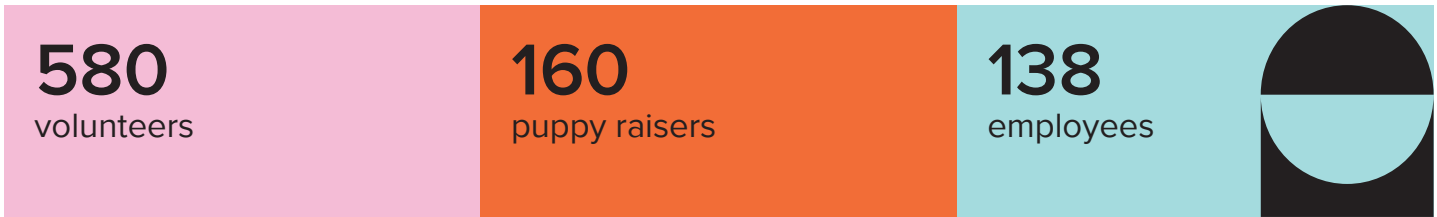
At Guide Dogs Victoria, we exist to provide choices to empower people with low vision or blindness and equip them with the skills, tools and support to live confidently.



Our Dogs



Our Team



Our Services

When spaces: social, physical, or digital aren't accessible, people with low vision or blindness can face barriers to participation.

At Guide Dogs Victoria, we work with Clients, families, and carers to build the skills, confidence, and connections that support independence and participation at work, school, home, and in everyday life.

Access Consulting

Ensuring workplaces, private buildings and community spaces are accessible for people with all abilities, specialising in blindness and low vision.

Adult Mobility Training

Learn to move confidently and safely through any community.

Assistive Technology

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

Children's Mobility Services

Giving children aged 0 to 18 with low vision or blindness the skills to reach their potential and build independence.

Early Childhood Services

Supporting parents and carers of children aged zero to seven with low vision or blindness and working with those children to reach developmental goals.

Employment Services

Assisting students and adult job seekers in securing and retaining employment, gaining work experience, and ensuring job readiness through support with CV.

Group Programs

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

Guide Dog Services

Supporting Clients to partner with a Guide Dog to access the community with confidence.

Occupational Therapy

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

Orthoptic Low Vision Services

Support to understand the changes experienced in vision and explore ways to maximise the use of remaining vision.

Support Coordination

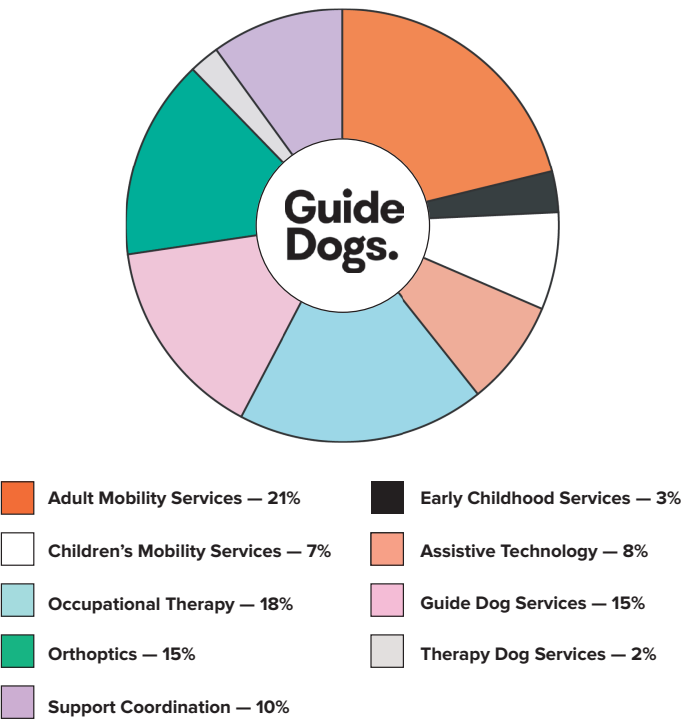
Find the right information, support and services to help Clients navigate the NDIS with a personal guide by their side.

Wellbeing and Psychology Services

Offering opportunities to connect with others with low vision or blindness, access psychological or counselling support tailored to the community, and develop new skills and relationships to promote personal wellbeing.

Social Connection

Through events and partnerships with other organisations, there are tailor made experiences and ways to meet age related people and share new adventures.



Adua's Story

At 58 years old, Adua's life has been shaped by her independence, resilience, and strong sense of community.

Living with congenital Cataracts, Glaucoma, and other vision conditions since birth, she has always found ways to adapt and thrive.

But it was in 2015, when she was matched with her first Guide Dog, Sabrina, that her world truly opened in new ways.

"With a cane, I was still independent, but there's no comparison to the freedom and confidence Sabrina has given me. She's been my angel, my friend, and my help," Adua says.

Sabrina not only transformed Adua's personal independence but also became part of her professional and community life. Working in aged care, Sabrina brings joy to residents, providing comfort to people who are bedridden and lifting spirits during daily activities.

"Sabrina even plays a role in my job," Adua explains. *"When I walk with residents, she's right there beside me. People light up when she enters the room."*

Beyond work, Adua is passionate about giving back and sharing her lived experience. She runs vision-impaired table tennis, speaks publicly about blindness and Guide Dogs, and facilitates Italian community Telelink calls; a role she has proudly held for over 20 years.

She also enjoys tandem bike riding and fundraising for charities, always finding new ways to stay active and connected.

Guide Dogs Victoria has supported Adua with training, technology, and mobility services, helping her keep pace with the changes in her life and her needs.



Most importantly, the partnership with Sabrina has given her greater confidence and encouraged her not to stay at home.

Now, as Sabrina approaches retirement, Adua is preparing for the bittersweet transition to a new Guide Dog.

"It will be hard to say goodbye to our working partnership, but she'll always be part of my life," she says. *"I know Guide Dogs Victoria will find the right match for me, just as they did with Sabrina."*

For Adua, Guide Dogs Victoria hasn't changed who she is, it has enriched her life and given her the tools to continue living with purpose, passion, and independence.

Our Social Impact

Here's how people told us their lives have changed across our seven impact domains:



Living the life you want	78% of Clients say they are more able to live the life they want. <i>"It helps me feel more like me again."</i>
Choice	77% of Clients say they have more choice in how they go about their day. <i>"Guide Dogs allows me to have independence and do what I want to do."</i>
Meaningful activities	73% of Clients say they do more of the things that are important to them. <i>"Having a Guide Dog has opened my life up tremendously. I can keep up my volunteer work a few times a week."</i>
Relationships and connection	75% of Clients say they have made or maintained social connections and relationships. <i>"I have been able to give my family independence because they don't have to worry about guiding me. It has given my partner and children freedom."</i>
Feeling good	73% of Clients say they feel more positive about the future. <i>"I felt lost when my vision diminished, but now I feel optimistic about the future, with or without sight."</i>
Day-to-day life	77% of Clients say they are more independent when doing daily activities around the home or online. <i>"I feel safer and more able to manage meal preparation."</i>
Getting out and about	79% of Clients say they are more independent when getting out and about. <i>"Prior to this I couldn't even go to the shops. Now I am more independent, it's such a relief to have the ability to do that on my own."</i>

A Focus on Young Minds

Through camps and day programs, children learned activities of daily living and new social skills.

Guide Dogs Victoria delivered four overnight camps and five-day programs, supporting 42 children aged 5–18.

These programs are designed not only to provide fun experiences, but to equip children with the skills and self-belief to find their place in the world, build lasting friendships, and follow personalised pathways that lead to happy and fulfilled lives.

Building skills for life

Across camps and day programs, children learned practical skills that build on foundations for them to thrive in community life, including:

- **Navigating new environments** with confidence, from bustling events like the Australian Open to local day trips, in various community settings
- **Building independence** in everyday activities such as managing money, shopping, preparing meals, using public transport and exploring the city.
- **Developing social skills** and friendships through shared challenges, games and group activities, including navigating life cycle transitions
- **Learning to use technology** from apps to accessibility tools that enhance daily life complexities.
- **Exploring music, arts, sports and recreation** in ways that are inclusive and accessible.
- **Personal care and grooming.**

Creating community and connection

Each program created a space where children could meet peers with similar experiences, share challenges and celebrate achievements together.

From paddling boats at Emerald Lake, baking and cooking preparation during camp, competing in accessible sports, or trying out a cane versus a canine, every experience was designed to meet our young clients stated goals.

A pathway forward

By practising these skills in safe and supportive environments, children are better prepared to participate fully in their communities. They leave our programs not just with memories of fun times; new friendships are forged, and steps are taken towards fulfilling their personal ambitions.



A Legacy of Love

For more than a decade, Dr Marina Keskevich has been a much-loved member of the Guide Dogs Victoria family, leaving an enduring mark on our community.

What began as a love of dogs has blossomed into a deep, lifelong commitment to supporting our puppies and helping people with low vision live with confidence and independence.

Today, Marina delights in sponsoring a golden pup named Misha – destined to change someone's life.

"When I met Misha, she came straight up and sat on my lap. I knew immediately she was the one," she shares with a smile.

At 90 years old, Marina's warmth, wit, and generosity continue to shine. A retired dentist and lifelong animal lover, she now faces her own vision loss with remarkable grace. *"Guide Dogs Victoria means so much to so many people in different ways. For me now, it is especially personal because I am losing my own vision,"* she says.

Dogs have always played a central role in Marina's life. *"Ever since childhood, I've always loved dogs. They've been companions, protectors, and family,"* she reflects. Over the years, she has had everything from German Shepherds and Rottweilers to Labradors – at one stage, she had eight Labradors at once – and today enjoys the company of her poodle, Gidget. One memory she treasures from Guide Dogs is of a dog resting his head on her feet during an event – a quiet, touching moment that has stayed with her ever since.

Marina's generosity extends far beyond her day-to-day support. *"It's very tangible and worthwhile,"* she says.

"When you give, you know your support is going towards training dogs who will change someone's life."

Unlike some charities, here you can see the impact clearly."

Her commitment also inspires others: she has encouraged friends to support Guide Dogs Victoria, helping them experience the joy of seeing puppies grow into working partners.

Looking to the future, Marina has ensured her legacy will continue to make a difference.

"I've allocated part of my estate to Guide Dogs Victoria," she shares. *"I want my support to help train more Guide Dogs and benefit future generations. It's meaningful to support those younger than me, to give them the independence and confidence these dogs bring."*

Marina's hope is simple but powerful: to see more puppies like Misha grow into life-changing Guide Dogs, bringing independence, confidence, and joy to those who need them most.

As we reflect on Marina's journey, we honour not only her generosity but also the spirit of connection, care, and lifelong dedication she embodies.

Her unwavering support is a reminder of the extraordinary difference one individual can make and a lasting gift to the future of Guide Dogs Victoria.



Our Performance Report

KPI	2024/2025 full year actual	2023/2024 full year actual	Positive/ (negative) variance from prior year
Services			
Service delivery hours	22,570	20,613	1,957
Number of training and support programs delivered	3,459	3,105	354
Number of clients assessed	1363	1,251	112
Number of qualified Guide Dogs	29	31	(2)
Number of Therapy Dogs allocated	32	36	(4)
Number of other working dogs allocated	19	14	5
Number of Guide Dog Handlers	237	236	(1)



Our Future

As we look ahead to 2026 and beyond, we do so with optimism and determination.

Our focus remains on expanding our programs and services to meet growing demand, strengthening community connections, investing in sustainability and digital transformation, and future-proofing our organisation through financial resilience because above all, we remain committed to creating a future where every Victorian with low vision or blindness can live the life they choose.

Dog Diversification

Expanding beyond traditional Guide Dogs into Therapy, Court, PTSD, and other Assistance Dogs, positioning GDV as a leader in innovative service delivery.

Community Wellbeing Hub

Continuing development of our campus as a centre for broader sensory disability services, co-designed with the community.

Sustainability

Advancing our solar energy feasibility study, waste reduction initiatives, and native garden plantings, ensuring our Kew Campus is a model for environmental as well as social impact.

Digital and Data Transformation

Leveraging Salesforce, Helix Personas, and Dataro to deliver personalised donor, client, and volunteer journeys—driving engagement, loyalty, and fundraising growth.

Financial Strength

Diversifying revenue streams through philanthropy, gifts in wills, corporate partnerships, and new fundraising initiatives such as Park Trek and other premium community challenges.

People and Culture

Continuing to foster a values-driven, inclusive, and innovative culture where our staff, volunteers, and Puppy Raisers feel supported, empowered, and recognised.





If you'd like to learn more about our programs or explore how your gift can make a lasting impact, connect with our Philanthropy Team.

Katie Hunt Senior Philanthropy Specialist

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