

Manly
Court Hou

Annual Report

2018



**Guide
Dogs**

NSW/ACT



Sight lost, freedom found.

Our mission

To empower people
with vision loss to
actively participate
in their communities.

Cover image:

Guide Dogs NSW/ACT is excited to be working with the NSW Government on the new Canine Court Companion Program, with our Therapy Dogs set to provide therapy services to court users across NSW.



Our vision

Vision loss will not limit independence.

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A message from our Patron

Following a milestone 60th celebration year, it has been an honour, as Patron of Guide Dogs NSW/ACT, to watch the organisation embark on an impressive future of growth and ground-breaking new programs and partnerships in 2018.



Already renowned and respected for invaluable work providing a full range of orientation and mobility services to assist people with sight loss to remain safe and independent in their communities, Guide Dogs NSW/ACT is now aspiring to connect with more people, in more meaningful ways.

It is testament to the professionalism and innovative nature of this organisation that it was chosen to work with the NSW Government on the new Canine Court Companion Program. Therapy Dogs from Guide Dogs' expanding Pets As Therapy Program will provide comfort and companionship to court users across NSW, improving the wellbeing of so many in our community.

I have been delighted to follow the progress of one special, future-Guide Dog prospect, named 'Hurley'. Hurley, along with many other pups, has been forging ahead with his foundation training with his Puppy Raisers and Guide Dogs NSW/ACT's supportive Puppy Development team. I'm proud to say he has recently returned to the Guide Dogs Centre to begin his formal training.

An estimated 122,000 people in NSW and the ACT have a vision impairment that is serious enough to affect their everyday lives. As the population ages, we know an increasing number of people in our community will also require the services, provided at no charge, of Guide Dogs NSW/ACT and the Centre for Eye Health.

It is only through the generous support of the public, donors and volunteers, as well as the hard work of staff, that Guide Dogs NSW/ACT is able to continue to provide quality services to people with sight loss throughout our State and Territory.

On behalf of the people of New South Wales with vision impairment, thank you for your contribution.

His Excellency General

The Honourable David Hurley AC DSC (Ret'd)
Governor of New South Wales

A handwritten signature in dark ink, appearing to be 'D Hurley', written in a cursive style.

While the iconic dog is at the heart of what Guide Dogs NSW/ACT is known for, technology is becoming increasingly integral to what we do and how we do it – both for clients and staff. In the coming years, we aim to enable more clients through assistive technology and optimise our digital communication platforms. The question of how we embrace and utilise technology, while still maintaining our traditional and personable services to clients is a challenge – but a good challenge.

Kieran Lane
President



President and CEO Report

After a celebratory 2017 where we reflected on the achievements of the past 60 years, Guide Dogs NSW/ACT, in 2018, refocussed on our future and the potential good we can do as the Australian population ages and the number of people living with vision impairment significantly increases.

In May, Guide Dogs was humbled to be awarded the Reader's Digest Australia's '**Most Trusted Charity Brand**', proudly winning the title for a sixth consecutive year. The Board and Guide Dogs staff are extremely proud of this achievement and grateful for the ongoing support of the community. The award win highlights the importance of trust now more than ever between the public and brands, especially for those acting in the not for-profit sector.

An estimated 122,000 people in NSW and the ACT have a vision impairment serious enough to affect their everyday lives, and 50,000 people who currently want or need a service from us. The launch of our new **Strategic Plan Towards 2022** aims to address the current demand and anticipated growth in need of our services, so we can assist more people to achieve independence.

In our quest to deliver and expand the highest quality Guide Dog program in Australia, our Guide Dogs Centre is constantly introducing innovative new programs and tools that enhance the breeding, welfare and training of our dogs. The quality of dogs flowing through at present is outstanding, and our success rate is increasing faster than projected. Since January 2018, we have assessed 52 dogs against a planned 50. Twenty-four of the 52 will be utilised as Guide or Breeding Dogs against a planned 19 due to a dramatic increase in quality.

Our future plans also include the expansion of our Pets As Therapy (PAT) program, which has been in action for the past 30 years. As part of this, we are excited to be working with the NSW Government on the new **Canine Court Companion Program**, with dogs from the PAT program providing therapy services to court users across NSW.

The initiative began at Manly Court House in July 2018 and Gosford and Sutherland in September and will roll out to a total of ten courts in Sydney and Regional NSW into 2019. We know that the presence of a dog can

help calm people and lower anxiety, and it's wonderful to see our dogs bringing comfort and companionship to court users across the state.

In a first for Guide Dogs NSW/ACT, two of our Guide Dog puppies were cared for by young offenders at the Frank Baxter Juvenile Justice Centre in Kariong. This **new partnership with the Department of Justice** helps us tackle the ever-growing need for Puppy Raisers, while the young offenders develop skills that may assist in their rehabilitation. Following the success of the partnership, two more puppies have been placed at the Centre.

During the year we spent an additional \$3.3 million on service delivery and community education and advocacy compared to 2017 which, together with a reduction in our bequest income, resulted in a deficit from ordinary activities of \$2.5 million. This also reflects a change in estimate of remaining useful life of our capitalised client and donor management systems and financial computer software which resulted in accelerated amortisation in the year of \$794,000.

A key plank of our 2022 Strategy is to diversify and build our revenue streams to allow for continued investment in service delivery. We remain primarily community funded, with income from government increasing only modestly from 3% to 5% of total revenue. As an increasing number of our clients are eligible for NDIS funding we expect this proportion to increase, allowing us to further extend the reach of our services.

The last year has seen the Guide Dogs Australia Federation embark on a new era of collaboration and innovation across the nation. As the national provider of vision support services, these strategic projects will significantly improve outcomes for the thousands of Australians, young and old, that we support, both now and into the future.

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.

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 sight loss.

Kieran Lane
President



Dale Cleaver
CEO



In my first year as CEO, I'm honoured with the opportunity to lead our new Strategic Plan Towards 2022. Australia's ageing population and the rising prevalence of chronic eye conditions are leading to an unprecedented demand on health care. We're working to not only meet the current demand for our services, but to be prepared for the anticipated growth in future need, so we can assist even more people to live safely and independently in their communities.

Dale Cleaver
CEO





Key highlights of 2018



01

Chosen as **Charity Partner for City of Sydney's Chinese New Year Festival** – Year of the Dog.

An art installation and auction of our iconic coin Donation Dogs at Circular Quay and a public Guide Dog 'Graduation' helped raise more than \$70,000.

Expansion of our Orientation and Mobility (O&M) services that began last year continued.

A new **Peer Support Program** was developed where volunteer long-term clients are trained and matched with new clients to provide information and emotional support in regard to vision impairment.

02

New **Puppy Enrichment Area** at the Guide Dogs Centre was completed – designed to provide early neurological stimulation to our pups and contribute to an improved canine success rate.

03

04

Pilot project, **Positive Paws**, introduced in 2017 to provide early socialisation for puppies, increased from running one day per week to three, with three different local schools – 70 plus puppies have now been through the early socialisation program.

Our ever popular **Guide Dog Graduation** ceremonies were taken to more regional centres than ever before, including Canberra, the Central Coast and Port Macquarie.

05

06

Initiated a new **Home Whelping and Puppy Rearing Program**, with volunteers playing an invaluable role in helping bring the next generation of Guide Dog puppies into the world.



Scientists at the **Centre for Eye Health** bridged a key knowledge gap in the diagnosis of glaucoma, allowing observable damage to the optic nerve caused by the condition to be accurately and directly linked to sight loss. During 2018, the Centre assisted 9,188 clients, an increase of 22% on the previous year.

07



08

Announced the introduction of the inaugural **Joseph Finucane Perpetual Award** – to recognise an individual staff member who goes above and beyond their normally expected contribution to the organisation. The award is named in honour of the late Joe Finucane, who served as CEO of Guide Dogs NSW/ACT for nearly 20 years, retiring in 2009.

Community Education and Governance continued to be an important part of what we do. Media campaigns, like one around the dangers that abandoned share bikes pose to people with vision impairment, led to us being included in discussions with the NSW Government, local Councils, share bike providers and other stakeholders around important issues.

09

10

Launched new initiatives to diversify the fundraising options available to supporters: **Puppy Sponsorship** is a new regular giving program where supporters pick one of three puppies from a litter and follow its journey to become a Guide, Breeding, Pets as Therapy or Ambassador Dog; **Guide Dog and Vet Partner** is a major gift program where supporters have exclusive opportunities to name and visit their puppy throughout its training. The total monies raised through donations and bequests was \$26.8 million.

Addition of new **Garden of Recognition** at the Guide Dogs Centre gave us a permanent way to honour and recognise the contribution of our amazing supporters.

11

2022 Strategic Plan

Seeing beyond

For over 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.



Clients & 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 & 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 & Revenue

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

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.



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 get immense satisfaction, and am always amazed at seeing the achievements of clients – living safely and independently.

Staff profile

40 years of service

When Shan Rowledge began working at Guide Dogs NSW/ACT in 1978 as Assistant to Chief Executive Jim Jones, there were only two O&M Instructors, and a single whiteboard was used to keep a track of client needs.

Forty years later, Shan has seen first-hand the organisation grow and change into the dynamic and leading sight loss charity it is today.

“I’ve seen it all – changes in staff, the introduction of new services, when we started using computers, the opening of our regional offices...” Shan said.

Though change has been inevitable, exciting and not without challenges, some change resulted in an unanticipated yet beautiful new partnership.

“A client passed away unexpectedly and I had to temporarily care for their Guide Dog over the weekend. By the Monday morning, Fonzie was a permanent member of my household and came to work with me every day for the next nine years in his new career as an assessment dog.”

Throughout her career with Guide Dogs, Shan has often been a familiar and friendly first point of contact for many clients as they call the Chatswood office, always taking the time to listen, support and assist as needed.

Asked why she’s chosen to commit 40 years to our organisation, Shan says, “What’s kept me working at Guide Dogs NSW/ACT is the professionalism of our staff and the respect I have for the work they do with clients who are blind or have sight loss”.

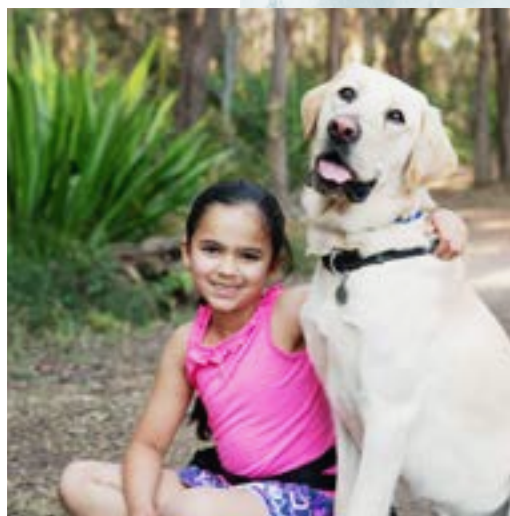
“The most impressive thing I’ve seen in the past 40 years – it’s not one single or big thing – it’s the services we provide every day and the difference they make. I get immense satisfaction, and am always amazed at seeing the achievements of clients – living safely and independently.”

“And I hope this continues – that Guide Dogs will always be there to provide valuable services that empower clients to live independently,” Shan said.



Graciella's story

Best friends overnight



“I love him! He brings a calmness to Graciella, a calmness to me and the whole family.”

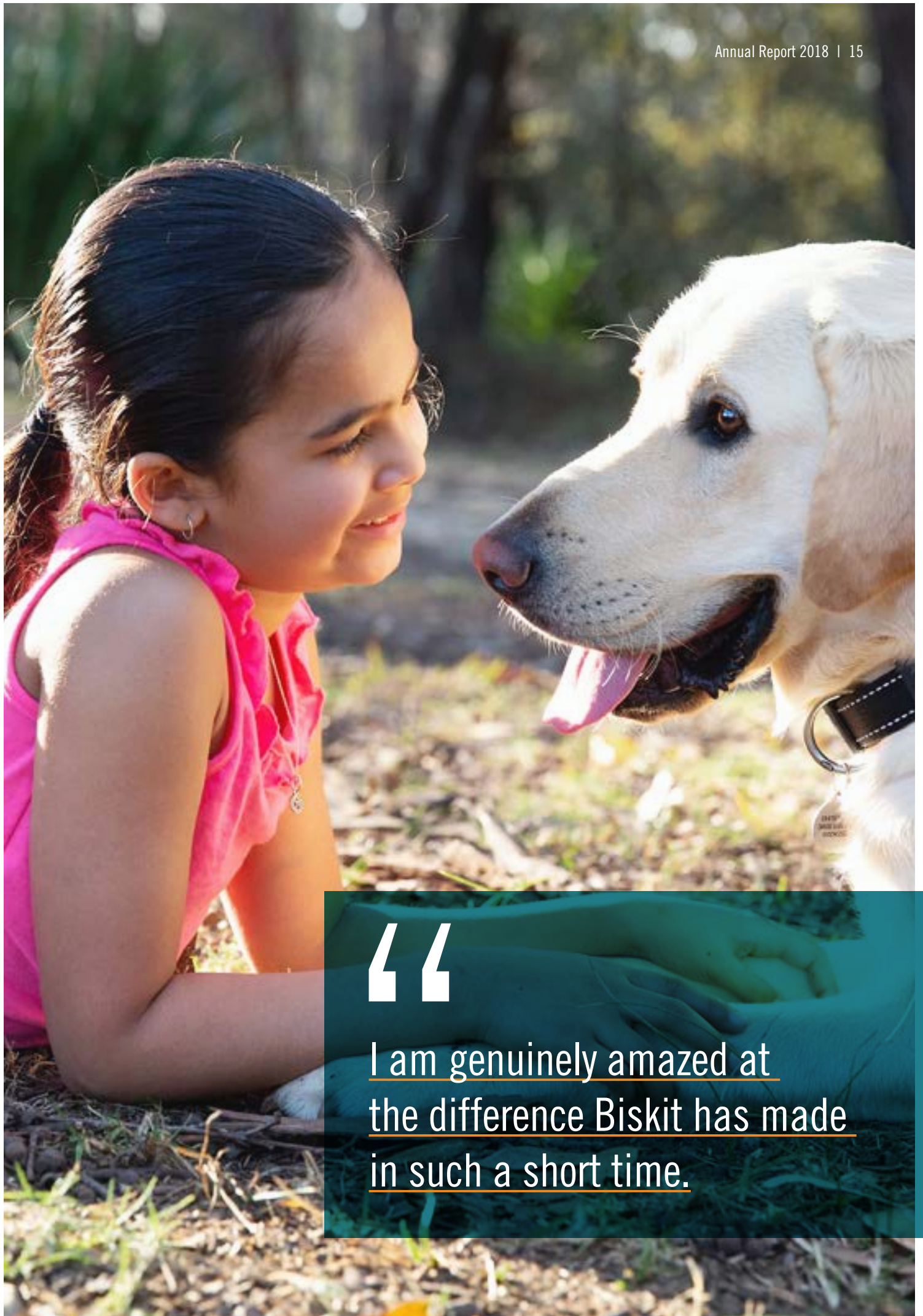
This is Kalina Ford, mother to Graciella, a young Guide Dogs NSW/ACT client who has Autism Spectrum Disorder, severe anxiety, attachment issues and selective mutism.

Kalina is talking about Pets As Therapy dog ‘Biskit’ who joined their household earlier this year.

“I am genuinely amazed at the difference Biskit has made in such a short time,” said Kalina, adding that Graciella and Biskit became best friends overnight.

While Graciella used to require medication to sleep, she no longer needs it with Biskit by her side, and while she used to refuse to talk at school, she recently took Biskit in to assembly and spoke about him to teachers and peers. She is calmer and has become less attached to novel items.

In addition, Graciella is particularly anxious around males and often refuses to speak with them – even with those who she sees every day at school. However, a male Guide Dog Mobility Instructor was able to gain Graciella’s trust in a short time and made such a positive impact on her that she spoke with him throughout the placement.



“

I am genuinely amazed at the difference Biskit has made in such a short time.

In grateful memory of our very special friends

A

Gladys Allen
Joyce Amery
Joyce Anderson
Laurel Archer
Cecil Ash
Marilyn Axford

B

Eric Baber
Ronald Ball
Desmond Barnes
Bill & Joy Barrie
Lola Bell
June Benson
Galina Bilgrey
Joyce Black
Lily Booth
Peter Boulken
Rodger Box
Ella Boyd
Anna Boydell
Mario Buiatti
Frederick Burton

C

Beverley Cassidy
Helen Castle-Roche
Anthony Charles
Marjorie Cincotta
Patricia Cleaver

Thelma Craven
Mary Curteis

D

William Davey
John Davies
Lynette Davies
John Davis
Joyce Dempster
Ada Dover

E

William Edwards
Thelma Edwards
Kondelea Elliott
Margaret Esson
Betty Ewart

F

Raymond Fitzgerald
Betty Fletcher
Dorothy Foott
Jay Freeman

G

Daniel Gallagher
Joyce Garland
Joseph Garvin
Joyce Gibbons
Irene Gibson

Sarah Gillespie
Jack Gleeson
Donald Godfrey
Godfrey Goodere
Jack Gornall
Beth Grainger
Roger Greaves
Pat Gregory
Joseph Griffiths
Raymonde Grover

H

Peter Hammond
Betty Hansen
Ernest Harris
Ralph Harvey
Mavis Hawkins
Evelyn Hayes
Eleanor Heyman
Margaret Hill
Daphne Hinchcliffe
June Hinchin
Wendy Hine
Neville Hogno
Dulcie Holly
John Holman
Margot Holmes
Sidney Hopkins
Elsie Horton
Charles Hutchings
Susan Hutchinson

I

Daphne Innes

J

Doris Johnston
Doreen Johnston

K

Gabriel Keleny
The Kemvan Trust
John and Connie
Kennedy Trust
Frank Keston
Marion Kingston
Henryk Kitaszewski
Elizabeth Kocken
Karl Koper
Nathalie Kulakowski

L

Erica Larish
Katharina Liebig
Adell Littlejohn
Dora Llewellyn

M

Carol Madden
Joan Males
Margaret Mallett

Alfred Martin
 Edna Mathews
 Janice McAree
 Mary McCaw
 Robert McDonagh
 Lorna McDonald
 Diane McDonald
 Dianne McDougall
 Alexander McDougall
 Margaret McGarvey
 Donald McKenna
 Pauline McKenzie
 Frederica McKervey
 Beryl McLachlan
 Victor McLaglen
 Neville McPherson
 Lorna Mead
 Owen Meers
 Joyce Melville
 Mabs Melville
 Victor Menson
 Mary Milburn
 Anne Miles
 Kenneth Miller
 Stephanie Miller
 Mary Momesso
 Barbara Morgadinho
 Margaret Morris
 Winnie Mulcahy
 Thelma Munro
 Ethel Murray

N

Michael Nadjarian
 Penelope Nash
 Kenneth Nicholas
 Zula Nittim
 Eric Nowak

O

Althea Ollett

P

Nellie Papadopoulos
 Derek Parkes
 Joan Parnell
 Aditi Patwardhan
 Carmen Peiry
 Genevieve Peoples
 Joan Petersen
 (Endowment Fund)
 Stella Pettet
 Dorothy Pickering
 John Pike
 Donald Pitt
 Margaret Porter
 Shirley Power
 The Prance
 Family Trust
 Kathleen Price
 Karin Proctor
 Adrian Prott

Q

Joyce Quinn

R

Hildegard Raulickis
 Albert Reader
 Patricia Reilly
 Doris Richardson
 Diana Riley
 Zainab Roades
 Llewellyn Robb
 Renee Robert
 Richard Roberts
 Pamela Rothwell
 Winifred Russell

S

Janis Salisbury
 Mavis Salkeld
 Kevin Scott
 Ellen Selg
 Robert Sharp
 The Simon Rinaldi
 Endowment
 Lesley Skilton
 Bruce Smith
 Nancy Somerville
 Norma Spencer
 Sandra Staddon
 Peter Stanmore
 Patrick Stewart

Marjorie Stone
 Kathleen Sullivan
 Margaret Sullivan
 Anita Sutherland

T

Beryl Thompson
 William Traynor
 Roger Turnham
 Mavis Tyler

V

Robert Vale
 Elizabeth Van Veen
 Joanna Von Adlerstein

W

Betty Wade
 Kerrie Walsh
 Dorothea Watt
 Douglas Webb
 Joan Webber
 Dorothea Whittome
 Vernon Williams
 Barry Willoughby
 Johanna Wyld

Y

Laurie Young

“

I cannot speak highly enough of the support provided by the Clinic. Their help has made a big difference to my life.

Jean's story

Still forging ahead



“You always fight back, and do what you can,” says Lady Jean Foley, widow of the late Sir Noel Foley, who has battled Macular Degeneration over many years. Ninety-two-year-old Jean is now receiving services from Guide Dogs NSW/ACT’s Low Vision Clinic to assist her in daily life and to finish the editing of her latest book.

Jean has always been a woman who forged ahead.

She helped introduce computer systems to Australia in the 1950s working with IBM, enjoyed an 18-year career at The University of Sydney that saw her work her way to the position of Registrar, and later studied for a Master of Arts in Australian History and was awarded an Honorary Doctorate of Letters.

Now Jean is finalising her book on the burial and healing procedures of Sydney’s Indigenous Eora people in 1788 and people quarantined at North Head. With the help of the Low Vision

Clinic and a friend, she is better able to read, write and check her research and footnotes. She is using a range of tools from simple magnifiers, to learning how to use the VoiceOver screen reader function on her new iPhone.

She has also received assistance from Occupational Therapists and O&M Specialists to help her move around her own home safely – removing trip hazards and sharp edges, and improve lighting.

Jean was so impressed with the assistance she received, that she made a special donation to support the work of the Low Vision Clinic.

“You’re lost both physically and emotionally without your complete sight. I cannot speak highly enough of the support provided by the staff of the Low Vision Clinic. Their help has made a big difference to my life.”

Honorary Life Member

A tribute to Colin Martin 1931 – 2018

Guide Dogs NSW/ACT client, Colin Martin loved to tell stories from his 30-year career as a professional ice skater, working overseas for many years before returning to Australia to work as an ice skating instructor at Macquarie Centre.

Colin came to Guide Dogs NSW/ACT in 2007, after he began to experience sight loss and said the organisation “gave me my skates back”.

A white cane user, Colin was also always willing to try new technology, learning how to use GPS at the age of 80. He later said, “I couldn’t live without my GPS – it’s given me confidence and independence.” Colin’s commitment to Guide Dogs extended to including a gift in his Will to ensure that others would also have access to life-changing support from Guide Dogs NSW/ACT.

In 2017, Colin was made an Honorary Life Member of Guide Dogs NSW/ACT, highlighting his contribution to the organisation, which included being a member of advisory groups, involved in lobbying for access needs, as well as being an enthusiastic media spokesperson. His involvement over the years meant he worked with a variety of people including staff, clients and volunteers, whose lives he touched with his infectious energy and warm-hearted nature.

After passing away in early 2018, Colin is missed by many and fondly remembered.





Volunteer profile

Always having a puppy in the house



Christine Runde's passion for dogs led her to become a serial Puppy Raiser for Guide Dogs NSW/ACT, and now have a career with the organisation's expanding Pets As Therapy (PAT) program.

Christine became a volunteer Puppy Raiser in 2013, raising black Labrador DeeBee.

This began a love affair that saw her and her family also take in Xavier, Kenzie, Olive and Jontie.

"As soon as the tears dried from handing one puppy back, I had the next one," Christine said.

"My family already had two dogs, and despite wanting more, I couldn't keep collecting new puppies. Puppy Raising was the perfect way to have a new puppy in the house and see it grow and develop, without the longer term commitment. And of course, it's extremely rewarding to see the dogs go on to make a difference to a person with sight loss, or to someone who can benefit from a PAT Dog."

Christine said that while puppy raising can be a challenge, it has so many added benefits. "It taught my children responsibility, and also provided me with a whole new social circle and support network," Christine said.

In 2018, Christine applied for and started working as a Pets As Therapy Officer – helping match and place PAT Dogs with individuals and facilities that may benefit from the companionship and emotional support a Therapy Dog can provide. "I always had a great interest in pets as therapy, and also have a nursing background. After completing dog training qualifications, it all just came together nicely. It's an interesting role, and I'm absolutely loving it," Christine said.

Christine is also among the first Therapy Handlers to work with our Therapy Dogs as part of the new Canine Court Companion Program. "This is an amazing program. It's wonderful to see how the dogs are changing the atmosphere of court waiting rooms and comforting court users. They're breaking down barriers between court users and staff, people seem less tense, and people are talking to each other rather than just sitting looking at their devices," Christine said.

“

It's wonderful to see how the dogs are changing the atmosphere of court waiting rooms and comforting court users.



Our valued partners

Trusts and foundations

Bill & Jean Henson Trust
Jenour Foundation
Macquarie Group Foundation
Perpetual Foundation - Sibley Endowment
The Elliott Family Trust
The George Institute of Global Health
The Hargrove Foundation
The John & Lois Turk Charitable Gift No.2,
managed by Equity Trustees
The Noel Ernest Maddison Charitable
The RALI Foundation

Clubs, schools and community groups

Baulkham Hills Sports Club
EAC Charity Club
Jubilee Community Services Inc
Moruya Branch CWA
National Australia Bank Graduate Program
Presbyterian Ladies College Sydney
Redlands School
Rouse Hill Anglican College
South Sydney Junior Rugby League Club

Volunteer support groups

Central Coast Support Group
Dubbo Support Group
Moree Support Group
Mudgee Support Group
Tamworth Support Group

National Guide Dogs Australia corporate partners

ADVANCE™
Battery World
Boehringer Ingelheim – NEXGARD®,
HEARTGARD30® PLUS and PARAGARD®
Coles
Greenstone
Idexx Laboratories
McGrath Estate Agents
PAW® by Blackmores

Guide Dogs NSW/ACT corporate supporters

Australian Health Manufacturers and
Development Association Inc.
Hume Doors & Timber (AUST) PTY. LTD.
The staff of Australian Tax Office
The staff of HealthShare NSW

Donation Dog hosts

Coles Supermarkets across NSW and the ACT

Liquorland Stores across NSW and the ACT

IGA Stores across NSW and the ACT

Woolworths Supermarkets across NSW
and the ACT

Blacktown RSL Club

C.ex Group

Club Central

East Maitland Veterinary Clinic

Gosford RSL Club

Hayden Theatres P/L

Merimbula RSL Club

Mingara Leisure Centre

Penrith Gaels Club

Soldiers Point Bowling Club

St George Motor Boat Club

St Johns Park Bowling Club

Tamworth Shopping World

United Cinemas Warriewood

West's Nelson Bay

... and hundreds of other wonderful

Guide Dogs Donation Dog hosts

across NSW and the ACT



Thank you

“

Sponsoring a dog like
Reg has given me so much
pleasure and I feel blessed.
I love seeing his progress
and receiving updates.



Sponsor profile

Enjoying her major gift now



Rosslyn Bagot loves when she receives a visit from Reg, the 13-month-old Guide Dog puppy in training she has individually sponsored through the Guide Dog Partner Program.

“Sponsoring a dog like Reg has given me so much pleasure and I feel blessed. I love seeing his progress and receiving updates,” said Rosslyn.

Reg is named after Rosslyn’s beloved father who lost his sight to glaucoma and was a Guide Dogs NSW/ACT client, receiving white cane training and other services.

“I’ve always had great consideration for people with sight loss. My great uncle was also blind. I’ve seen first-hand the services Guide Dogs provide and have a real appreciation for the work they do.”

“I’ve seen the isolation that can occur when a person experiences sight loss, and the idea of what they can and can’t do. But I’ve also seen the independence they can achieve with the right support.”

Rosslyn said that being a Guide Dog Partner means she can enjoy the gift she has given to Guide Dogs NSW/ACT.

“I would like to encourage other people to do the same so they get the pleasure I have had. I enjoy the personal touch of having a connection with a particular dog as a result of my donation,” Rosslyn said.

“I can’t wait until the next time Reg and I meet. It has given me something to look forward to.”

Raymond's story

Fulfilling his dream



Guide Dogs client Raymond Quan recently embarked on an exciting new journey, fulfilling the dream of taking his first overseas trip since losing his sight in 2008.

Raymond travelled to Auckland in New Zealand, accompanied by a carer, and he is now more determined than ever to achieve his goal of one day being able to travel overseas completely independently.

“This was my first trip, and I’m still learning, there were a few hiccups. But it showed me the possibility of what a person who is totally blind, and in my case severely deaf, can do – that I can travel overseas. It was a challenge, but it’s given me the confidence to face the challenge. My options aren’t restricted, and it’s opened the door for more options in all parts of my life,” Raymond said.

In preparation for his trip, Raymond worked with Guide Dogs O&M Specialists to navigate his way around the international terminal at Sydney Airport.

Raymond uses a long cane to navigate his surroundings independently, relying mostly on the feel of the shoreline to get from place to place.

In a busy environment like the airport, obstacles like cafés and luggage make the shoreline technique very challenging. However, Raymond’s fantastic memory proved to be of great benefit to exploring the chaotic airport environment. By taking note of landmarks from the train station to the terminal, he became familiar with the route.

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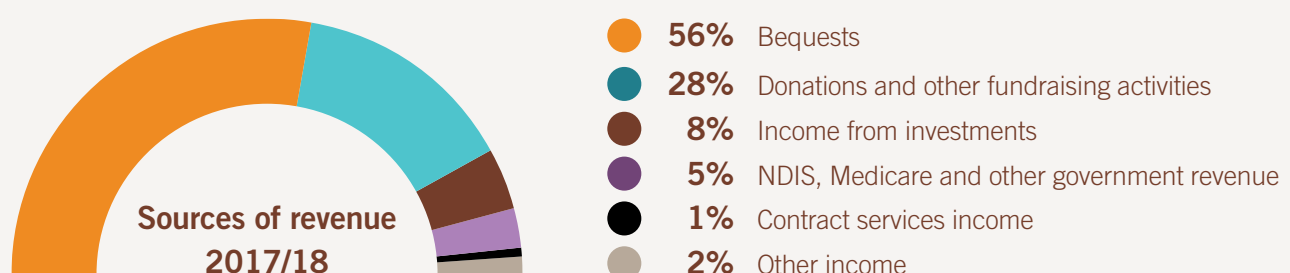
This was my first trip...
It was a challenge, but it's
given me the confidence
to face the challenge.



Abridged financial statements*

Statement of Comprehensive Income for the Financial Year ended 30 June 2018	2018 \$'000	2017 \$'000
Bequests	17,976	20,147
Donations	8,660	8,341
Sale of Fundraising Merchandise	154	544
Investment income	2,539	2,816
NDIS, Medicare & other government funding	1,632	914
Contract Services income	221	165
Other income	798	647
Revenue from ordinary activities	31,980	33,574
Other Gains/(Losses)		
Unrealised gain/(loss) from revaluation of investments	472	806
Net gain/(loss) on disposal of investments	763	(10)
Net (loss) on disposal of non-current assets	(96)	(72)
Total Income	33,119	34,298
Client Service costs (Guide Dogs NSW/ACT & CFEH)	(22,338)	(18,409)
Community education and advocacy	(469)	(1,025)
Fundraising overheads including:		
Fundraising donor management	(2,301)	(1,712)
Planned giving expenditure	(1,293)	(1,212)
Appeal costs	(3,364)	(2,513)
Fundraising Merchandise	(85)	(897)
Marketing	(864)	(919)
Governance and administrative services	(4,910)	(4,177)
Total Expenses	(35,624)	(30,864)
Net (deficit)/surplus from ordinary activities	(2,505)	3,434
Total comprehensive income	(2,505)	3,434

*These figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2018. The full Financial Statements and Auditor's Opinion are available on request or via our website: www.guidedogs.com.au



Statement of Financial Position as at 30 June 2018	2018 \$'000	2017 \$'000
Current Assets		
Cash and cash equivalents	4,701	3,014
Trade and other receivables	1,137	935
Inventories	71	50
Held-to-maturity investments	13,007	18,488
Other assets	251	321
Total Current Assets	19,167	22,808
Non-Current Assets		
Investments	35,313	31,897
Held-to-maturity investments	58	1,000
Property, plant, and equipment	14,681	14,632
Intangibles	93	972
Total Non-Current Assets	50,145	48,501
Total Assets	69,312	71,309
Current Liabilities		
Trade and other payables	2,240	1,714
Employee leave entitlements	1,558	1,473
Total Current Liabilities	3,798	3,187
Non-Current Liabilities		
Employee leave entitlements	387	490
Total Non-Current Liabilities	387	490
Total Liabilities	4,185	3,677
Net Assets	65,127	67,632
Accumulated Funds		
Accumulated Surplus	61,127	67,632
Total Accumulated Funds	65,127	67,632



- **64%** Client and community services
- **20%** Fundraising and planned giving costs
- **2%** Marketing
- **14%** Governance, finance and administration

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 5 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 and a member of the Nomination & Remuneration 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 over 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.

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 and 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 & Eastern Sydney) where he chairs the Finance and Audit & Risk Committees.

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.

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 over 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.

Mr Allan Barry Calvert Stephen OAM

FFA, FIAA, FAICD

Formerly, General Manager Zurich Australia Limited 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 Limited. Currently a member of the Finance, Audit & Risk Management Sub-Committee.

Ms Jacqui Jones

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

Director, The Impact Assembly at PwC. Prior to 2018, Jacqui was CEO of the Australian Business and Community Network (ABCN), a coalition of business leaders partnering with schools to improve student outcomes in disadvantaged areas. Joined the Board in 2018 as an Alternate Director.



Executive leadership team

Pictured (left to right):

Tom Bodger

Executive General Manager
Corporate Services

Karen Twitchett

Head of People, Culture
and Performance

Dale Cleaver

CEO

Paul Adrian

Guide Dog Services Manager

Leila Davis

Executive General Manager Fundraising,
Marketing & Communications

with

Ollie

Canine Court Companion dog

Not pictured:

Annette Clarke

Head of Client Services



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 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 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 management presentations from the organisation's personnel.
- The Chief Executive Officer and senior 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 standard, 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 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 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 about 5% 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 training in orientation and mobility and daily living skills to people who are blind or have impaired vision
- Aids, including mobility canes and electronic mobility aids
- Children's services
- Low vision assessment and training
- Compensatory training to people who have neurological vision impairment
- Pets As Therapy dogs, to people who are socially disadvantaged due to isolation, disability, age, or ill health
- 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
- In the Low Vision Clinic at Chatswood and other locations
- At the Guide Dogs Centre at Glossodia
- At the Centre for Eye Health at Kensington, and other locations
- 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.

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Albury

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

Areas serviced: Albury, Wagga Wagga, Griffith, Cooma

Blacktown

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

Areas serviced: Sydney, Blue Mountains

Canberra (ACT)

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

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

Coffs Harbour

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

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

Dubbo

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

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

Guide Dogs Centre (Glossodia)

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

Lismore

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

Areas serviced: Ballina, Casino, Lismore, Tenterfield

Newcastle

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

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

Tamworth

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

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

Wollongong

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

Areas serviced: Southern NSW, Illawarra, Shoalhaven

Centre For Eye Health

Barker St, Gate 14
The University of New South Wales
Kensington NSW 2052
Telephone (02) 8115 0700 or 1300 421 960
Email enquiries@cfef.com.au
Website www.cfef.com.au

*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

ABN 52 000 399 744

Guide Dogs NSW/ACT receives about 5% of its funding from Government and is financially dependent on the generosity of the people of NSW and the ACT.