

**Guide  
Dogs**  
NSW/ACT

2020

# Annual Report







## A year in review.

At Guide Dogs NSW/ACT, we exist to enable people living with low vision or blindness to achieve their goals in life and connect with welcoming and inclusive communities. In recent months, it is evident that our role has never been more vital. Without skipping a beat, we came together to support those who needed us the most – and each other – in the face of an unprecedented global crisis.

At the beginning of FY 2019-20 - before the world had even heard of COVID-19 – Guide Dogs NSW/ACT had embarked on a transformative journey to redesign our service model to better serve the changing needs of our Clients and their families. These actions proved timely and ensured we had the agility to tackle the COVID-19 crisis head-on, while maintaining continuity of care for our valued Clients, and remaining connected with our volunteers, donors, supporters, and each other.

From opening The Cameron Centre in Parramatta, to celebrating ten years of the Centre for Eye Health, to participating in our very first Mardi Gras, to upgrading our technology (and our technological proficiencies), it has been a year of exploration and innovation that no one will soon forget. Now it's time to take stock and look back at the year that was.

# Our Mission.

To empower people with low vision or blindness to actively participate in their communities.

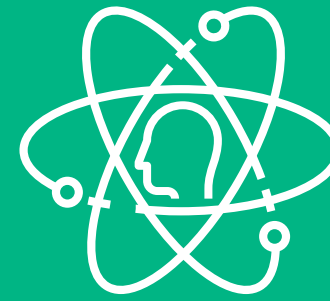
# Our Vision.

Low vision or blindness will not limit independence.

# Our Purpose.

We see beyond sight loss:  
Guiding Clients to independence,  
Seeking new ways to prevent blindness,  
Creating connected communities.

# Our Values.



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 the CEO

# Creating connected communities.



For over 60 years, Guide Dogs has been in the business of overcoming barriers and this attribute is hardwired into the DNA of those who work for, and support Guide Dogs NSW/ACT. Much like the Clients we serve, we are adaptable, tenacious and resilient no matter the challenges we may face. With the dawning of COVID-19 came the need to lean on these skills more than ever, to ensure that the Clients we serve, remain supported and connected with their community throughout these challenging times.

Our people have demonstrated an extraordinary agility to ensure continuity of service for our Clients during the COVID-19 pandemic, including the implementation and utilisation of innovative technology to deliver telepractice all whilst working remotely. I would like to take this opportunity to thank each and every member of the Guide Dogs NSW/ACT team, and the Board of Directors, for going above and beyond during these trying times. I am immensely proud of our collective achievements during such a tumultuous and unprecedented period.

Of course, prior to COVID-19, our team has prided itself on being values-driven and committed to supporting diversity and inclusive practice in our organisation and in our community. That's why in March 2020, we unveiled our new Cameron Centre, a multi-functional client and community space, eye-clinic and staff offices, in Parramatta as part of our regional outreach strategy, to support people in western Sydney through every step of their eye-health journey. Just one month earlier, Guide Dogs NSW/ACT staff attended our very first Sydney Gay and Lesbian Mardi Gras, supporting Clients who had been unable to attend before now, and helping them establish vital connections with their community.

In closing, I know this has been a challenging year for all Australians. That is why I am incredibly humbled to have the unwavering support of our dedicated volunteers and donors, without whom we would be unable to continue the vital work that we do. Through your passion and generosity, Guide Dogs NSW/ACT was able to remain connected with our valued Clients, ensuring we were there when they needed us the most, and for that, we are truly grateful.

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

**Dale Cleaver**  
CEO Guide Dogs NSW/ACT







## A message from the Board

# Banding together to make a big difference.



The Board remain immensely proud of the positive impact that Guide Dogs NSW/ACT has delivered this year. The commitment of our people to serve has never been more evident or more vital than during these most challenging of times.

Guide Dogs NSW/ACT has continued to lead both locally and nationally, with new and innovative programs that drive efficiency, performance and most importantly Client outcomes.

Delivering an outstanding result this year, the sale of our Chatswood property in late 2019 was another major milestone for the organisation. The sale, alongside a terrific result in fundraising will enable the execution of our long term strategy to significantly invest in new regional infrastructure and extend our reach geographically over the coming years; making sure we will always be there for our Clients, where they need us most.

Guide Dogs remains Australia's Most Trusted Charity brand for the seventh year, and herein lies public recognition of the inherent integrity of our organisation to be transparent, reliable and Client focussed. Guide Dogs NSW/ACT has a long and solid history in this space and this year saw a focus on further strengthening our strong values based culture to ensure the highest ethical practice and governance is maintained.

With a continued demand for services and a universal commitment to continuous improvement, this year saw Guide Dogs NSW/ACT and Guide Dogs Victoria enter into a new era of innovation and collaboration, with the creation of three shared "Centres of Excellence" across the two organisations. As a result of the consolidation, we have seen an increase in performance and efficiency in Marketing and Communications, Fundraising and our iconic Guide Dog Services.

The Board continues to focus on ensuring the long term sustainability of the organisation. I'd like to formally acknowledge my fellow Board members, who have demonstrated an unrivalled commitment to service this year; working through exceptionally difficult circumstances with diligence and determination.

Special thanks to Linda Druitt and Barry Stephen OAM for their service on the Board on completion of their term and welcome to our newest Board members, Darryl Newton and Preeti Bajaj.

In closing, and on behalf of the Board, I commend Dale Cleaver and his Executive team for the strong leadership they have demonstrated this year. To our incredible staff, volunteers, supporters and donors, we salute you for your service to people with low vision or blindness. Through your collective efforts, Guide Dogs continues to change lives for the better, enabling young and old to become more independent and achieve their goals in life.

**Mr Kieran Maurice Lane**  
**Chairman LLB Hons, LLM**



A message from our joint Patrons

# Advocacy, accessibility, and acceptance.



Dennis and I have been delighted to serve as joint Patrons of Guide Dogs NSW/ACT over the past year, continuing the long relationship between the office of the Governor of New South Wales and Guide Dogs. This has been a challenging year, particularly in adapting to the constraints of the new COVID-19 world.

For us, a highlight of the past year was our visit to the Guide Dog Centre at Glossodia in late 2019 to witness first-hand the world-class breeding and training facilities in this beautiful location. It was a very special day, especially meeting 8-week-old Puppy 'Beazley' for the very first time. We have enjoyed following his training journey this year and were especially delighted by his high-spirited visit to Government House in January.

In May, we met with CEO Dale Cleaver, and President, Kieran Lane, in a virtual meeting to hear how Guide Dogs has continued to provide vital services, across the State, to people with low vision or blindness. We were impressed to learn how the organisation has worked around the limitations to face-to-face interactions, moving quickly to support clients through tele-practice and virtual connection services. We were interested to hear how Volunteer Puppy Raisers have continued to care for and help train puppies and dogs-in-training throughout this period.

Dennis and I are looking forward to the time when we can meet in person again. We commend the work of staff, volunteers and donors as each one of you contributes to empowering people with low vision or blindness to actively participate in their communities.

**Her Excellency the Honourable Margaret Beazley AC QC**  
**Governor of New South Wales**  
**Mr Dennis Wilson**



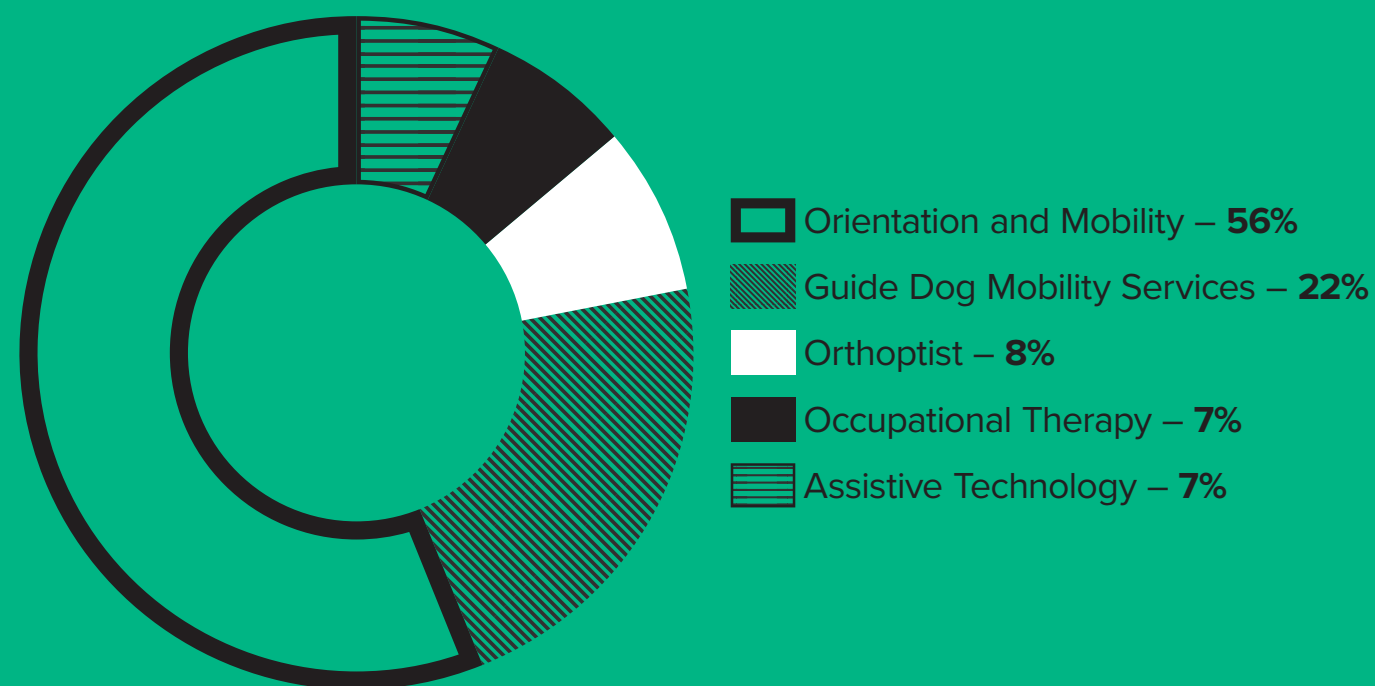
# Our Impact.

## Our Clients

**53,604** hours of Client service delivered including **9,138** hours for regional Clients.

**25,753** lives positively impacted through our services. This includes Clients and their support networks.

## Services breakdown by category



## Mobility Milestones

**2,469** White Canes, tips and accessories issued.

**279** working Guide Dog teams across NSW and the ACT.

**203** Dogs graduated into careers including Guide Dogs, Therapy Dogs, Canine Court Companion Dogs, Breeding Dogs.

**182** puppies born into our Home Whelping program.

**6,569** puppy training sessions held - combination of home visits, training and telepractice sessions.

## Our people

**198** permanent or fixed-term employees.

**97%** staff strongly agreed or agreed leadership is navigating COVID-19 challenges successfully.

**510** volunteers, including 250 Puppy Raisers.

**6,821** volunteer hours.

**17,500** hours of Puppy Raising.

## Our Supporters

**139,982** cash donations totaling **\$13.94 million**.

**844** different sites for our Donation Dogs, raising **\$512,442**.

**\$29.7 million** left through generous Gifts in Wills.

**18** Guide Dog Partners across the last year.

**\$392,757** raised in NSW through **3,559** participants as part of PAWGUST.

## Centre for Eye Health

**10,652** eye-diagnostic referrals received from optometrists and ophthalmologists.

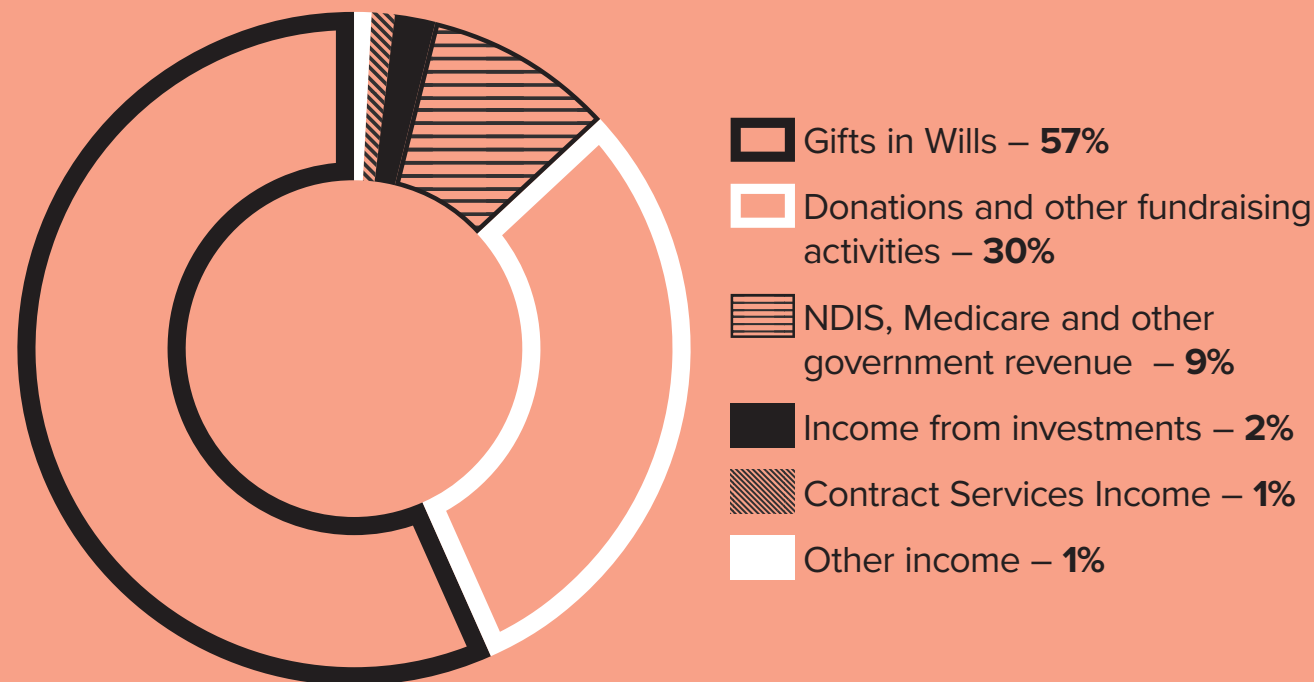
**\$1.1 million** grants awarded to CFEH-based staff to promote research on eye-health diseases.



# Revenue.

Income	\$
Gifts in Wills	29,670,356
Donations and other fundraising activities	15,382,609
NDIS, Medicare and other government revenue	4,477,950
Income from investments	1,226,806
Other income	743,398
Contract Services income	395,543
<b>Total revenue</b>	<b>51,896,662</b>

## Percentage of Income

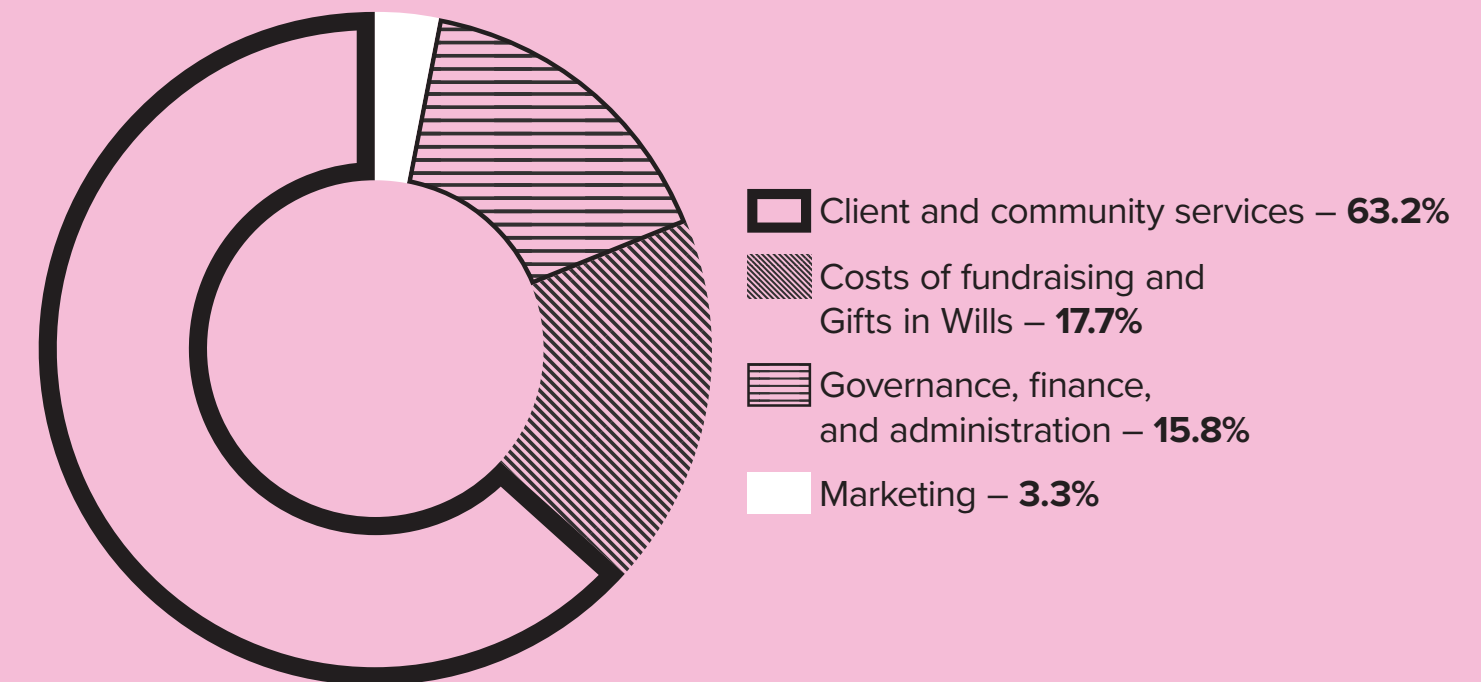


\*For full financial information please refer to [guidedogs.com.au](http://guidedogs.com.au) or request a copy from [company.secretary@guidedogs.com.au](mailto:company.secretary@guidedogs.com.au).

# Expenses.

Expenditure	\$
Client and community services	24,329,697
Costs of fundraising and Gifts in Wills	6,791,823
Governance, finance, and administration	6,074,132
Marketing	1,272,411
<b>Total expenditure</b>	<b>38,468,063</b>

## Percentage of Expenditure



\*For full financial information please refer to [guidedogs.com.au](http://guidedogs.com.au) or request a copy from [company.secretary@guidedogs.com.au](mailto:company.secretary@guidedogs.com.au).



# Thank you for your generosity.

In grateful memory of our very special friends whom we cannot thank in person and whose life-changing gifts were received during the past year.

Winsome Aboud  
Daphne Adnams-Head  
James Anderson  
Una Andrews  
Christina Armour  
Betty Ashby  
Winifred Atwell  
Leslie Backen  
William Baker  
The Bill and Joy Barrie Foundation  
Susan Bateman  
Denis Beaumont-Edmonds  
Henry Beaver  
Heather Benjamin  
Dulcie Bent  
Marjorie Bentley  
Kenneth Betteridge  
Joan Bettley-Cooke  
Joyce Blomley  
Rhonda Boberg  
Glenn Booth  
Marion Bourne  
Priscilla Bowden  
Ruth Boxwell  
Alexander Boyle  
Norman Brain  
Olive Branz  
Cynthia Brew  
Bettye Brown  
Philomena Bryce  
Margaret Burchill  
Doreen Canavan

Mavis Carruthers  
Elaine Charles  
George Clark  
Marilyn Clarke  
Thelma Clarson  
Betty Clayden  
Renee Cocker  
Richard Coggan  
Constance Collins  
Neroli Colvin  
Brian Cooper  
Donald Cormack  
Lorna Cossar  
Alfred Cowen  
Norma Craig  
Margaret Crawley  
Hazel Cromack  
Anna Crosby  
Mary Davie  
Graham Davies  
Margaret Davin  
Jean Deck  
Eileen Dempsey  
Barbara Dempster  
Nancy Denson  
Deidre Dick  
Roma Dimon  
Junette Ditter  
Helen Dowty  
Noelene Doyle  
Elaine Dray  
Barbara Eastwood  
Beryl Ellison  
Elaine Ewart

Carol Falconer  
Catherine Faust  
John Fishlock  
Jean Flood  
Doris Ford  
Heather Ford  
Jennifer Foster  
Andre Frederiks  
Max Fricke  
Kathleen Gaeta  
Una Gendle  
Joyce Gibbons  
Pamela Gidley-Baird  
Douglas Gilmore  
Nina Gontar  
Phyllis Greaves  
Jocelyn Griffiths  
Arthur Groves  
Edith Guyer  
Raymond Hall  
Beverley Hall  
Beryl Hamilton  
Raymond Haswell  
Louis Hervay  
J-Alice Hofler  
Irene Hopkins  
Raymond Hopkins  
Francis Hornibrook  
Anne Hossack  
Bessie Howes  
Clare Humphries  
Patricia Hurman  
Susan Hutchinson  
Neville Inwood

William Irwin  
Athol Johnson  
Nola Johnson  
Leonie Jorgensen  
The Kemvan Trust  
The John and Connie Kennedy Trust  
Frank Keston  
Marie Knispel  
Dianne Krummel  
Geraldine Lambert  
Joyce Lanyon  
David Lawson  
Joyce Lawton  
Phyllis Leavers  
Ruth Leggett  
Rhonda Loeff  
Elaine Loewe  
Joan Loftus  
Margaret Long  
Francine Love  
Allison MacCulloch  
Christopher Maher  
Mavis Mann  
Felicity Martin  
Elaine McCahill  
Olive McCartin  
Janet McClure  
Alexander McDougall  
Mary McLennan  
Airlie Meiklejohn  
Ralf Moller  
Barbara Morris  
Vera Munro

Sharyn Murdoch-Daly  
Ethel Murray  
John Neely  
Peter Newton  
Norman O'Reilly  
Gina Pash  
Ralene Paul-Furley  
Nancy Pegg  
Darby Pegley  
Eunice Phillips  
John Pike  
The Prance Family Trust  
Heather Priddle  
Florence Probine  
William Purcell  
Marcus Quinlivan  
Ronald Rapley  
Elsie Reed  
John Richards  
Patricia Robb  
Elizabeth Roberts  
Norma Rose  
Peter Ross  
Iris Sadler  
Shirley Schaefer  
Kristine Shalvey  
Arthur Sherriff  
Owen Shiels  
Clive Simmonds  
Karina Skovsgaard  
Dorothy Slaney  
The Eleanor Smith Trust  
Jennifer Smith  
Lorna Smith

Rose Smith  
Rosemary Snodgrass  
Margaret Stenhouse  
Margaret Stewart  
Ellen Swanbrough  
Jessie Towndrow  
Robert Vale  
Josephine Virgona  
Betty Wade  
Blanch Wade-Ferrell  
Geoffrey Wainwright  
Jessie Wardman  
Raymond Webb  
The Dorothea Whittome Trust  
Joanna Widawska  
Ronald Wilkinson  
Doris Williams  
Lynette Willington  
Heather Wilson  
Janice Wilson  
Raymond Wilson  
Arnold Wolstenholme  
Johanna Wyld



## Our Supporters

# Thank you for your generosity.

### Corporate Partners

Accru Felters,  
Crane Industry Council of Australia  
Elantis Premium Funding  
ITSM  
Officeworks Chatswood  
The staff of AMP  
The staff of Benevity Inc.  
The staff of CAF Australia  
The staff of HealthShare NSW  
The staff of the Australian Tax Office  
The staff of VivCourt Trading  
The staff of Westpac  
Two Way Cranes

### Trusts and Foundations

Aged Persons Welfare Foundation  
Australian Capital Territory Government  
Community Services Directorate  
Australian Philanthropic Services  
Elliot Family Trust  
Equity Trustees - ANZ Community Foundation  
Equity Trustees - John and Lois Turk Charitable Gift  
Federal Parliamentary Press Gallery Midwinter Ball  
Hands Across Canberra  
Hargrove Foundation  
Honda Foundation  
JDR Family Trust  
John James Foundation  
Lord Mayor's Charitable Foundation – Eldon and Anne Foote Trust  
Perpetual Foundation  
Rali Foundation  
Walter Campbell Memorial Trust

### Community Partners

C3 Carlingford  
Evolution Hospitality Institute  
Kfarsaroun Charity Association  
Moruya Branch CWA  
Prebyterian Ladies College Sydney

### Community Support Groups

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

### Pro Bono Legal Services

Herbert Smith Freehills  
HWL Ebsworth  
Prolegis

### Donation Dog Hosts

Blacktown RSL Club  
Blacktown Workers Club  
Bondi Junction Veterinary Hospital  
Centennial Homestead  
Club Central  
Coles Supermarkets across NSW and ACT  
Dachshund Coffee  
East Maitland Veterinary Clinic  
Ettalong Bowling Club  
Little Nero's Pizza and Pasta  
Merimbula RSL Club Ltd  
Miller's Pharmacy  
Select IGA stores  
Select Liquorland stores  
Select Woolworths stores  
St George Motor Boat Club  
Tamworth Shoppingworld  
The Scottish Arms

**And the hundreds of other wonderful  
Guide Dogs Donation Dog hosts  
across NSW and the ACT.**

## Our Board.



Kieran Maurice Lane  
**Chairman**



Preeti Bajaj



James S. Bennett OAM



Zorana Bull



Ian Andrew Jamieson



Jacqui Jones



Steven Kouris



Robin Low



Darryl Newton





# Guide Dogs

NSW/ACT

2-4 Thomas Street,  
Chatswood NSW 2067

[guidedogs.com.au](http://guidedogs.com.au)  
ABN 52 000 399 744