



GUIDE DOGS NSW/ACT

WORKING TOGETHER

ANNUAL REPORT 2011



OUR MISSION

We exist to enhance the independence and safe mobility of people who are blind or vision impaired.

OUR VISION

Vision loss will not limit independence.

OUR STRATEGIC GOALS

1. To deliver and be known for high quality Guide Dogs.
2. To provide the highest quality orientation and mobility services and enhance daily living skills.
3. To reduce the incidence of preventable vision loss.
4. To provide advocacy and community education on the needs and rights of people with vision impairment.
5. To ensure we remain a growing, sustainable and socially responsible provider of services.

CONTENTS



03	A message from our Patron
05	President's report
09	"Thank you"
27	A message from the Chief Executive Officer
29	Looking back on a year of achievements
32	Guide Dog services
36	Low vision services
40	Orientation and mobility services
44	Pets As Therapy
48	Electronic aids and GPS
52	Children's services
57	Centre for Eye Health
63	Access and advocacy
65	Board of Directors
66	Corporate governance
68	Abridged financial statements
70	Company information

A MESSAGE FROM OUR PATRON



Professor Marie R Bashir ACCVO
Governor of New South Wales
Sydney

Marie Bashir

A MESSAGE FROM OUR PATRON,
THE GOVERNOR OF NEW SOUTH WALES

“The spirit of generosity displayed by our Australian community
in times of adversity continues to inspire me.”

It is incredible to think that, even despite the natural disasters we have seen in Australia and our region in the past year, the public can still find a way to support the important work of Guide Dogs NSW/ACT.

This fine organisation continues to grow to meet the mobility needs of people with a range of vision impairments, as well as those recovering from a stroke or brain injury. And remarkably, all services are provided at no cost to clients. This is a wonderful testament to the professionalism and dedication of staff, supporters and volunteers alike.

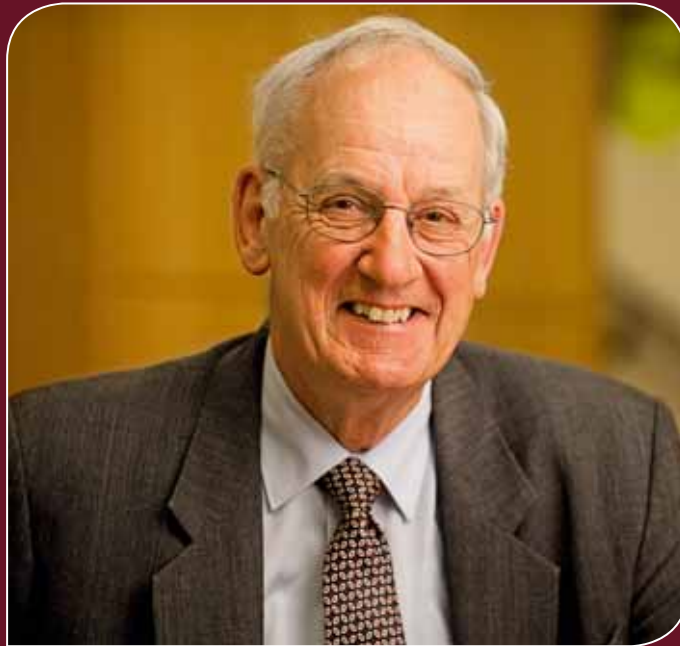
It is also pleasing to see that referrals to the Centre for Eye Health are increasing, as optometrists and ophthalmologists become more familiar with the value of its unique services to help detect early signs of eye disease. More than 6,000 people have been assessed at the Centre since it opened, with the majority being financially disadvantaged or otherwise unable, or unlikely, to access early detection services.

The community sector faces many challenges as governments consider new ways to fund support services, and rapid technological change will continue to touch the lives of us all. Guides Dogs NSW/ACT is well placed to respond to opportunities that may emerge, while retaining its values and core beliefs.

“Thank you all for your enthusiastic support
of this inspiring organisation.”



PRESIDENT'S REPORT



A B C Stephen

President

Sydney, 26 September 2011

A handwritten signature in white ink, which appears to read "A B C Stephen". The signature is written in a cursive, flowing style.

PRESIDENT’S REPORT

“In summary, this has been another successful year for our organisation.”

Preparation of the annual accounts inevitably provides a point of reference from which to review the past and to ensure our plans for the future remain relevant.

As expected the organisation ran at roughly break even before showing a surplus of \$1,766,484 as a result of an increase in the value of our reserves. This was a good result in the context of the continuing costs of establishing the Centre for Eye Health.

A few years ago I commented on the fact that changes to Accounting Standards had resulted in our having to treat Guide Dogs in training as an asset in our Balance Sheet. I am pleased that recent changes have removed this necessity and as a result they are no longer treated as a financial asset. The issue is explained more fully in Note 1. (r) to the Statutory Accounts, which can be downloaded from our website.

Once again the financial statements in this document are ‘simplified’. These changes to the form and method of distribution of statutory information save money, reduce our carbon footprint, and provide members with information about our activities in a form tailored to the individual member’s needs.

During the year the Board sought external advice and reviewed the Investment Policy and Objectives which provide the framework within which we manage our reserves. Whilst a number of peripheral changes were made to the Policy, it was felt that the general thrust of the Policy remained appropriate.

As has been the case for many years, our financial success is heavily dependent on the generosity of those benefactors who leave a bequest to Guide Dogs in their wills.

Whilst I have commented briefly on the financial results for the year, the Chief Executive’s report contains more information about our actual activities.



FIVE YEAR TRADING COMPARISON

WHERE THE FUNDS CAME FROM

	2010/11 \$'000	2009/10 \$'000	2008/09 \$'000	2007/08 \$'000	2006/07 \$'000
Bequests	13,533	12,759	12,386	18,711	11,421
Donations (incl. appeals)	6,572	5,751	5,295	4,561	4,684
Telephone marketing (net)	162	62	107	213	399
Income from investments	2,404	1,765	1,932	3,338	4,095
Government grants (nil all years)	–	–	–	–	–
Other (incl. fair-value adjustments of investments)	1,732	2,290	(4,255)	(5,107)	26
Deficit funded from reserves	–	–	927	–	–
Total	24,403	22,627	16,392	21,716	20,625

HOW THE FUNDS WERE USED

	2010/11 \$'000	2009/10 \$'000	2008/09 \$'000	2007/08 \$'000	2006/07 \$'000
Client O&M instruction	9,196	8,738	7,878	7,022	6,182
Guide Dogs Centre	2,204	2,539	1,744	1,982	1,663
Centre for Eye Health services	3,000	1,970	–	–	–
Fundraising, community information and planned giving	5,494	5,693	4,508	3,969	3,589
Governance, finance and administration	2,817	2,963	2,262	2,001	2,042
Surplus from ordinary activities transferred	1,692	724	–	6,742	7,149
Total	24,403	22,627	16,392	21,716	20,625

PRESIDENT'S REPORT

(continued)

During the year Mr James Bennett was appointed to the Board to fill a casual vacancy which had arisen following the retirement of Dr Craig Macpherson. We were fortunate to be able to recruit James, as he is both a user of our services and actively involved in the disability sector. Having been appointed to fill a casual vacancy, he comes up for election at our AGM.

Approximately two years ago we appointed Dr Graeme White as Joint Chief Executive with Guide Dogs Victoria (GDV), as part of a process to investigate sharing resources with them. During the year, an external consultant reviewed the collaboration to determine the benefits to the organisations. As expected, the report disclosed that the arrangement had provided substantial benefits to both parties.

It is worthwhile to mention a few of the benefits of the collaboration and I leave aside the direct monetary savings.

- A combined meeting of senior managers in October 2010 identified over 60 new opportunities for working together and many of these will result in future benefits.
- A review of the GDV risk management framework enabled the development of a solution which meets our needs.
- HR procedures and processes were significantly updated, with areas of confusion being addressed with assistance from GDV.
- Following a decision to establish a dog breeding colony in New South Wales, technical assistance was received from GDV, as was a supply of puppies for training as Guide Dogs.

It was therefore with some regret that we learned that Guide Dogs Victoria opted to withdraw from the shared CEO arrangement, as they wished to have a full-time CEO. Whilst both Boards hope that the collaboration will continue, it is difficult to see how the momentum will be maintained in the absence of the impetus provided by a joint CEO.

However, one benefit of the termination of the joint CEO role has been Dr White's decision to remain as the CEO of Guide Dogs NSW/ACT.

A new five-year strategic plan has been developed for the organisation. The five strategic goals are set out in priority in this document. You will notice that our core business of mobility-related activities remains the top priority.

The strategic plan will link to the risk management plan and will drive annual operational plans and key performance indicators for the organisation and management.

Guide Dogs NSW/ACT, along with our sister organisations in other states, is working through our peak body, Royal Guide Dogs Associations of Australia, to ensure that we operate in a coherent and cohesive manner in the national arena. This will become increasingly important as regulation of charities moves from State-based to Federal oversight, and will also help to capture national sponsorship opportunities.

PRESIDENT'S REPORT

(continued)

**“Centre For Eye Health continues
to make good progress.”**

It is difficult to believe five years have passed since the Board first discussed the emerging issue of an ageing population, with attendant degenerative eye disease, intersecting with a stressed public health system, and the impact this would have on demand for our services. The outcome was the establishment of the Centre in conjunction with The University of New South Wales.

The success of the Centre is covered in more detail in a separate report by the Centre Director, Professor Michael Kalloniatis.

Whilst it is exciting to talk about changes made and new opportunities grasped, the reality is that most of our effort is focused on our core business of providing mobility assistance to people who are vision impaired. Our focus on this important service to our clients remains undiminished.

During the year the Board commenced a process of holding some of its meetings in regional centres, as a means of ensuring that Directors have a better understanding of the issues faced in the field. It is intended that this be a continuing program.

This initiative has been supplemented by changes to the induction program for Directors, requiring that they spend a day in the field with an Orientation and Mobility Instructor. At a personal level, I found the exercise fascinating.

In summary, this has been another successful year for our organisation.

However, nothing would have been achieved without the hard work of our staff, volunteers, benefactors and supporters; my heartfelt thanks to them all. As always, I am grateful to my fellow Directors for their continuing involvement and counsel.



GUIDE DOGS NSW/ACT

“THANK YOU”





WORKING TOGETHER

An animal lover and Guide Dogs NSW/ACT supporter for over 23 years, Beth enjoys ballroom dancing and gardening, and is currently learning pilates.

IN GRATEFUL MEMORY OF OUR VERY SPECIAL FRIENDS

We honour and acknowledge the generosity of people who have included a bequest to Guide Dogs NSW/ACT in their Will. Many of our special supporters have helped us over the years. Their final gesture will enable us to continue our work in the future. A bequest means an enriched life for someone.

A

Jack Abeshouse
Nerida May Abrams
Helen Frances Adamson
Maureen Dawn Alderson
Joyce Monica Allen
Esme Doreen Allwood
Aage Andersen
Edna Frances Anderson
Joan Margaret Anderson
Joy Anderson
Doreen Edith Ansbacher
Gwendoline May Ardill
Theresa Ashley
Una Winifred Atwell (Levisohn)

B

Lillian Ethel Bamde
Gerald Peter Barton
Bill & Joy Barrie
Beryl Aileen Bell
Carola Berger
Marcelle Eugenie Bernier
Shirley Winsome Binns
Roma Estelle Blackwell
Estelle Margaret Bloomfield
Johanna Maria Adriana Bogaard
Georgina Booker
Richard D Boon

Ella Kate Boyd
Anna Lisette Boydell
Alain Gerard Boz
Joan Clair Braybon
Marie Howe Breckenridge
Clive Edwin Brewer
Kenneth Robert Briggs
Nita Veronica Brogan
Henry Lloyd Brown
Lesvie Brown
Mary Elizabeth Brown
Peter Raymond Brownlee
Dorothy Budden
Tatiana Buks

C

Gwendoline Hazel Carter
Patricia Sylvia Carter
Ida Cartwright
Harold John Castle
D A H Chisholm
Martha Amelia Clout
Brian John Cockle
Leon Ralph Cohen
Edyth Margaret Conyers
Lorna Alicia Cossar
Esme Lorraine Covington
Ray Ernest Cox
William Arthur Croft
Margaret Mina Cunningham
June Nita Curran

D

Lorraine C Delaney
Ricarda Urania Delaney
Fay Patricia Devenish
Mavis Lorraine Di Paulo
Eva Dibbs
Marjorie Dobbie
Eva Dundas
Alan James Dunlop



IN GRATEFUL MEMORY OF OUR VERY SPECIAL FRIENDS

(continued)

E

Thomas Anthony Edmonds
Betty Evans

F

Verdun Leith Fairweather
William Joseph Fenney
Dorothy Jean Fisher
Betty Guise Forster
Hector Donald Frame
Gwendoline Mary Franklin
Elizabeth Ann Freeman
Rae Bennett French

G

Sylvia Moya Gilkes
Mollie Gowing
Lionel Macfarlane Grant
Zelle Grave
Fritz (Fred) Gunsberger

H

Dagmar Wilhelmine Halas
Bronwen Margaret Harray
Norma Haworth
Evelyn Elizabeth Hayward
Doreen Miriam Healey
William Charles John Hill
John Hamilton Hinde
Maxine Narelle Hosking
Bertha Howard
Florence Irene Hucker
John Francis Hughes

J

Betty Grace James
Doris Lillian James
Margaret Findlay Jeston
Raymond Victor Johnston

K

The Kemvan Trust
James Windeyer Kennedy
John and Connie Kennedy Trust
Van Marinus Kerken
Frank Cyrus Keston
Joan Elizabeth Kibblewhite
Kaethe (Kitty) Kiefel
June Allison King
Mabel Kohler
Ethel Koukal
William Charles Krause
Theresa Resel Kulley

L

Sally Ann Laird
Eileen Clare Langford
Jessie Heather Laurence
Marjorie Grace Lawn
Joseph Frederick Leves
John James Michael Lillis

M

Marie Evelyn Mackey
Norah Marbach
Dulcie Ita Mazzer
Sheila Woodruffe McBryde
Alexander Cameron McClelland
Vera McConochie
Edna May McEwan
Agnes Brae McGarry
Joyce Ruby McLean
Graham Miller
Carma Vigne Minnett
Pauline Mary Moraghan
John Vincent Mulville
Majorie Catherine Munro

N

Charles Thomas Nightingale
Denise Kathleen Niver
Betty Marcelle Noble
John Wesley Vance Noble
Pamela Mary O'Neill

O

Ruby Millicent Winifred
Mary O'Sullivan

P

Beatrice Sarah Florence Paget
Libuse Frantiska Panik
Esme Ruth Parker
Mary Jeanette Pearce
Robert Victor Pearce
Anita Roxanne Pengilly
Arthur Percival
David Percival
Helen Elizabeth Percival
Norine Percival
Shirley Pikler
Elsie Margaret Porter

IN GRATEFUL MEMORY OF OUR VERY SPECIAL FRIENDS

(continued)

R

Lesley Joan Reay
Jean Reid
Alberta Edith May Richardson
Ruth Graham Robertson
Alan Robson
Teressae Nixon Rowe
Edna Faye Rowland
Maxwell Edward Ryan

S

Agnes Campbell Hamilton Scott
Dawn Valerie Scott
Jane Scott
Ronald Lester Seach
Betsy Jane Ann Sendak
Donald James Shennan
Brian Stanley Sheumack
Kurt Siegmund
Jean Sinclair
Edward Noel Slawson
Eleanor Smith
Howard Christopher Smith
Susi Snow
Victor Leonard Spicer
Sylvia Elizabeth Stevens
Alan Keith Stone
Edna Stone
Louis Richard Neville Stuber
Magda Szintay

T

Jack Darrell Turner

W

Betty Wade
Evelyn Mavis Wade
Alan James Walker
Laurel Walker
Dorothy Rose Walters
Margaret Jean Ward
Marjorie Gladys Miriam Ward
Beryl Edgecombe Watson
Dennis William Weaver
James Henry Webb
Frank Webster
Jean Isabelle Wenman
Thelma Jane Whitfield
Dorothea Hazel Whittome
Margaret Wielstra
Alec Wilkins
Allyn Gilbert Williams
Joan Wilson
Mary Isabell Macleod Wilson
John Richard Wood
Elisabeth Wren
Stella Eloise Wylie

X

Adriana Xenides

“What you do is very necessary and important. I am always amazed at how confidently a blind person walks with their dog, when I see them in the street.”



WORKING TOGETHER

APEX Clubs have been supporting Guide Dogs NSW/ACT since our founding in 1957. In 2010/11, APEX collected \$95,000 towards the cost of providing our free services.



THANK YOU TO OUR SUPPORTERS

Guide Dogs NSW/ACT is wholly reliant on the support of committed people and organisations across NSW and the ACT. We are indebted to every donor, fundraiser, volunteer and supporter for their commitment and generosity. To each and every one, we say “Thank you”.

We would like to thank all the volunteers who have helped us throughout the year, especially our puppy raisers, event volunteers and office volunteers.

VOLUNTEERS

Ms Robeyne Beaumont
Mrs Joanna Brown
Ms Carolyn Byers
Mr Scott Driver
Mrs Pauline Gray
Mr David Gray
Mr Greg Gershan
Mrs Jeanette Lowensohn
Mrs Ann Murray
Mrs Tomoyo Phillips
Mrs Elise Roffe
Mrs Lorraine Stern
Mr Ron Van Leer

SUPPORT GROUPS

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

MODEL DOG VOLUNTEERS

Ms Pauline Andrews
Mr Tony Archer
Mrs Sandra Brabon
MR David Gibbs
Mr Clifford Jahnsen
Mrs Suzanne Jahnsen
Mrs Joan Kable
Mr David Lucas
Mr & Mrs K & R Potter
Mr Bill Young
Mrs Dianne Young
APEX NSW/ACT
APEX *Alstonville*
APEX *Inverell*
APEX *Hunter Valley District*
APEX *Sydney and Central Coast District*
APEX *Corrimal*
APEX *Berrowra*
APEX *Kiama*

MODEL DOG HOSTS

1001 Optical
Able Home Timber & Hardware *Asquith*
Alstonville Mahjong Club
Bankstown Sports Club
Beef Bullion *North Rocks*
Belmore RSL Club
Big W Variety *Jesmond*
Bi-Lo *Belmont*
Bi-Lo *Broadway*
Bi-Lo *Cardiff*
Bi-Lo *Castle Hill*
Bi-Lo *Eden*
Bi-Lo *Killarney Vale*
Blacktown RSL Club
Blacktown Workers Club
Bondi Junction
Veterinary Hospital
BWS Liquor *Campbelltown*
Cabra-Vale Ex-Services Club
Campbelltown RSL Club
Cardiff Panthers
City Convenience Store *Newtown*
Club *Menai*

THANK YOU TO OUR SUPPORTERS

(continued)

MODEL DOG HOSTS

(continued)

Coles *Bateau Bay*

Coles *Baulkham Hills*

Coles *Belmont*

Coles *Birkenhead Point*

Coles *Bondi*

Coles *Bondi Westfield*

Coles *Bowral*

Coles *Broadway*

Coles *Burwood*

Coles *Caringbah*

Coles *Castle Hill*

Coles *Chatswood*

Coles *Chatswood Chase*

Coles *Epping*

Coles *Gladesville*

Coles *Glendale*

Coles *Hornsby*

Coles *Kareela*

Coles *Kotara*

Coles *Lane Cove*

Coles *Leichhardt*

Coles *Lindfield*

Coles *Manly Peninsula*

Coles *Manly Vale*

Coles *Maroubra Junction*

Coles *Mount Druitt*

Coles *Muswellbrook*

Coles *Neutral Bay*

Coles *Newcastle Junction*

Coles *Norwest*

Coles *Pagewood*

Coles *Penrith*

Coles *Randwick*

Coles *Rhodes*

Coles *Rose Bay*

Coles *Scone*

Coles *The Entrance*

Coles *Toronto*

Coles *Turrumurra*

Coles *Wallsend*

Coles *Waratah*

Coles *Warners Bay*

Coles *Warringah Mall*

Coles *West Gosford*

Cooma Pet Shop

Cremorne Orpheum Theatre

Croydon Park Ex-Servicemen's
Club Ltd

Dr Joanne Williams

Eagle Boys Pizza *Grafton*

EBP Sports Club

Fettell Communication

Forestville News Agency

Franklins *Turrumurra*

Goulburn Soldiers Club

Goulburn Workers Club

IGA Supermarket *Donges*

IGA Supermarket *Kingstown*

Ingleburn RSL Club

J & J Greenwood Newsagent

Joseph G Salim Optometrist

KMart *Campbelltown*

KMart *Garden City*

KMart *Lakehaven*

KMart *Maitland*

KMart *Mount Druitt*

KMart *Nourra*

Lemon Tree Passage

Bowling Club

Mac's Home Timber &

Hardware *Warners Bay*

Maitland Veterinary Centre

Maroubra RSL

Mingara Leisure Centre

Muffin Break *Leichhardt*

Multiplex Facilities

Management Pty Ltd

Nanni's Randwick Liquor Supply

National Australia Bank

Chatswood

National Australia Bank

North Sydney

Olde Fashioned Fish N Chips

Naremburn

Padstow Pet Centre

Panania Easthills RSL Club

Parker Shoes *Panania*

Penrith RSL Club

Peters Meats *Merrylands*

Phoenix Sports Club

Port Stephens Busy B's Inc.

Nelson Bay

Puzzle Craft *Lennox Head*

Queanbeyan RSL Memorial
Bowling Club

Rose Bay Drive-In Liquor Store

Roy Young Chemist

Royal Hotel *Paddington*

Rutherford Vet Clinic

Shoal Bay Country Club

Soldiers Point Bowling Club

South Sydney Jnr Rugby

League Club

St George Bank *Ashfield*

St George Motor Boat Club

St Johns Park Bowling Club Ltd

Strachans Day Night Pharmacy

The Balgowlah Bowling Club



WORKING TOGETHER

Puppy Pals support our important work by pledging a regular gift that helps us to turn adorable, young puppies into fully trained Guide Dogs.

THANK YOU TO OUR SUPPORTERS

(continued)

MODEL DOG HOSTS

(continued)

The Pet Centre *Chatswood*
Tintenbar General Store
Toronto Workers Club
Vintage Cellars *Chatswood*
Vintage Cellars *Cremorne*
Vintage Cellars *Mosman*
Vintage Cellars *Neutral Bay*
Woolworths Grocery
Store *Tamworth*
Woolworths *Inverell*
Woolworths Liquor
East Maitland

**EDUCATIONAL
INSTITUTIONS**

Allambie Heights
Childrens Centre
Annandale Public School
Arndell Anglican College
Ascham Girls School
Asquith Public School
Avalon Public School
Beverly Hills Public School
Canberra Grammar School
Coal Point Public School
Dural Public School
Erskineville Public School
Freemans Reach Public School
Frensham School
Gosford High School
Goulburn High School
Greenacre Public School
Harcourt Public School

Hunter River High School
Joey's Cottage Pre School
Kambora Public School
Kegworth Public School
Kingstown Union Sunday School
Kororo Public School
Marist College
Matthew Pearce After
School Care
Misses P Before & After School
North Rocks School for Deaf
Nulkaba Public School
Orama Public School
Our Lady of the Rosary
Pennant Hills High School
Penrith High School
PLC Sydney
Putney Playground Kindergarten
Pymble Ladies' College
Queenwood School For Girls
Rainbow Cottage Kindy
Retaval Preparatory School
St Joseph's School
St Michaels Primary School
St Pius X School
Telopea Park School
The Coast Christian School
The Illawarra Grammar School
Theodore Primary School
Turramurra Public After
School Care
Wahroonga Public School
Wattawa Heights Public School
William Clarke College
Woollahra Public School
Woy Woy Childcare Centre

**TRUSTS AND
FOUNDATIONS**

ACME Foundation
Abundant Byron Pty Limited
ANZ Trustees Foundation –
Joan Petersen
ANZ Trustees Foundation
Simon Rinaldi Endowment
Bimonu Pty Ltd
Bruce & Joy Reid Foundation
Dancler Trust
Duchen Family Foundations P/L
Dunstan Family Foundation
Henry H Roth Charitable
Foundation
John and Lois Turk Charitable
Trust No 2
Lord Mayor's Charitable Fund
(Eldon & Anne Foote Trust)
Macquarie Group
Foundation Limited
Maple–Brown Family
Charitable Trust
Nell & Hermon Slade Trust
Newcastle Permanent
Charitable Foundation
Perpetual Philanthropic
Services
Perpetual Trustee
Company Limited
Protrust Pty Limited
Skipper-Jacobs Charitable Trust
The Bagnall Foundation
The Freedman Foundation
The G P & M D Farrell
Foundation

THANK YOU TO OUR SUPPORTERS

(continued)

The Hamilton Foundation	CCZ Statton Securities	Laurence & Laurence
The Hargrove Foundation	City of Sydney Council	Leichhardt Flying Club
The James N Kirby Foundation	Clayton Utz	Macquarie Group
The Marian E H Flack Trust	Commonwealth Bank	Foundation Limited
The Perini Family Foundation Pty Ltd	of Australia	Mastercare Pty Ltd
The R A Gale Foundation	Combined Obedience Agility & Tracking School	Masterfoods Petcare
The Trust Company Limited	Concept Initiatives Pty Ltd	Maxwell Consulting
The Trustee for the Bill & Patricia Ritchie Foundation	Dan & Dan Landscaping Pty Ltd	Merial
Walter Campbell Memorial Trust	Deerstalkers Vino & Venison Club	MGC Engineering Pty Ltd
William Rubensohn Foundation	Deloitte Foundation Limited	NSW Taxi Council Ltd
	Department of Infrastructure	Narrabri Physiotherapy
	E K Nominees Pty Ltd	NHS Plasterboard & Timber
	Elf Mushrooms	NRMA Motoring & Services
	Empowered Communications Pty Ltd	Oberon Air Pty Ltd
	Foundation Works	Onesteel Limited
	Freehills	Orange Ex-Services Club Ltd
	Gartly Holdings Pty Ltd	Orchard Hills Veterinary Hospital
	Hayden Theatres Pty Ltd	Pacific Brands
	Hayman Industries Pty Ltd	Parramatta Leagues Club Limited
	Holman Webb Lawyers	Peter McInnes Pty Ltd
	HWL Ebsworth Lawyers	Planit Software Testing Pty Ltd
	Hydromet Operations (Southern) Ltd	PricewaterhouseCoopers Foundation
	Illawarra Catholic Club Ltd	Property Finance (NSW) Pty Ltd
	Independence Studios P/L	Quest Worldwide
	Intervet Australia Pty Ltd	R J McDonnell Pty Ltd
	Ipoh Management Services Pty Ltd	R K F Engineering Services
	J & S Engineering & Maintenance Pty Limited	Rewards Central Australia Pty Ltd
	Kimberly-Clark Australia	Ritchies
	King Furniture Australia Pty Ltd	Riverwood Legion & Community Club Ltd
		Rockdale RSL Sub Branch
		Roy Morgan Research
		Scanning Systems (Aust) P/L

CORPORATE DONORS

Companies that have donated
\$1,000 or more in the financial
year ending 30 June 2011, or have
provided pro bono services

A N D McLeod Pty Ltd
Abundant Byron Pty Limited
AMP Foundation
AMP Foundation/Citec
Aspect Consulting
ASX Limited
Australian Charities Fund
Australian National Audit Office
Australian Taxation Office
Banktech
Beresfield Spares Pty Ltd
Bidvest Australia Ltd
Bowlers Club of NSW Ltd
Brighton-Le-Sands RSL Club
Bulldogs Leagues Club Limited
Buzz Consulting
CAF Australia

THANK YOU TO OUR SUPPORTERS

(continued)

CORPORATE DONORS

(continued)

St Marys Development
Committee
Supa Centa Belrose
Sydney Medical Service
Co-operative Limited
Sydney Water Corporation
Teekay Shipping – Iron Yandi
The Travel Authority Pty Ltd
Three Drunk Monkeys
Torlee Investments Pty Ltd
Townhouse International
Trazblend Pty Ltd
Union Rubber & Engineering
Pty Ltd
United Way
Veolia Environmental Services
Vodafone Hutchison Australia
Wagland Salter & Associates
Pty Ltd
Westpac
Wests Ashfield Leagues
Windsor Women's
Bowling Club

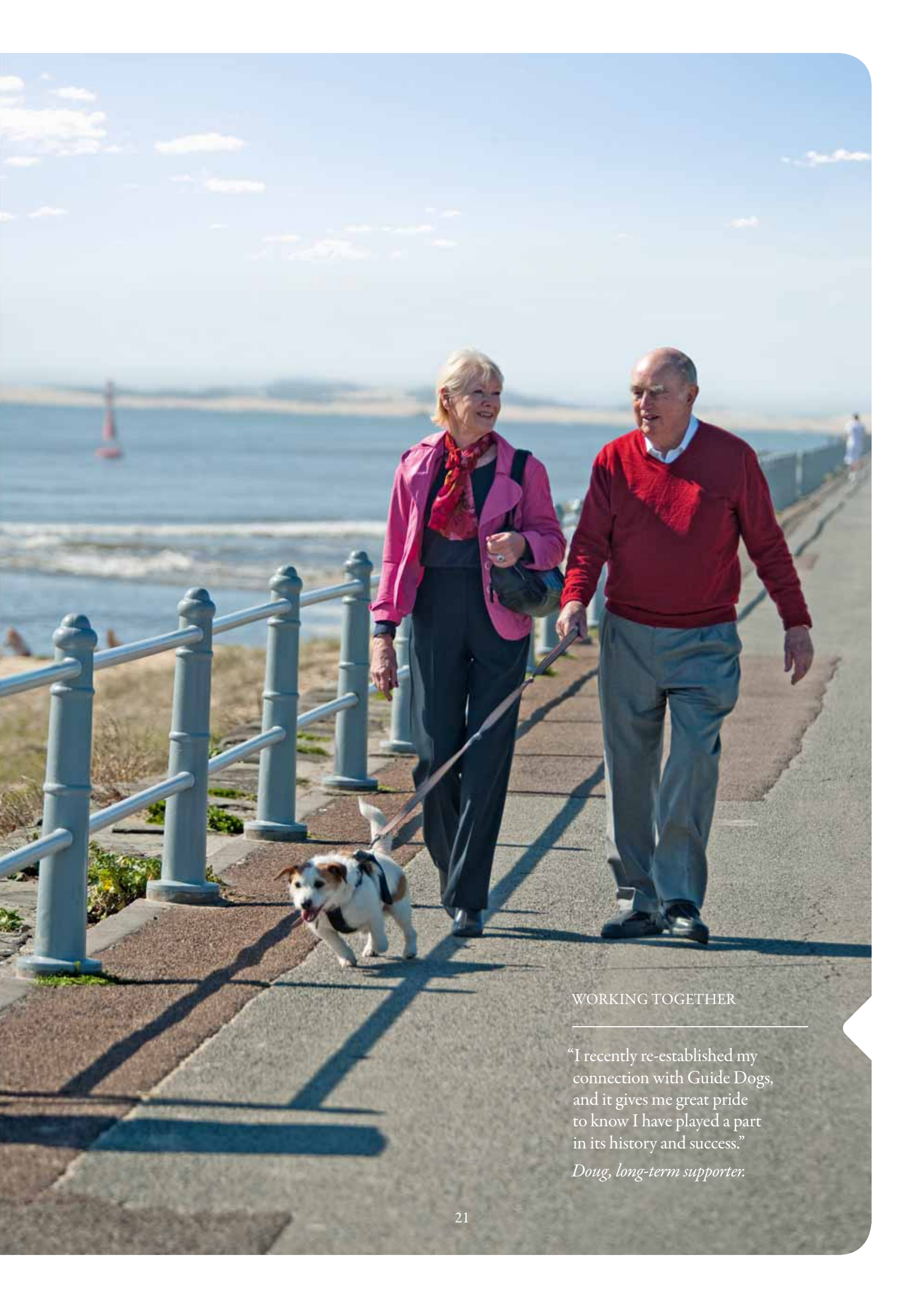


INDIVIDUAL DONORS

**Individuals and couples who
have donated \$1,000 or more
in the financial year ending
30 June 2011**

Mr & Mrs W F & K H Adams
Miss G G Adamson
Mrs Lenore Adamson
Mr & Mrs M & M Adler
Mr R O Albert
Mrs P Alston
Mrs M Anderson
Mr G Andrews
Mr P J Andrews
Mr William Arudsothy
Mr Allan Ash
Ms M Bailey
Mrs Noreen Baker
Mrs I Barr
Mrs Valerie Barton
Mr Alan Bates
Mr A G Baxter
Mr & Mrs P & D Bayliss
Miss Bedford
Mr D Beechey
Mr P Bell
Mrs R M Bell
Dr A M Beresford
Mr Arthur H Bingham
Mr John Blair
Mr Ross A Bliim
Mrs B Blinman
Mr C Blomfield
Mr David Bloom
Mrs Natalie Bobbin
Mrs V G Bomford
Mr S Borland
Mr Darren Bovis

Mr R E Brand
Miss Camille Brandt
Mr & Mrs Warren
& Fran Bremner
Mrs B Brennan
Mr & Mrs David & Halina Brett
Mr & Mrs John & Pauline Bridge
Fr Brian Brock
Mrs J Brooks
Ms Carole Brown
Mrs L A Bullen
Miss Heather Burgemeister
Mr Mark Burwood-Smith
Mrs Frances Butcher
Mrs E Butler
Mrs M M Butler
Mr P H Butts
Mrs B Caddey
Mr Ian Cairns
Mr Ron Callus
Mr Doug Cameron
Mrs R Campbell
Dr C H Campbell
Mr Ian Campbell
Mrs L A Carr
Mrs Kirsten Carriol
Mrs Doreen Carter
Mr Chris Carter
Mrs B Cary
Mr & Mrs P W Cavanagh
Mr T Chan
Ms M Chan
Mr Andre' Chancellor
Miss D E Clarke
Mrs Margaret Cole
Mr & Mrs B Coleman
Mrs Enid Coleman
Mr Colin Colgan



WORKING TOGETHER

“I recently re-established my connection with Guide Dogs, and it gives me great pride to know I have played a part in its history and success.”

Doug, long-term supporter.

THANK YOU TO OUR SUPPORTERS

(continued)

INDIVIDUAL DONORS

(continued)

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(continued)

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WORKING TOGETHER

Long-standing corporate partner Merial, generously provides its Heartgard and Frontline treatments, to enhance the health, well-being and performance of Guide Dogs in training.

THANK YOU TO OUR SUPPORTERS

(continued)

INDIVIDUAL DONORS

(continued)

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Australian Army Howell
VC Club
Australian Red Cross Society
Bankstown Stroke Recovery
Group Inc
Bexley 2CH Ladies Charity
Golf Club
Canley Heights
Community Group

Charity Greeting Cards
Co-op Scholars
Charitable Society
CWA Glenmore Park
Dominican Sisters of
Eastern Australia &
The Solomon Islands
EAC Charity Club
Gladesville Legacy Widows
Social Club
Goodwill Charity Card
Shop Inc
Halekulani Bowling Club
Hawkesbury Combined
Probus Club Inc
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Training Club Inc
Huon Park Canasta Group
Inner Wheel Club Blacktown
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Committee
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The Lions Club of Yagoona Inc.
Tuggerah Tuffs
Warringah Mall
Community Club

A MESSAGE FROM THE
CHIEF EXECUTIVE OFFICER



Dr Graeme White
Chief Executive Officer
Sydney, 26 September 2011

A handwritten signature in white ink, appearing to be 'Graeme White', written in a cursive style.

A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

“The staff have demonstrated an exceptional commitment to the organisation and our clients during this year.”

In June this year, the shared CEO arrangement with Guide Dogs Victoria finished and I was honoured to be appointed Chief Executive Officer of Guide Dogs NSW/ACT. I am excited about dedicating all of my time to the opportunities and challenges we face.

I would like to take this opportunity to praise the team at Guide Dogs NSW/ACT. The staff have demonstrated an exceptional commitment to the organisation and our clients during this year. On behalf of our clients and members, I thank you for your passion, commitment and tireless dedication to achieve the extraordinary things we have accomplished.

We have had a strong year of orientation and mobility service delivery, working with 3,648 clients (4% up on last year). Completed programs grew to 8,339 (up 6% on last year), with referrals growing to 6,766 (15% up on last year).

The number of Guide Dog users in NSW and the ACT increased slightly to 263, but the waiting list for Guide Dogs has grown significantly as we struggled during the year to produce dogs to meet growing demand.

For this reason, a plan has been implemented to substantially build Guide Dog puppy sourcing and training. An investment in staff and increased puppy numbers will result in more than 30% growth in Guide Dog output over the next two years.

To facilitate this growth, we are pleased to announce the opening of a breeding centre at the Guide Dogs training facility at Glossodia during the 2011/12 year. This is a very exciting initiative for the organisation that will supplement our quality breeder partnerships and provide the flexibility to expand puppy production to meet the anticipated demand.

There were a number of notable highlights during 2010/11.

We were invited to accompany a group of Sydney-based ophthalmologists who run clinics in Broken Hill. Work with these eye care professionals and the expansion of services delivered in the Far West region commenced in May 2011. This was an invaluable opportunity to extend our service offerings to a remote community in NSW.

In November 2010, Guide Dogs NSW/ACT proudly hosted and organised the Fourth Australasian Orientation and Mobility Conference. This conference was a resounding success and all of our instructors participated, including ten that presented papers. We also launched the Second Edition of our extensive manual *Guide Dogs Current Practice* at this symposium.

A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

(continued)

Financially, Guide Dogs NSW/ACT had a solid year. While many charities continued to suffer the prolonged aftermath of the global financial crisis, our bequestors and supporters stood by us and provided the funds to allow us to maintain our high service levels. Fundraising, bequests and other income streams generated \$26.6 million, which was \$1.6 million higher than last year. I remind readers that Guide Dogs NSW/ACT receives no government funding, so we are totally reliant on contributions from our tremendously generous supporters to fund all our activities. I am also pleased to report that no donations or bequest funds were spent on administrative costs at Guide Dogs NSW/ACT; these expenses were covered by commercial and investment income.

The collaboration with Guide Dogs Victoria has resulted in a number of significant benefits for Guide Dogs NSW/ACT. Twenty-five significant collaborative projects were undertaken during the year, and a further sixty-plus initiatives were identified at a combined senior managers' meeting in October 2010.

We also held a combined instructor meeting in November 2010, which included attendees from all associated Guide Dog organisations in Australia. At this meeting we shared ideas on service delivery methodology, quality standards and topical challenges. This was the first time a meeting of this nature had taken place in twenty years, and instructors shared and learned a great deal from each other. Some of the ideas were trialled and put into practice immediately after the completion of the meeting.

The consultant commissioned to review the value of the collaboration between Guide Dogs NSW/ACT and Guide Dogs Victoria reported that, "Overall the collaboration has been a worthwhile exercise with both short and long-term benefits to Guide Dogs NSW/ACT." Along with savings estimated at a minimum of \$350,000, he identified initiatives and improvements of benefit across all departments.

**“Overall the collaboration has been a worthwhile
exercise with both short and long-term benefits
to Guide Dogs NSW/ACT.”**

In March 2011, Client Services Manager John Black left Guide Dogs NSW/ACT after 24 years of service, mostly in this senior role. John was a key contributor to building the service offerings for our clients and will be remembered for his extraordinary contribution to our organisation and the blindness community. We wish him well in his future endeavours.

LOOKING BACK ON A YEAR OF ACHIEVEMENTS



JULY 2010
Nine new Orientation & Mobility Instructors commenced their practicums with Client Services.



AUGUST 2010
The first Puppy Pals Open Day was held at the Guide Dogs Centre, Glossodia.



SEPTEMBER 2010
Guide Dogs NSW/ACT celebrated its 1,000th Pets As Therapy placement.



In 2010/11, Gulliver the giant Guide Dog travelled **6,500kms** through NSW and the ACT to raise awareness of our free local services.



OCTOBER 2010
A new television campaign was launched to raise awareness of the loyalty and hard work of Guide Dogs. The advertisement was a finalist at the 2011 Cannes Advertising Awards.

OCTOBER 2010
At a combined meeting of senior managers from Guide Dogs NSW/ACT and Guide Dogs Victoria more than sixty improvement initiatives were identified.



The estimated benefits from the alliance with Guide Dogs Victoria: **\$1.5m**

In 2010/11, Guide Dogs NSW/ACT completed 8,339 client programs, **a 6% increase** from 2009/10. Client referrals grew **15% in the year.**



NOVEMBER 2010
Our inaugural Wet Nose Day public information event was held in Sydney's Centennial Park, with media support from TV Channel 9 and Woman's Day.



NOVEMBER 2010
Guide Dogs NSW/ACT hosted the Fourth Australasian Orientation and Mobility Conference in Sydney, attended by delegates from all Australian states and territories, New Zealand, Singapore and the USA.



In November 2010, the second edition of *Guide Dogs Current Practice* was launched.

DECEMBER 2010
A joint meeting of Orientation & Mobility Instructors from Guide Dogs NSW/ACT and Guide Dogs Victoria resulted in collaborative initiatives and the valuable sharing of ideas on ways to improve service delivery.



LOOKING BACK ON A YEAR OF ACHIEVEMENTS
(continued)

JANUARY 2011

Research on CFEH clients revealed that 85% were either diagnosed with an eye disease, prescribed treatment, referred to a specialist or scheduled to return for further testing and monitoring.



In 2010/11, Guide Dogs NSW/ACT achieved **40% annual growth** in the number of Puppy Pals regular donors.

The number of eye health practitioners registered with Centre for Eye Health: **858 optometrists and 48 ophthalmologists.**



MAY 2011

Guide Dogs NSW/ACT expanded its service coverage in the Far West region of NSW to include regular visits to Broken Hill.



Guide Dogs NSW/ACT commenced implementation of a plan to establish a Guide Dog Breeding Centre and increase Guide Dog annual output by **100% within 3 years.**

JUNE 2011

Our *Think before you park* community education campaign was launched by the NSW Transport Minister to educate the public about the dangers faced by people with impaired vision when drivers park their vehicles illegally.



In 2010/11, Guide Dogs NSW/ACT sourced **30 puppies** from the Guide Dogs Victoria breeding colony.

JUNE 2011

On 12 June two vision impaired clients successfully completed the Kokoda Track, raising more than \$30,000 for Guide Dogs NSW/ACT.



In 2010/11, CFEH conducted advanced eye imaging tests for **3,829 clients.**

50% increase in Telemarketing profitability, 2010/11 over 2009/10.



A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

(continued)

The past year also saw the retirement of two other long-serving senior executives; Planned Giving Manager Lyn Smith and Telemarketing Manager Ann Roberts. Lyn was at Guide Dogs for 22 years and led the Planned Giving department through a period of extraordinary growth. Ann served for 20 years, working hard to extract the most from the complex Telemarketing business. Each made a substantial contribution to our organisation and we are sad to see them go, but wish both a happy retirement.

In finishing this report, and on behalf of the inspiring people we serve, I must pass on an enormous thank you to all the bequestors, donors and supporters who gave so generously during the year. Without your contribution, we could not have done the amazing, life-changing work that we did for the blind and vision impaired community.

SUPPORTER SURVEY

Percentage of Supporters who did not know that Guide Dogs NSW/ACT:



Supporters are most passionate about the following services provided by Guide Dogs NSW/ACT:



GUIDE DOG SERVICES

Following a year of socialisation with a volunteer Puppy Raiser, puppies that are selected to become Guide Dogs undergo an intensive five-month program to learn the complex skills required for their new job.

Dogs that successfully complete the rigorous training are then matched with a client. We make sure that the dog is well-suited to the person's specific lifestyle and travel needs. The careful matching and training of a person and their Guide Dog results in a successful Guide Dog team.

One of the most important aspects of the team is the positive bond between the person and their Guide Dog. This bond is fostered during training when a person with impaired vision learns to communicate effectively with their new dog: giving it commands, directions and hand signals at critical moments, and learning correct voice intonation, timing of praise and corrections.

You don't have to be blind to receive help from Guide Dogs NSW/ACT and all services are provided locally and at no cost to clients.

GUIDE DOGS IN SERVICE

Program type	2010/11	2009/10	2008/09	2007/08	2006/07
<i>Guide Dog users as at start of year</i>	262	263	253	247	236
<i>Dogs issued within year</i>	36	44	48	52	42
<i>Dogs retired, died, moved within year</i>	(37)	(49)	(42)	(47)	(34)
<i>Dogs from interstate</i>	2	4	4	1	3
<i>Users as at end of year</i>	263	262	263	253	247
<i>Net increase in users from previous year</i>	1	(1)	10	6	11

MARTIN AND JODIE



“Kaylah, Guide Dogs and my family have helped me to stay connected with the community, so I don’t just stay home and do nothing.”

Seven years ago, Martin was working as an Executive Chef for a leading five-star international hotel when suddenly he could no longer see the food on the plates.

The 38-year-old father of two was diagnosed with advanced pigmentary glaucoma and declared legally blind. His life was turned upside down, but Martin wasted no time in seeking assistance from Guide Dogs NSW/ACT.

Not wanting to rely on his children, Ysabella and David, to guide him around, Martin overcame an apprehension about dogs and requested a Guide Dog. Six years ago he was matched with Kaylah, a blonde Labrador, and he hasn’t looked back. An Orientation & Mobility Instructor from Guide Dogs trained the new team in how to travel safely around Martin’s community, and Client Services staff regularly call to see how the partnership is progressing.

As well as enhanced mobility, independence and companionship, Kaylah has given Martin the confidence to become a motivational speaker and share his story with others.

A lush green forest scene with sunlight filtering through the trees. The image shows a dense canopy of green leaves, with some sunlight creating bright spots and a soft glow. The trees are tall and thin, with a mix of green and brown tones. The overall atmosphere is peaceful and natural.

WORKING TOGETHER

With his active lifestyle, Martin needed an alert, energetic Guide Dog. Kaylah is comfortable working in stressful, busy environments, yet can also wait patiently for Martin if needed.



LOW VISION SERVICES

The best way to prevent vision loss is to have your eyes checked regularly. Often there are no symptoms to indicate that a person's vision might be changing. However, for those who are losing some sight, help is at hand.

Orientation & Mobility Instructors from Guide Dogs NSW/ACT teach people to effectively use their residual vision or a low vision aid in everyday situations. We develop training programs that are tailored to the specific needs of each client.

Programs can include:

- training to effectively use residual vision or a low vision aid;
- advice on how to cross roads safely and move through crowded areas;
- training in specific visual skills, such as scanning or identifying bus numbers, and
- advice on a person's home environment, such as effective lighting, and how to use pocket magnifiers.

The Chatswood Low Vision Clinic is a joint initiative between Guide Dogs NSW/ACT and The University of New South Wales' School of Optometry and Vision Science. Here, people with reduced vision have the opportunity to be assessed and to trial the latest magnifying products available to enhance their independence.

At Guide Dogs NSW/ACT we believe that vision loss shouldn't be a barrier to leading a fulfilling life.

**In 2010/11 Guide Dogs NSW/ACT delivered
411 free low vision programs.**



TREVOR AND CATHIE



“I gained a full insight into my eye condition after meeting with Guide Dogs; something that I never had until now.”

Trevor lives with the inconvenience of Macular Degeneration, which blurs and distorts his central vision. For Trevor, this has made reading books difficult, but also reading music – his main passion in life.

The active 76-year-old is a highly talented and versatile jazz musician, who has played flute, clarinet and saxophone with international and local bands in concert venues around the world.

Trevor’s eye specialist referred him to Guide Dogs’ Low Vision Clinic at Chatswood. After a thorough assessment by our Orthoptist and Optometrist, various magnifiers were trialled and a pair of magnified reading glasses were recommended. With these glasses, Trevor has to hold things very close, but as the glasses are portable he was able to use them with success on a recent overseas trip for a band engagement.

While a solution for reading music remains a challenge, Trevor manages well, with good lighting, skill and memory.





WORKING TOGETHER

Trevor is amazed at just how good the glasses from Guide Dogs NSW/ACT's Low Vision Clinic are, especially in situations where the lighting isn't great.

ORIENTATION AND MOBILITY SERVICES

Guide Dogs NSW/ACT provides free orientation and mobility services to assist anyone who has difficulty moving around as a result of vision loss.

Each year we help thousands of people with different levels of vision impairment, from all walks of life and age groups.

Our specialised orientation and mobility training teaches skills such as safe road-crossing techniques and use of public transport. Training may include the use of long canes, electronic aids and GPS systems. We also work with local councils, transport authorities and businesses to promote equal access for people with impaired vision.

Guide Dogs enhances the independence of thousands of people with impaired vision every year, no matter where they live. Our professionally qualified Orientation & Mobility Instructors live and work throughout NSW and the ACT to provide free mobility-related services to people with vision impairment.

We also provide customised programs that address the specific needs of people whose vision has been impaired by stroke, tumour or brain injury, with a focus on compensating for their vision loss and restoring confidence.

COMPLETED PROGRAMS

Program type	2010/11	2009/10	2008/09	2007/08	2006/07
<i>Orientation</i>	738	745	758	762	734
<i>Mobility/long cane</i>	2,765	2,492	2,492	2,871	2,685
<i>O&M Access</i>	291	321	361	446	526

SHIRLEY AND ELAINE



“Guide Dogs has helped me attack daily life head on, and has given me a real sense of independence.”

Shirley, a 66-year-old Belrose resident, lost her peripheral vision as the result of a stroke several years ago. She has been receiving assistance from Guide Dogs NSW/ACT since 2006.

Late last year Shirley was out shopping, when an escalator she was on suddenly shuddered, broke-down and stopped working. She recalls how she felt at the time, “When you are blind this sort of thing can be really scary, as you don’t know what is happening.”

Rather than avoid using escalators altogether, Shirley decided that it was time to once again seek help from Guide Dogs to help her overcome her fears. She is now working on an agreed training program with her instructor Elaine.

Shirley’s orientation and mobility program includes training on how to use a support cane; and learning how to use escalators safely. A support cane provides stability for people with low vision when they are walking. It is also used to check the height of stairs.

WORKING TOGETHER

Shirley has plenty of company at her retirement village, and enjoys catching up with neighbours to share a story and a cuppa.





PETS AS THERAPY






Our Pets As Therapy (PAT) program is aimed toward people who will benefit from the companionship that is provided by a loving pet. Since 1983, Guide Dogs NSW/ACT has provided PAT dogs for Australians who may have limited social contact due to disability, age or ill health.

All our PAT dogs undergo a temperament test before commencing their training at the Guide Dogs Centre in Glossodia in western Sydney. The dogs are taught basic obedience and trained to walk next to a mobility aid such as a wheelchair, walking stick or frame, if necessary. Training takes between four and five weeks.

Guide Dogs NSW/ACT's Pets As Therapy program changes lives as these very special dogs help their partners join or return to the community, go to school, work, make friends, and do all the things we often take for granted.

There is currently a large unmet demand for PAT dogs, though waiting times will vary depending on the needs of each applicant.

COMPLETED PLACEMENTS OF PAT DOGS

2010/11		51
2009/10		53
2008/09		50
2007/08		57
2006/07		58

BILLIE WITH PAT DOG JENNA



“Jenna doesn’t care whether my children have a disability or not, she loves them unconditionally. We can’t imagine life without her.”

Billie’s mum, Heike

For five-and-a-half-year-old Billie, who has cerebral palsy, making friends with other children her age has been difficult because her electric wheelchair seems intimidating. But all that has changed since a black Labrador called Jenna came into Billie’s life almost a year ago. Jenna is a special companion dog that has been provided by Guide Dogs NSW/ACT’s Pets As Therapy program.

As well as bringing enormous comfort and joy, Jenna is a wonderful social ice-breaker for Billie. Children now come up to Billie and ask her about Jenna, which has boosted her confidence and made it easier for her to interact with others.

Jenna’s gentleness has also had a profound effect on Billie’s family, in many ways helping to bring everyone closer together. Her 10-year-old brother Kai, who also has cerebral palsy, loves a hug, while her eight-year-old brother Yasha, who was previously terrified of dogs, now competes for her attention.

WORKING TOGETHER

Pets As Therapy dog Jenna has brought joy and companionship to young Billie's life. Jenna's presence also eases Billie's interaction with other children.





ELECTRONIC AIDS AND GPS

Three years ago, Guide Dogs NSW/ACT began training people with impaired vision in the use of Wayfinder Access, an adaptive Global Positioning System (GPS) application for Nokia mobile phones. Recently, the company that developed Wayfinder Access ceased supporting the product, so it became necessary to find a replacement GPS system for clients.

After extensive research and consultation, Guide Dogs NSW/ACT developed four new training programs to meet the individual needs and preferences of clients. These include three smartphone GPS solutions, and a stand-alone GPS device.

Clients who do not have, or want, a smartphone can receive training in the use of a stand-alone GPS device called Trekker Breeze, which has been specifically designed for those who are vision impaired.

Not only do we offer free training for all these devices and applications, Guide Dogs NSW/ACT may also lend certain devices to clients, so they do not have to invest in hardware and software.

COMPLETED PROGRAMS

Program type	2010/11	2009/10	2008/09	2007/08	2006/07
<i>Miniguide</i>	650	568	561	472	454
<i>GPS</i>	274	329	200	24	2
<i>Other sensors*</i>	31	22	38	30	71

* Includes 'K' Sonar, Mowat Sensor, Sonic Guide and Sonic Pathfinder.

MATTHEW AND BELINDA



“Guide Dogs has been integral to my life, from helping me to independently attend school, to moving to Newcastle to study and work where I constantly have to catch public transport.”

Twenty-three-year-old Matthew has a lifestyle that most people his age would envy. Working out of a recording studio in his Newcastle home, Matthew composes and produces music and sound effects for film, television and radio. He is also the lead singer in a four-piece band that recently recorded its first EP.

With the amount of travel required to get to gigs and around town, Matthew’s Guide Dog Stamford, and a talking GPS phone have been invaluable. “Having a Guide Dog is something else. He enables me to do so much more than I could with a cane, such as carry music gear and move confidently to new places.”

Guide Dogs NSW/ACT has been helping Matthew to travel independently and safely since he was four, after surgery failed to correct the blindness he was born with in both eyes. When the organisation launched its first GPS training module three years ago, Matthew was one of the first clients to adopt the new technology.

WORKING TOGETHER

Guide Dog Stamford, has helped Matthew to make the transition from growing up in a small country town, to attending TAFE and living independently in the city.





CHILDREN'S SERVICES

For children with vision impairment, confident, purposeful movement is essential to ensure they reach their full potential.

A child is never too young to receive orientation and mobility assistance from Guide Dogs NSW/ACT. We work with children, their parents, families, carers and other professionals to ensure that each child's current and future mobility needs are met.

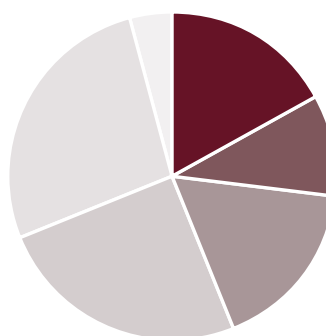
Our Orientation and Mobility Instructors teach children how to make the most of their vision, and show them how to use their other senses to learn about their surroundings. No child is too young to receive our help.

We teach children concepts such as height, distance and direction, which enables them to better understand the world in which they live and sets a platform for higher learning and knowledge, both now and into the future.

Guide Dogs NSW/ACT also teaches children to travel independently using clues and landmarks within their environment. This could involve travelling home from school on public transport, or learning how to cross a road safely with the assistance of a mobility aid such as a long cane.

AGE DISTRIBUTION OF CLIENTS

Age	Clients	%
<i>Under 20</i>	613	17
<i>21-40</i>	366	10
<i>41-60</i>	620	17
<i>61-80</i>	922	25
<i>Over 80</i>	993	27
<i>Unspecified</i>	134	4
Total	3,648	100



THEODORE AND KELLIE



“The instructors at Guide Dogs have been unbelievably helpful. We can’t imagine them not being part of our lives.”

Theodore’s mum, Maria

Like most other children his age, Theodore is a keen participant in school sport, loves to read, and enjoys going on holidays with his family. Being blind since birth has not prevented Theodore from getting the most out of his ten years.

Guide Dogs NSW/ACT has been working with Theodore since he was three, helping him to move around safely and confidently using a cane. These days, he meets frequently with an Orientation & Mobility Instructor to learn the skills he will need to travel independently, as he grows up and moves on to high school.

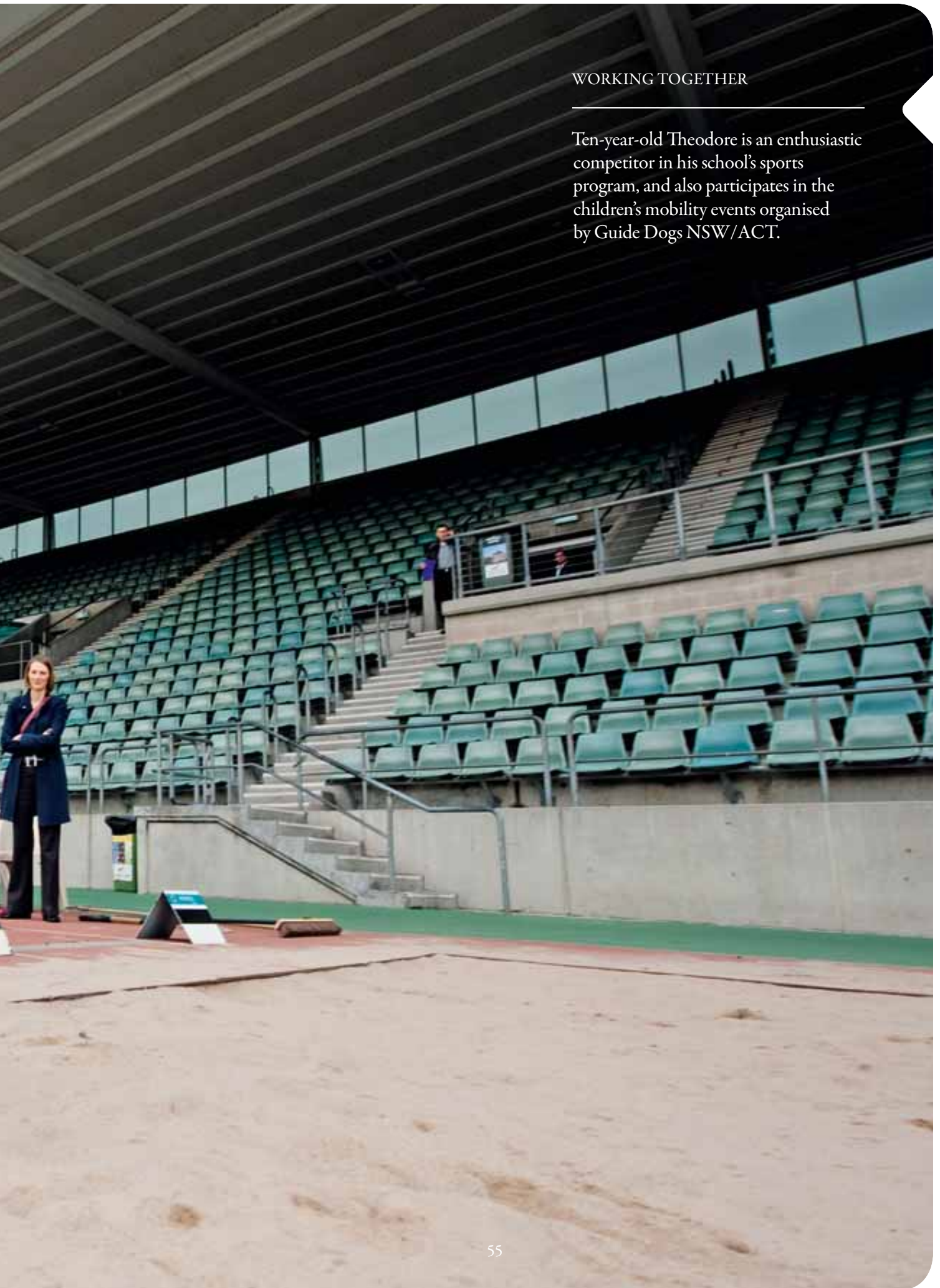
Working with Theodore’s teachers, Guide Dogs staff were able to assess the school’s physical environment and provide his teachers with advice on the best way to help Theodore get around safely.

Skiing, swimming, athletics and overseas travel are part of everyday life for this young achiever. Theodore has also been an enthusiastic participant in mobility activities run by Guide Dogs, including a recent trip to Taronga Zoo in Sydney with other young clients.



WORKING TOGETHER

Ten-year-old Theodore is an enthusiastic competitor in his school's sports program, and also participates in the children's mobility events organised by Guide Dogs NSW/ACT.



CENTRE FOR EYE HEALTH



Professor Michael Kalloniatis

Centre Director

Sydney, 26 September 2011

A handwritten signature in white ink that reads "Michael Kalloniatis". The signature is stylized and includes a large flourish at the end.

CENTRE FOR EYE HEALTH

“Our contribution to preserving vision and enhancing the future quality of life for individual Australians is what we are most proud of.”

During its first full year of operation, the Centre for Eye Health (CFEH) worked in partnership with 858 optometrists and 48 ophthalmologists, helping to assess the eye health of thousands of people by conducting more than 25,000 advanced imaging tests. By year-end, the Centre was receiving 25 referrals a day.

Impressive as these numbers are, they tell only a small part of the story. Our contribution to preserving vision and enhancing the future quality of life for individual Australians is what we are most proud of. While most of our clients are at the very beginning of their battle against vision loss, the Centre has already saved the sight of hundreds of people.

ANNA'S STORY

“I feel so lucky that CFEH was able to identify so early the emerging problems with my peripheral vision.”

Anna was referred by her optometrist to CFEH for photo-documentation and measurement of a small lesion on her retina. The ophthalmic team provisionally diagnosed choroidal melanoma and recommended an urgent referral to a retinal specialist. Choroidal melanoma is a life-threatening cancer of the eye and precise measurement of ocular lesions informs whether ongoing monitoring is suitable, or if referral to a retinal specialist is required.

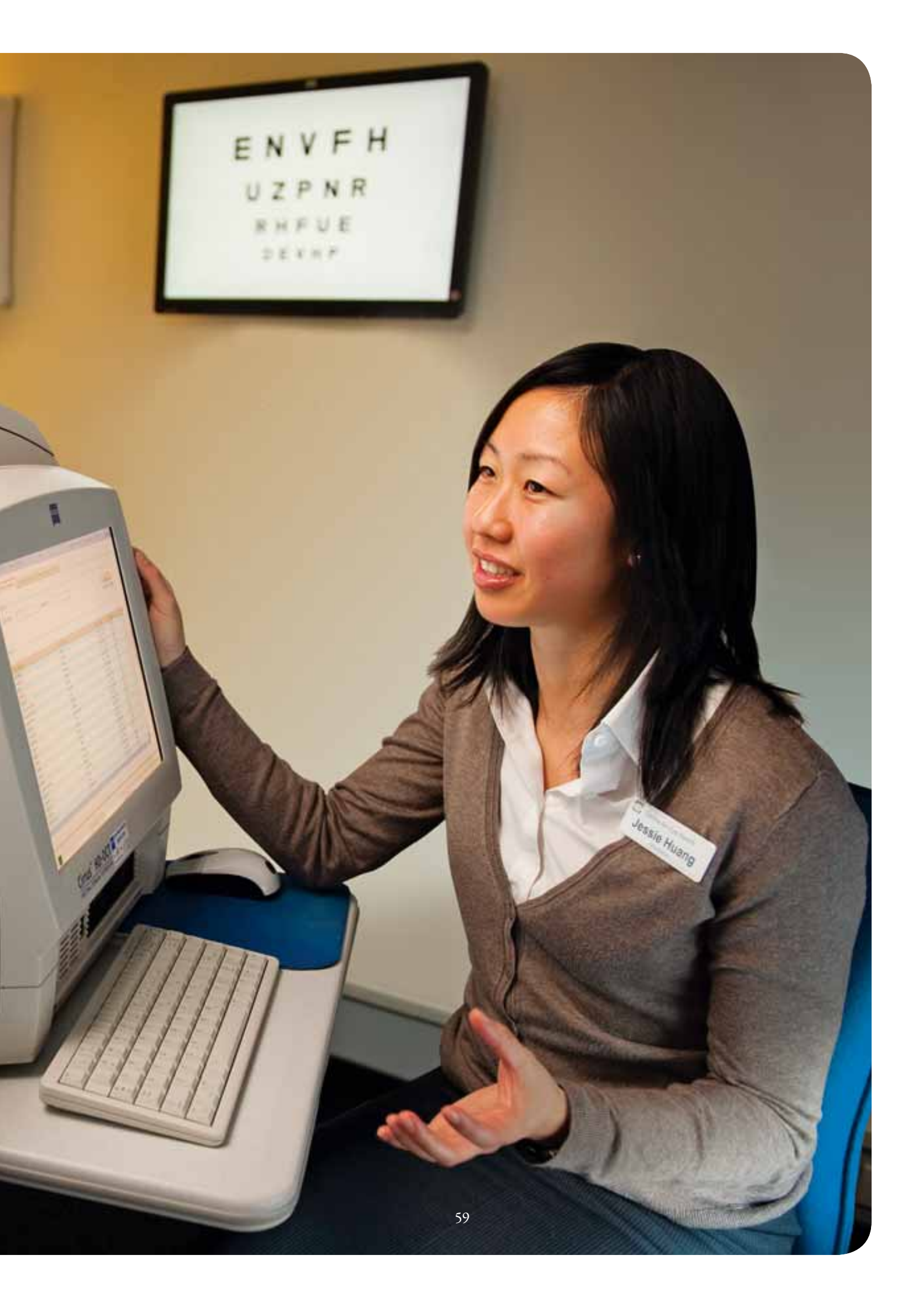
The client was referred to an ophthalmic oncologist who was able to undertake treatment that resulted in minimal vision loss. The melanoma has stopped growing and the client is under observation, with CFEH playing a critical role in the monitoring process.

Based on US studies, we can predict that in Sydney alone, the incidence of choroidal melanoma is approximately 20 per year. Early detection is critical as choroidal melanoma size directly determines survival rates.

WORKING TOGETHER

With more than 30 state-of-the-art instruments in one location, the Centre for Eye Health reduces the financial, geographic and social barriers to accessing the best eye imaging services available.





CENTRE FOR EYE HEALTH

(continued)

Research on clients assessed at the Centre over a six-month period reveals that just 15% of respondents were cleared of any ocular abnormalities. The remaining 85% were either diagnosed with an eye disease and/or prescribed treatment by the referrer, scheduled to return for further testing and monitoring, or referred to a specialist.

Clients come to us from across NSW and the ACT (only 30% of referrals originate from inner Sydney). Retired or unemployed people make up 25% of appointments, and 40% of clients were born overseas. Clearly, the Centre is reaching those for whom the initiative was designed to help and in the years to come, the full impact of the Centre's activities will be realised by tens of thousands of people who will still be able to see the faces of people they love.

CFEH does more than provide accessible imaging services. The Centre also represents an important link with front-line eye-care practitioners in the community. In 2010/11, we provided professional development opportunities for more than 300 optometrists through our Series of Continuing Ophthalmic Professional Education (SCOPE) events, while 850 optometrists now receive our bi-monthly newsletter *IMAGE*.

We continue to liaise with the Optometrists Association of Australia (OAA) and the Royal Australian and New Zealand College of Ophthalmologists (RANZCO) to find ways to work together to help people in communities with high eye health needs. Our relationship with the South Eastern Sydney Local Health District (SESLHD) is another valuable link, enabling us to have client results reviewed by an on-site consultant ophthalmologist as required.

Similarly, over the past year we have enjoyed working with other prominent eye-care groups to reinforce the importance of early detection of eye diseases, such as macular degeneration, glaucoma and diabetic retinopathy.

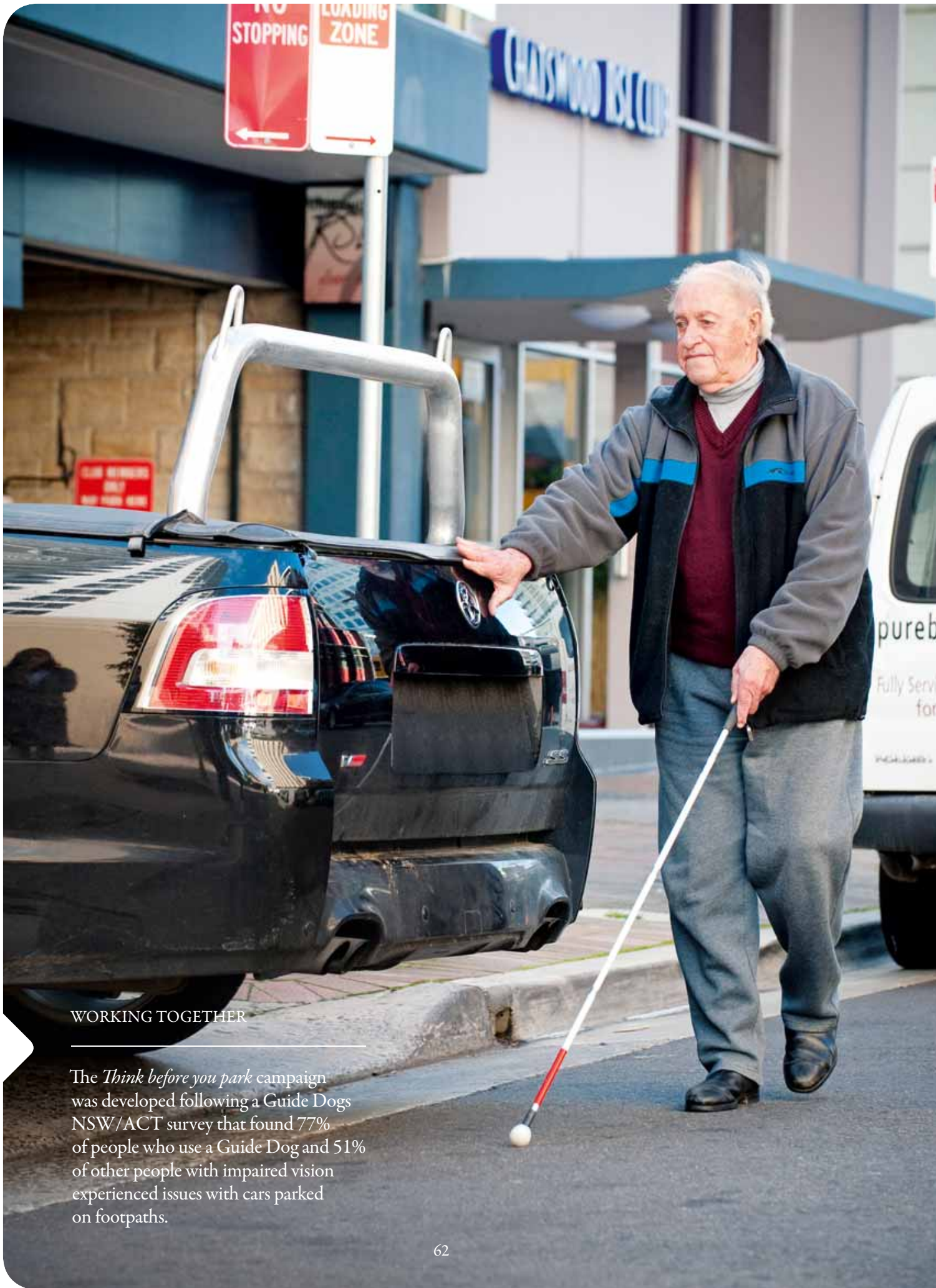
Looking forward, CFEH will be focused on expanding operational capacity to cater for the increasing demand for our services, supporting the professional development of front-line eye-care practitioners to provide enhanced community-based care, and investigating other innovative ways to work together to help people avoid unnecessary vision loss.





WORKING TOGETHER

The Centre runs regular educational sessions for optometrists, to provide practical information and training on how to interpret the results from frequently requested tests.



WORKING TOGETHER

The *Think before you park* campaign was developed following a Guide Dogs NSW/ACT survey that found 77% of people who use a Guide Dog and 51% of other people with impaired vision experienced issues with cars parked on footpaths.

ACCESS AND ADVOCACY

Providing advocacy and community education on the needs and rights of people with vision impairment is one of Guide Dogs NSW/ACT's strategic goals.

The access and advocacy work we undertake aims to reduce barriers to independence in three broad areas:

1. GUIDE DOG ACCESS RIGHTS

A person with their Guide Dog in harness is legally allowed to enter all public places, such as: shops and supermarkets; cafés and restaurants; pubs and clubs; hotels, motels and hospitals. Together they can also travel on all types of public transport, including taxis and airplanes.

2. IMPROVING ACCESSIBILITY

On 1 May 2011, the Federal Government launched its Access to Premises Standards. The standards provide direction on how the built environment should be designed and constructed, to minimise barriers for people with disabilities. Guide Dogs NSW/ACT advocates at different levels of government, and works with designers, access consultants and building managers, to ensure that the environment is as accessible as possible for people with impaired vision.

3. PUBLIC AWARENESS

We conduct regular community education campaigns to help the public better understand vision loss and its consequences. The campaigns highlight the simple things the public can do to make life easier for someone with vision loss. We also run a Guide Dog Speaker program for schools and other community organisations.

Guide Dogs NSW/ACT's access and advocacy work is driven by the needs of people with vision impairment. Industry specific education is delivered to those sectors most likely to be in contact with a person who is blind or has impaired vision. This includes training being provided to health professionals, bus drivers, RailCorp staff and those working in hospitality.

In the past year our community education centred on two public awareness campaigns: *Don't turn a blind eye* which highlighted footpath hazards such as overhanging trees, rubbish and rubbish bins, uneven paths and outdoor dining; and *Think before you park* which raised awareness of the dangers that result from people parking on or across footpaths.

BOARD OF DIRECTORS



BOARD OF DIRECTORS

The names and particulars of the Directors of Guide Dogs NSW/ACT during or since the end of the financial year are:

- 1. Mr A B C Stephen** F.F.A., F.I.A.A., F.A.I.C.D
President
Formerly, General Manager Zurich Australia Limited. Aged 68. Joined the Board in 1999 in a non-executive capacity. Currently a member of the Finance, Audit & Risk Management Sub-committee as well as a member of Nomination & Remuneration Sub-committee.
- 2. Mrs L V Druitt** B.Bus (Acc), CPA
Vice President
Partner, Nortons Business Advisors (Chartered Accountants). Aged 52. Joined the Board in 2004 in a non-executive capacity. Currently Chair of the Finance, Audit & Risk Management Sub-committee and a member of the Nomination & Remuneration Sub-committee.
- 3. Mr J S Bennett**
Self-employed business consultant (Disability Services Auditor). Aged 63. Joined the Board in 2011 in a non-executive capacity.
- 4. Mrs Z Bull** MA (Eng, Econ & Mgmt), GAICD
Founding Director of Altura Partners (Strategic Management Consultants – Sydney/Melbourne). Aged 44. Joined the Board in 2010 in a non-executive capacity.
- 5. Mr I A Jamieson** BCom (Mktg), CPM (AMI)
Managing Director of Marketing Initiatives Pty Limited (Strategic Marketing Consultants). Aged 58. Joined the Board in 2008 in a non-executive capacity. Currently a member of the Corporate Governance Sub-committee.
- 6. Mr S Kouris** BEc, LLB, LLM
Self-employed lawyer and consultant. Aged 42. Joined the Board in 2010 in a non-executive capacity. Currently a member of the Corporate Governance Committee.
- 7. Dr A B Mosman** B.V.Sc.
Veterinarian, Partner Bondi Junction Veterinary Hospital. Aged 63. Joined the Board in 1999 in a non-executive capacity. Currently Chair of the Corporate Governance Sub-committee.
- 8. Mr R D Newberry**
Manager, Tamworth Plaster Works. Aged 55. Joined the Board in 1998 in a non-executive capacity.
- 9. Mr A R Pierce** FCA
Self-employed chartered accountant. Aged 67. Joined the Board in 1992 in a non-executive capacity. Currently Chair of the Nomination & Remuneration Sub-committee, and a member of the Finance, Audit & Risk Management Sub-committee.

CORPORATE GOVERNANCE

BOARD RESPONSIBILITIES

The Board ensures that management maintains the highest level of corporate ethics. The Board consists of independent non-executive Members who have extensive relevant experience to bring independence, accountability and judgement to the Board's deliberations and to ensure maximum benefit for clients, members, employees and the wider community.

In particular, the Board:

- holds at least 11 formal meetings a year;
- ensures legal and financial obligations are being met;
- sets and reviews strategic direction;
- monitors the operating and financial performance of the company, including fundraising;
- 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: members of the organisation, clients, employees, benefactors, and the community at large (including people with vision impairment who are not clients).

In preparing this statement, the Board has focussed on its structure, principles and core values.

BOARD STRUCTURE

- The Constitution provides for a maximum of nine (9) and a minimum of six (6) Board Members. There are currently nine (9) Board Members.
- No employee can be a Board Member.
- The Chairman is appointed by the Board Members from amongst their number.
- There is no maximum appointment term specified for Board Members and they may present themselves for re-election every three years at the Annual General Meeting.
- New Board Members are nominated by the Nomination and Remuneration Committee and may be appointed by the Board to fill a casual vacancy.



CORPORATE GOVERNANCE

(continued)

COMMITTEES

- The Board does not delegate major decisions to Committees.
- Committees are responsible for considering their relevant issues and making recommendations to the Board.
- The Finance, Audit & Risk Management 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 corporate risks faced by the company, assessing the probability, magnitude and possible impact of the risk, then recommends appropriate preventative measures.
- The Nomination & Remuneration Committee nominates new Board Members, recommends remuneration for the Chief Executive Officer and senior management and monitors succession planning.
- The Corporate Governance Committee regularly reviews the Corporate Governance framework with a view to ensuring that it remains relevant.
- All Committees operate under formal Terms of Reference, which are updated when necessary.
- The Chairman of the Finance, Audit & Risk Management Committee has appropriate financial experience.
- Membership of the Board and Committees are detailed elsewhere in this report.

PROCESSES

- Meetings are structured to encourage active participation by all Directors at all meetings.
- Directors have open access to information.
- The Board receives regular management presentations from company personnel.
- The Chief Executive Officer and Chief 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 Code of Conduct which includes a section dealing with conflict of interest.
- The Board periodically conducts a review of its performance and effectiveness through independent evaluations.

EXTERNAL AUDITOR INDEPENDENCE

- The Board monitors the independence of the external auditors.
- The Board has policies to restrict the type of non-audit services which can be provided by the external auditors.
- The Finance, Audit & Risk Management Committee meets at least monthly with company management and annually with the external auditors, without management.

STATEMENT OF COMPREHENSIVE INCOME

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2011

	CONSOLIDATED	
	2011 \$'000	2010 \$'000
Bequests	13,533	12,759
Donations	6,572	5,751
Telephone marketing sales	2,230	2,343
Investment income	2,404	1,765
Other income	64	25
Revenue from ordinary activities	24,803	22,643
Other gains/(losses)		
Unrealised gains/(losses) from revaluation of investments	1,723	1,925
Net gain on disposal of investments	4	320
Net gain on disposal of non current assets	32	94
Total revenue	26,562	24,982
Client service costs (Guide Dogs NSW/ACT & CFEH)	(14,400)	(13,248)
Community education & information	(2,446)	(2,503)
Telephone marketing costs (incl. COGS)	(2,068)	(2,281)
Indirect fundraising overheads including:		
– Data processing and management	(648)	(559)
– Planned giving indirect expenditure	(887)	(892)
– Appeal costs	(1,334)	(1,507)
Governance and administrative services	(2,817)	(2,963)
Other expenses from ordinary activities	(270)	(305)
Total expenses	(24,870)	(24,258)
Net surplus/(deficit) from ordinary activities	1,692	724
Other comprehensive income		
Memorial fund reserve	75	145
Total comprehensive income	1,767	869

The above figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2011.

The full Financial Statements and Auditor's Opinion are available on request or via our website, please visit www.guidedogs.com.au

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2011

	CONSOLIDATED	
	2011 \$'000	2010 \$'000
Current assets		
Cash and cash equivalents	1,312	1,833
Trade and other receivables	914	662
Inventories	62	91
Interest bearing receivables	1,675	3,298
Held-to-maturity investments	7,000	7,000
Other assets	301	173
Total Current Assets	11,264	13,057
Non-Current Assets		
Interest bearing receivables	–	780
Investments	29,760	26,777
Property, plant and equipment	17,634	18,007
Held-to-maturity investments	1,000	–
Intangible – establishment costs	25	37
Other assets	300	–
Total Non-Current Assets	48,719	45,601
Total Assets	59,983	58,658
Current Liabilities		
Trade and other payables	1,456	1,722
Employee leave entitlements	1,410	1,524
Total Current Liabilities	2,866	3,246
Non-Current Liabilities		
Employee leave entitlements	211	273
Total Non-Current Liabilities	211	273
Total Liabilities	3,077	3,519
Net Assets	56,906	55,139
Accumulated Funds		
Reserves	1,350	1,275
Accumulated surplus	55,556	53,864
Total Accumulated Funds	56,906	55,139

The above figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2011.

The full Financial Statements and Auditor's Opinion are available on request or via our website, please visit www.guidedogs.com.au

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 with 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 Association changed its name to Guide Dogs NSW/ACT to reflect current thinking and style.

Guide Dogs NSW/ACT is a public company, limited by guarantee, ABN 52 000 399 744.

We have two controlled subsidiaries, the Centre for Eye Health Limited, and Australian Centre for Eye Health Limited (formerly Sight Enhancement Services (ACT) Limited).

We derive all our financial support through the generosity of the people of NSW and the ACT. We receive no funding from the State or Federal Governments.

We are a member of both Royal Guide Dogs Associations of Australia and International Guide Dog Federation.

HEAD OFFICE

Guide Dogs NSW/ACT
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Chatswood NSW 2067
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North Sydney NSW 2059
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www.guidedogs.com.au

ACT

Telephone (02) 6285 2988
Facsimile (02) 6285 2827

ALBURY

Telephone (02) 6041 5201
Facsimile (02) 6041 5107

CENTRE FOR EYE HEALTH

Telephone (02) 8115 0700 or
1300 421 960
Facsimile (02) 8115 0799

COFFS HARBOUR

Telephone (02) 6652 7424
Facsimile (02) 6651 4082

GUIDE DOGS CENTRE

Telephone (02) 4579 7555
Facsimile (02) 4579 7537

LISMORE

Telephone (02) 6621 8475
Facsimile (02) 6622 8798

NEWCASTLE

Telephone (02) 4925 3066
Facsimile (02) 4925 3011

ORANGE

Telephone (02) 6362 6625
Facsimile (02) 6393 8969

TAMWORTH

Telephone (02) 6761 3152
Facsimile (02) 6761 3575

WAGGA WAGGA

Telephone (02) 6925 3559

WESTMEAD

Telephone (02) 9891 4914
Facsimile (02) 9891 4143

WOLLONGONG

Telephone (02) 4225 9247

COMPANY INFORMATION

(continued)

WE PROVIDE

- Assessment and training in orientation and mobility to people who are blind or have impaired vision.
- Aids including Guide Dogs, 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.
- Free state-of-the-art eye imaging and diagnostic services, for earlier 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 other regional centres.
- In the Low Vision Clinic at Chatswood.
- At the Guide Dogs Centre at Glossodia.
- At Centre for Eye Health, The University of New South Wales, Kensington.
- Where appropriate, to meet with clients' requirements.

OUR POLICY

All our services are delivered free of charge to clients.

AUDITORS

HLB Mann Judd
Sydney, NSW

BANKERS

Westpac Banking Corporation
Sydney, NSW

LAWYERS

HWL Ebsworth Lawyers
Sydney, NSW

Holman Webb Lawyers
Sydney, NSW

FUND MANAGERS

Russell Investment Group
Sydney, NSW

Van Eyk BluePrint (Macquarie
Investment Management Ltd)
Sydney, NSW

Warrakirri Asset Management Pty Ltd
Melbourne, VIC

