

GROWING

TO MEET NEW CHALLENGES





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GUIDE DOGS NSW/ACT ABN 52 000 399 744

Guide Dogs NSW/ACT receives no State or Federal Government funding and is financially dependent on the generosity of the people of NSW and the ACT.

THE GOVERNOR OF NEW SOUTH WALES



A handwritten signature in cursive script that reads "Marie Bashir".

PROFESSOR MARIE R BASHIR AC CVO

Governor of New South Wales

Sydney, September 2010

Guide Dogs NSW/ACT provides all its services, including the wonderful Guide Dogs, free-of-charge. They rely entirely on the generous support of individual donors and partner organisations.

In the past year, instructors from Guide Dogs NSW/ACT travelled over one million kilometres to deliver tailored programs to 3,492 people. Nearly half these programs were delivered outside the Sydney metropolitan area, as the organisation is committed to serving regional communities and providing local services wherever possible.

The number of people seeking their services continues to grow. By 2020, it is likely that more than 250,000 people in NSW and the ACT will have a visual impairment serious enough to affect daily living.

Last November, it was my great pleasure to open the Centre for Eye Health, an initiative of Guide Dogs NSW/ACT and The University of New South Wales. This world-class facility is a result of clients wanting Guide Dogs NSW/ACT to invest in the area of preventative eye health. Since opening, the Centre has provided advanced eye testing (which helps to detect eye disease in its early stages) for more than 1,000 clients. It is anticipated that 10,000 more people will be tested in the coming 12 months.

In addition to its life-changing services, Guide Dogs NSW/ACT actively advocates better access for people with impaired vision, and awareness of their rights and needs, reminding us that everyone has the right to live safely, independently and with dignity.

Guide Dogs NSW/ACT is an organisation worthy of your continuing support, for which I thank you.

CONSOLIDATED FIVE YEAR TRADING COMPARISON

02

WHERE THE FUNDS CAME FROM

	2009/10 \$'000	2008/09 \$'000	2007/08 \$'000	2006/07 \$'000	2005/06 \$'000
<i>Bequests</i>	12,759	12,386	18,711	11,421	10,832
<i>Donations (incl. appeals)</i>	5,751	5,295	4,561	4,684	4,145
<i>Direct marketing/ merchandising (net)</i>	62	107	213	399	306
<i>Income from investments</i>	1,765	1,932	3,338	4,095	3,189
<i>Government grants (nil all years)</i>	–	–	–	–	–
<i>Other (incl. fair-value adjustments of investments)</i>	2,290	(4,255)	(5,107)	26	105
<i>Deficit funded from reserves</i>	–	927	–	–	–
Total	22,627	16,392	21,716	20,625	18,577

HOW THE FUNDS WERE USED

	2009/10 \$'000	2008/09 \$'000	2007/08 \$'000	2006/07 \$'000	2005/06 \$'000
<i>Client O&M instruction</i>	8,738	7,878	7,022	6,182	5,320
<i>Guide Dogs Centre</i>	1,810	1,744	1,982	1,663	1,571
<i>Centre for Eye Health services</i>	1,970	–	–	–	–
<i>Fundraising, community information and planned giving</i>	5,693	4,508	3,969	3,589	3,196
<i>Governance, finance and administration</i>	2,963	2,262	2,001	2,042	1,853
<i>Surplus transferred to reserves</i>	1,453	–	6,742	7,149	6,637
Total	22,627	16,392	21,716	20,625	18,577

PRESIDENT'S REPORT



A handwritten signature in black ink that reads "A B C Stephen".

A B C STEPHEN

President

Sydney, 11 October 2010

It gives me great pleasure to present my report covering the 12 months to 30 June 2010, another busy and productive year for Guide Dogs NSW/ACT.

The accounts present a somewhat confusing picture. Whilst the bottom line of a surplus of \$1,453,353 is a definite improvement on the previous year's deficit, this is principally the result of an increase in the market value of investments. Each year the rise or fall in the financial markets tends to swamp the underlying financial result.

Excluding the impact of the change in market values of investments, we operated at a deficit of roughly \$500,000. I do need to emphasise that this was expected and is the result of the establishment of the Centre for Eye Health, which operated within budget. Overall, on the expenditure side, the Company operated within budget. Whilst there was a substantial increase in Client Service costs, the major portion of this is attributable to the Centre for Eye Health which has completed its first full year of operation.

During the year Dr Craig Macpherson resigned as a Director having served the organisation for almost 10 years. On your behalf, I thank Dr Macpherson for his involvement over a decade of quite dramatic change for the organisation.

Some years ago the Board introduced a process to identify the gaps on the Board in terms of skills and attributes. In seeking a replacement for Dr Macpherson we searched more widely for candidates and were encouraged that we received so many high quality applicants. Whilst this made the selection process more tortuous, it was a reflection of the high regard with which Guide Dogs is held in the community. The two new Directors Steve Kouris and Zorana Bull, having been appointed to fill casual vacancies, come up for re-election at our AGM.



PRESIDENT'S REPORT

CONTINUED

04

You will note that we have taken advantage of recent changes in Corporations Law to simplify the presentation of the accounts. In addition, members have been asked how they wish to receive the statutory information. These changes, which will save money, are intended to provide members with information about our activities, which are tailored to the individual member's needs. It goes without saying that anyone can receive a full set of accounts merely by asking for them.

Shortly before our last Annual General Meeting we appointed a Joint Chief Executive Officer as part of a process to investigate the sharing of resources with Guide Dogs Victoria. We have been pleased with the way that Dr Graeme White has settled into his expanded role covering both states. The Board is confident that the effectiveness of the organisation has improved as a result of the sharing of resources and knowledge with our Victorian colleagues.

One of the highlights of the year was the formal opening of the Centre for Eye Health by Her Excellency, Professor Marie Bashir AC CVO last November. Following the opening, the Centre has increased its activity and is now in the process of recruiting additional staff to cope with the increasing demand. A more comprehensive review of the Centre's activities is included on pages 25 and 26 of this report.

Both these initiatives are driven by the same set of interlinked realities. First, there is the realisation that there will be a significant increase in demand for our services over the next 10 to 20 years. This increase in demand is driven in part by an ageing population suffering from degenerative and other eye conditions, a large number of which could be managed if identified early, and a public health system which is already finding it difficult to provide timely ophthalmological services.

We are in the fortunate position of being able to do something about both.

The Centre for Eye Health is intended to help identify those most at risk of preventable vision loss; whilst the collaboration with Guide Dogs Victoria should help ensure we run a cost effective operation focussed on the provision of services to those who require them.

Whilst it may be more interesting to talk of the new, the reality is that the organisation's principal activity remains the provision of mobility assistance to people who are vision impaired, through tailored training programs and equipment. Our focus on this important service to our clients remains undiminished.

In summary, this was a successful year, with the Centre for Eye Health becoming operational, continuing to build on the collaboration with Guide Dogs Victoria, and the appointment of a new CEO; whilst maintaining the momentum in the provision of our services to the vision impaired.

*None of this would have been achieved without the hard work of our staff, volunteers, benefactors and many supporters; my thanks to them.
At a personal level, I owe a debt of gratitude to my fellow Directors for their active involvement and counsel.*

TO OUR SUPPORTERS WE SAY
THANK YOU



BEQUESTORS

We honour and acknowledge the generosity of people who have remembered Guide Dogs NSW/ACT in their Wills. Many of our special supporters have helped us over the years. Their final gesture will enable us to continue providing mobility training at no charge. A bequest means an enriched life for someone.

- | | |
|---|--|
| <p>A Joyce Monica Allen
Mary Jean Allen
Lorna Anderson
Joy Anderson
Edward (Ted) John Arkley
Una Winifred Atwell (Levisohn)</p> <hr/> <p>B Bill & Joy Barrie Trust
Charles Bartholomew
Winifred Moore Belbin
May Morison Bennett
Barbara Berge
Hazel Williamina Berkman
Elizabeth Rosalinda Bertolotti
Noelene Grace Best
Aileen Dorothy Blackie
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Elsie May Bulkeley</p> <hr/> | <p>C Constance Louise Cairnduff
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Eva Dundas</p> <hr/> <p>F Verdun Leith Fairweather
John Morton Foley
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Dee-Marie Fraser</p> <hr/> |
|---|--|

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Joan Patricia Grubb

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Avice Winifred Harwood
Valerie Rosamond Hatfield
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Athol Smith
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Marcia Eileen Stone
Lyn Myra Swain

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Barbara June Wroe

Z Ronald Gordon Zeunert



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 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 Sue Addlington
Mrs Joanna Brown
Mrs Carolyn Byers
Mr Scott Driver
Mrs Diane Hedley
Mr Bernard Hedley
Mr Charles Kranz
Mrs Elise Roffe
Mrs Lorraine Stern

Model Dog Volunteers

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Mr Tony Archer
Mrs Sandra Brabon *Cooma Pet Store*
Mr Scott Driver
Mrs Leanne Davies
Mr David Gibbs
Mr David Gray
Mrs Pauline Gray
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 Berry
APEX Inverell
APEX Hunter Valley District
APEX Northern Tablelands District
APEX Port Macquarie
APEX Southern Tablelands and
Monaro District
APEX Sydney and Central Coast District
APEX Weston Creek
APEX Corrimal
APEX Berrowra
APEX Kiama
Fox Studios Australia

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Central Coast Support Group
Dubbo Support Group
Menai Support Group
Moree Support Group
Mudgee Support Group
Sydney City Committee
Tamworth Auxiliary

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- 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
- Bankstown Sports Club
- BWS Liquor *Campbelltown*
- Cabra-Vale Ex-Services Club
- Campbelltown RSL Club
- Cardiff Panthers
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- Club *Menai*
- Coles *Bateau Bay*
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- Coles *Belmont*
- Coles *Birkenhead Point*
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- Coles *Bowral*
- Coles *Broadway*
- Coles *Burwood*
- Coles *Caringbah*
- Coles *Castle Hill*
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- Coles *Chatswood Chase*
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- Coles *Maroubra Junction*
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- 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
- Donges IGA

Dr Joanne Williams
 Eagle Boys Pizza *Grafton*
 EBP Sports Club
 Fettell Communication
 Forestville News Agency
 Franklins *Turrumurra*
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 Goulburn Soldiers Club
 Goulburn Workers Club
 IGA Supermarket *Kingstown*
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*Companies who have donated
\$1,000 or more in the financial year
ending 30 June 2010.*

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Individual Donors

CONTINUED

Mrs Shirley J Stimson
Mr J R Stirling
Mrs C I Stocks
Mrs J Strutt
Ms E Sulinski
Ms Barbara Sweeny
Lady E A Synnot
Mrs E M Tanner
Mrs S C Taylor
Mr W N W Taylor
Ms Anne-Maree Thomas
Mrs O M Thompson
Mrs F A Thyer
Mrs H Towns
Mr Ron Tripp
Mrs E M Truman
Mrs A Turnbull
Miss J E Turvey
Mrs J M Van Bakel
Mr J Van Der Vegt
Mr A Vasta
Mrs Margaret Vernon
Mrs Annabelle Wadsworth
Patricia Wallace
Mrs J E Wardman
Mrs J E Watson
Mrs B Watts
Mr J H Webb
Mr R F Webb
Ms A Wedutenko
Mr Richard Weidner
Ms R Welsh
Mrs J White

Ms W S Whitham
Mr & Mrs Jeff & Anna Whittle
Mrs Jean Williams
Ms Fay Witton
Ms Madeline Wolf
Miss S W Woodcock
Mrs N Woodhead
Mr P J Worthington
Mrs B Wright
Mrs N Yabsley

Community Organisations

Annual Greenkeepers Day at Blackheath
Associations of Apex Clubs NSW/ACT
Bexley 2CH Ladies Charity Golf Club
Deerstalkers Vino & Venison Club
Granville & Districts Soccer
Football Association
Lion Club of the City of Liverpool Inc.
Lions Club of Tamworth
Macquarie Centre Golden A Club
No. 27 District Masonic
Association – Region 2
Pearl Beach Craft Group
Rockdale RSL Sub Branch
Rotary Club of Richmond
Rotary Club of Tamworth
Social Link Inc. (Centrelink Social Club)
The Bulls & Bears Group
Tuggerah Tuffs

With **10** offices situated throughout NSW and the ACT, last year alone, our instructors travelled over

1,047,116 KM

to ensure that, wherever possible, mobility skills are taught in the environment in which they will be used.



A MESSAGE FROM
THE CHIEF EXECUTIVE OFFICER

06



A black ink handwritten signature of Graeme White, consisting of a large, stylized 'G' followed by a long, horizontal flourish.

GRAEME WHITE
Chief Executive Officer
Sydney, 11 October 2010

As the new Chief Executive Officer for Guide Dogs NSW/ACT, the past year has been both inspiring and a steep learning curve. I am humbled by the privilege of working with the Board, staff and stakeholders and I look forward to making every effort to contribute towards the organisation's success.

In many ways, it is daunting to follow such a passionate, strong and accomplished Chief Executive as Joe Finucane. The direction and achievements of Guide Dogs NSW/ACT under his tutelage, over the past twenty years, have put the organisation in an extremely secure position to provide quality services to the vision impaired community. His are difficult shoes to fill.

In 2009/10, the organisation again broke previous service delivery records to complete 7,833 programs (including follow-ups). This was driven by 5,887 referrals for 3,492 clients.

The second edition of the definitive Guide Dog Instructor training manual, *Guide Dogs: Current Practice*, was published and has been endorsed by the International Guide Dog Federation (IGDF) as the key comprehensive training course for Guide Dog schools around the world. The acceptance and recommendation of this training program by the IGDF demonstrates the international respect for the Guide Dog program at Guide Dogs NSW/ACT.

The global financial crisis still casts a shadow over fundraising efforts in Australia. While many charitable organisations had difficulty maintaining their programs during the year, Guide Dogs NSW/ACT continued to be strongly supported by committed and extremely generous bequestors, donors, and partners. We receive no funding from government, so donations and contributions from supporters are critical to underpinning our activity level.

Bequests have continued to be the mainstay of the organisation's financial sustainability and last year generated \$12.8m in income.

In October 2009, Guide Dogs NSW/ACT entered into a collaborative alliance with Guide Dogs Victoria. Both organisations remain separate legal entities. To date, the alliance has led to the sharing of information and ideas, resulting in benefits to one or both organisations. Thirty substantial projects are being formally tracked and the Board will examine the outcomes of these projects to ascertain the value of the alliance.

In January 2010, a Human Resources department was established. Since then, much progress has been made in updating policies and procedures, and addressing outstanding issues regarding staff retention, training and management.

07

The growth in services and the continued increase in quality and efficiency is a tribute to the team at Guide Dogs NSW/ACT, who worked with extraordinary commitment and passion throughout the year. I thank our fantastic and dedicated staff for their unstinting and enthusiastic efforts in 2009/10.

I would also like to thank all the extraordinary bequestors, donors, volunteers and supporters who have so generously contributed to our programs and activities throughout the year. Without your commitment and ongoing support, we would not be able to deliver our life-changing work to people who are blind or vision impaired.

*Finally, to our clients, thank you for seeking the services
of Guide Dogs NSW/ACT; your hard work and perseverance
to achieve improved independence and mobility
continue to inspire us.*





A young boy with dark hair is peering over a large, grey rock in a wooded area. The background shows trees and more rocks, suggesting a natural, outdoor setting. The lighting is soft, possibly from the sun filtering through the trees.

TOBY

WITH PETS AS THERAPY DOG ELLIE

For nine-year-old Toby, who has Down Syndrome, dogs were his greatest fear. It was a distressing situation for him and becoming a real problem for his family – that was until Ellie came into their lives.

After learning from a friend about Guide Dogs NSW/ACT's Pets As Therapy (PAT) program, Toby's mother Susanna took a gamble that while dogs were the problem, they might also be the solution, and she was right! If any dog was around, Toby, all 30 kilograms of him, would have to be carried. He would cry and the look on his face was terrifying.

This has all changed since PAT Dog Ellie arrived earlier this year. Despite an initial standoff by Toby, Ellie's patience and big brown Labrador eyes won out and within two days the pair was rolling around together on the floor. Toby now proudly walks Ellie around the soccer fields near their Sydney home on the weekends, and he feeds and plays with her all the time. Susanna says the change in Toby is incredible. Ellie has been a real gift for the whole family, and brings out the best in her other three sons as well.

“We are so grateful to Guide Dogs NSW/ACT's Pets As Therapy program. Ellie has been such a gift for Toby and our family and we are really benefiting from her gentle, loving, patient and healing ways.”

SUSANNA *Toby's mother*

PETS AS THERAPY


Pets As Therapy (PAT) is a free community service provided by Guide Dogs NSW/ACT. It is designed to fulfil the companionship needs of people throughout NSW and the ACT who may be disadvantaged because of age, illness, disability or isolation.

PAT dogs are trained at the Guide Dogs Centre in Glossodia. They are trained in basic obedience and walking next to a mobility aid such as a wheelchair, walking stick or frame, as required. All PAT dogs undergo a temperament test before commencing their training.

Assessments are conducted at the applicant's home to establish their needs and the potential benefits of a PAT dog. Following a positive assessment, placement of a suitably trained dog will occur within the earliest possible time – although there is currently a long waiting list for PAT dogs.

The table below shows the number of Pets As Therapy dogs placed in the past five years.

COMPLETED PLACEMENT

2009/10		53
2008/09		50
2007/08		57
2006/07		58
2005/06		59



MANAGEMENT REPORTS

THE YEAR IN CLIENT SERVICES

Everyone is different. At Guide Dogs NSW/ACT we acknowledge this diversity by providing assistance to people from all backgrounds, walks of life and age groups.

Through the use of specialised training and equipment such as canes, Guide Dogs and electronic aids, Guide Dogs NSW/ACT helps enhance the lives of thousands of people with impaired vision every year. And we travel across the state and territory to do this.

2009/10 was another successful year in Client Services. We received 5,887 referrals (an increase of 1.4% over 2008/09), and delivered 7,833 programs (including follow-ups).

We placed 44 Guide Dogs during the year, including 27 with first time users, and 53 Pets As Therapy dogs.

In 2009/10 Guide Dogs NSW/ACT Orientation and Mobility Instructors travelled over one million kilometres to help clients achieve their mobility goals, with most of this training taking place in the person's local area. This resulted in more than 30,000 direct contact hours with clients, a record for our organisation.

Program completions also increased by 1% to a record 7,917 in 2009/10. The greatest increases were for GPS programs (a 65% increase from 2008/09), and Low Vision services (a 56% increase in 2009/10).

The following table shows the demand and supply for services in Sydney versus Regional NSW and ACT. It also indicates the distribution of staff resources and population between these areas.

SYDNEY COMPARED WITH OTHER REGIONS

	Referrals	Completed programs	Instructional staff	Population
<i>Sydney</i>	53%	53%	59%	59%
<i>Other regions (incl. ACT)</i>	47%	47%	41%	41%



"I get a great deal of satisfaction developing my team's skills and competencies and seeing them provide programs which are innovative, novel and fun. I also enjoy the long term interaction we have with people, and watching young children grow into confident, competent mobile adults."

JOHN PAYNE
Regional Manager
Hunter and Central Coast



"I oversee a team of 14 Orientation and Mobility Instructors working in western Sydney. Every day we strive to deliver a quality service which results in clients achieving their goals. We are developing new ways to work with more people from different cultural backgrounds."

REGINA RENFREE
*Regional Manager
Sydney West*

The 4th Australasian Orientation and Mobility Conference will be hosted by Guide Dogs NSW/ACT for the first time in November 2010. This is the premier professional development conference for Orientation and Mobility specialists in our region. Eighty-five Client Services staff are expected to attend the conference and associated workshops.

With a forecast increase in the number of people living with impaired vision, it is vital that Guide Dogs NSW/ACT can meet the combined challenges of growth in demand for our services and the constantly evolving technology environment.

With these factors in mind Client Services has set the following four strategic goals for 2010/11:

1. Retain key staff and develop existing staff.
2. Provide and develop services across regions.
3. Focus on individual responsibility through clear goals and accountability.
4. Support evidenced-based decision making and the use of new technology.

The following table shows the hours spent by instructors across all services for the past five years.

INSTRUCTOR HOURS

	2009/10	2008/09	2007/08	2006/07	2005/06
<i>Direct contact</i>	30,944	29,370	28,011	26,715	24,754
<i>Program Support</i>	12,088	11,634	11,539	12,075	10,812
<i>Travel</i>	20,284	19,163	18,245	17,752	15,380
Total	63,316	60,167	57,795	56,542	50,946



MOSES

LONG CANE AND MONOCULAR USER

About three years ago Moses' vision deteriorated significantly due to glaucoma, leaving the 77-year-old retiree virtually blind in his right eye. Finding it hard to recognise faces and see in dim conditions, Moses lost the confidence to go out independently, which affected his community work and social activities.

Moses' wife referred him to Guide Dogs NSW/ACT after attending a falls prevention seminar in 2009. Following a subsequent visit to the Chatswood Low Vision Clinic and a home assessment by an instructor, Moses was offered orientation and mobility strategies to help him get around safely and get his independence back.

The long cane training has helped Moses to resume his busy schedule as a volunteer co-ordinator in Chinese culture for the City of Sydney, which sees him regularly travel across the city for meetings. He's also finding it easier to catch the right bus with the use of a monocular that magnifies distant images, such as bus numbers and shop signs. He has now regained the confidence to go out and socialise with friends.

"I used to feel quite helpless and had given up going out, especially after dark. Thanks to Guide Dogs' training and support, I can now continue to do the things I enjoy."

MOSES

ORIENTATION & MOBILITY SERVICES

Guide Dogs NSW/ACT provides a range of mobility aids and devices to help people living with impaired vision travel more safely and confidently. Our services include training in the use of white canes, Guide Dogs, mobile phone GPS, and electronic mobility devices known as Miniguides.

By far the most common mobility device is the white cane. The cane is used to check for obstacles and cues on the person's path of travel. Sometimes people supplement the cane with another 'secondary device' such as a Miniguide. Others alternate between using a white cane and a Guide Dog, depending on the situation.

Training programs are tailored for each client, according to his or her specific needs, whether they be to cross the road safely, to find his or her way to the local shops or to catch public transport to work.

The table below presents completed O&M programs for 2009/10, compared to previous years.

COMPLETED PROGRAMS

Program type	2009/10	2008/09	2007/08	2006/07	2005/06
<i>Orientation</i>	745	758	762	734	773
<i>Mobility/long cane</i>	2,408	2,492	2,871	2,685	2,839
<i>O&M Access</i>	321	361	446	526	409



RAISING THE NECESSARY FUNDS

Fundraising activity in 2009/10 built on the successes of previous years, and particularly on the continued generosity of our supporters and the public.

Alongside traditional sources of fundraising income – such as bequests, direct mail donations, partnerships and merchandise sales – we generated increased income from philanthropic foundations, companies and online donations, including support given directly to the new Centre for Eye Health.

November 2009 saw the launch of our Puppy Pals product: a new regular giving program that helps fund the training of puppies to become wonderful working Guide Dogs. It's pleasing to see that we had recruited over 3,000 Puppy Pals by the end of June 2010, a number that we hope will continue to grow.

Other fundraising highlights for the year included:

- *the first Guide Dogs NSW/ACT supporter survey which revealed new information about people's commitment that will help shape and grow our future fundraising efforts; and*
- *the development of a personalised 'Plush Puppy' mail pack, sent out to potential new supporters. This initiative proved to be a very effective way of recruiting new donors.*

The invaluable commitment of volunteers once again made an important contribution to our fundraising efforts, helping us raise more money and allowing us to apply our limited resources efficiently. Much of Guide Dogs NSW/ACT's fundraising activity would not be possible without the involvement and enthusiasm of volunteers.



"My role is to manage all operations at the Guide Dogs Centre. Each year we train on average 50 Guide Dogs, place 55 Pets As Therapy dogs and source 120 puppies. The level of commitment of our staff members to the community is exceptional."

GRAEME MITCHELL
Guide Dogs Centre Manager
Glossodia NSW



“My job is to teach people with impaired vision the skills needed by them to be able to travel safely and independently. This involves individual training where they live with mobility aids such as a long cane, a support cane or a Miniguide.”

APRIL HARRIS
Orientation and Mobility Instructor
Chatswood Office

With the recently published Commonwealth Government study into the impact of vision loss, *Clear Focus (Access Economics, June 2010)*, it is evident that in the coming years demand for our services will greatly increase. It is vital that our fundraising activity keeps pace with this demand.

We will strive to grow our existing fundraising programs, as well as look at new sources of income in order to ensure our free services are there for anyone who needs them.

To all the loyal donors, partners, volunteers and supporters that helped us in the past year we say “thank you”. Your commitment and generosity are greatly appreciated.

Telemarketing

The highlight of the year for the Telephone Marketing department was the launch of an impressive new online shop, making it easier for people to support Guide Dogs NSW/ACT by purchasing gifts or products for the home through our website.

We anticipate that online sales and new e-marketing programs will deliver an increase in revenue from this source in the year ahead.

Sales of our popular Guide Dog calendars and Christmas cards continue to grow, while donations from Telephone Marketing donors increased by 4% in 2009/10. Merchandise and wine sales were down slightly on previous years due to the global financial situation, which also caused a downturn in the retail sector.

Thank you to our loyal supporters who continue to assist Guide Dogs NSW/ACT by purchasing our products. Your support is greatly appreciated.

MANAGEMENT REPORTS

CONTINUED

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RAISING THE NECESSARY FUNDS

CONTINUED

Bequests

Income from bequests continued to be the major source of income for Guide Dogs NSW/ACT. In 2009/10 there was a slight increase in funds derived from this source.

We are most grateful for the generosity of those who have provided for the future by including Guide Dogs in their Wills.

Some of our special supporters have already let us know of their intention to include Guide Dogs NSW/ACT in their Wills. This enables us to personally thank them for their belief in our work, which makes such a difference to the lives of those who seek our help.



“It’s great to know that if I ever lost my sight, Guide Dogs NSW/ACT would be here to help. I choose to support Guide Dogs with a monthly donation to the Puppy Pals program.”

Cameron and Tara are proud *Puppy Pals* (pictured with their daughter Sophie).



“After 22 years with Guide Dogs I still love working with clients and watching them reach their full potential. Having new instructors in our region has allowed us to extend our services to regional clients as well as develop specific programs, including resources and training for babies and toddlers with cortical vision impairment.”

JEREMY HILL
Regional Manager
Northern NSW

SUPPORTER SURVEY (%)



A recent survey (results shown left) revealed that of all the work we do, our supporters are most passionate about our Guide Dog training. This category was followed closely by Pets As Therapy and the services that we provide for children.



“My role provides a high degree of diversity from working at the coal face with our clients to the broader service development initiatives within our organisation. I get great satisfaction and enjoyment working as part of a progressive, innovative team which is committed to finding mobility solutions for all our clients.”

ROSS STILL
Regional Manager
Southern NSW



LUCY

LONG CANE AND MAGNIFIER

Nine-year-old Lucy was born with Ocular Albinism, which means her eyes lack melanin pigments and allow in too much light. It is hard for her to see details clearly. However, this is no obstacle for Lucy. She is a bright and studious little girl who loves to write stories and read. Lucy is passionate about the environment, her pet cats and her dog – and she loves dragons!

Lucy's condition was diagnosed after her mum, Eileen, noticed that Lucy couldn't focus properly and had pronounced Nystagmus – rapid, involuntary back-and-forth eye movements. Although there is no cure for this condition, fortunately Lucy's vision is stable and will not deteriorate with age. The low vision skills she is now learning will greatly benefit Lucy as she grows older.

About three years ago, an instructor from Guide Dogs NSW/ACT visited Lucy's school and showed them how to make the school grounds easier for her to navigate. Lucy has been training with an Orientation and Mobility Instructor for the past year and a half, and has learned to use a long cane and cross the road safely. She also uses a magnifier to read.

“The cane training Lucy has received has increased her confidence to move around, as well as her awareness of the surrounding environment.”

EILEEN *Lucy's mother*

CHILDREN'S SERVICES

Getting around freely and confidently is just as important to children with impaired vision as any other child. It is for this reason that Guide Dogs NSW/ACT provides specialised Orientation and Mobility services just for kids – so these children can purposefully explore their environments.




We work not only with children but also their parents, families and carers to provide support, raise awareness and give future generations independence. Our mobility services combine education and training with a healthy dose of fun, and are uniquely tailored for toddlers, pre-schoolers and young teens, and are provided completely free of charge.

Guide Dogs NSW/ACT develops training programs tailored to each child's individual needs, age and skill level. The program then grows with the child, starting with pre-cane skills, moving through to cane training, bus travel, and use of residual vision and other senses.

The table below shows the age distribution of clients contacted in 2009/10 – which remains almost identical to the previous year.

AGE DISTRIBUTION 2009/10

(Years)

0-20		640
21-40		387
41-60		634
61-80		873
80+		864
<i>Unspecified</i>		94



MARKETING AND COMMUNICATIONS

On International White Cane Day, 15 October 2009, staff in Sydney joined clients for the inaugural Independence Walk. Other events attended by Guide Dogs NSW/ACT through the year included: field days in Mudgee, Orange, Henty and Gunnedah; the Hurstville Council's Chinese New Year Festival; the Newcastle Office's 20th birthday celebrations; and the Dragon Boat races held in Sydney during Chinese New Year.

International Guide Dog Day on 28 April 2010 provided an opportunity to promote greater awareness of the rights of Guide Dog users, based on data from a client survey that confirmed there is widespread discrimination against people with impaired vision. The campaign generated almost 90 print, radio, television and online stories in Sydney, Canberra and regional NSW, including a live appearance on the TODAY show.

Following a long development period we were very pleased to finally launch our new website in December 2009. The website has been designed to meet the highest international accessibility standard. We are already seeing an increase in both visitor numbers and online donations through this impressive new marketing presence.

Market research conducted by the Roy Morgan organisation in September 2009 showed continuing high levels of brand recognition and trust for Guide Dogs NSW/ACT. Guide Dogs was the most mentioned vision-related charity in the survey, with 80% of respondents saying it is a charity they would trust. However, the survey confirmed that more work is required to increase awareness of the full range of services we provide.

In late 2009 we appointed creative agency Three Drunk Monkeys as our new pro-bono advertising partner. In the same period we also engaged media agency Foundation to assist us with the planning and execution of our communications campaigns.

During the year in review we ran two television campaigns. The first featured a client who uses a cane, to increase awareness of our free services. The second advertisement focused on the impact we have on client's lives as a reminder to the public to continue supporting our important work.



“The staff at the Orange office believe it is very important that any person who is experiencing difficulty because of vision loss is given the opportunity to receive the same level of service, whether they live in the suburbs of Sydney or the far west of the state.”

BEN SCHWARZ
Regional Manager
Central West NSW



"I teach people with impaired vision how to move around safely and efficiently. I love that moment when all the training falls into place and people just 'click' and realise that they can do anything. It's a great feeling to help people become independent and empowered."

KARYN WILLINS
Orientation & Mobility Instructor
Canberra Office

Other communications initiatives in 2009/10 were:

- *A multi-language campaign on Sydney radio stations promoting our services.*
- *A special edition of our Visions newsletter inserted in Women's Weekly and other popular magazines.*
- *A taxi-back campaign in Sydney and regional NSW promoting the message: 'Any dog can chase a car. Ours can catch a cab.'*
- *Targeted Bequest advertising in selected solicitor publications and lifestyle magazines.*

During 2009/10 our Community Education team delivered awareness training for the NSW Taxi Council, Sydney Buses, Busways, Bus NSW and Taxis ACT. We also provided training for new nurses and medical students, and Hospitality students attending TAFE NSW.

Our ongoing involvement with the Access Working Group of the Australian Blindness Forum raised Guide Dogs NSW/ACT's profile and allowed us to help improve access for people with impaired vision.

In 2009/10 our Guide Dogs Speakers delivered 435 talks; a 15% increase on the previous year. The majority of these talks were delivered to schools and community groups.

Guide Dogs NSW/ACT's marketing and communications activity focuses on five key results areas:

- *Brand management*
- *Supporting income generation*
- *Awareness of services*
- *Protecting and enhancing our reputation*
- *Advocacy and education*

In the year ahead, we will look to support referrals growth in Client Services and Centre for Eye Health, as well as expanding our supporter base through new communication initiatives.



BETH

WITH GUIDE DOG TEENA

Beth's vision has slowly deteriorated over the past 30 years, since she was diagnosed with Retinitis Pigmentosa at the age of five. However, it wasn't until her early 20s when she was having trouble travelling independently – to the point of endangerment – that Beth sought help from Guide Dogs NSW/ACT.

Beth's life-changing journey with Guide Dogs began 13 years ago. Even though she had learnt how to use a long cane, it was receiving her first Guide Dog Oakes that really opened up Beth's world. Oakes, and now her second Guide Dog Teena, have given Beth the mobility and confidence to lead a full and independent life as a busy wife and mother to three young children.

Beth has also been trained in how to get to and from destinations using local public transport and a Global Positioning System (GPS) application that "speaks" navigational instructions on her mobile phone. Over the years, Beth has enjoyed outdoor pastimes such as scuba diving, water and snow skiing. While travelling has to take a back seat until the children get older, Beth is looking forward to family bike rides around Sydney and beyond with her new tandem bike.

"My journey with Guide Dogs NSW/ACT began in 1997 and it has changed my life beyond words. My life wouldn't be the same without my Guide Dog Teena."

BETH

GUIDE DOG SERVICES

The primary role of a Guide Dog is to assist its user to travel safely and avoid obstacles in their immediate path. The dog walks slightly forward of its user and will stop at or walk around objects or people. The user holds onto a handle which is connected to a body harness fitted to the dog.

A Guide Dog can allow a person to walk at their preferred pace especially in complex situations such as crowds. Many people with impaired vision find moving about with a Guide Dog less stressful than other means of getting about.

Guide Dogs are taught special techniques for using stairs and lifts, as well as learning to use all forms of public transport. They also become used to going into food shops, restaurants and public buildings.

A person does not have to be completely blind to apply for a Guide Dog.

The table below presents Guide Dog user numbers for 2009/10, compared to previous years.

GUIDE DOG USERS

	2009/10	2008/09	2007/08	2006/07	2005/06
<i>Guide Dog users at the start of the year</i>	265	253	247	236	219
<i>Guide Dogs issued within the year</i>	44	48	52	42	52
<i>Guide Dogs retired, died or moved within the year</i>	49	42	(47)	(34)	(36)
<i>Guide Dogs from interstate</i>	4	4	1	3	1
<i>Guide Dogs users as at end of year</i>	262	263	253	247	236
<i>Net increase in Guide Dog users from previous year</i>	(1)	10	6	11	17





A handwritten signature in black ink that reads "Michael Kalloniatis". The signature is fluid and cursive, with a long horizontal stroke at the end.

MICHAEL KALLONIATIS

Director

Centre for Eye Health

Many Australians are at risk of developing eye disease, and with an ageing population, this number is set to drastically increase. Without early detection, and appropriate management and treatment, irreversible vision loss may occur unnecessarily for a large portion of our community.

This is a significant public health challenge requiring collaborative action by all service providers in the eye health arena, and one that can now more easily be addressed with recent advances in technology and our understanding of eye disease.

After more than 50 years assisting people with impaired vision to remain independent, Guide Dogs NSW/ACT recognised that it could play a valuable role in helping save the sight of thousands of people at risk of vision loss. The result has been the establishment of the Centre for Eye Health (CFEH), in partnership with The University of New South Wales (UNSW).

The Centre For Eye Health is a new integrated approach to reducing preventable vision loss from eye disease through early detection. In a world first, the Centre is a referral facility providing an extensive range of state-of-the-art eye imaging and visual assessment services in one location and at no charge. Working in partnership with eye-care practitioners, the Centre aims to:

- *reduce economic barriers to accessing the best in eye imaging and assessment services;*
- *add resource capacity at a time when demand for eye health services is mounting;*
- *assist practitioners in identifying and managing eye disease before irreversible vision loss occurs; and*
- *complement established referral pathways.*

CASE STUDY For long-time Guide Dogs' volunteer Beverley Davies, referral to the Centre for Eye Health for a routine macular degeneration assessment saw her also being provisionally diagnosed with glaucoma – the leading cause of irreversible blindness worldwide. It is estimated that 50% of people with glaucoma in Australia are undiagnosed, even though the common eye condition can now be effectively managed. With requests for glaucoma and optic nerve-related tests and assessments accounting for more than half of the referrals to CFEH, the Centre hopes to assist many more people like Beverley in the future.

Over the past year, the Centre has emerged from a construction site with two staff to a fully equipped state-of-the-art facility that has assessed more than 1,200 clients. This significant achievement was only possible through the dedication and determination of staff of CFEH, Guide Dogs NSW/ACT and UNSW as well as other key stakeholders, such as the Optometrists Association Australia (NSW/ACT).

Overwhelmingly, the feedback from people assessed at CFEH has been one of gratitude for this valuable service being available at no charge. Clients also consistently comment on how impressed they are with the caring and professional staff as well as the excellent facilities.

Additionally, on a daily basis, the Centre's clinical staff can already tangibly see how CFEH is helping save the sight of these clients – be it through early detection, identification of previously undiagnosed sight-threatening conditions or the provision of timely, additional information to the referring eye-care practitioner.

More than 700 optometrists and ophthalmologists have now registered with CFEH, representing close to 50% of optometrists and 10% of ophthalmologists in NSW and the ACT. From an equity standpoint, it is significant that one-third of the registered practitioners are from regional NSW and the ACT, which is reflective of the geographic distribution of eye-care practitioners.

In a recent survey of optometrists CFEH scored high marks for service, staff expertise and state-of-the-art diagnostic equipment, demonstrating that the new service is well placed to support improvements in eye disease detection and management within the profession.

CENTRE FOR EYE HEALTH was conceived following a strategy meeting held in October 2006 by the Board of Guide Dogs NSW/ACT. At that meeting, a decision was taken to explore opportunities to broaden and enhance the services Guide Dogs provided to the community.

An independent survey of Guide Dogs clients was conducted, to establish their preferred options in this regard. The results indicated that many clients felt that a lack of preventative treatment had led to their vision impairment. As a result, they expressed a desire for Guide Dogs to focus on preventative measures to promote better eye health in the community.



Michael Yapp



WATERPROOF

PLEASE DO NOT
REMOVE THIS TAG



JOHN

WITH GUIDE DOG NARDIA

Being blind has proved no barrier to 57-year-old John, who lost his sight six years ago following surgical complications to correct glaucoma. With Guide Dog Nardia by his side, John tackles life's challenges head-on.

John credits the mobility training he has received from Guide Dogs NSW/ACT since going blind for enabling him to maintain his very active, social and independent lifestyle. He is constantly amazed at the capabilities of his second Guide Dog Nardia, who shares John's zest for life. She quickly works out the safest ways to get John from A to B, whether they're in his regional home town with few footpaths, or negotiating the cities they regularly visit.

Luckily, Nardia also enjoys the water, as John is an avid sailor and windsurfer. John windsurfs independently using a special helmet that communicates directions given by someone watching him from land. Guide Dogs has also taught John how to use a cane, a Miniguide and a talking GPS mobile phone that facilitates his independent travel. John said that he would love to have a talking compass to better navigate the yacht he shares with his 92-year-old father!

“My life is so complete having a Guide Dog. The only thing I could want for is to train her to help me ride motor bikes or drive cars again.”

JOHN



ELECTRONIC AIDS AND GPS

Guide Dogs NSW/ACT is committed to researching and trialing new technologies that may benefit people with impaired vision during navigation and travel. We were the first organisation in Australia to distribute mobile phones with GPS to people who are blind or have impaired vision and have been doing so since July 2008.

GPS allows the person to achieve greater independence, particularly when travelling to new or unfamiliar places. Instead of relying on directions from strangers, a traveller with vision impairment using GPS on their mobile phone now has more options. They can access 'Where am I?' information, calculate a route and follow instructions. This technology enhances clients' independence and thus reflects a core value of the organisation.

This table presents completed programs for Electronic Aids for 2009/10, compared to previous years.

COMPLETED PROGRAMS

Program type	2009/10	2008/09	2007/08	2006/07	2005/06
<i>Miniguide</i>	568	561	472	454	404
<i>GPS</i>	329	200	24	2	0
<i>Other Sensor*</i>	22	38	30	71	80

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



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 executive management;
- sets risk policy and monitors risk management; and
- ensures that relevant stakeholders are appropriately informed of material developments.

The Board considers stakeholders to be 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 eight (8) 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.

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 Executives 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.

BOARD OF DIRECTORS



1

9

4



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7



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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 67. 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 51. 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. Mrs Z Bull MA (Eng, Econ & Mgmt), GAICD

Founding Director of Altura Partners (Strategic Management Consultants – Sydney/Melbourne). Aged 43. Joined the Board in 2010 in a non-executive capacity.

4. Mr I A Jamieson BCom (Mktg), CPM (AMI)

Managing Director of Marketing Initiatives Pty Limited. Aged 57. Joined the Board in 2008 in a non-executive capacity. Currently a member of the Corporate Governance Sub-committee.

5. Mr S Kouris BEc, LLB, LLM

Self employed lawyer and consultant. Aged 41. Joined the Board in 2010 in a non-executive capacity. Currently a member of the Corporate Governance Committee.

6. Dr G C Macpherson B.V.Sc., M.V.C.St., F.A.C.V.Sc.

Veterinary Surgeon (specialist small animal surgeon). Aged 50. Joined the Board in 2000 in a non-executive capacity. Resigned 29 March 2010 (*not photographed*).

7. Dr A B Mosman B.V.Sc.

Veterinarian, Partner Bondi Junction Veterinary Hospital. Aged 62. 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 54. Joined the Board in 1998 in a non-executive capacity.

9. Mr A R Pierce FCA

Self-employed chartered accountant. Aged 66. 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.

ABRIDGED FINANCIAL STATEMENTS
STATEMENT OF COMPREHENSIVE INCOME

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2010

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	CONSOLIDATED	
	2010 \$'000	2009 \$'000
Bequests	12,759	12,386
Donations	5,751	5,295
Telephone marketing sales	2,343	2,521
Investment income	1,765	1,932
Other income	25	61
Revenue from ordinary activities	22,643	22,195
Other gains/(losses)		
Unrealised gains/(losses) from revaluation of investments	1,925	(4,190)
Net gain on disposal of investments	320	–
Total revenue	24,888	18,005
Client service costs (Guide Dogs & CFEH)	(12,518)	(9,622)
Telephone marketing costs (incl. COGS)	(2,281)	(2,414)
Community information	(2,503)	(1,885)
Governance and administrative services	(2,963)	(2,262)
Indirect fundraising overheads including:		
– Data processing and management	(559)	(899)
– Planned giving indirect expenditure	(892)	(727)
– Appeal costs	(1,507)	(997)
Other expenses from ordinary activities	(212)	(127)
Total expenses	(23,435)	(18,933)
Net surplus/(deficit) from ordinary activities	1,453	(928)
Other comprehensive income		
Memorial fund reserve	145	–
Total comprehensive income	1,598	(928)

The above figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2010.

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

ABRIDGED FINANCIAL STATEMENTS
STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2010

	CONSOLIDATED	
	2010 \$'000	2009 \$'000
Current assets		
Cash and cash equivalents	1,833	1,655
Trade and other receivables	662	805
Inventories (incl. dogs)	820	701
Interest bearing receivables	3,298	4,520
Held-to-maturity investments	7,000	5,000
Other assets	173	251
Total current assets	13,786	12,932
Non-current assets		
Interest bearing receivables	780	3,828
Investments	26,777	24,186
Property, plant and equipment	18,007	16,214
Intangible – establishment costs	37	32
Total non-current assets	45,601	44,260
Total assets	59,387	57,192
Current liabilities		
Trade and other payables	1,722	1,207
Employee benefits	1,524	1,492
Total current liabilities	3,246	2,699
Non-current liabilities		
Employee benefits	273	223
Total non-current liabilities	273	223
Total liabilities	3,519	2,922
Net assets	55,868	54,270
Accumulated funds		
Reserves	1,275	1,130
Accumulated surplus	54,593	53,140
Total accumulated funds	55,868	54,270

The above figures are an extract from our audited Statutory Financial Statements for the year ended 30 June 2010.
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 who 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 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, 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.

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
- PAT (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 motels 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.

CONTACT DETAILS

HEAD OFFICE

Guide Dogs NSW/ACT
2-4 Thomas Street
Chatswood NSW 2067
PO Box 1965
North Sydney NSW 2059
Telephone (02) 9412 9300
Facsimile (02) 9412 9399
www.guidedogs.com.au

ACT

Suite 4
Mungga-Iri House
18 Napier Close
Deakin ACT 2600
PO Box 84
Deakin West ACT 2600
Telephone (02) 6285 2988
Facsimile (02) 6285 2827

ALBURY

Shop 3
549 Kiewa Street
Albury NSW 2640
PO Box 1077
Albury NSW 2640
Telephone (02) 6041 5201
Facsimile (02) 6041 5107

CENTRE FOR EYE HEALTH

The University of
New South Wales
Barker Street, Gate 14
Rupert Myers Building
(south wing)
Kensington NSW 2052
Telephone (02) 8115 0700 or
1300 421 960
Facsimile (02) 8115 0799
www.cfeh.com.au

COFFS HARBOUR

Suite 3
62 Moonee Street
Coffs Harbour NSW 2450
Telephone (02) 6652 7424
Facsimile (02) 6651 4082

GUIDE DOGS CENTRE

1 Spinks Road
Glossodia NSW 2756
PO Box 3104
Freemans Reach NSW 2756
Telephone (02) 4579 7555
Facsimile (02) 4579 7537

LISMORE

Suite 1C
107-109 Molesworth Street
Lismore NSW 2480
PO Box 118
Lismore NSW 2480
Telephone (02) 6621 8475
Facsimile (02) 6622 8798

NEWCASTLE

Suite 15, 2nd Floor
133 King Street
Newcastle NSW 2300
Telephone (02) 4925 3066
Facsimile (02) 4925 3011

ORANGE

Home and Community Care
(HACC) Centre
286 Lords Place
Orange NSW 2800
PO Box 2298
Orange NSW 2800
Telephone (02) 6362 6625
Facsimile (02) 6393 8969

TAMWORTH

108 Brisbane Street
Tamworth NSW 2340
Telephone (02) 6761 3152
Facsimile (02) 6761 3575

WAGGA WAGGA

Telephone (02) 6925 3559

WESTMEAD

Suite 3
149 Hawkesbury Road
Westmead NSW 2145
PO Box 16
Westmead NSW 2145
Telephone (02) 9891 4914
Facsimile (02) 9891 4143

WOLLONGONG

Telephone (02) 4225 9247



Guide Dogs™

Through Mobility Comes Independence