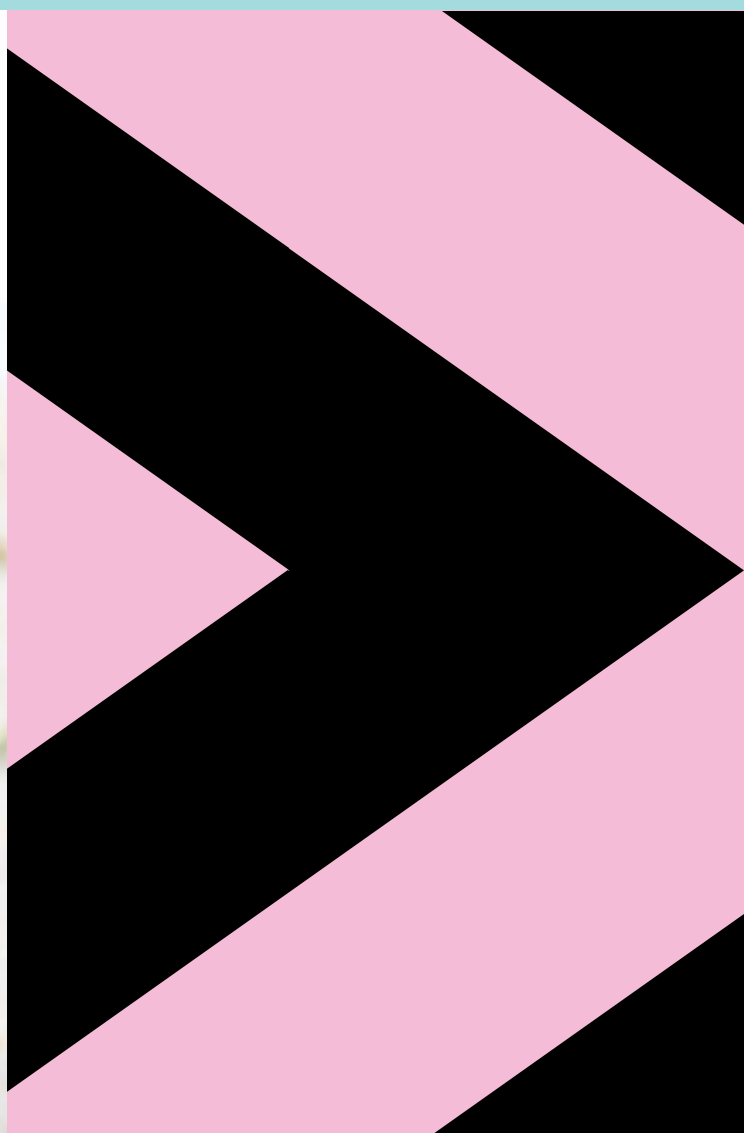


Guide Dogs.

2022

NSW/ACT Annual Review



**Building on our
beloved history
to create a better
tomorrow.**

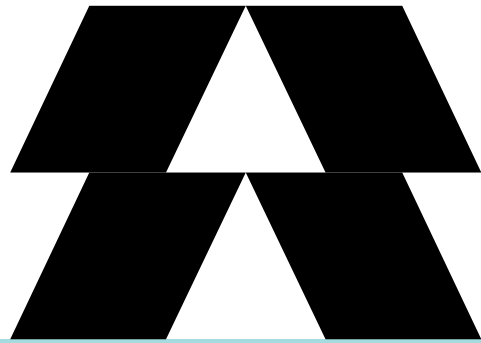


Our mission.

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

Our vision.

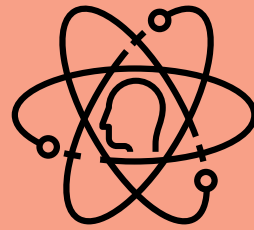
Low vision or blindness will not limit independence.



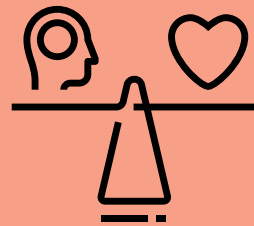
Our purpose.

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

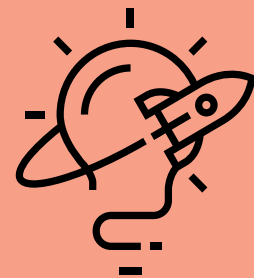
Our values.



Our Clients
come first in
everything
we do.



Lead with
head and
heart.



Never stop
exploring.



Walk the talk.



Lift each other.

A message from our CEO.

While Dogs are our heritage, Clients are our heart.



On behalf of the Guide Dogs NSW/ACT Executive Leadership Team, I am pleased to present our 2021-2022 Annual Report. As always, it is a welcome opportunity for reflection, a chance to celebrate our shared successes over the last 12 months and, most importantly, recognise the incredible achievements of our Clients, staff and supporters.

At Guide Dogs NSW/ACT we pride ourselves on living our values; they are the guiding principles that underpin everything we do. The challenges we have faced over the last few years, while difficult at times, have reminded us why our work is so important.

Facing adversity has brought us closer together and reinforced our resolve and commitment to our Clients. Together, we have found ways to strengthen our connections and forge a new way forward. I am proud to share the following examples that demonstrate how we live our values every day.

Our Clients come first in everything we do.

One of the highlights of the year was moving into our new flagship premises at St Leonards. The design was informed by extensive consultation with key stakeholders across the organisation

including the Customer Advisory Panel (CAP) and the Access team, who represented the voice of the Client and ensured accessibility was at the forefront of every decision.

I am incredibly proud of our new premises. It is a vibrant, welcoming, and inclusive space that strengthens our commitment to serving our Clients and allows us to deliver services in innovative ways. It has brought our Clients, volunteers, supporters, donors, staff, and of course our wonderful dogs, together as a community. It is leading the way in accessible, inclusive, and sustainable design and we hope these design principles become standard practice.

Walk the talk.

Improving digital accessibility and user experience has been a major focus of our efforts over the last few years. The launch of our new brand and websites in 2021 prioritised the creation of online platforms that were fully accessible for our Clients. We have now shifted this focus internally to improve our own skills and expertise. Our Access team have created online learning modules, tools, and resources for our staff to design and deliver more accessible content. By building our internal capability we hope to build a more inclusive working environment for all.

Lead with head and heart.

Earlier this year our resolve was tested yet again when several of our Guide Dogs premises were threatened by floods. At our Guide Dogs Centre in Glossodia, our staff and volunteers worked to swiftly relocate our dogs from the kennels to temporary accommodation, many working out of hours to transport dogs, food and supplies. Up north, our office in Lismore was completely flooded, however damage was minimised thanks to the tireless efforts of our staff to relocate equipment. Many of these staff and volunteers live in the flood affected areas and their own properties were at risk, yet they remained committed to ensuring our Clients, dogs and colleagues were safe. I thank them and commend them for their passion and dedication to our cause.

Lift each other.

As noted in the Chair's report, we are extremely proud to have been part of the launch of CatchUp, a fully accessible online platform where people with low vision or blindness and their support networks can connect with one another. It is wonderful to see so many of our Clients and others learning from each other, sharing their knowledge, and supporting one another.

Never stop exploring.

The development of our new premises at St Leonards provided us with an opportunity to explore new ways of working for our staff in an agile, flexible, and connected workplace. Purpose-designed spaces and integrated technology support the work and culture of our organisation and provide staff with the flexibility to work

collaboratively and seamlessly, wherever they are. This enables a healthier work-life balance, which is more important than ever in the COVID-19 world.

I am so proud of the work we do to support our Clients, thanks to our incredible staff and dedicated volunteers who live and demonstrate our values every day.

Of course, none of the work we do for our Clients is possible without our valued corporate partners, donors, bequestors, volunteers and all those who support the work of Guide Dogs NSW/ACT. To you, we say thank you for another year of support for those with low vision or blindness to enable them to live the life they desire.

Dale Cleaver

**Chief Executive Officer
Guide Dogs NSW/ACT**



Positively demonstrating our commitment to a unified purpose.



The past year has challenged and rewarded us in equal measure. As we begin to navigate our “new normal” and recover from the COVID-19 pandemic, connecting with family, friends, colleagues, and our community has never been more important. Many of our Clients, and indeed many of those in the low vision or blindness community, have experienced significant hardships during the past few years. Supporting the most vulnerable members of our community has never been more critical.

Despite the challenges we have all faced, we have continued to deliver on our mission to empower people with low vision or blindness to actively participate in their communities.

I am incredibly proud to say that, once again, Guide Dogs NSW/ACT has stepped up, not only to serve our existing Clients, but support many more Australians with low vision or blindness who we have not previously connected with. Ian will provide more details in his Acting Chair’s report about the services and initiatives we implemented this year.

You’ll often hear us say that our Clients are at the heart of everything we do. This is far more than just a sentiment. It drives every decision we make and inspires us to develop new and

innovative ways to provide Clients with the support they need, when they need it.

At a strategic level, our Customer Advisory Panel (CAP) provides crucial support to the Board by providing advice from a Client perspective. Their input drives our strategic direction and informs policy development, partnerships, and investments. This year, the CAP played a critical role informing the design of our St Leonards flagship office to ensure we created an accessible and inclusive environment for all. We are so proud of this space, which is already receiving industry recognition. We are incredibly grateful for the support of the CAP and we look forward to continuing our strong relationship in the coming years.

This year we spent time reviewing our strategy to ensure we are best placed to serve the increasing needs of our Clients and ensure our supporters contributions are managed responsibly. Part of this work included a strategic review of the Centre for Eye Health (CFEH). The CFEH, which operates our clinical operations in partnership with the University of New South Wales (UNSW), redefined its approach to align with the mission of Guide Dogs NSW/ACT to target services to assist patients with the highest clinical need. It will now begin to focus its efforts

on accessibility and prioritising patients who may otherwise go without the treatment and care they need due to health access inequities. We will continue to invest in early detection of vision impairment through the CFEH and we look forward to continuing our partnership with UNSW and our important work together.

Much work has also been done on developing our own strategy for Guide Dogs NSW/ACT. As our current Strategy 2022 nears completion, we are excited to commence Strategy 2030 next year, which sets out our long-term strategic direction and priorities for the next seven years.

Through an increased focus on early detection for vulnerable groups we hope to assist more Clients in preventing or managing the impact of vision loss to ensure they can navigate their futures with confidence and control. We look forward to sharing more information about these initiatives as we begin to develop them.

As Chair of Guide Dogs NSW/ACT, I wish to extend my sincere gratitude to my fellow Board Directors for their trust, steadfast guidance, and enthusiastic engagement. I am extremely grateful to Ian Jamieson, who stepped up into the role of Acting Chair while I was on a leave of absence for eight months. Thank you Ian.

At our AGM in November, we will farewell two long serving Directors James Bennett and Steve Kouris. I would like to personally thank them both for their dedication and incredible contributions during their tenure. I would also like to welcome our newest Board Director, Breanna Davies. We are all looking forward to working with you.

I thank and commend Dale Cleaver and his Executive Leadership Team for the strength and commitment they have demonstrated this year. They have all done an exceptional job leading their teams during uncertain times.

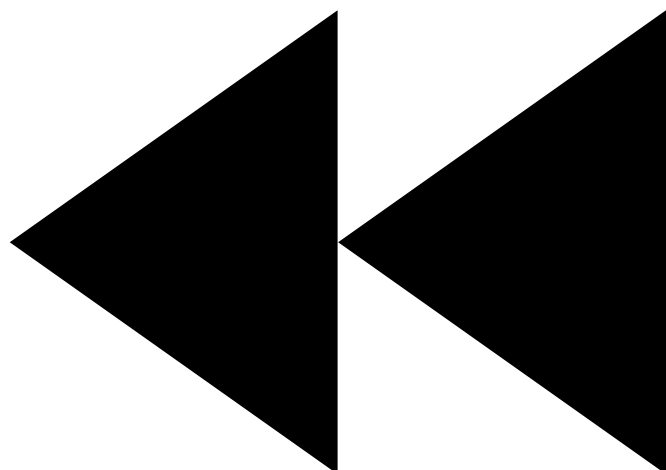
Finally, I would like to thank our most important stakeholders, our supporters. None of our vital work could be done without the benevolence of our incredible donors and the kindness and generosity of our volunteers, staff and all those who are willing to help change others' lives. This year, almost 40,000 donors supported Guide Dogs NSW/ACT with a financial gift, with over \$35 million received in donations and bequests. An extraordinary result given the challenging times many of our donors have faced.

It's wonderful to be able to reflect on our achievements over the past year and share some of the exciting work we have planned for the year ahead. We simply can't do it without you.

Mr Kieran Maurice Lane LLB Hons, LLM

Chair

Guide Dogs NSW/ACT Board of Directors



Positively demonstrating our commitment to a unified purpose.



I was privileged to step up into the role of Acting Chair at Guide Dogs NSW/ACT during Kieran's leave of absence. It provided me with a wonderful opportunity to be more involved in the incredible work we do at Guide Dogs NSW/ACT, and I am proud to be able to share some of our achievements with you.

During the last financial year, we continued to provide Orientation and Mobility Services, including Guide Dog Mobility Services, so that people with low vision or blindness can access their community and the activities they want to participate in.

Our Low Vision Orthoptic Services at St Leonards increased as more Clients sought assistance to use their vision functionally for tasks such as reading. We continued to invest in technology and our Assistive Technology Helpdesk proved to be a popular first option for Clients to access immediate support to solve technology issues.

Our Connection and Engagement groups offered social connection opportunities, including our popular AT Connect groups, where Clients connected with each other to share the emotional journey of transition from using print to screen reader technology as their vision declines.

As a snapshot, this year at Guide Dogs NSW/ACT we:

- Served 3527 Clients.
- Provided 52,237 hours of service (of which 25,882 hours were provided to Regional Clients).
- Distributed 2146 canes, tips, and accessories.
- Delivered 73 assistive technology support sessions, 192 Guide Dogs services, 933 Orientation and Mobility services (61 children, 130 neuro and 742 general).
- Conducted 375 low vision services and 343 Occupational Therapy sessions.
- Matched 32 Guide Dogs and 82 Therapy Dogs.

And through the Centre for Eye Health (CFEH):

- 10,370 diagnostic and management consultations undertaken.
- 5,043 patients examined for glaucoma.
- 1,583 patients examined for macular degeneration.
- 1,721 patients examined for diabetic retinopathy.
- 735 patients examined with optic nerve concerns.
- 1,288 patients examined with other conditions requiring eye care.

Earlier this year, Guide Dogs Australia, with significant input from Guide Dogs NSW/ACT, established an online platform called CatchUp to enable connection for our Clients and all those in the low vision or blindness community. Thanks to a grant from corporate supporter TPG, we further developed the site into a vibrant online hub which enables people with low vision or blindness to teach, learn and connect with each other. We look forward to continuing to grow and adapt this platform to enrich each other's lives in ways we could never have imagined.

Another incredible achievement we are exceptionally proud of is our collaboration with other Guide Dogs state organisations and WTFN, the makers of Bondi Vet, to develop the docuseries 'Born to Lead'. Shortly after the final of the eight episodes aired, the engaging stories of our puppies, vets, staff, volunteers, Clients, and supporters had reached 8.1 million people. The huge success of this series is spreading the word about Guide Dogs and the extraordinary work we do. Our thanks to all at Guide Dogs NSW/ACT, our volunteers, Clients, and everyone involved in producing the series.

Finally, I'd like to join Kieran in adding my special thanks to our many supporters, and to my fellow Board Members for their support this year. Most importantly I'd like to sincerely congratulate the Guide Dogs NSW/ACT staff on their significant achievements. Their passion and commitment underpins the vital support that we provide for our Clients. They should all be very proud.

**Ian Jamieson BCom (Mktg),
CPM (AMI), MAICD**

**Acting Chair January 2022 to September 2022
Guide Dogs NSW/ACT Board of Directors**





A message from our Patrons

A message from the joint Patrons of Guide Dogs NSW/ACT.

The lifting of COVID-19 restrictions has enabled Guide Dogs NSW/ACT to return to its normal operations with gusto, but it goes without saying that its work over these last 2½ challenging years has been nothing short of remarkable. As Patrons, we have watched that work with pride.

It was a particular pleasure, therefore, to celebrate a 'reunion' afternoon tea at Government House in April. The stories told that day provided further testimony to the critically important work undertaken during the pandemic.

That event was soon followed by another celebration on 6 May, the opening of Guide Dogs' new flagship premises in St Leonards, Sydney. This vibrant and inclusive space for the Guide Dogs community, purpose-built for the accessibility of Clients and with puppies, dogs, Handlers and volunteers in mind, is nothing less than a triumph of determination and consultation. Wide doorways and ramps, tactile signage, assistive technologies – not to mention puppy gates – are all examples of careful planning and thoughtful design.

This welcoming new space further showcases and strengthens Guide Dogs' services and its commitment



to maximising the independence of people with low vision or blindness.

Guide Dogs NSW/ACT relies heavily on the community's support to fund its vital work. We thank everyone who has made a donation, partnered or volunteered over the past year. Your generosity is essential in enabling Guide Dogs NSW/ACT to fulfil its commitment to low vision and blind members of our community.

Her Excellency the Honourable Margaret Beazley AC KC

**Governor of New South Wales,
and Mr Dennis Wilson.**

Thank you for supporting Guide Dogs NSW/ACT to change the lives of people living with low vision or blindness.

Our Dogs.



Our Clients.



954

Client programs delivered.

52,237 hours

of Client service delivery including 25,882 hours for regional Clients.

28,216

lives positively impacted through our services. This includes Clients and their support networks.



2,146

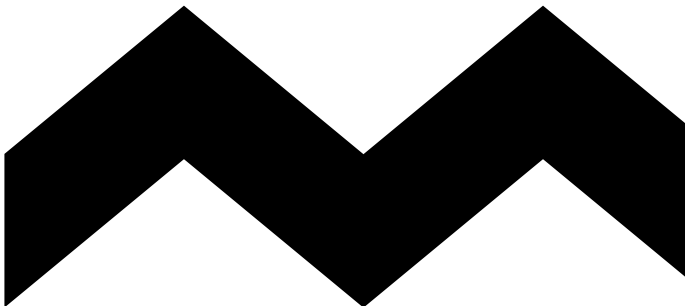
white canes, tips and accessories provided.



Our People.

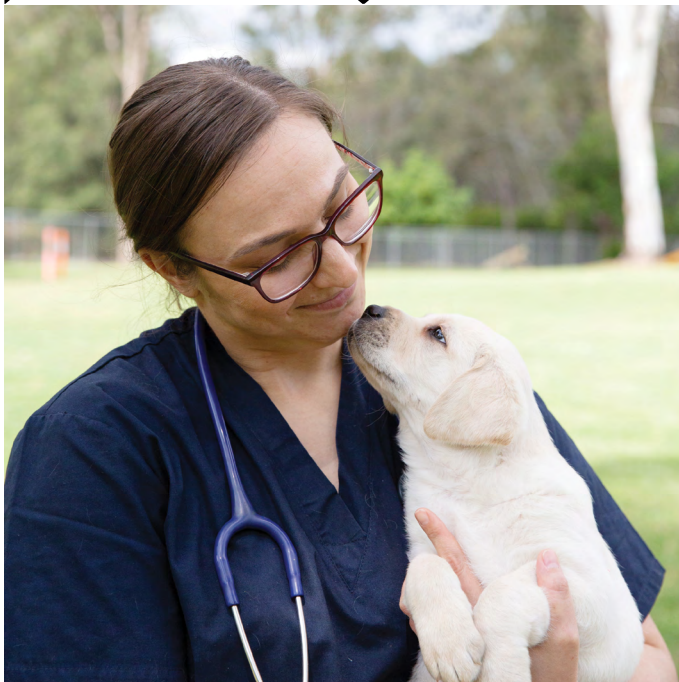


292
employees.



79%
staff
engagement.

3,934
volunteer Puppy
Raising hours.



354
volunteers, including:

215 Puppy Raisers;

45 Canine Court
Companion Program volunteers.

Our Thanks.

Guide Dogs NSW could not support Clients in the many ways we do without the invaluable work of our dedicated volunteers. These people selflessly give their time, their care, their expertise and their energy to support our Clients to live the life they choose.

Volunteers provide support in a variety of ways; administration, transport, gardening and maintenance, events and all things puppy – breeding, kennel cleaning, feeding, walking, grooming, raising, temporary caring and nurturing.

This year we want to highlight and give thanks to our Puppy Raising champions. It takes a special person to love, nurture and teach a puppy for a year or more and then say goodbye, hoping that their loyal friend will go on to change the life of a Client. To provide freedom to someone with low vision or blindness as a Guide Dog. To provide support for someone with autism or PTSD as a Therapy Dog. To help ease the stress of a court appearance as one of our Court Companion Dogs.

From the time the pup is taken in at approximately 8 weeks of age until they are assessed any time after 12 months of age, our Puppy Raiser will have dedicated many hundreds of hours to loving and preparing this dog to change the life of a Client.

For this generous gift of time and love, we say thank you.





About our services.

Guide Dog Mobility.

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

Orientation and Mobility Services (adults and children).

Every day travel skills to keep Clients moving with confidence.

Low Vision Orthoptics.

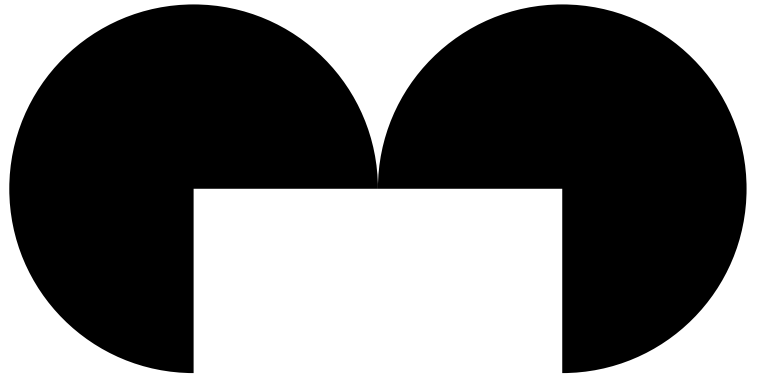
Supporting Clients to understand their level of functional vision and providing techniques and options for accessing visual information.

Occupational Therapy.

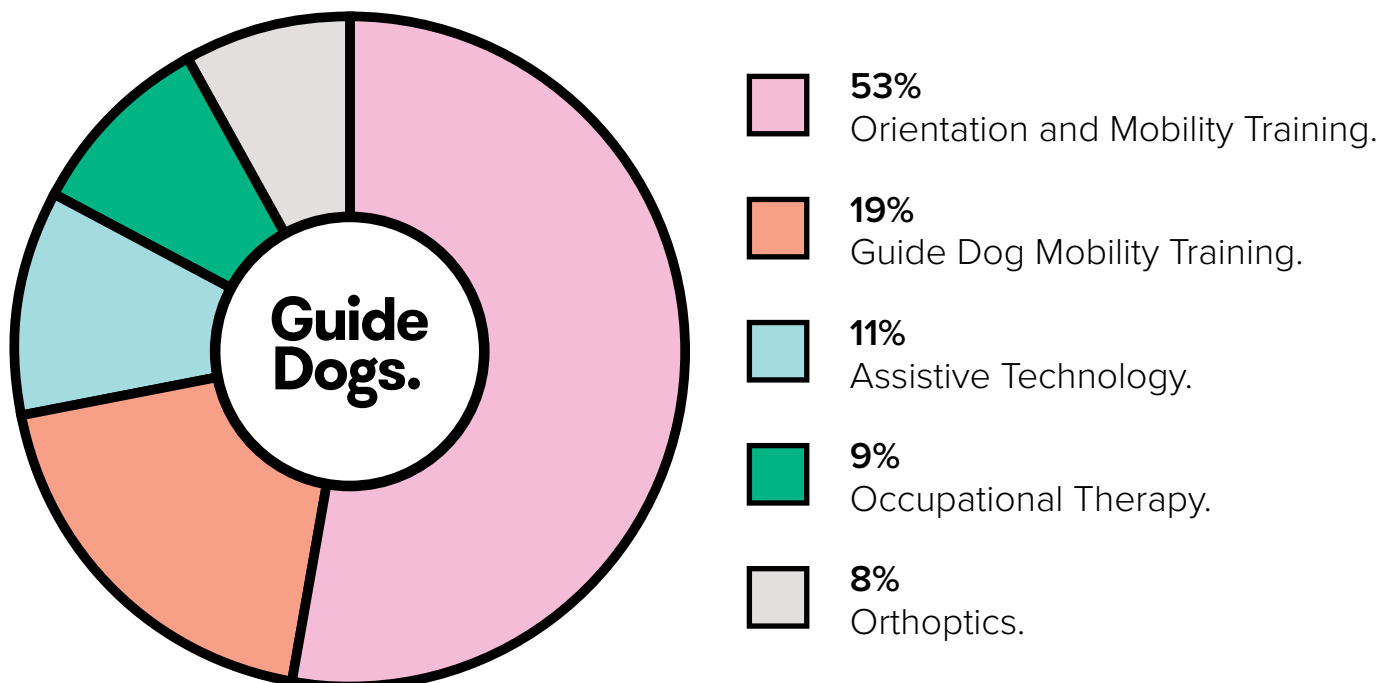
Practical skills for everyday living, regardless of age or level of functional vision.

Assistive Technology.

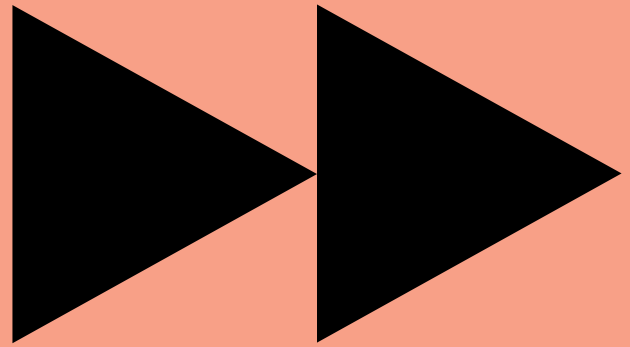
Support to identify and use the right technology to make life easier at home, at work, at school and in the community.



Services breakdown by type.



Our financials



Revenue.

Income	Amount	Percent of income
Gifts in Wills	24,046,138	55
Donations and other fundraising activities	11,317,139	26
NDIS, Medicare and other government revenue	4,624,005	11
Income from investments	2,276,573	5
Contract Services income	313,262	1
Other income	754,035	2

Expenses.

Expenditure	Amount	Percent of expenditure
Client and community services	25,363,992	62
Costs of fundraising and gifts in wills	6,756,132	17
Marketing	1,776,793	4
Governance, finance and administration	6,776,817	17

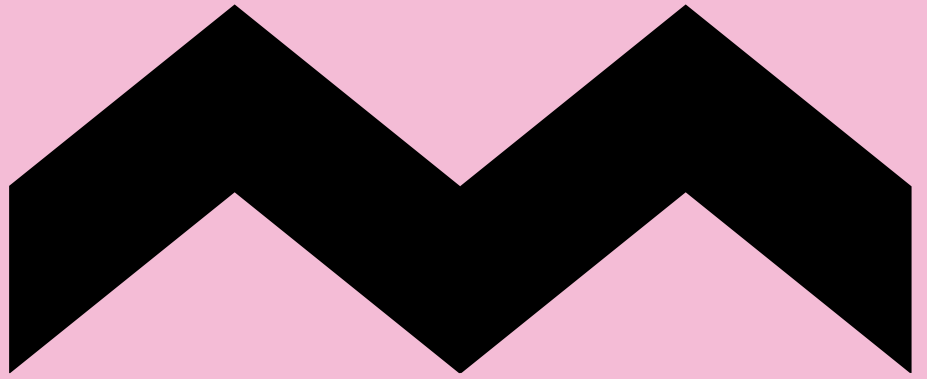
Staff costs are included in each category.



Gifts in Wills

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

Albert Matthews	Dorothy Rose	Harold Westall
Anita McKenzie	Dorothy Silva	Hazel Dunstan
Ann Gray	Douglas Hillson	Heather Roseby
Ann Lawrence	Edna Fox	Heather Whitehead
Anne Carolan	Eileen Briggs	Helen Felder
Anthony Vasta	Elaine Loewe	Helen Molesworth
Audrey Francis	Eleanor Duthie	Hendrika Remy
Audrey Luke	Eleanor Smith Trust	Irmgard Mensdorff-Pouilly
Barbara Tomblin	Elizabeth Brolly	James Anderson
Beatrice Rochford	Elizabeth Broome	James Stewart
Beryl Jones	Elizabeth Fairbairn	Jannette Ferguson
Betty Helmrich	Elizabeth Luyten	Jayne Grimes
Betty Wade	Elizabeth Matthews	Jean Hill
Boris Opic	Elizabeth Mihic	Jean MacGuinness
Brian Skeen	Elizabeth Todd	Jean Pringle
Bruce Cameron	Elizabeth Van Veen	Jennifer Foster
Carol Burnside	Esme Beeson	Jennifer Prien
Carol Foster	Eve Prinsen	Jessie Ritchie
Christina Armour	Evelyn Mutton	Joan Boyle
Christina De Villier	Faye Williams	Joan Petersen Endowment Fund
David Hensler	Florence Campbell	Johanna Wyld
Dawn Cordony	Frances Dyer	John Aitken
Delores Tennant	Frances Weston	John Bramman
Denis Klein	Francis Hornibrook	John Darling
Denise McGuire	Frank Keston	John Durrant
Derek Wyatt	Geoffrey Marshall	John Handley
Dianne Krummel	George Clark	John Karlik
Donald Sharp	Gerald Goldberg	John Northcote
Donna Hardy	Grant Turnbull	John Pike
Dorothea Whittome	Greta Bradley	John Stevens



Judith Turner

Julie Cooper

June Ashton

June Brown

June Weller

Karl Koper

Kim Neild

Leone Creamer

Leslie Nixon

Liese-Lore Spring

Lillian Gummow

Lillian Skurnik

Louis Van Eyssen

Malveena Sargeant

Margaret Barnes

Margaret Martire

Margaret Thompson

Marie Pengelly

Marjorie Woore

Martha Mueller

Mary Cox

Mary Green

Mary McLennan

Maureen Gallagher

Mavis Mills

May Wilson

Michelle Bek

Miriam Saxon

Murray Williams

Nance Holmes

Neville Ellis

Noel Shipp

Noella Irish

Norma Ferguson

Norma Grant

Olive Hutson

Patricia Cerny

Patricia Everett

Patricia Markham

Patricia White

Peter Bathis

Peter Kersten

Prudence McDermott

Ralf Moller

Raymond Chinchin

Raymond Stoneham

Richard Woolcock

Rita Karger

Rita Mathot

Robert McDonagh

Robert Pauling

Roma Chapman

Ronald Hunter

Rosemary Farr-Jones

Roslyn Hancock

Roslyn Welsh

Ruby Mathews

Ruth Hurrell

Sandra Gustafson

Sheila West

Sheila Woodcock

Shirley Livingston

Susan Cobham

The Bill and Joy Barrie Foundation

The John and Connie Kennedy
Trust

The Kemvan Trust

The Prance Family Trust

Thelo McCulloch

Thomas Tuite

Timothy Hanbury

Valerie Hanson

Vera Butler

Vera Fromager

Vivienne McKinnon

Wendy Hine

Wilfred Tuck

William Nass

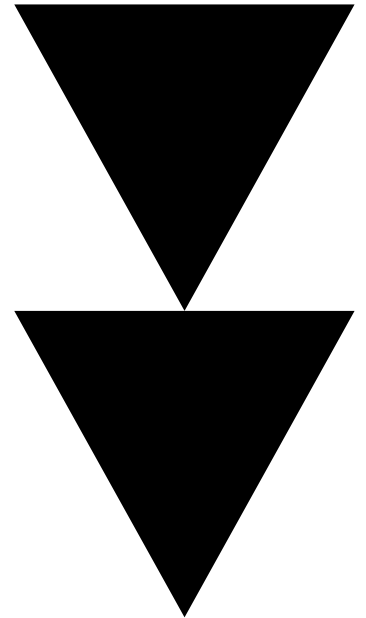
Yoshiko Wright

Yvonne Byrne

Yvonne Jones

Yvonne McPherson

Guide Dogs NSW/ACT Board of Directors.



	<p>Kieran Lane Chairperson</p>		<p>Jacqui Jones Deputy Chair</p>
	<p>Ian Jamieson Board Member</p>		<p>James Bennett Board Member</p>
	<p>Steven Kouris Board Member</p>		<p>Robin Low Board Member</p>
	<p>Darryl Newton Board Member</p>		<p>Liz Ward Board Member</p>





We're here whenever you need us.

📍 7-9 Albany Street, St Leonards NSW 2065

☎ 1800 436 364

🌐 nsw.guidedogs.com.au

**Guide
Dogs.**

ABN 52 000 399 744