

Our impact – 2022-2023.

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

Together we achieved:

Our Clients.

2,331

Client programs delivered.



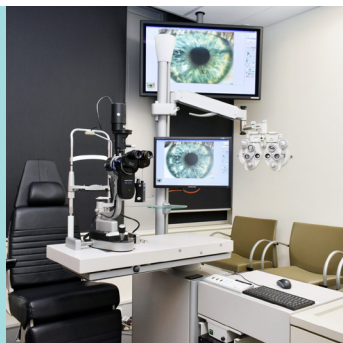
54,164 hours of Client services delivered, including 23,348 hours for regional Clients.

2,756 pieces of equipment distributed, such as white canes and accessories.

Centre for Eye Health.

8,838

patients examined for glaucoma.



1,370 patients examined with other conditions requiring eye care.

13,794

diagnostic and management appointments booked.

2,145

patients examined for macular degeneration.

622

patients examined for diabetic retinopathy.

819

patients examined with optic nerve concerns.

Our dogs.

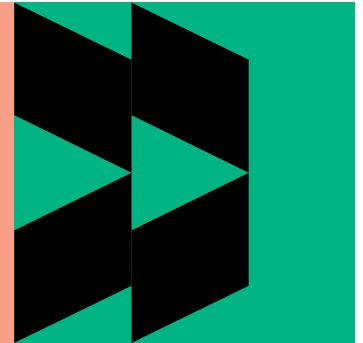
280

working Guide Dogs in the community.



41

Court Companion Dogs in the community.



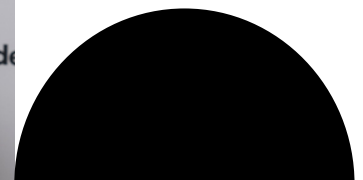
212

puppies born.

150 dogs matched with their new Handlers, including 37 Guide Dogs, 86 Therapy Dogs, 20 Breeding Stock Dogs and 7 Ambassador Dogs.

Our people.

238 full-time equivalent employees, including 186 full-time, 77 part-time and 49 casual.



545 volunteers:

244 active volunteer Puppy Raisers

47 Canine Court Companion volunteers

71 Guide Dog Centre volunteers

183 other volunteers across the organisation.

11

Courts serviced across NSW.

1,939

Canine Court Companion Program hours.

Our services.

56% Orientation and Mobility Services (adults and children).

Everyday travel skills to keep Clients moving with confidence.

17% Guide Dog Mobility.

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

13% Occupational Therapy.

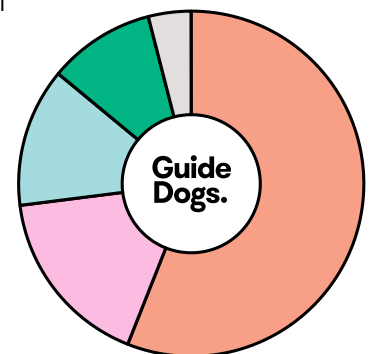
Practical skills for everyday living, regardless of age or level of functional vision.

10% Low Vision Orthoptics.

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

4% Assistive Technology.

Specific support to identify and use the right screen reader technology, or similar, to access information.



Vicki's story.

Vicki recently moved to a retirement village with her husband. She worked with Guide Dogs' Orientation and Mobility Services to learn how to get around the village.

Vicki can now get out and about to the café, the shop, the hairdresser, the bar and the gym. She can meet with friends and participate in activities in her local community. Now that she's able to get around, Vicki says the "world has opened up enormously" and "life looks so much brighter".

"I love to be able to get into what's happening... the activities and things that you can be involved in here. I love being able to confidently say 'yes, I'll be there'."

When her husband recently spent some time in hospital, Vicki was able to find her



way to pick up prescriptions and some groceries.

"I have confidence that if my husband ever went to hospital again, I know I'd be absolutely fine on my own. Being able to live on my own successfully was an absolute achievement."

Our social impact.

We support our Clients to pursue meaningful activities that are important to them and to build and maintain strong relationships and connections to help them feel more positive about the future. This year, we surveyed our Clients as part of our Social Impact Measures Framework.

75% of Clients say they are more confident performing daily activities.

“I now find things that used to be challenging not so overwhelming. I am much more confident to have another go, when I used to give up.”

82% of Clients say they are more independent when getting out and about.

“Guide Dogs gave me back my life. It made me realise I can leave the house and I feel safe with the cane. The cane opened up my life.”

74% of Clients say they are more confident doing activities that are important to them.

“I have a cane which gives me independence, I am engaging with lawn bowls, I am connecting to a falls prevention program.”

79% of Clients say they recognise more of their strengths.

“The service really supported my personal development as a person living with low vision. I was listened to, was able to set personal goals and meet them. It was challenging but empowering.”

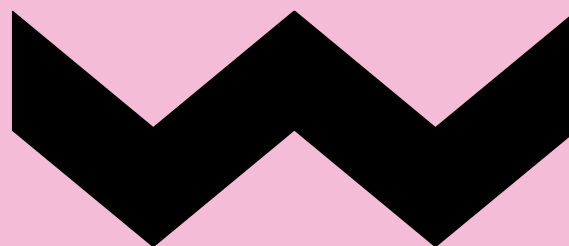


Revenue.

Income	Amount	Percent of income
Gifts in Wills	21,885,551	52
Donations and other fundraising activities	11,129,357	26
NDIS, Medicare and other government revenue	5,024,201	12
Income from investments	3,159,627	8
Contract Services income	236,388	1
Other income	553,305	1
Total revenue	41,988,429	100

Expenses.

Expenditure	Amount	Percent of expenditure
Client and community services	26,963,515	61
Costs of fundraising and gifts in wills	7,762,210	18
Marketing	1,868,862	4
Governance, finance and administration	7,679,024	17
Total expenses (Staff costs are included in each category)	44,273,611	100



We're here whenever you need us.

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