

Guide Dogs.

2024

NSW/ACT Impact Report.



Our Clients.

Thank you for supporting Guide Dogs NSW/ACT to change the lives of people with low vision or blindness. Together, we are leading the charge towards an accessible and inclusive world.



2,296

Client programs delivered.



47,092

hours of Client services delivered including 24,228 hours for regional Clients.



2,993

pieces of equipment distributed such as white canes and accessories.



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 is the

second year we have surveyed our Clients as part of our Social Impact Measures Framework. This year we were excited to include Clients under the age of 15.

72%

of Clients say they have more of the skills and knowledge they need to do daily activities with more independence.

“I now have tools to help me read - simple things like a food package or a magazine. I’ve been supported to return to my sport and I’ve got audio books to keep me entertained. Life-changing.”

76%

of Clients have the skills and knowledge they need to get out and about with more independence.

“Having a Guide Dog has given me the confidence to be a lot more independent and do the things that I love to do that I wouldn’t otherwise be able.”

71%

of Clients feel more confident in themselves and what they can do.

“I have support and professional advice to help me navigate the difficulties I face now and know I will have continued assistance as my sight deteriorates further. It gives me confidence to face the future. It is less frightening and frustrating as I am no longer alone.”

Our services.

Assistive Technology Service.

Supporting Clients to use hearing and touch to continue accessing print and electronic information from the world around them.

Connections Services.

Supporting Clients to connect with others with similar lived experiences to share and enjoy activities and stories together.

Guide Dog Mobility.

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

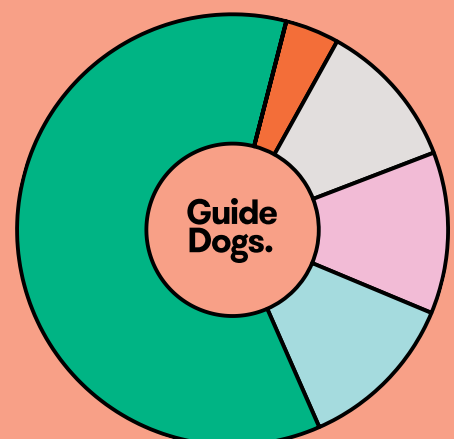
Practical skills for everyday living, regardless of age or level of functional vision.

Orientation and Mobility Services (adults and children).

Everyday travel skills to keep Clients moving with confidence.

Service breakdown by type:

	Assistive Technology	4%
	Guide Dog Mobility	11%
	Low Vision Orthoptics	12%
	Occupational Therapy	13%
	Orientation and Mobility	60%



Our Dogs.



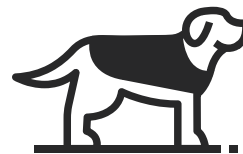
284
working Guide Dogs
in the community.



183
puppies born.



152
dogs matched with their
new Handlers:



15
Courts serviced.



44
Canine Court dogs
in the community.

42
Guide Dogs

92
Therapy Dogs

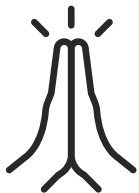
17
Breeding Stock Dogs

1
Ambassador Dog



2063
Canine Court Support
program hours.

Our People.



264.7

full-time equivalent employees:

178

full-time

55.7

part-time

30

casual



628

volunteers:

201

active volunteer
Puppy Raisers

53

Canine Court
program volunteers

74

Guide Dogs Centre
volunteers

143

in-home dog
support volunteers

157

other volunteers
across the organisation



Our stories.

Visit our [website](#), via the link or scan the QR code, to discover what Guide Dogs means to our Clients, staff, volunteers and supporters through their incredible stories.



Zara



Colin



Bodie



Rachel



Margaret



Shan



Paul



Angela

Thank you.

None of the important work we do for our Clients could be achieved without the generosity of our incredible donors and the support of our community.

Revenue.


Income	Amount \$	Percent of income
Gifts in Wills	24,364,570	52%
Donations and other fundraising activities	13,164,711	28%
NDIS, Medicare and other government revenue	5,479,156	11%
Income from investments	3,117,266	7%
Contract services income	276,935	1%
Other income	290,140	1%
Total revenue	46,692,778	100%


Expenses.

Expenditure	Amount	Percent of income
Client and community services	28,282,094	60%
Costs of fundraising and Gifts in Wills	6,736,574	14%
Marketing	3,285,090	7%
Governance, finance and administration	9,024,739	19%
Total expenses (Staff costs are included in each category)	47,328,497	100%

We're here whenever you need us.

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