

Guide Dogs.

2025

NSW/ACT Annual Report.

Leading through change.



About this report.

Welcome to the Guide Dogs NSW/ACT 2025 Annual Report.

This report provides an overview of our operational and financial performance and highlights our achievements for the 2024-25 financial year against key priorities and initiatives outlined in Strategy 2030.

We remain committed to transparent reporting and accountability to our members, stakeholders and community and meet the mandatory reporting required under the guidelines of the Australian Charities and Not-for-profits Commission (ACNC).

Alternative formats.

In line with our ongoing commitment to sustainability, only a limited number of hard copies of the Annual Report are produced. Printed and alternative formats are available on request, please [email](#) or call 1800 436 364.

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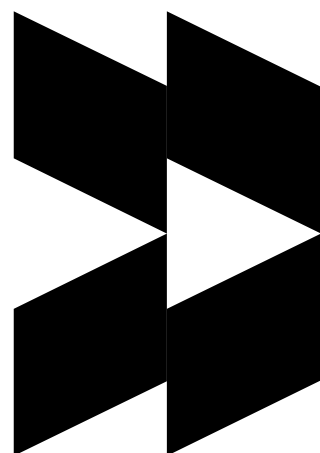
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Acknowledgement of Country.

Guide Dogs NSW/ACT acknowledges Aboriginal and Torres Strait Islander peoples as the first peoples and the Traditional Owners and Custodians of the lands, skies and waters on which we live and work. We pay our respects to their Elders, past and present.

Overview.

Guide Dogs NSW/ACT empowers people with low vision or blindness to navigate their communities safely and independently.

As the leading provider of Guide Dogs and Orientation and Mobility Services, we offer a broad range of vision and support services for people of all ages, helping them to build skills, gain confidence and have more choice about how they live their daily lives.

By working in partnership with our Clients, we take the time to understand their goals and support them to pursue meaningful activities that matter most to them.

We also champion and uphold the rights of our community and advocate for positive social change.

We're incredibly grateful for the support of our generous community who fund the majority of our services and enable us to deliver life-changing programs. Guide Dogs NSW/ACT is also a Registered Provider under the National Disability Insurance Scheme (NDIS).



Our vision.

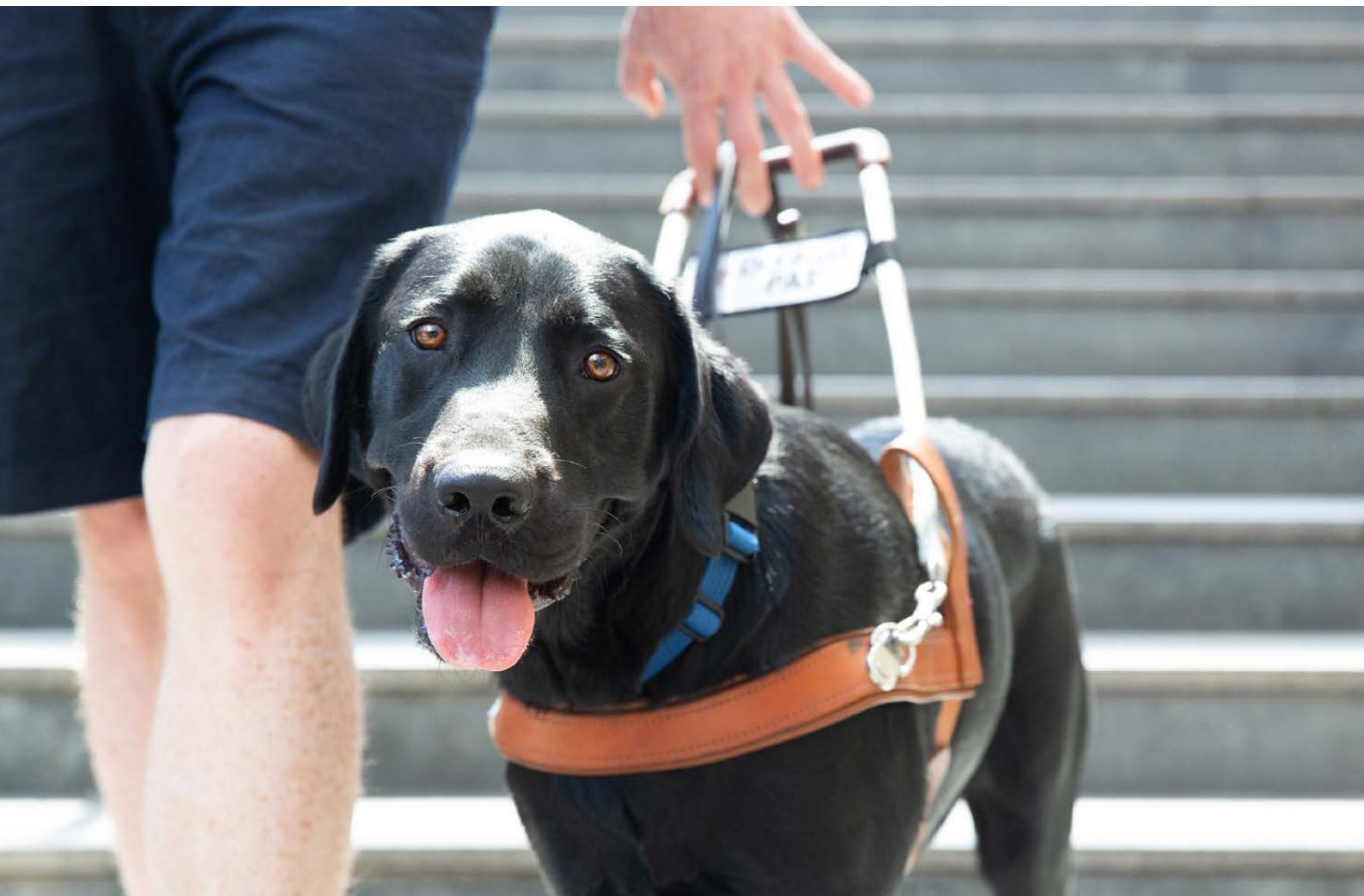
A world that is inclusive and accessible for everyone with low vision or blindness.

Our purpose.

Break the boundaries that limit people with low vision or blindness.

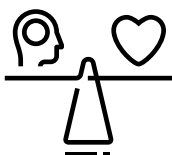
Our mission.

Create opportunities and champion the rights of people with low vision or blindness. Build a community of individuals who share our mindset and ambition for accessibility and inclusivity.



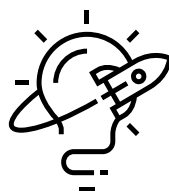
Our values.

Our Clients come first in everything we do. Our values are all underpinned by our focus and dedication towards those in our communities who need us the most. We believe everyone should have access to the support and tools required to live a free and independent life.



Lead with head and heart.

Forever focused on our purpose and mission, we combine care and careful planning to deliver successes worth celebrating.



Never stop exploring.

We're fearlessly creative. We've always asked and answered the tough questions and if there's a better way, we'll find it.



Walk the talk.

The buck stops with us. So we keep our word and keep going, no matter what.



Lift each other.

From a guiding hand to a high five, we unleash and acknowledge everyone's potential.



Joint message from our Chair and CEO.

Listening, learning and leading with purpose.

On behalf of the Guide Dogs NSW/ACT Board of Directors and Executive Leadership Team, we are pleased to present the 2025 Annual Report. It's been another remarkable year and we're proud to celebrate our achievements and share the stories that inspire us.

Staying true to our mission.

We undertook a comprehensive review of Strategy 2030 to sharpen our focus and accelerate progress across three strategic focus areas: strengthening existing services; expanding support for people with low vision; and driving social change and systemic transformation.

A key milestone was the launch of SeeWay, a free national support

service for people navigating permanent changes in their vision. This innovative digital platform offers access to professional counselling, digital literacy training, and accessible resources to help individuals manage the emotional and social impacts of vision loss.

Our Social Change Team continues to advocate for systemic change. This year, we introduced the Inclusion Ally program, relaunched our Student Education Program, championed Guide Dog Handler access rights and advocated for safer, more inclusive communities.

To align with our strategic priorities, we made the considered decision to transition away from early detection services. As a result, clinical operations at the Centre for Eye Health (CFEH) will conclude

in early 2026. As a joint initiative between Guide Dogs NSW/ACT and the University of NSW (UNSW), we are incredibly proud of CFEH's achievements and we are committed to preserving its legacy to care, teaching, and research over the past 15 years. We are grateful to its patients, referrers, industry partners and staff for their ongoing support and commitment.

Empowering our people.

This year, we launched our Disability, Equity and Inclusion Framework. We're proud to report that nearly 17 percent of our workforce identifies as living with disability, including almost nine percent who are blind or have low vision. We also introduced a new Volunteer Strategy and Management Framework to better support and engage our dedicated volunteers.

Our commitment to dog welfare.

We made significant upgrades to the Guide Dogs Centre at Glossodia to provide best-in-class facilities for our exceptional dogs and the dedicated people who work alongside them. We also launched a comprehensive Dog Welfare Strategy, reaffirming our commitment to ethical care, humane training, and lifelong support for every dog in our care.

Resilient and future ready.

We continue to strengthen our capabilities and invest in technology, data and cyber security. Our fundraising remains cost-effective and we are actively diversifying revenue

streams to support long-term, sustainable growth. Thanks to our generous supporters and investment outcomes, we were fortunate to achieve a solid financial result this year, with a very small deficit.

Board and leadership updates.

Annette Clarke was appointed to the new position of Chief Transformation Officer to lead SeeWay and accelerate Strategy 2030. We were pleased to welcome Marissa Pace who joined us as Chief Marketing and Philanthropy Officer, and Karen Knight stepped down as Deputy Chair of the Board to join the Executive Leadership Team as Chief Services Officer. Cameron Evans took on the role of Deputy Chair, and we welcomed Malcolm Ferguson to the Board, who brings expertise in digital transformation, risk management, and governance.

Acknowledgements.

As we reflect on the past year, we are filled with pride, gratitude, and optimism. Thank you to our Board, Leadership Team, staff, volunteers, Inclusion Allies, and supporters. Together, we are listening, learning and leading with purpose, creating lasting impact for people with low vision or blindness across NSW and the ACT.

Jacqui Jones

Chair, Guide Dogs NSW/ACT
Board of Directors

Dale Cleaver

Chief Executive Officer
Guide Dogs NSW/ACT

The Year in Review.

**September
2024**



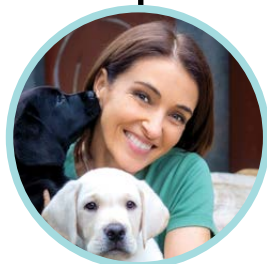
We welcomed Courtney Webeck as a Guide Dogs NSW/ACT Ambassador.

**October
2024**



Doug Cameron, founder of Guide Dogs NSW/ACT, joined us to officially open our new office in Newcastle and we celebrated International White Cane Day.

**November
2024**



We welcomed Dr Katrina Warren as a Guide Dogs NSW/ACT Ambassador and launched our Blackout Friday campaign to promote digital accessibility for online shopping.

**December
2024**



We partnered with the Sydney Opera House to celebrate International Day of People with Disability.

**January
2025**



We welcomed Samantha Armytage as a Guide Dogs NSW/ACT Ambassador and launched our redeveloped Student Education Program.

**February
2025**



We launched our Dog Welfare Strategy and expanded our Canine Court Companion Program to the Federal Circuit and Family Court registries in Sydney, Parramatta and Newcastle.

**March
2025**



We launched our Disability, Equity and Inclusion Framework and proudly marched in the Sydney Gay and Lesbian Mardi Gras.

**April
2025**



We celebrated International Guide Dog Day at Martin Place to promote our Access Means Business campaign.

**May
2025**



Molly Burke, renowned content creator and diversity and inclusion advocate, joined us for the Boundless Beauty Summit to promote inclusive product design.

**June
2025**



We officially opened the refurbished Guide Dogs Centre Administration building, launched SeeWay and received the Reader's Digest 'Highly Commended' Most Trusted Charity Brand award for the thirteenth consecutive year.

Our joint Patrons.

A message from Her Excellency the Honourable Margaret Beazley AC KC Governor of New South Wales.

As Patrons, Dennis and I commend Guide Dogs NSW/ACT for their efforts over the previous financial year in continuing their mission to empower those with low vision or blindness to lead full and independent lives.

Last October, we visited the newly opened Guide Dogs NSW/ACT office in Newcastle and experienced firsthand their enthusiastic commitment to improve access to state-of-the-art services and supports for those who need it in our regions.

Earlier this year, the Social Change Team ran the Access Means Business campaign in collaboration with the City of Sydney, providing advocacy and practical advice to cafés, restaurants, and businesses in the Sydney Local Government Area on how to create more accessible and inclusive environments for people with low vision or blindness. Tied to the theme for this year's International Guide Dog Day celebrations in Martin Place, 'Is Inclusion on Your Menu?', such initiatives meaningfully contribute to breaking down systemic barriers that prevent people with low vision or blindness fully participating in their community.



Dennis and I were also pleased to hear of the successful launch of Guide Dogs NSW/ACT's SeeWay online platform, which provides personalised lifestyle tips, connection to psychosocial support services, and digital skills programs to people in the early stages of vision loss.

None of these achievements would be possible without the generosity of the community, and we thank all who have donated, partnered, or volunteered over the past year.

Congratulations to all at Guide Dogs NSW/ACT. Your dedication, compassion, and expertise drive tangible and impactful change, and help ensure a more accessible and inclusive community for all.

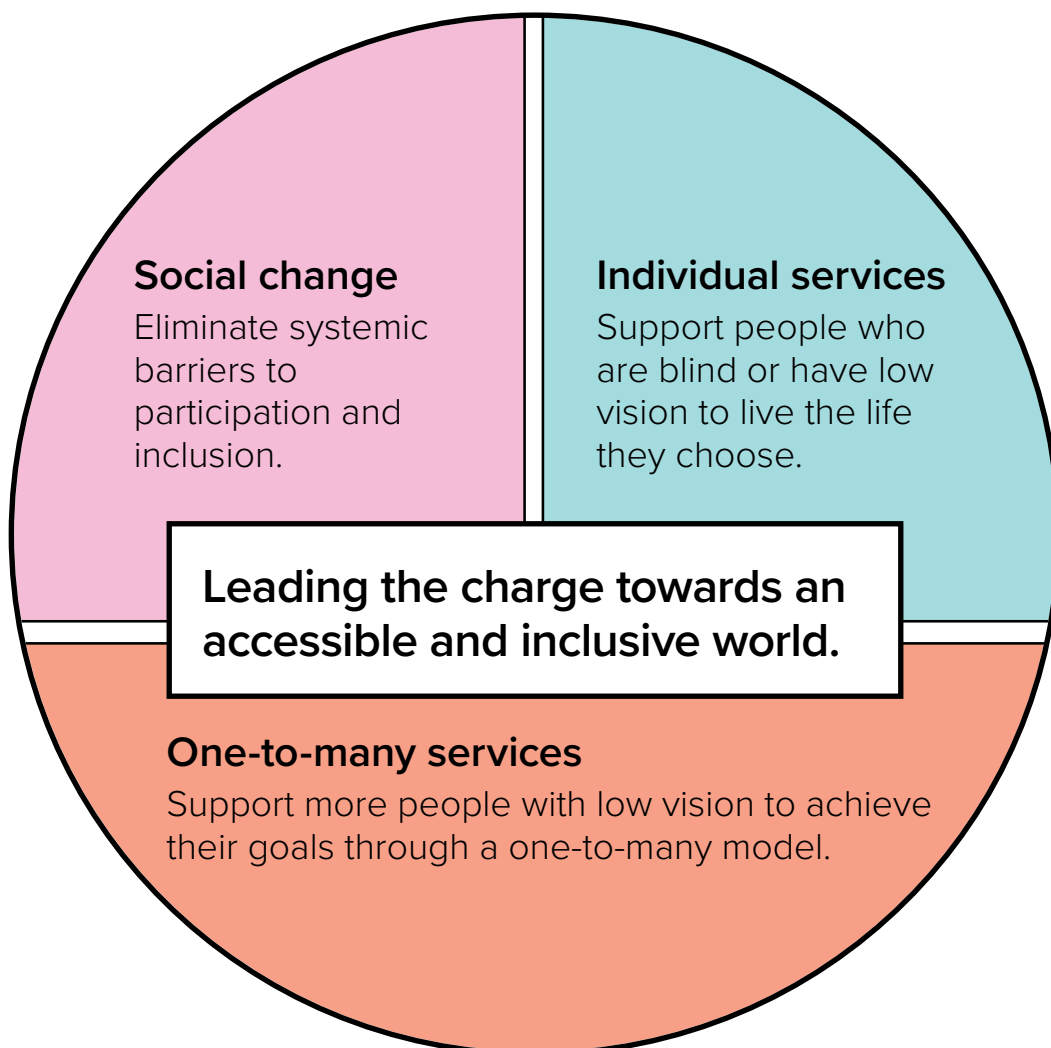
**Her Excellency the Honourable
Margaret Beazley AC KC**
Governor of New South Wales

Mr Dennis Wilson



Our Strategy.

Our strategic direction remains strong and aligned with our mission to create opportunities and champion the rights of people with low vision or blindness. We continue to invest in our people, systems, and processes to maximise impact for Clients, with a focus on three key areas: strengthening services to people who have severe low vision or blindness; expanding support for people with low vision; and driving social change through advocacy and systemic transformation.



1. Strengthening services to people who have severe low vision or blindness.

We are committed to delivering services that are responsive, impactful, and future-focused. This year, we engaged with our existing Clients to better understand their needs and priorities. Our 'Listening to the Voice of Our Customers' project attracted nearly 500 participants, making it the largest Client study in Guide Dogs NSW/ACT history. The insights gained will inform future service development, guide our exploration of emerging technologies, and enhance opportunities for social connection and broader IT support. We also implemented new Client Services software to improve practitioner efficiency and increase Client-facing time.

2. Expanding support for people with moderate low vision.

Last year, we began developing a new service model to support people with moderate low vision. Over a year-long pilot, we worked in partnership with people with lived experience to codesign a new service. In June, Guide Dogs NSW/ACT launched SeeWay, a free national digital service providing accessible resources and personalised support for people adjusting to permanent vision loss.

SeeWay has already been accessed by thousands of Australians, supporting them to live well with low vision.

3. Driving social change through advocacy and systemic transformation.

Our Social Change Team continues to influence policy and improve accessibility across built and digital environments. This year, we continued to champion Guide Dog Handler access rights and targeted campaigns to address digital accessibility and inclusive product design. We mobilised the community through our new Inclusion Ally program, which has already garnered the support of more than 600 allies. We also engaged with more than 3,500 students through our restructured Student Education Program, inspiring the next generation to champion inclusion and accessibility.

Our Clients.

About our services.

When social, physical and digital environments are not accessible or inclusive, people with low vision or blindness can face barriers to living the life they want. We work with our Clients, their families and caregivers to increase their skills, confidence and access to support and accessibility tools, giving them more choice in how they go about their day-to-day lives and get out and about. This is achieved through a broad range of services and supports.



Assistive Technology Service.

Supporting Clients to explore options to access information from the world around them when they are no longer able to use or rely on their vision.

Connections Services.

Supporting Clients to connect with Guide Dogs services, important people in their lives and other people with similar lived experiences, to enjoy activities together.

Guide Dog Mobility.

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

Low Vision Orthoptics.

Supporting Clients to understand their level of functional vision and use new strategies to access visual information.

Occupational Therapy.

Supporting Clients with practical skills and techniques to participate in daily activities around the home with ease.

Orientation and Mobility Services (adults and children).

Supporting Clients to get out and about and navigate their communities safely and independently.

Service breakdown by type:

	Assistive Technology	6%
	Guide Dog Mobility	13%
	Low Vision Orthoptics	12%
	Occupational Therapy	19%
	Orientation and Mobility	50%



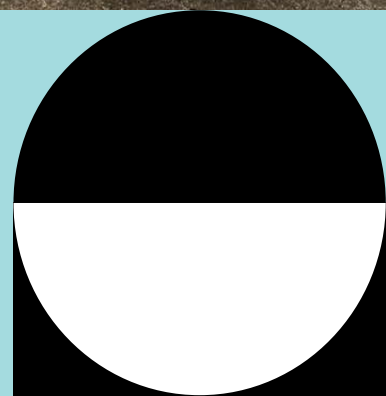
Samira's journey to independence.

Samira, a 19-year-old refugee from Afghanistan living with glaucoma, arrived in Australia with limited English. Within a week of settling in, she connected with Guide Dogs NSW/ACT and began Orientation and Mobility Training. Learning to use a white cane for the first time, Samira quickly gained the skills and confidence she needed to attend English classes at TAFE, shop for groceries and live on her own. Her journey reflects not only her growing independence but also her determination to pursue her dreams despite her vision loss.

[Read Samira's story here.](#)



“I can attend my English classes without any help. Using a cane doesn't mean I'm giving up my dream of being able to see. It motivates me to work harder than before.”



Our impact.

We support our Clients to pursue meaningful activities that are important to them and build strong relationships to help them feel connected. Our Social Impact Measurement Framework enables us to identify and explore Client outcomes, understand the impact of our work, identify opportunities for improvement and collaborate

with others to advocate for positive change. We recognise that real-life change takes time and that every individual's journey is unique. Personal circumstances can shape how outcomes are experienced and we remain committed to providing tailored support that reflects each person's needs.

81% of Clients surveyed are more confident doing activities that are important to them.

"I had a cane for a lot of years but was never very confident. Now I am very confident, I still go dancing and I get to spend time with my grandkids."

80% of Clients surveyed feel safer in their home in relation to their vision condition.

"I feel so much safer and much more confident than I did before. Can't speak more highly of Guide Dogs and I'm very grateful for all your help."

80% of Clients surveyed feel more confident in themselves and what they can do.

"I'm more relaxed with what is happening with my eyesight. I know there is opportunity to learn new things to improve my life."

77% of Clients surveyed have made or maintained their social connections or relationships.

"Socialising with other low vision individuals at Guide Dogs morning teas, attending information talks and learning about available technology has taken away some of the anxiety my condition has given me."

The power of assistive technology.

Stephen lives with autoimmune retinopathy, a condition that gradually led to complete vision loss. With the support of Guide Dogs NSW/ACT Orientation and Mobility Services, he has embraced assistive technology including a Miniguide and smart glasses to empower him to navigate his environment safely and independently.

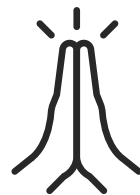
[Read Stephen's story here.](#)

“My eyesight started disappearing 12 years ago and Guide Dogs helped me sort out my travel passes, Opal card and disabled parking pass. You're lost when it first happens and it's the little things you forget about, so I was glad to have the help.”



Achieving outcomes together.

We work in partnership with our Clients to understand what they want to achieve and set goals to support them. We seek their feedback to know how we've done assisting them to achieve their goals. Sometimes, a Client may not fully achieve their goals due to health or environmental reasons, in this case we will work with them to set new goals and aspirations.



76%
of Clients met or exceeded their goals.

14.5%
of Clients partially met their goals.

9.5%
of Clients had other outcomes.

Our outputs.

During the 2024-25 financial year:



2,484
Client programs delivered.



2,930
pieces of equipment distributed such as white canes and accessories.



49,056
hours of Client services delivered including 25,275 hours for regional Clients.

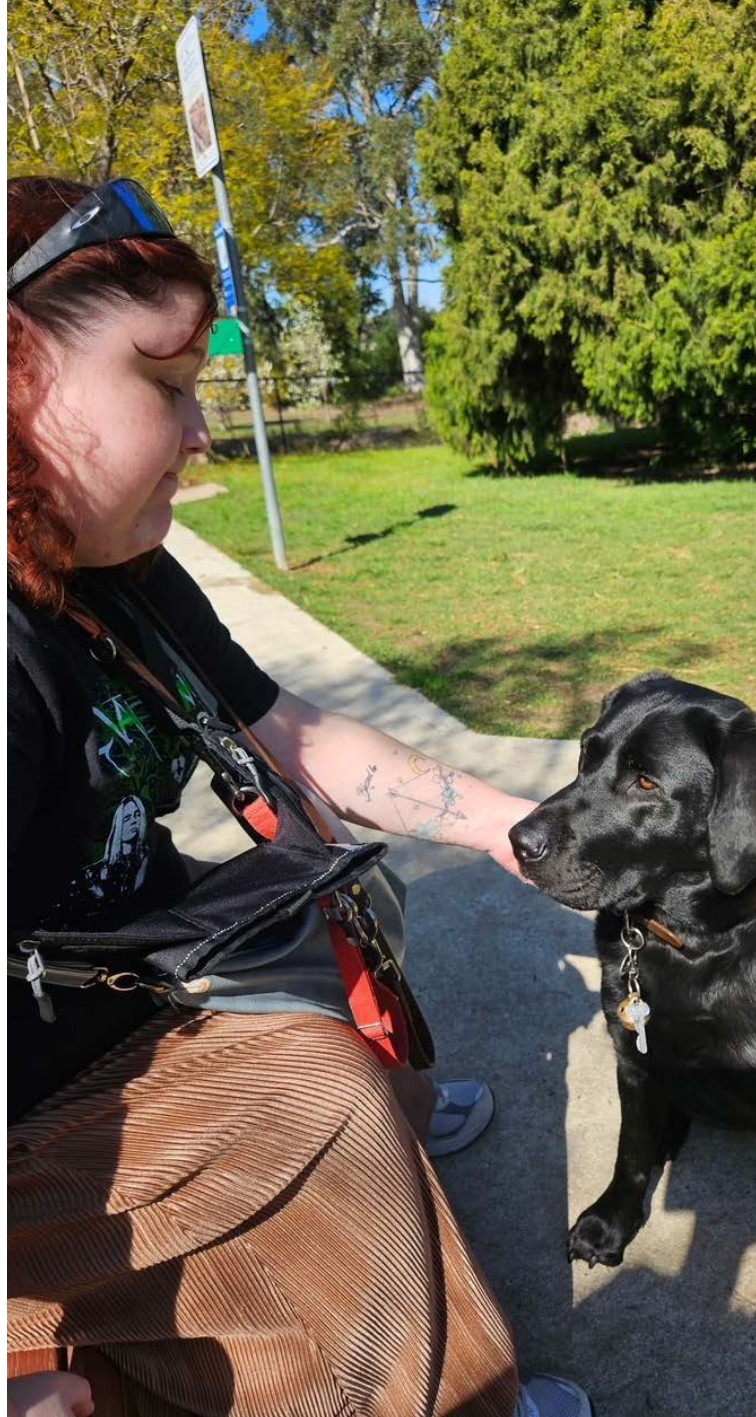
86
Net Promoter Score.

Net Promoter Score is a customer loyalty and satisfaction metric that gauges how likely a customer is to recommend a company, product, or service to others.

Navigating from A to Z.

Abbie's partnership with her Guide Dog, Zita, has transformed her life, giving her greater independence, confidence and connection. After transitioning from a long cane and overcoming early challenges due to injury, Abbie built trust in Zita through Guide Dog Mobility Training. She now navigates complex environments like her local shopping centre with ease and feels safer, especially at night. Abbie's confidence has grown so much she feels empowered to advocate for accessible infrastructure in her local area.

[Read Abbie and Zita's story here.](#)



“Zita gives me more independence and the ability to access my environment. She also makes me feel less anxious when I’m coming home as it starts to get dark.”

Making meaningful connections.

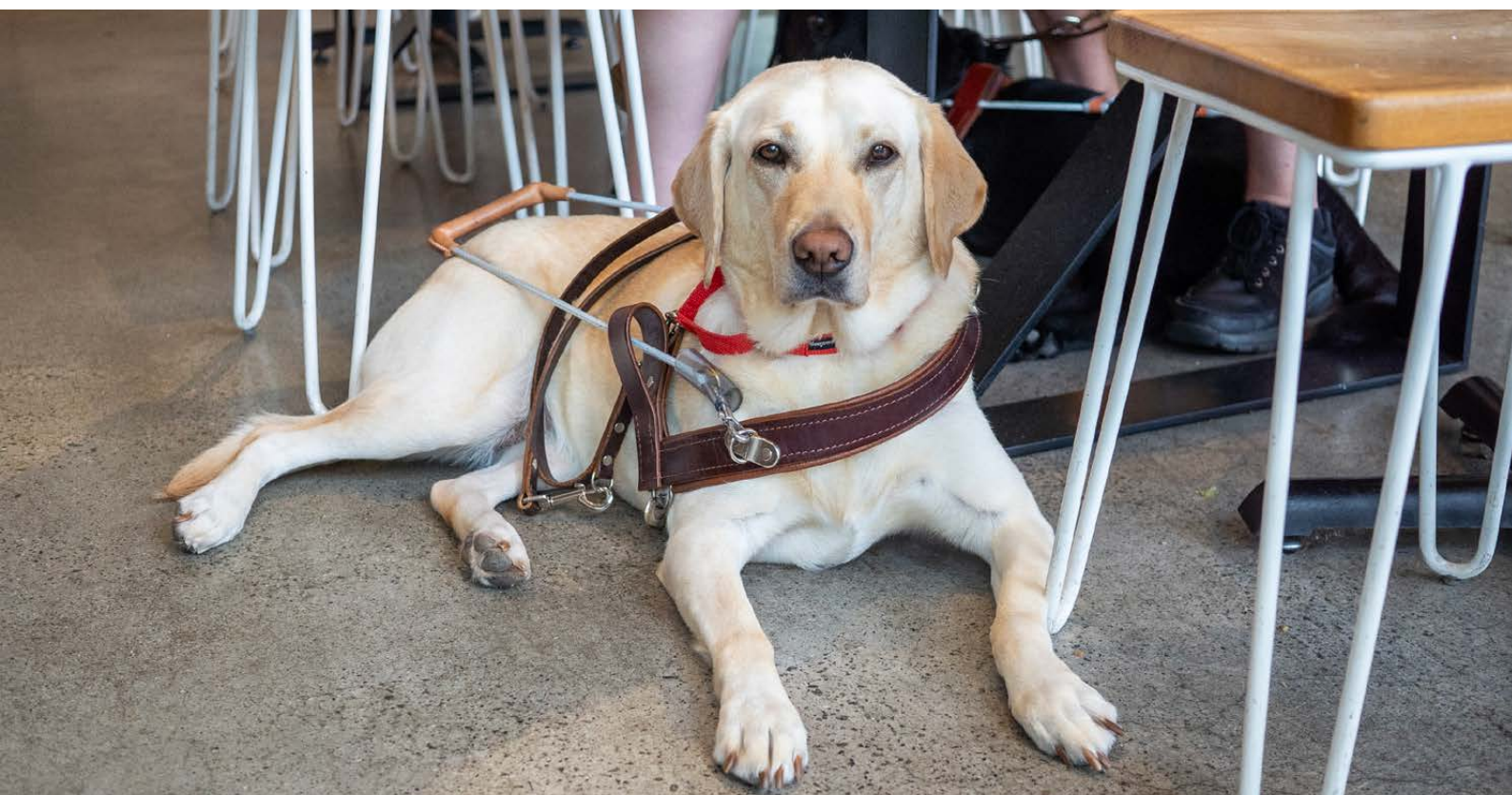
Sometimes connecting with others who know firsthand what you are going through makes all the difference. Our Connections Service creates opportunities for people with low vision or blindness to come together to share experiences and develop lasting friendships.

We offer a diverse range of online and in-person activities for Clients across NSW and the ACT. Online options include Peer Support, Book Club, Chatter Paws, and even Dungeons & Dragons! In-person activities range from Walking Groups and Café Catch-Ups, to special events like the Mardi Gras Parade, Archibald Prize Exhibition, and other seasonal highlights.

Through these meaningful connections, our Clients find companionship, confidence and community.

“I have made really good connections with the people in the group and feel a lot happier.”

Elizabeth, Client.



Early detection.

Centre for Eye Health: a legacy of impact.

Established in 2009 as a joint initiative between Guide Dogs NSW/ACT and the University of NSW (UNSW), the Centre for Eye Health (CFEH) has been a cornerstone of innovation in early detection and collaborative eye care. This year, the CFEH entered its final phase of service delivery, with clinical operations scheduled to conclude in December 2025, followed by a focused education extension through to April 2026.

Strategic investment.

From its inception, Guide Dogs NSW/ACT has provided sustained funding to CFEH with a clear purpose: to reduce preventable blindness through early detection and innovative care. This investment enabled thousands of Australians to access advanced imaging, diagnostic expertise, and disease management, all at no out-of-pocket cost to patients. Beyond clinical care, CFEH pioneered collaborative models that reduced pressure on hospital systems, improved access to timely treatment, and elevated the role of community optometry across Australia.

Tangible outcomes.

- **Patients:** Over 65,000 referrals supported with early detection and management of eye disease.
- **Education:** More than 1,000 UNSW optometry students completed placements, alongside extensive professional development for practitioners.
- **Research:** 168 peer-reviewed publications, over 2,500 citations and more than \$7 million in competitive research funding attracted.
- **Innovation:** Programs such as the Glaucoma Management Clinic and C-Eye-C demonstrated the safety, cost-effectiveness and scalability of collaborative care.

These achievements are a testament to the dedication and expertise of CFEH's clinicians, educators, and researchers. Their work has not only delivered world-class care but also strengthened the profession through training, education and knowledge-sharing.

Our commitment to care.

The decision to conclude operations at CFEH reflects a strategic shift by Guide Dogs NSW/ACT to redirect resources toward areas of unmet need in the low vision space and expand our influence through social change and advocacy.

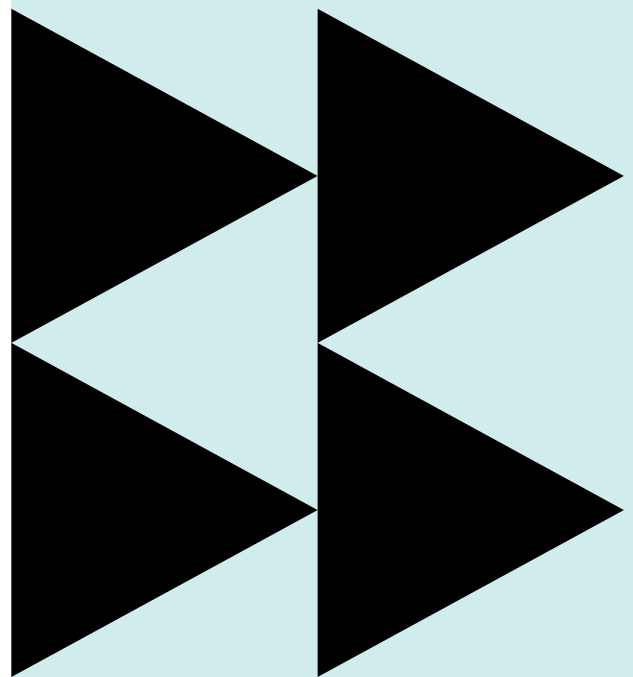
Over the past year, CFEH has focused on safely transitioning patients to alternative pathways, while preserving its legacy of contributions to collaborative care, teaching, and research. CFEH has provided transition funding for a bulk-billed Glaucoma Clinic at UNSW, donated clinical equipment to public and charitable practices and shared online resources with peak bodies. Community optometrists will continue to have access to professional development through workshops, observation clinics, and one-on-one training until April 2026.

Looking ahead.

The CFEH stands as one of Guide Dogs NSW/ACT's most significant investments to date. As this chapter comes to a close, we reflect with sincere appreciation on the many individuals who have shaped the journey of CFEH: from the visionary Directors and Board members who provided strategic leadership, to the patients, referrers, industry collaborators, and dedicated staff whose support and involvement made it all possible.

“The vision for CFEH was first shaped by its founding staff and has continued to evolve through the dedication of our team. We are deeply grateful to Guide Dogs NSW/ACT for their generous funding and for their steadfast support, which has made this level of impact possible for more than 15 years.”

Sarah Holland,
CFEH General Manager.



SeeWay.

Supporting Australians with low vision.

In June, we proudly launched SeeWay, a new, free national support service for people with moderate low vision. More than 120 Clients and eye care professionals joined us to celebrate this milestone, marking the beginning of a new chapter in personalised, accessible care.

SeeWay is a groundbreaking initiative that addresses a critical need in our community by providing all Australians who have low vision, and their loved ones, access to advice, information and supports to better navigate their personal journey.

The digital platform provides access to trusted information and resources to help Clients live well with low vision, as well as connections to access no-gap professional counselling and personalised digital literacy training.

SeeWay supports a key pillar of Strategy 2030, reflecting our commitment to expand our support for people with low vision and create a world that is inclusive and accessible for everyone with low vision or blindness.



“I am incredibly proud of this initiative and the dedicated team who brought it to life. Together, we are making a meaningful difference in the lives of people across the country.”

**Annette Clarke,
Head of Transformation,
Guide Dogs NSW/ACT.**

Addressing an unmet need.

Moderate low vision refers to permanent vision loss that cannot be corrected with glasses or surgery, often caused by conditions such as macular degeneration, glaucoma, and diabetic eye disease. For many, a diagnosis is life-altering.

Market research conducted by Guide Dogs NSW/ACT revealed that in 2020 there were over 61,000 Australians adjusting to life with moderate low vision, a number projected to grow to 114,000 by 2050.¹

Through extensive engagement with people living with low vision, we learned that many face significant barriers to accessing timely support and information. Navigating health, disability, and ageing systems can be overwhelming, and many individuals fall outside traditional funding models.

Our research highlighted the need for a service that addresses not only the practical, but also the emotional and social impacts of vision loss. In response, we codesigned SeeWay through a year-long pilot program, shaped by lived experience and community feedback.

Supporting emotional wellbeing.

A diagnosis of low vision often brings emotional challenges. Shock, grief, anxiety, and depression are common, yet rarely addressed in clinical settings. SeeWay makes mental health support accessible from the outset, offering no-gap counselling to support emotional wellbeing through partnership with external providers.

“I didn’t know where to turn. Talking to someone who understood made me feel less alone.”

SeeWay Client.

Building digital confidence.

Digital skills are essential for social connection and access to information. SeeWay provides tailored training to help people with low vision use accessibility features on their devices, empowering them to stay connected and confident.

“I can once again view the screen on my tablet and video call my family!”

SeeWay Client.

¹ NOUS Group (2023). Unmet needs in low vision: Research report prepared for Guide Dogs NSW/ACT.

Trusted content, real voices.

The SeeWay website is a growing hub of low vision information and lifestyle resources curated by eye health professionals, communication experts, and people with lived experience.



“SeeWay continues to establish its foundations as a trusted link to what matters most; reassurance, confidence, and dignity for Australians experiencing permanent vision changes.”

Malcolm Riddell, Head of SeeWay.

Early impact and future focus.

Since launching, SeeWay has already supported thousands of Australians, with more than 5,000 unique visitors engaging with the platform. Hospitals including Sydney Eye and Royal Prince Alfred have embedded SeeWay materials into patient pathways, and eye care professionals across disciplines are using it as a referral tool.

“There’s only so much we can cover in a clinical appointment. SeeWay helps people navigate life with low vision, work, family, and everything in between.”

Dr David Wechsler,
Ophthalmologist and
Glaucoma Specialist.

Looking ahead, we are focused on expanding referral networks, increasing access in regional and disadvantaged communities and growing our resource library. Plans are underway to introduce group and family counselling and embed tools to measure and improve patient outcomes.

SeeWay has so much to offer and we are excited to share it with all of Australia.

[Visit the SeeWay website today.](#)



Our Dogs.

A Guide Dog can create a profound change for people with low vision or blindness by offering the perfect blend of independence and companionship. It takes a very special dog to become a Guide Dog. Each dog is assessed for their confidence, resilience, adaptability to new environments and their responsiveness to training.

While many of our incredible dogs graduate to become Guide Dogs, not all dogs are suited to the role. Some choose alternative career paths that are better aligned to their strengths and temperament, where they can have a greater impact.



Therapy Dogs.

Many of our dogs go on to provide love, companionship and emotional support to individual people or facilities as Therapy Dogs. Our Therapy Dog program for facilities currently includes our Canine Court Support programs which provides support for victims of crime attending court, as well as other facilities such as schools, aged care, and emergency and frontline services.

Breeding Stock Dogs.

Guide Dog puppies are carefully bred to inherit the characteristics they need for the unique requirements of a Guide Dog partnership.

Our Breeding Dogs are selected for their excellent health and temperament to bring the next generation of Guide Dog pups into the world. This year, we expanded our Breeding Dog colony to provide more options to pair dogs and increase our genetic selection and diversity.

Ambassador Dogs.

Our Ambassador Dogs help us raise awareness about Guide Dogs NSW/ACT and the important role we play in the lives of people with low vision or blindness. They are happy, social dogs that love meeting new people, and they play a crucial role in promoting our organisation and its mission.



Our impact.

During the 2024-25 financial year:



278

working Guide Dogs
in the community.



176

puppies born.



155

dogs matched with their
new Handlers of which:

39

Guide Dogs

93

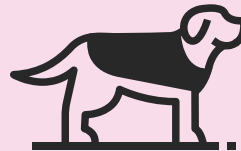
Therapy Dogs

21

Breeding Stock Dogs

2

Ambassador Dogs



18

Courts serviced.



59

Canine Court dogs
in the community.



4,001

Canine Court Support
program hours.

Our commitment to dog welfare.

At Guide Dogs NSW/ACT the wellbeing of our dogs is top priority. In 2025, we launched a comprehensive Dog Welfare Strategy, setting a new benchmark for ethical care, training and lifelong support for our dogs. This Strategy reflects our deep respect for our dogs and outlines our commitment to ensuring every dog in our care experiences optimal welfare throughout their life.

Our approach is built on three pillars:

- **Education:** equipping stakeholders with a strong understanding of dog welfare principles.
- **Training:** ensuring staff and volunteers are skilled in humane handling and care.
- **Advocacy:** championing industry-wide adoption of ethical, evidence-based standards.

Caring at every stage.

From breeding and early development to retirement, every stage of a dog's journey is carefully managed. Puppies are born and raised in the loving homes of our trained volunteers, while retired Guide Dogs can benefit from a new financial assistance package to help cover veterinary and wellbeing costs, ensuring they receive the care they deserve.

World-class facilities and standards.

Our Guide Dogs Centre at Glossodia provides a safe, enriching environment. Dogs enjoy temperature-controlled kennels, daily health monitoring and a variety of enrichment activities. All staff and volunteers are trained to read canine body language and respond to each dog's emotional and physical needs.

Better outcomes for Clients.

Good dog welfare leads to great outcomes for our Clients. A confident, healthy Guide Dog enhances mobility, independence and quality of life for people with low vision or blindness. This Strategy ensures our dogs experience lives filled with purpose, comfort and compassion, enabling them to be the best possible partners for the people who rely on them.

Nurturing the next generation.

Volunteer Home Whelper Emma plays a vital role in raising the next generation of Guide Dogs by caring for breeding dog, Charm. From assisting with the delivery of eight puppies in Charm's first whelp, to forming a special bond with a single pup named Jilly in a later litter, Emma and her family have embraced both the joys and challenges of puppy rearing. Despite the occasional sleepless night, Emma finds the experience deeply rewarding, knowing her care contributes to someone's future independence.

[Read Emma's story here.](#)

“Seeing a Guide Dog Handler in public and knowing I’ve played a part in giving that person a freedom that they wouldn’t have otherwise experienced is a great feeling.”





Glossodia gets a glow up.

This year, we proudly unveiled the refurbished Administration building at the Guide Dogs Centre in Glossodia, celebrating 25 years of operations at this iconic site. The official opening welcomed Clients, staff, volunteers, supporters and special guests into our vibrant, accessible and inclusive community space.

Home to our world-class dog facilities, the Guide Dogs Centre plays a vital role in supporting people with low vision or blindness. These much-

needed upgrades strengthen our ongoing commitment to regional communities, our dogs, and the incredible team who work with them.

A standout feature is the new puppy enrichment area, where visitors can watch our future Guide Dogs train, rest and play, offering a glimpse into the early stages of their life-changing journeys.

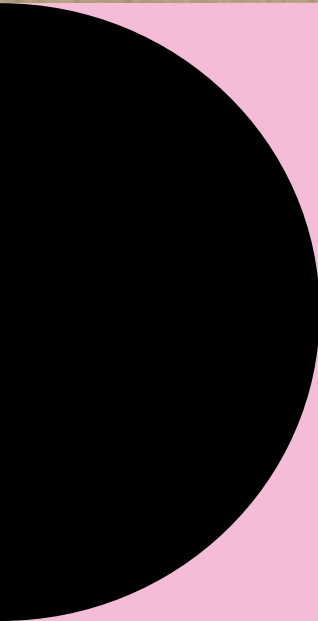
We extend our heartfelt thanks to our donors, corporate partners and supporters for making this transformation possible. Congratulations to the project team, Guide Dogs Centre staff and volunteers for bringing this inspiring space to life.



Honouring a lifetime of loyalty.

Elaine's Guide Dog Evelyn gave her freedom, confidence and companionship. When Evelyn retired, Elaine was grateful to keep her as a much-loved pet. With support from the Retired Guide Dogs Program, Handlers like Elaine can ensure their loyal companions enjoy a peaceful, well-deserved retirement.

[Read Elaine and Evelyn's story here.](#)



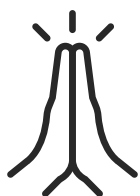
“After all they’ve done for you, you have this very special bond with them. You want them to be able to spend their retirement with you in a familiar environment surrounded by loved ones.”



Our People.

Our impact.

Our staff and volunteers as at 30 June 2025:



273.4 full-time equivalent employees of which:

208 full-time

94 part-time

40 casual



849 volunteers of which:

130 Community and fundraising

20 Strategic and skilled

16 Administration and Events

683 Dog Services and supports of which:

281 Puppy Raisers

124 Temporary Carers

119 Home Whelpers and Home Boarders

91 Guide Dogs Centre

68 NSW and ACT Court programs



Welcome to Sydney Metro

1





Board of Directors.

Our Board of Directors as at 30 June 2025:



Chair

Jacqui Jones

B.Ec (Soc Sci), M.A., Grad Dip Ed, MAICD.

"I love that we are focused on ensuring that people with blindness or low vision have independence so they can get on with achieving their life goals!"



Deputy Chair

Cameron Evans

BE, GAICD, Grad.Dip.App.Fin, BE ME, MBA.

"I am passionate about building a more inclusive society that enables everyone to reach their life goals."



Breanna Davies
BComm (Journalism) LLM.

"I am passionate about ensuring an inclusive world where everyone can thrive."



Malcolm Ferguson
B.Bus.

"I'm passionate about leveraging technology and strategic leadership to enhance independence and opportunities for people with low vision or blindness."



Cheryl Hayman FAICD, FGIA.

"Social purpose and inclusion, a more diverse culture and ensuring equity and success for every Australian, underpin my values and ethos of putting people and their needs front and centre."



Robin Low BCom, FCA, GAICD.

"I have loved Guide Dogs all my life. My role is made most rewarding because of the way Guide Dogs bring together our Clients, our people, our dogs and technology to enable better lives."



Darryl Newton BCom, FCA, GAICD.

"I love being part of a group of people that make a profound difference in people's lives."

Our Executive Leadership Team.

Our Executive Leadership Team as at 30 June 2025:



Dale Cleaver
Chief Executive Officer



Annette Clarke
Chief Transformation Officer



Gemma Farquhar
Chief People Officer



Karen Knight
Chief Services Officer



Marissa Pace
Chief Marketing and Philanthropy Officer



Lorraine Ruane
Chief Financial Officer

Celebrating staff milestones.

Congratulations to the following staff for reaching milestones on 30 June 2025:

30 Years

Karyn Willins

Orientation and Mobility Specialist

25 Years

Graeme Mitchell

Guide Dog Mobility Instructor /
Orientation and Mobility Specialist

20 Years

Jo-Anne Lamont

Therapy Dog Specialist

15 years

David Hajdu

Business Intelligence Architect

Fiona Henwood

Orientation and Mobility Specialist

Kerrie Suffolk

Guide Dog Mobility Instructor /
Orientation and Mobility Specialist

Jennifer Churchill

Orientation and Mobility Specialist

Jacqueline Amos

Orientation and Mobility Specialist

10 years

Angela Paterson

Guide Dog Trainer

Natalie Borstein

Client Services Manager

Katrina Lim

Orientation and Mobility Specialist

Kirsten King

Therapy Dog Specialist

Gary Palmer

Kennel Attendant

Joseana Dias

Client Services Billing and
Administration Officer

Nikki Toohey

Client Services Administration Officer

Elizabeth Lawless

Kennel Attendant

Emma Bartley

Practice Governance Manager

Sarah Kenny

Orientation and Mobility Specialist

Leadership in action.

Earlier this year, Guide Dogs NSW/ACT welcomed Belinda O'Connor as a Co-CEO intern through the Disability Leadership Institute CEO and Executive Internship Program.

This unique initiative offers senior leaders with disability the opportunity to share the helm of an organisation, gaining firsthand experience in executive leadership.

[Read Belinda's story here.](#)

“It's crucial to see people like us in senior leadership positions where our lived experience and professional expertise are recognised.”



The Joe Finucane Perpetual Award.

The award is named after former CEO, Joe Finucane, who served for nearly 20 years and retired in 2009. Joe is remembered as an innovative and progressive leader with a gentle, yet determined, approach. Each year, we seek nominations from staff for the award.

We were incredibly fortunate to have Dorothy Finucane, Joe's wife and long-time supporter attend our Annual General Meeting to present the award, which was given to Orientation and Mobility Specialist, Ewa Borkowski.

Ewa is recognised for her significant contributions to the Orientation and Mobility Service at Guide Dogs NSW/ACT. During her 30 years of service she has been a passionate advocate for Clients with low vision or blindness, supporting them to achieve their goals, particularly in relation to mobility. She has been instrumental in developing specialised services and tools for Clients with brain-based vision impairment.

Ewa has been a driving force in service delivery quality, developing a comprehensive scope of practice, Client-centred practice standards, and nation-leading professional



development programs. She is well-respected in her field, representing Guide Dogs NSW/ACT both nationally and internationally.

Thank you, Ewa, for your leadership, dedication and commitment to our Clients, and for embodying our values every day.

“I’m so grateful for this award, I’m feeling proud, thankful, and motivated to keep doing what I love.”

Ewa Borkowski.



Our commitment to equity, access and inclusion.

At Guide Dogs NSW/ACT, we are committed to fostering a workplace that reflects and respects the diverse needs and experiences of our staff and Clients. This year, we made meaningful progress in advancing our approach, supported by the development of a new Diversity, Equity and Inclusion Framework. The Framework strengthens our commitment to creating an accessible and inclusive environment where everyone feels valued, supported, and empowered.

Celebrating our diversity.

We proudly celebrate the rich cultural and linguistic diversity of our team. In January 2025, we introduced a structured plan to better support staff from culturally and linguistically diverse backgrounds. Led by a passionate working group, the plan guides our efforts to understand and appreciate the cultural influences that shape our workforce. These insights help us better meet the evolving needs of our diverse Clients and inform the development of culturally appropriate resources and services.

Embedding accessibility and inclusion.

We continue to learn from our staff and Clients with lived experience of disability to drive continuous improvement. Our Disability Inclusion Action Plan plays a central role in shaping organisational practices, from procurement decisions to the codesign of our new Customer Relationship Management system and the inclusive design of our office spaces. We are proud to report nearly 17 percent of our workforce self-identifies as living with disability, which includes almost nine percent of people who are blind or have low vision. This exceeds our 2027 target of 15 percent.

Promoting Reconciliation.

Our Reflect Reconciliation Action Plan (RAP) outlines practical steps to promote reconciliation and support Aboriginal and Torres Strait Islander communities. We are pleased to report that all of our commitments within the Reflect RAP have been fulfilled and we are now developing our Innovate RAP. A key highlight was the codesign of an accessible Aboriginal and Torres Strait Islander e-learning module, created in partnership with Aboriginal-led organisation Mirri Mirri and delivered to all Guide Dogs NSW/ACT staff.

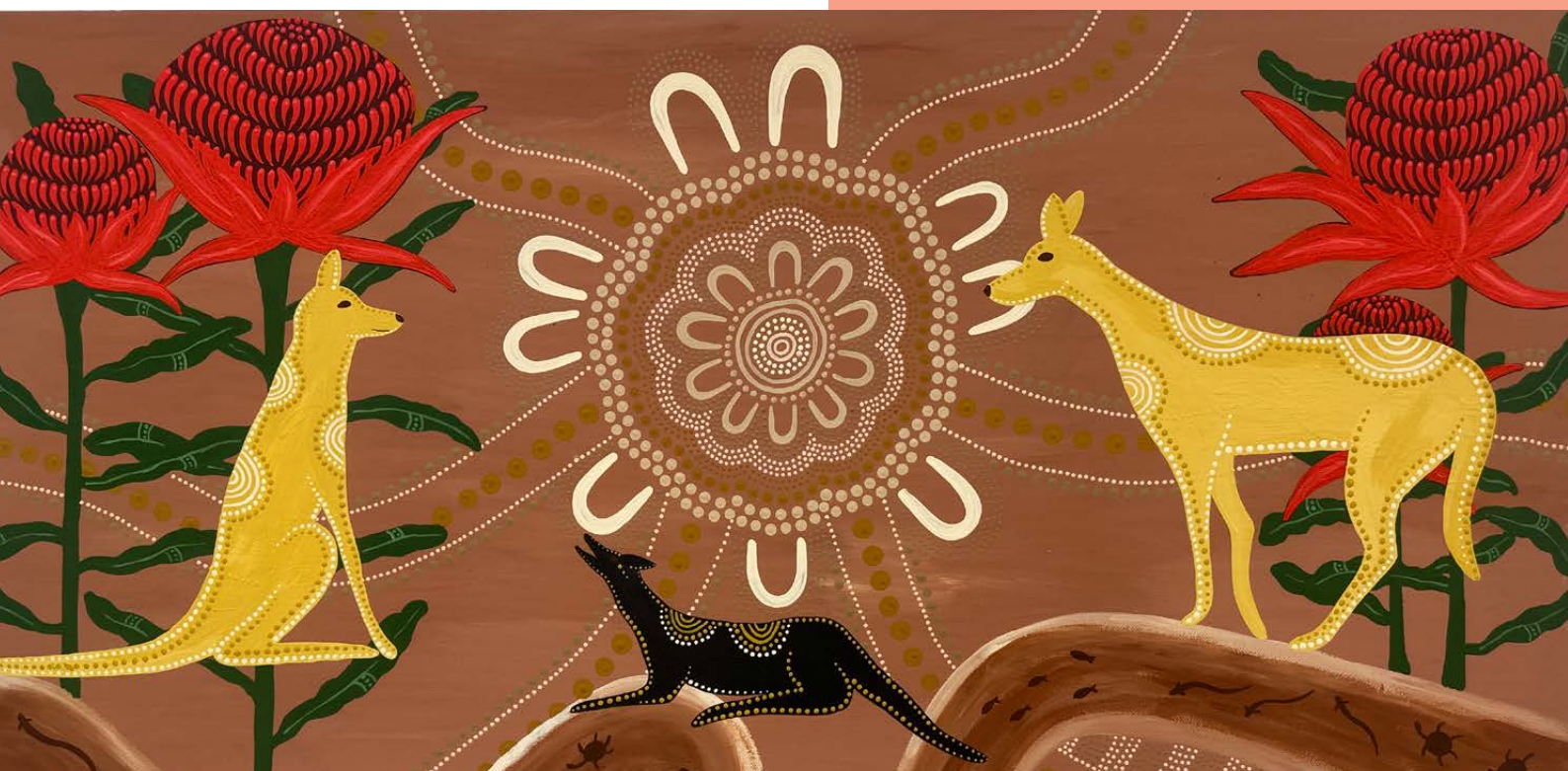


Connecting culture with digital accessibility.

Guide Dogs NSW/ACT partnered with Mirri Mirri to create a culturally safe and digitally accessible learning module as part of our Reconciliation Action Plan. By working together, we ensured the 'Ngiyani: Working Together' module is accessible for everyone, including people with low vision or blindness, while promoting cultural understanding and responsive service delivery.

[Read the full story on Mirri Mirri here.](#)

“Accessibility was central to the module’s design. It reflects the importance of inclusive employment and the unique challenges faced by Aboriginal and Torres Strait Islander peoples with disability.”



Guide Dogs.



Our incredible volunteers.

Our volunteers continue to inspire us with their generosity, skills and unwavering commitment. This year, we launched our new Volunteer Management System, designed to make it easier for volunteers to connect, contribute, and stay engaged with our work. We also introduced our Volunteer Strategy to support best practice volunteer management, raise the profile of volunteering, encourage participation, support our volunteers to thrive, and celebrate their valuable contributions.

Our volunteer roles span four key categories, each playing a vital part in empowering people with low vision or blindness to live life the way they choose.

Dog Services and supports.

Our largest group of volunteers care for our dogs and support the operations at the Guide Dogs Centre in Glossodia. They include our incredible Puppy Raisers, Temporary Carers, Home Whelpers, Home Boarders and Court Support Program volunteers.

Skilled and strategic.

These volunteers bring expertise and leadership, helping to shape our organisation and ensure we perform at the highest level. They include members of our Board and Customer Advisory Panel.

Community and fundraising.

These volunteers engage directly with our Clients and help raise awareness and funds through advocacy and community outreach. They include our Regional Support Groups, Donation Dog collectors, Ambassadors and Client Connections volunteers.

Administration and events.

Volunteers in this group perform a wide range of roles across all departments, supporting our operations and helping us to run events.

To every volunteer: thank you. We are deeply grateful for your time, dedication, and the vital role you play in supporting our mission.

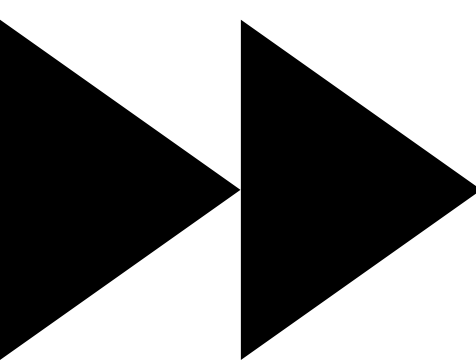
Providing comfort and compassion in the courtroom.

Vicki has been a devoted volunteer with Guide Dogs NSW/ACT for over 26 years, beginning as a Temporary Carer for a Guide Dog and later becoming a key part of the ACT Court Canine Support Program. Through her work with Therapy Dogs like Quota and Sundae, Vicki provides comfort to victims of crime and court staff, helping ease the emotional strain of attending court. Her experiences have deepened her compassion and understanding, and she continues to witness the profound impact of the human-animal bond, both in the lives of others and her own.

[Read Vicki's story here.](#)



“I’ve developed more compassion for people going through hardship and I’ve learnt how to connect with people experiencing family violence. It doesn’t cost anything to show kindness, and a smile can make a huge difference.”



Our Reach.

Using our voice.

We work to break down barriers, raise awareness, and connect with the community to advocate for positive change. Through our social change, advocacy, and awareness campaigns, we share powerful messages and garner public support to further our cause. Our voice is further amplified through targeted advertising, media partnerships and the invaluable support of our Ambassadors.

Our brand awareness continues to grow. This year, recognition across the general population rose by

three percent, reaching 70 percent. Those that listed Guide Dogs NSW/ACT as a preferred charity also rose significantly.

Guide Dogs remains one of Australia's most trusted charity brands. For the thirteenth consecutive year, we were honoured with the Reader's Digest 'Highly Commended' Most Trusted Charity Brand award. We are deeply grateful for the continued trust placed in us by the community.





Advocating for systemic change.

Our Social Change Team continues to drive systemic reform through coalition building, community mobilisation, and strategic partnerships. This year, our advocacy efforts focused on making both built and digital environments more accessible and inclusive, with targeted campaigns addressing digital accessibility and inclusive product design.

We remained strong advocates for the rights of people who are blind or have low vision, launching a campaign to promote inclusive practices in hospitality venues. Our collaboration with the Point-to-Point Commission also progressed, and we continued to educate the taxi and rideshare industry on the importance of accepting Guide Dogs. To reinforce compliance and address ongoing refusals, we conducted covert

operations at Sydney Airport, Sydney Metro, and Newcastle. We continue to push for mandatory reporting so Guide Dog Handlers can trust their complaints are formally recorded and acted upon.

Our policy work played a pivotal role in influencing government decisions to improve accessibility in public spaces, transport, and infrastructure. We made submissions that led to enhanced safety standards for e-micromobility devices, advocated for better public toilet design, and championed the need for streets and roads to be planned with accessibility as a core priority. Through focus groups and inclusion dialogues, we amplified community voices to ensure lived experiences shape the policies that affect daily life.

Together, these efforts reinforce our position as a trusted advocate for creating safer, more accessible and inclusive communities.



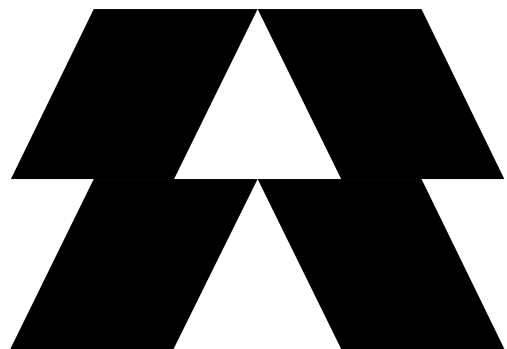
Inclusion Allies.

Our Inclusion Ally program encourages members of the community to create a more accessible and inclusive world. We currently have 687 Inclusion Allies subscribed to stay informed about our current campaigns. They use their voices to champion accessibility, raise awareness by sharing our campaign resources, and educate others by supporting businesses that embrace inclusion.

[Sign up to be an Inclusion Ally today.](#)

“Being an ally is a journey. It is not about being perfect, but more about committing to show up, listen, learn, grow and speak up when necessary.”

Daniel Searle, Community Mobiliser.

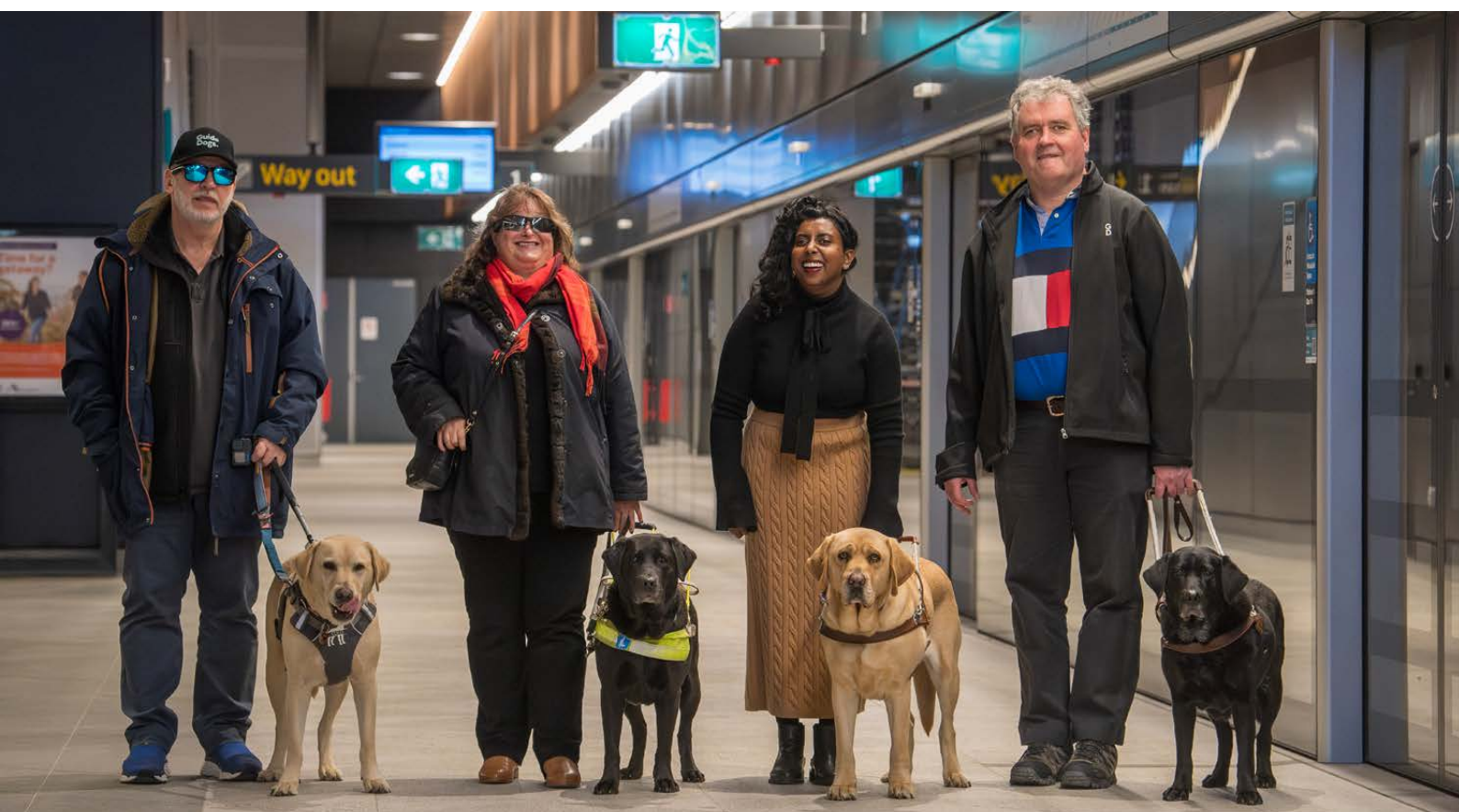


Community training.

Our Access and Industry Training Team provides advice on the best functional outcomes to various government bodies and private industries to help improve community access to places, spaces, and services. The team delivered over 80 training sessions to more than 1,200 frontline staff across various industry bodies to support them to better connect with people with low vision or blindness, including ACTION Buses ACT, Transport for NSW and Metro NSW. The team also collaborated with the Sydney Opera House to celebrate International Day of People with Disability and jointly host an accessible, audio-described screening of RUNT.

“While I was at the station with my Guide Dog, a Transport for NSW staff member approached, introduced himself, and asked if I’d like any assistance. I said yes, and he asked how he could best assist me. I explained that I needed help locating my platform and he guided us there with care and clarity. I asked if he’d received Guide Dogs NSW/ACT training and he proudly said yes. This moment is a perfect example of what inclusive service looks like and how it helps create better experiences for everyone.”

Aimee Huxley,
Community Mobiliser.



Student Education Program.

Today's students are tomorrow's changemakers, so learning about inclusion and advocacy for people who have low vision or blindness is crucial to create a world where everyone can participate equally. By educating students, we also reach their families and the broader school community.

This year, we piloted our redeveloped Student Education Program, codesigned and delivered entirely by people who are blind or have

low vision. Members from our team of 14 Lived Experience Presenters visited primary schools, high schools, daycare centres, and after-school groups to spark conversations about societal barriers, fairness and equity. They challenged stereotypes and discussed Guide Dog access rights and etiquette. Most importantly, they encouraged students to become Inclusion Allies in their communities.

Since January, the team delivered presentations to more than 3,500 students. We're excited to expand the program and continue to inspire the next generation.



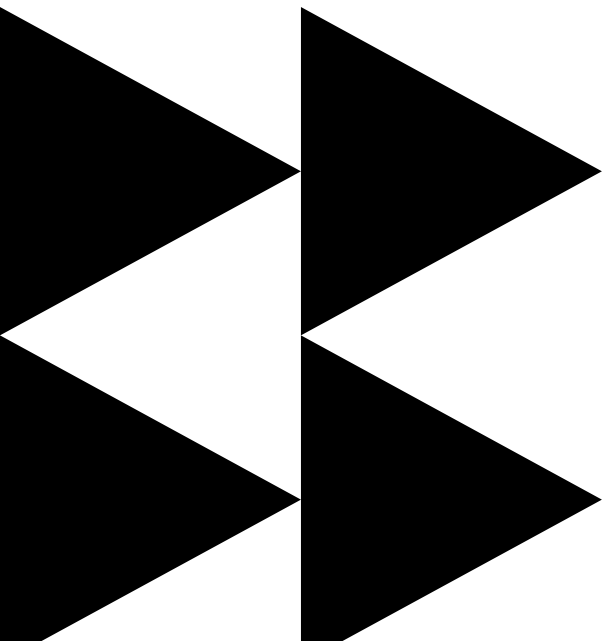
Empowering our future advocates.

Lived Experience Presenter, Karlee, educates students about how they can advocate alongside people with low vision or blindness. Speaking about everything from the difference between blindness and low vision, to Guide Dog access rights, Karlee and our group of Lived Experience Presenters are breaking down the barriers for the blind and low vision community.

[Read Karlee's story here.](#)



“One of the misconceptions or stereotypes that I find day to day is people think I’m incapable of doing daily tasks. It’s the barriers in society with a lack of accessibility that makes things challenging for us, rather than the disability.”



Our Ambassadors.



Courtney Webeck.

Courtney was named the 2024 Blind Australian of the Year in recognition of her outstanding achievements in sport and advocacy. She is currently ranked world number one in women's singles and doubles blind tennis and captained Australia's first women's blind cricket team. Courtney is studying a Bachelor of Clinical Exercise Physiology and is a passionate advocate for disability inclusion. We were delighted to have Courtney speak at our International Women's Day panel event.



Samantha Armytage.

Samantha Armytage is a familiar face on Australian television with a distinguished career as a journalist and presenter. Samantha brings invaluable experience and heartfelt passion to our mission of creating opportunities and championing the rights of people with low vision or blindness. A devoted animal and dog lover, Sam promoted volunteering through puppy raising and participated in our Puppy and Pilates and Blackout Friday events.



Dr Katrina Warren.

Dr Katrina Warren is a trusted veterinarian and media personality with over 30 years' experience in animal health and behaviour. A passionate advocate for positive dog training, Dr Katrina partnered with our Guide Dog Trainers to share her expertise through 'The Learning Lab with Guide Dogs,' a free eight-week email program designed to help dogs of all ages reach their full potential and thrive alongside their owners. [Sign up to The Learning Lab today.](#)

Campaigns.

Access Means Business.

Dining out is about more than just food, it's about community, connection, and a sense of belonging. Yet for many people who are blind or have low vision, these everyday experiences remain out of reach. Our 2024 survey revealed that only one in three people with low vision or blindness felt confident accessing their community, and 82 percent reported facing barriers at cafés and restaurants. In fact, these venues were the most commonly reported locations for access refusals among Guide Dog Handlers.

We found that many businesses still lack the confidence, tools, and awareness to provide inclusive service. To address this, we partnered with the City of Sydney to launch a targeted, multi-channel campaign.

Through collaboration with corporate, government, and community partners, we hosted events and distributed a social change toolkit featuring our policy statement and self-advocacy resources to empower people to speak up and educate others about their rights. We also offered free access to our online interactive training program to 200 City of Sydney employees.

Thanks to a City of Sydney grant, we amplified our message on International Guide Dog Day with a public event in Martin Place, supported by 150 banners displayed throughout the Sydney CBD. The campaign theme, “Is Inclusion on Your Menu?” called on all businesses to prioritise access and inclusion, not just as a legal requirement, but as a way to expand their customer base and strengthen community connections.



Blackout Friday.

Online shopping can be a frustrating experience for people with low vision or blindness. Many e-commerce platforms lack true accessibility and vague product descriptions often leave customers unsure — are they buying a plain red jumper or a red Christmas jumper?

To raise awareness of this issue, we partnered with clothing retailer UTURN and our agency Keep Left to create a unique pop-up experience in Paddington: Blackout Friday. The store was designed to simulate the challenges of online shopping without visual cues, giving customers a firsthand understanding of what it's like to shop with low vision or blindness.

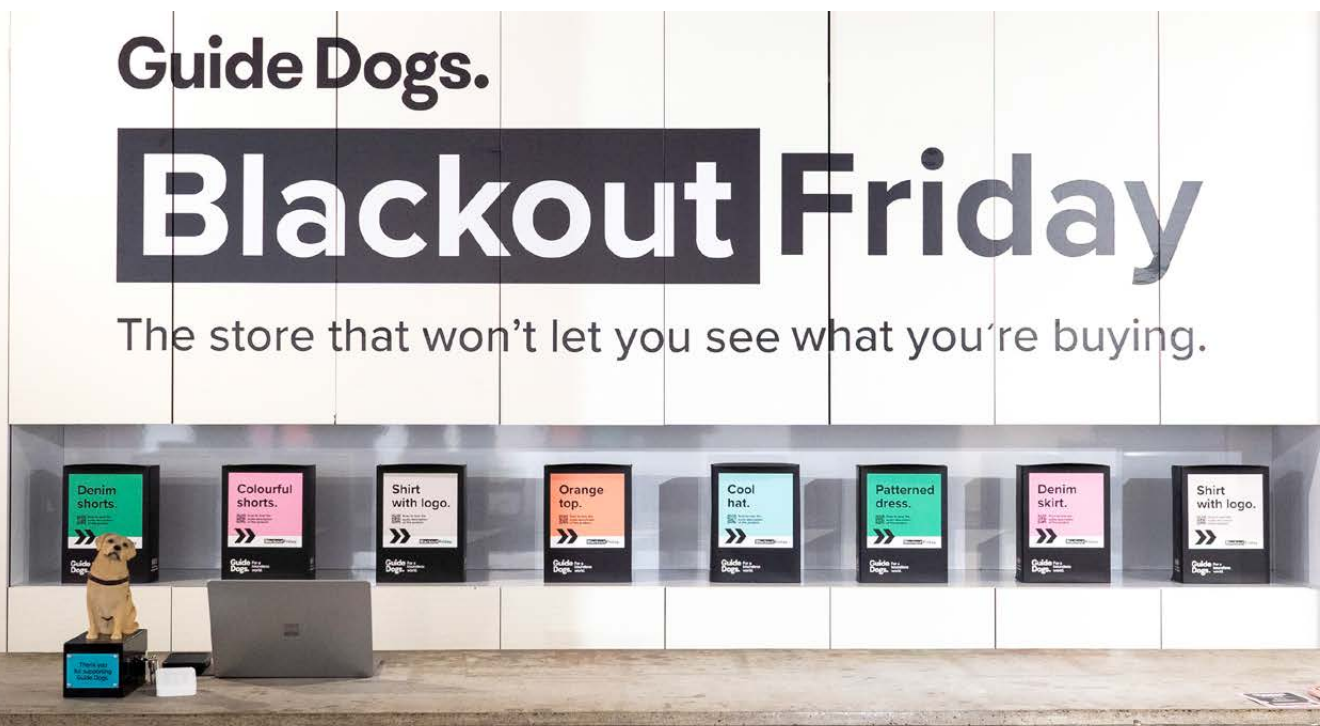
Blackout Friday demonstrated how small changes in digital accessibility can make a big difference,

empowering both consumers and businesses to think differently about accessibility in online shopping. Through TV, radio, trade publications and social media influencers, our campaign message reached over 18 million people. The event sparked meaningful conversations among hundreds of customers who visited the store and across the retail sector.

We were thrilled to win 'Highly Commended' at the Mumbrella awards in the category 'Best Non-Traditional Business Opportunity' and be a finalist in the AWARD awards in the 'Purpose — Experiential' category for the Blackout Friday campaign.

“This is such a smart store concept and so important for e-commerce to think about, going through ours now to check.”

Participant.





Boundless Beauty Summit.

Australia's beauty bias is enough to make you blush. Many beauty brands have unintentionally excluded people with low vision or blindness, from tiny text and low-contrast packaging to products with indistinguishable shapes. The Boundless Beauty Summit set out to challenge this and spark meaningful change.

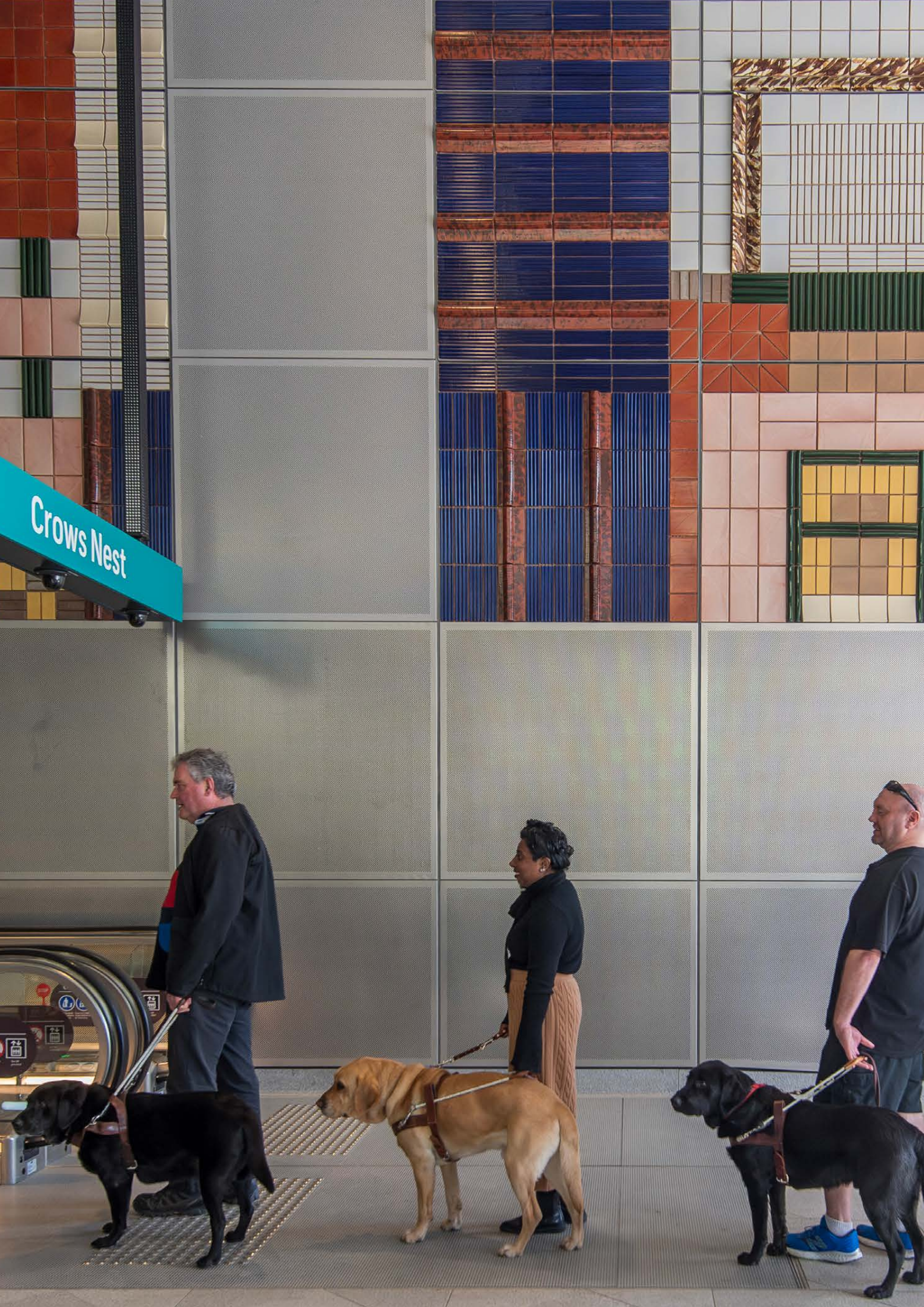
The event featured renowned content creator and diversity and inclusion advocate Molly Burke, who was joined by a panel of leaders from Beauty, ByStorm Microsoft, Okkiyo and WILDE by Oscar. Together, they demonstrated how inclusive design isn't just a moral imperative, it's smart business.

Following the Summit, we launched the Accessible Beauty Guidelines, a free, practical toolkit to help brands embed accessibility into

product design and development. The response was immediate and powerful. Media outlets and beauty brands reached out, eager to learn more and do better. We're now actively engaging with commercially minded businesses ready to embrace accessible beauty with both hands.

“Designing with accessibility in mind isn’t charity. It’s just good business. And right now, the beauty industry is leaving millions of people behind.”

Molly Burke.



Crows Nest



Digital accessibility.

Digital accessibility remains a significant barrier for people with low vision or blindness. Content creators, marketers, and digital professionals have a unique opportunity, and responsibility, to shape a more inclusive online world where no one is left behind.

As part of our Boundless campaign, we hosted a series of free, targeted workshops to demonstrate the challenges of navigating online spaces and to provide practical advice on creating accessible digital spaces. We were joined by over 80 participants, including social media managers, marketers, content creators and our Guide Dogs Australia partners.

Following the workshops, we launched a series of Digital Accessibility Guidelines to support content creators to design with accessibility in mind. Our Social Media Accessibility Checklist has been downloaded over 400 times, demonstrating strong engagement and a growing commitment to digital inclusion.

“What a treat to meet the team and learn more about the brilliant work you’re doing. Your presentation was spot on — your approach, knowledge, and energy brought everything to life. Keep sparkling!”

Workshop participant.

Our Supporters.

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.

Many of our supporters choose to make a donation at Christmas or Tax time. But there are many other ways you can get involved and support Guide Dogs NSW/ACT.



Puppy Pals.

Become a Puppy Pal today and help train more puppies to become life-changing Guide Dogs. A small, regular monthly payment can go a long way in changing someone's life.

Community Fundraising.

Whether you are part of a support group, host an event, ask for donations for your birthday, do a fun run or sell cupcakes, you can choose to fundraise your way, in your own time.

Gifts in Wills.

Leaving a gift in your Will can have an enduring and profound impact on the life of someone with low vision or blindness. Discover how to help Guide Dogs and leave a lasting legacy.

Partnerships.

From workplace giving to corporate partnerships, we offer a range of ways for organisations to get involved with us and create change in the community.

Major Giving.

As a donor of Major Gifts, you choose which Guide Dogs' program you would like to support, while receiving benefits suited to the special way you contribute to our cause.

Merchandise.

We have a range of items available in our shop, including seasonal items like Christmas cards and Calendars, and of course, our most popular item, tea towels!

Donation Dogs.

Host one of our nationally iconic Donation Dogs and provide a way for the wider community to support our work.

Volunteer.

Volunteer with us and discover new skills and experiences while helping to change the lives of people with low vision or blindness.

Your impact.

Thank you for changing the lives of people living with low vision or blindness.

During the 2024-25 financial year:



\$39M+
raised from over
24,000 supporters.



215
new Daisy Circle members.

The Daisy Circle was established to honour the generosity of our wonderful friends who have included Guide Dogs NSW/ACT in their Will.

Gratitude in action.

Each December, our staff come together to personally call and thank as many supporters as possible. Last year, we connected with 4,472 individuals to remind them of how essential they are to our mission.

These moments of mutual appreciation reflect the strength of our community and the shared commitment to breaking down barriers for people who are blind or have low vision.

“Thank you so much for the thank you. We love all the work you do and want to make sure it continues, so we support in any way we can.”

Supporter.



Puppy Pals make a pawstitive difference!

Some of our regular supporters may remember Jagger, a pup sponsored through our Puppy Pals program.

Over the past few years, Jagger has completely transformed the life of his Handler, bringing them not only greater independence, but also a deep sense of companionship. Thanks to Jagger, his Handler now attends TAFE classes, enjoys live music gigs, and gets involved in their local community, all with increased confidence and independence. Whether it's a short trip to the shops or a weekend getaway, Jagger makes every journey smoother, safer, and more enjoyable.

One of the most remarkable things about Jagger is his personality. In harness, he's focused, calm, collected, and highly skilled. Off duty, he's playful, loving, and full of character. That unique balance has created a bond that goes beyond the practical; it's one of trust, love and true partnership.

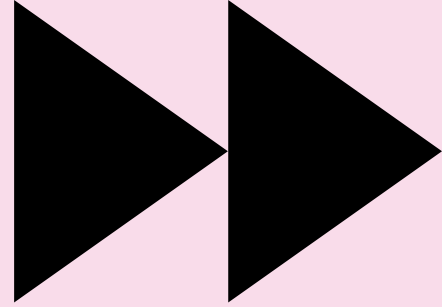
Thank you to our incredible Puppy Pals who make partnerships like this possible.



“Jagger has given me the freedom to move through the world with greater ease. I feel more confident in public, more willing to explore new places, and less anxious about navigating unfamiliar environments. He’s more than just a Guide Dog, he’s my teammate, my protector, and my best friend.”

Jagger’s Handler.

Gifts in Wills.



Thank you for your generosity.

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.

Jeannette Adrian

Robert Alderson

Helen Angus

James Atkins

Una Atwell

Barbara Bakewell

Derek Barmes

The Bill and Joy Barrie Foundation

Sophia Bastas

Gaye Bawrick

Leslie Blackshaw

Simon Bowker

Denis Bradley

Nancy Brown

Gina Burke

Barbara Burton

William Byrnes

Alan Caldwell-Higman

Vivienne Campbell

Robyn Christopherson

Marie Clist

Annette Collier

Malcolm Connell

Joan Conway

Kathleen Cranstone

Doreen Crawley

Beryl Dahlenburg

Jean Davies

Valerie Davies

Gladys Dean

James Dewar

Lavinia Dickson

Barbara Dodds

Elizabeth Dowton

Susan Duncan

Margaret Edgley

Jill Emmerson

Ingrid Farkas

Peter Feore

Bruce Ferris

Diana Fisher

June Flay

Noeline Florance

Kenneth Ford

Norma Ford

Cecily Fox

Peter Fox

Peter Francis

Barbara Fremlin

Valerie Fuller

Winifred Gaha

John Garousse

Prudence Gill
Leanne Grimstone
Joy Grothen
Robert Hagean
Patricia Hammond
Edith Hayes
David Heim
Geoffrey Hewitt
Clive Hewlett
Vernon Hillas
Shirley Hopkins
June Howard
Clare Humphries
Eileen Hyland
Joan Jackson
Warren James
Vilma Johnston
Heather Kells
Charles Kelly
The Kemvan Trust
John and Connie Kennedy Trust
Frank Keston
Pamela King
Marion Kingston
Magdalena Kiss
Melva Koop
Dianne Krummel
Nola Leach-Jones
Richard Leigh
Joy Love
Frances Lowing
Elizabeth Mahoney
Gerard Manes

Yvonne Mant
Paola Marmini-Murgia
Gwendoline Martin
Irene Martin
Graham Matheson
Ruby Mathews
Marian McCulloch
Patricia McDevitt
Alexander McDougall
Kay McDougall
Michael McKay
Donald McKiterick
John McLaughlin
Dorothy McLean
Mary McLennan
Denise Melane
Nancy Mercer
Irene Michelutti
Elizabeth Mihic
Nancy Minton
Neville Mission
Heather Mitchell
Edward Morris
Gwenneth Mortensen
Violet Moss
Elaine Nash
Ina Neilson
Shirlie Neilson
Lesley Nicol
Leslie Nixon
Janina O'Brien
Dominick O'Connor
Adolph Ostara

Godavari Pala
Ruth Pallet
Jill Parker
Sandra Paterson
Robert Patterson
Betty Peadon
Joan Petersen
Beverly Petrie
Kenneth Player
Christopher Poole
The Prance Family Trust
Gail Prentice
Elva Preo
Margaret Priest
Gwenith Racek
Barry Raymond
Margaret Rea
Jeanette Reid
Amy Riddell
Robert Ritchie
Marjorie Roach
Gloria Rosler
Kenneth Rouse
Maxwell Rowland
Roy Roxburgh
William Ruder
June Russell
Stanley Russell
Bruce Ruthven
Colin Sale
John Seago
Patricia Sherlock
Deborah Singerman

Donald Smillie
Alan Smith
Elizabeth Smith
Jill Smith
The Eleanor Smith Trust
Marie-Jose Smitz
Nicolas Sotiriadis
Suzanne Spence
Donald Spillane
Marian Stone
Barbara Taylor
Pamela Templeton
John Thompson
Martyn Tizzard
John Troy
Anne Tulley
Susan Venn
Jean Ward
Nathan Ward
Ronald Webb
Lorraine Whitehead
Dorothea Whittome
Patricia Williamson
Ruth Winn
Alan Winterbotham
The Woodrow Memorial Fund
Ross Woolman
Berenice Woolmore
Johanna Wyld
Josephine Wynne

A lifetime of service.

We were deeply honoured to welcome Doug Cameron and his son Murray to the official opening of our new office in Newcastle last October.

Affectionately known as the 'founding father' of Guide Dogs NSW/ACT, Doug played a pivotal role in establishing the organisation in 1957 and has remained one of our most dedicated supporters ever since.

In recognition of his lifelong commitment, Doug was made an Honorary Life Member in 2011. His contributions have extended well beyond our state borders, helping to establish other Guide Dog Centres across Australia.

As a founder, past Board member, volunteer, major donor and benefactor, Doug's legacy continues to shape the future of Guide Dogs. His enduring support will benefit generations to come.





Trusts and foundations.

We thank the following trusts, foundations, groups and organisations for their generous support*:

ACT Government Community Services Directorate
Bagnall Endowment Fund
Bourke Family Benevolent Fund
Bunderra Foundation
CAGES Foundation
Charitable Foundation The John & Lois Turk Charitable Gift No 2
City of Sydney Council
Coca-Cola Amatil
David Z Burger Foundation
Dooleys Lidcombe Catholic Club
Duchen Family Foundation Pty Ltd
Dugald & Judith Mactaggart Bequest Household
Forest Hill
Fleming Foundation
Grahame Mapp Family Foundation
Isabel Scouller Endowment Household
James N Kirby Foundation
Lockie Family Endowment Household
Lord Mayor's Charitable Fund (Eldon & Anne Foote Trust)
Mundy Family Charitable Foundation

Newman's Own Foundation
Rali Foundation
Ravenmill Foundation
S&J Cook Family Foundation
Sibley Endowment
The Bruce and Barbara Wright Bequest Household
The Graf Family Foundation
The Gregory Patrick & Marie Dolores Farrell Foundation
The John & Enid Lane-Brown Endowment
The Judith Hodge Fund
The Perini Family Foundation Pty Ltd
The Perpetual Foundation
The R A Gale Foundation
The Ruth Marie Sampson Foundation
TPG Telecom Foundation
William Rubensohn Foundation

*Donations \$5,000 and above in FY2024-25.

The art of giving.

The Mudgee Support Group has supported Guide Dogs NSW/ACT for over 40 years and plays a standout role in the annual Sculptures in the Garden exhibition, one of rural NSW's largest outdoor art events.

Each year, around 30 volunteers help run the event, raise funds and engage visitors, with our Guide Dog pups always a highlight. We are incredibly grateful to all our community support groups across NSW and ACT who raise vital funds to support our cause.

[Read the Mudgee Support Group's story.](#)

"Volunteer support groups are the heart and soul of our mission. We are deeply grateful for their passion, commitment, and the incredible difference they make every single day."





National Corporate Partners.

We could not support Clients in the multitude of ways we do without our generous and passionate Corporate Partners, who assist us through donations, products and services in kind, volunteering, staff fundraising and workplace giving. We are proud to partner with all of them.

Guide Dogs NSW/ACT is a federated member of Guide Dogs Australia, which runs our National Corporate Partners program. The benefits of the program are shared across all participating states.

Our National Corporate Partners throughout the past year include:



We thank all of our partners for their ongoing commitment to our important work and their passion for supporting Australians living with low vision or blindness.



Proudly raising our puppies on Black Hawk.

The health and welfare of our dogs is our number one priority. This year, we were proud to commence our new partnership with Black Hawk as our national dog food partner.

Black Hawk's all-natural dog food helps us nurture and nourish our dogs for optimal health and service, helping to bring out their very best.

In addition to providing food, this year the Black Hawk team also encouraged their staff to participate in awareness and fundraising activities to support Guide Dogs, including International Guide Dog Day, International White Cane Day and team fundraising events.

A big thank you to the team at Black Hawk for their ongoing partnership support, our dogs are proud to be raised on Black Hawk.

Pro bono support.

Thank you for your support.



Hicksons | Hunt & Hunt



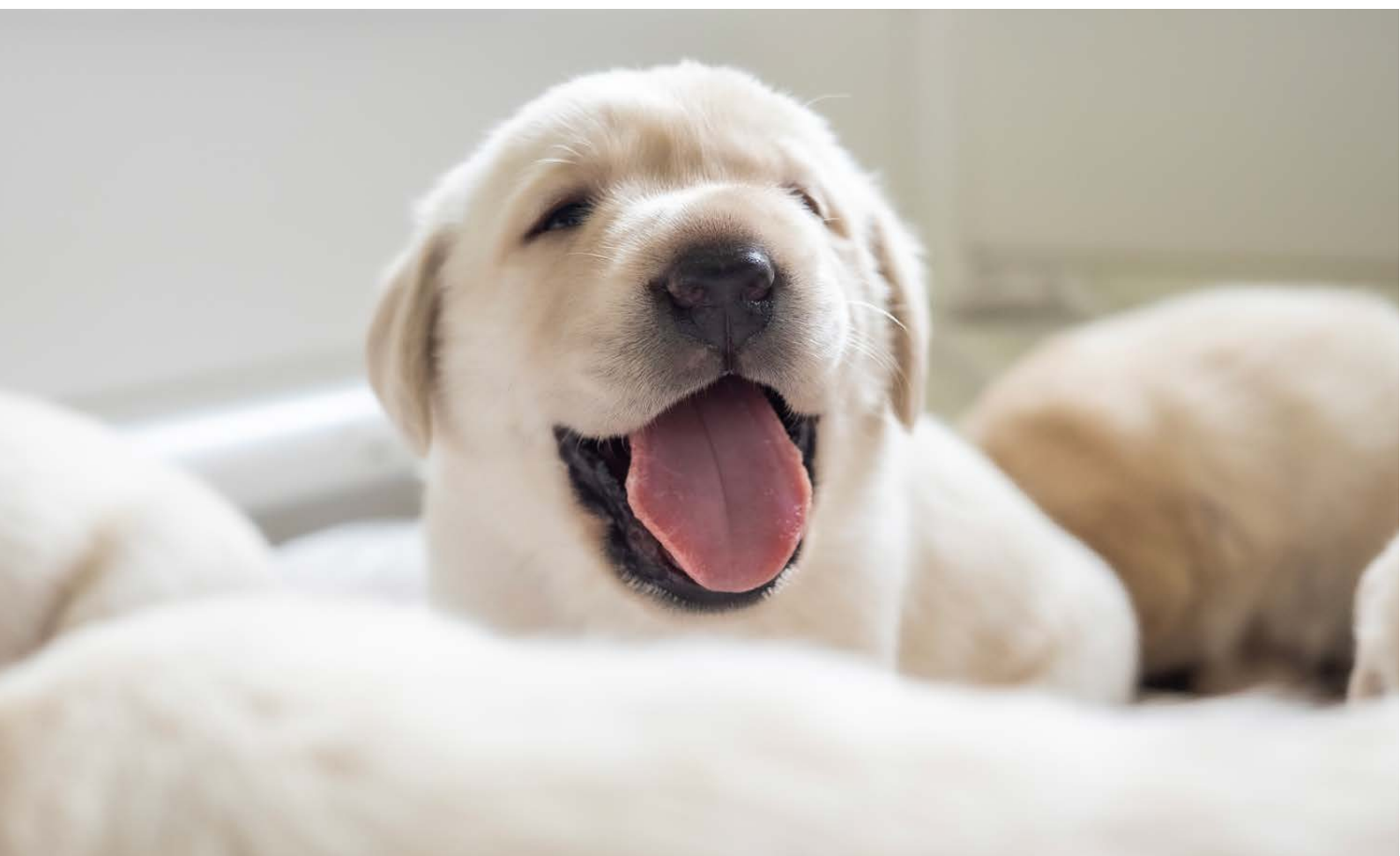
Baker McKenzie



Hall & Wilcox



Colin Biggers & Paisley Foundation



Our Governance.

Environmental, Social and Governance (ESG) Statement.

ESG is a framework that measures the environmental, social and governance performance of an organisation.

By following ESG principles, we can ensure that we are responsible stewards of our resources, we respect and support our Clients, staff, volunteers and partners, and we uphold high standards of ethics and accountability in our operations.

ESG aligns with our mission and demonstrates our commitment to making a positive difference in the world. It helps us to communicate our value proposition to our stakeholders, donors and supporters.

View our [ESG Statement](#).

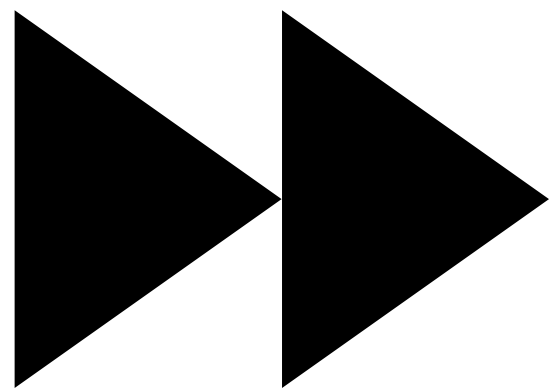
Corporate Governance Statement.

Our Corporate Governance Statement promotes fairness, transparency and accountability across Guide Dogs NSW/ACT.

The Statement describes our key governance practices and articulates how decision-making is guided to meet stakeholder expectations of sound corporate governance, meeting Australian Charities and Not-for-profits Commission (ACNC) Governance Standards and acknowledging our responsibilities to members, donors, Clients, staff, volunteers and the communities in which we operate.

The Corporate Governance Statement is reviewed annually and is approved by the Board.

View our [Corporate Governance Statement](#).



Recycling for a cause.

Guide Dogs NSW/ACT was proud to partner with Return and Earn as an official charity partner from April to October 2025.

Throughout the campaign, our beloved Guide Dog Solo featured on more than 350 Return and Earn kiosks across NSW, raising awareness and inspiring community support for our mission.

By choosing to donate the 10-cent refund from eligible bottles, cans, and cartons, the community helped raise vital funds to train more Guide Dogs and support people with low vision or blindness.

This initiative not only strengthened our fundraising efforts, it also reinforced our commitment to sustainability by encouraging recycling and environmental responsibility.



Key Financials.

Revenue.

Source of funds	Amount
Gifts in Wills	27,762,982
Donations and other fundraising activities	11,621,672
NDIS, Medicare and other government revenue	5,252,356
Income from investments	3,662,662
Contract Services income	267,268
Other income	383,939
Total revenue	48,950,879

Percentage of Income.

	Gifts in Wills	57%
	Donations and other fundraising activities	24%
	NDIS, Medicare and other government revenue	10%
	Income from investments	7%
	Contract Services income	1%
	Other income	1%

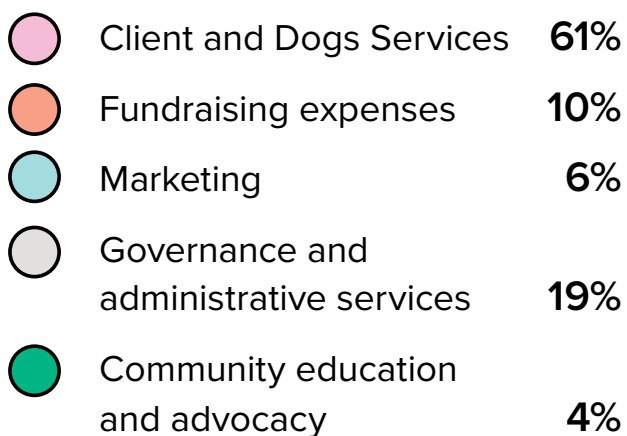


Expenses.

Use of funds	Amount
Client and Dogs Services	31,805,473
Fundraising expenses	5,429,386
Marketing	2,962,677
Governance and administrative services	10,204,806
Community education and advocacy	1,851,160
Total expenses	52,253,502

Staff costs are included in each category.

Total of Expenses.

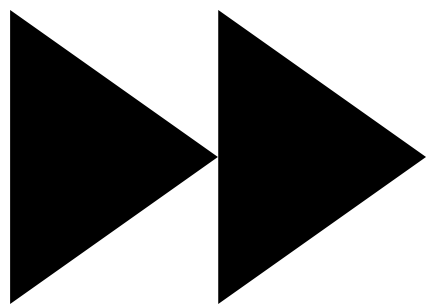


Statement of Comprehensive Income.

Comprehensive Income	2025 \$'000	2024 \$'000
Income		
Bequests	27,763	24,365
Donations	11,500	13,106
Sale of fundraising merchandise	122	59
Investment income	3,662	3,117
NDIS, Medicare and other government revenue	5,252	5,749
Contract Services income	267	277
Other income	386	291
Revenue	48,952	46,964
Other gains/(losses)		
Net gains on financial assets including the fair value movement through profit and loss	3,027	2,756
Net gain on disposal of non-current assets	(2)	11
Total income	51,977	49,731
Expenses		
Client and Dogs Services	(31,805)	(28,064)
Community education and advocacy	(1,851)	(968)
Fundraising overheads including:		
• Fundraising donor management	(2,391)	(3,130)
• Planned giving expenditure	(1,613)	(1,418)
• Appeal costs	(1,425)	(2,189)
Marketing	(2,963)	(2,536)
Governance and administrative services	(10,205)	(9,025)
Total expenses	(52,253)	(47,330)
Surplus/(Deficit) for the year	(276)	2,401
Other comprehensive income	–	–
Total comprehensive surplus/(deficit) for the year	(276)	2,401

Statement of Financial Position.

Financial position	2025 \$'000	2024 \$'000
Current assets		
Cash and cash equivalents	5,749	9,209
Trade and other receivables	1,288	1,374
Inventories	95	90
Other financial assets	400	400
Other current assets	716	537
Financial assets at fair value through profit or loss	1,337	2,194
Total current assets	9,585	13,804
Non-current assets		
Financial assets at fair value through profit or loss	74,907	71,581
Property, plant and equipment	17,873	16,573
Right of Use assets	2,599	3,447
Intangibles	-	3
Total non-current assets	95,379	91,604
Total assets	104,964	105,408
Current liabilities		
Trade and other payables	4,012	3,743
Leasehold liabilities	1,287	1,800
Employee leave provisions	2,293	2,112
Leasehold make good liability	317	284
Total current liabilities	7,909	7,939

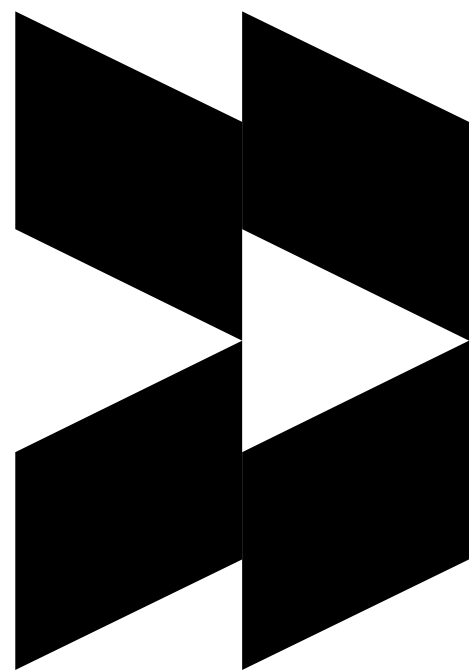


Statement of Financial Position, continued.

Financial position	2025 \$'000	2024 \$'000
Non-current liabilities		
Employee leave provisions	887	733
Leasehold liabilities	1,361	1,654
Total non-current liabilities	2,248	2,387
Total liabilities	10,157	10,326
Net assets	94,807	95,082
Accumulated funds		
Accumulated surplus	93,451	93,726
Reserves	1,356	1,356
Total accumulated funds	94,807	95,082

The key financials are extracted from the Audited Financial Report year ended 30 June 2025.

[View the full Audited Financial Report on the website.](#)



Financial commentary.

Clients at our core.

Client and Dogs Services remain our largest area of investment, accounting for 61 percent of total expenditure this year. We also increased our investment in social change, driving our advocacy and education efforts to improve accessibility and eliminate systemic barriers to participation and inclusion for people with low vision or blindness.

Delivering on Strategy 2030.

Significant investments have been made to deliver on Strategy 2030, maximising our impact for Clients and improving access to low vision services for those who need them most through SeeWay. This financial year marked the completion of the first stage of Strategy 2030. Following two years of exploration during the foundational phase, we are now entering the accelerate phase, with a continued focus on Client-facing work and increased investment in data and technology to streamline systems, consolidate knowledge, and strengthen in-house capabilities. These steps will help us respond to today's challenges and position us to deliver lasting impact for the communities we serve.

Building stronger foundations.

Like most organisations, we are experiencing rising costs in governance, salaries, compliance, and insurance. We continue to strengthen our internal governance by upgrading technology and investing in staff training to enhance data privacy and cyber security, safeguarding our information and data. Our administrative costs reflect a deliberate choice to build stronger systems and safeguards. These are not just overheads, but the foundations that enable us to deliver services safely, reliably, and at scale. These essential investments are reflected throughout our financial statements.

Responsible financial stewardship.

We are committed to ensuring that the funds we raise are used in the most responsible and effective way to support our Clients. Our fundraising remains efficient and donor-centric, supporting long-term growth, and we continue to seek efficiencies even in a challenging financial environment. Despite ongoing economic uncertainty, our donors have been remarkably generous, and we are deeply grateful for their ongoing support.



**We're here whenever
you need us.**

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🌐 nsw.guidedogs.com.au

Guide Dogs.

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