

Guide Dogs.

Environmental, Social and Governance Statement.





For more than 65 years, Guide Dogs NSW/ACT has supported people with low vision or blindness to help break the boundaries that limit them. Our Clients are at the heart of everything that we do, and our current Strategy is focused on leading the charge towards an accessible and inclusive world for people with low vision or blindness by 2030. Fundamental to our work is the understanding that all Australians contribute to the richness of our communities.

We understand the critical role of charities in operating within the bounds of legality, ethics, and responsibility. Our commitment to fostering and deepening our understanding of Environment, Social, and Governance (ESG) principles is driven by our overarching vision and strategic goals. Our contribution to creating a more equitable and sustainable future is firmly rooted in our core values of lead with head and heart; never stop exploring; walk the talk; and lift each other.

We recognise the need to address and progress each aspect of ESG, considering the inherent urgency while ensuring that our actions are deliberate, proportionate, and adhere to the highest standards of best practice. We have adopted a balanced approach to acting on and advancing each element of ESG, factoring in the underlying urgency, and ensuring that the steps we decide to take are considered, measured, and follow best practice.

Environmental sustainability.

We acknowledge the environmental impact of our operations and are committed to minimising it. This year, we partnered with Trace to gain deeper insights into our personal and organisational carbon footprint. The data collected will enable accurate measurement and reporting, while informing practical steps to reduce emissions and mitigate the effects of global warming. We remain dedicated to progressing this important work in FY26 and beyond.

Our flagship office in St Leonards was thoughtfully planned to incorporate a range of sustainable features to minimise our environmental impact. Building on this foundation, we've applied the same principles and insights to our new office in Newcastle and the refurbishment of the Administration Building at the Guide Dogs Centre in Glossodia, where we were able to reuse existing floorplans and structural frameworks to reduce our reliance on new materials. These initiatives, along with

our investment in solar panels and a specialised grey water management recycling system, have not only lowered our carbon footprint but also contributed to reduced operating costs.

We were 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.



Social responsibility.

People with low vision or blindness face many barriers to community inclusion. 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.

This year, our policy work played a pivotal role in influencing government decisions to improve accessibility in public spaces, transport, and infrastructure, and our Access and Industry Training team continues to provide advice on the best functional outcomes to various Government bodies and private industries to help improve community access to places, spaces, and services.

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 also launched our Inclusion Ally program, which encourages members of the community to create a more accessible and inclusive world. We currently have 687 Inclusion Allies subscribed who use their voice 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!

Finally, we launched our redeveloped Student Education Program, codesigned and delivered entirely by our team of Lived Experience Presenters who are blind or have low vision. 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.

Reconciliation Action Plan.

Recognising, and respecting Indigenous Australians is important to us. Our Reflect Reconciliation Action Plan (RAP) is a strategic document that provides a framework for developing and maintaining relationships with, and creating opportunities for, Aboriginal and Torres Strait Islander peoples. It outlines practical actions and initiatives that we will undertake to promote reconciliation and support Indigenous 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.

View our **[Reflect RAP](#)**.

Diversity, Equity and Inclusion Framework.

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 2025-27 (DEI Framework).

The DEI Framework serves as the overarching commitment and guiding direction for all existing and new DEI initiatives and strengthens our commitment to creating an accessible and inclusive environment where everyone feels valued, supported, and empowered. This is supported by the DEI Plan, which incorporates current focus areas and initiatives from our Disability and Inclusion Action Plan 2024-27 (DIAP) and Reconciliation Action Plan 2025-27 (RAP) and our Cultural and Linguistic Diversity Plan 2025-27 (CALD).

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.

View the [Diversity, Equity and Inclusion Framework 2025-27](#).





Digital accessibility.

Accessible materials are not a choice, but an obligation. Australian legislation requires that people with disabilities have equal access to information and services. All staff need accessible information to perform their roles, including those who use screen readers.

Digital accessibility is the process of making digital products accessible to all audiences, including people who are blind or have low vision. Poor digital accessibility will restrict people from accessing content, such as websites, mobile apps, documents, and social media posts.

We are committed to improving equity, access, and inclusion for all stakeholders across the organisation.

We strive for continual improvement in our processes and practices to enable an equitable and inclusive world for everyone and demonstrate best practices in accessibility in all we do. We are continuing to assess and update our approach, policies, and practices to align with this commitment and are actively adopting practices that contribute to the prohibition, prevention, and elimination of all forms of discrimination.

Accessibility training is mandatory for all staff at Guide Dogs NSW/ACT. We provide self-paced online digital accessibility training which ensures documents and emails are accessible for everyone and supports people who are blind or have low vision.

Learn more about the [training we offer](#).

Governance.

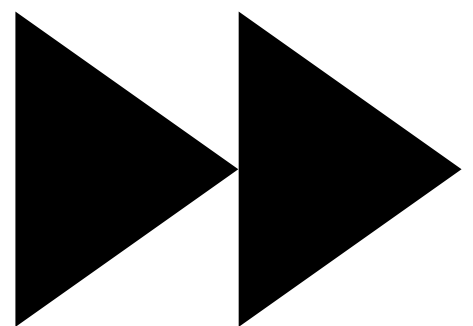
Robust governance provides the foundation for effectively addressing environmental, social, and other critical issues. We prioritise accountability and ethical conduct, embedding strong governance practices into the core of our organisational culture and daily operations through comprehensive procedures. Our people are dedicated to upholding the highest standards of integrity, personally and professionally, across all service and business interactions.

Our Corporate Governance Statement, reviewed annually and approved by the Board, outlines our governance framework across Guide Dogs NSW/ACT and is available on our website.

We maintain a strong focus on cybersecurity and privacy, with staff receiving ongoing training and updates to stay informed and vigilant.

Our commitment to socially responsible investment means we will not knowingly invest in organisations that disregard environmental impact, human rights, public safety, employee dignity, or the wellbeing of the communities in which they operate.

We continue to strengthen the transparency, fairness, and sustainability of our supply chain. As part of our broader ESG efforts, we remain committed to evaluating our impact, adapting our approach, and collaborating with sector peers and suppliers to drive positive change and reduce our carbon footprint.



We're here whenever you need us.

📍 7-9 Albany Street, St Leonards NSW 2065

📞 1800 436 364

🌐 nsw.guidedogs.com.au

Guide Dogs.

ACN 000 399 744