







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

Together we achieved:

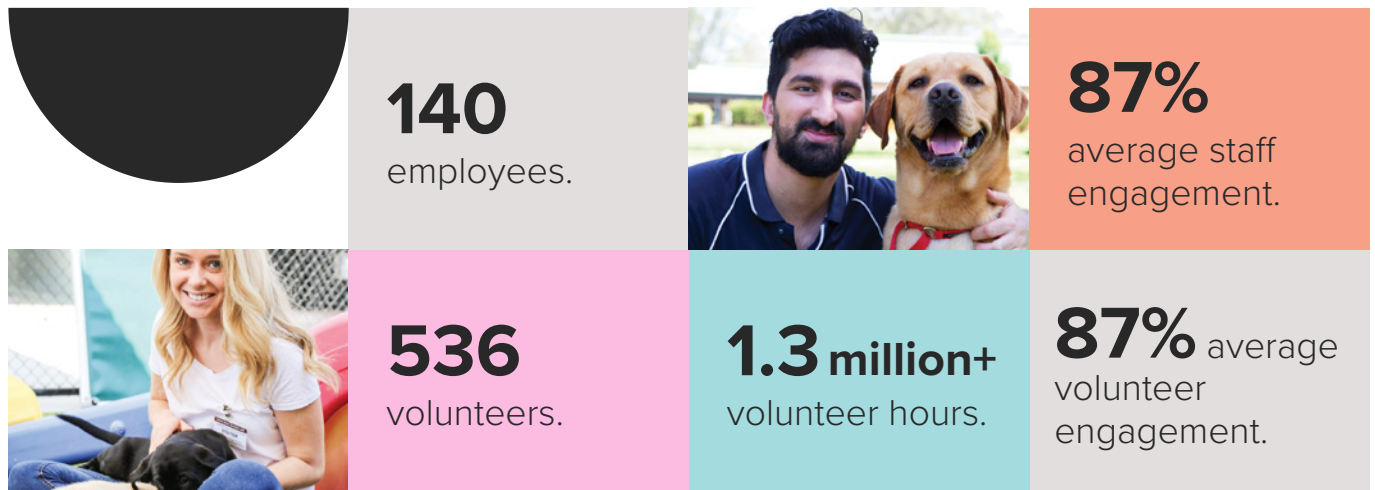
## Our Clients.

<p><b>21,727</b> hours of Client Services delivered including 6,933 hours for regional Clients.</p>		<p><b>3,188</b> Client programs delivered.</p>
	<p><b>10,429</b> lives positively impacted through our services, including Clients and their support networks.</p>	
<p><b>78%</b> of Clients were extremely likely to recommend Guide Dogs Victoria to others (Net Promoter Score).</p>		<p><b>91%</b> of Clients achieved their goals towards independence through a Guide Dogs Victoria program.</p>

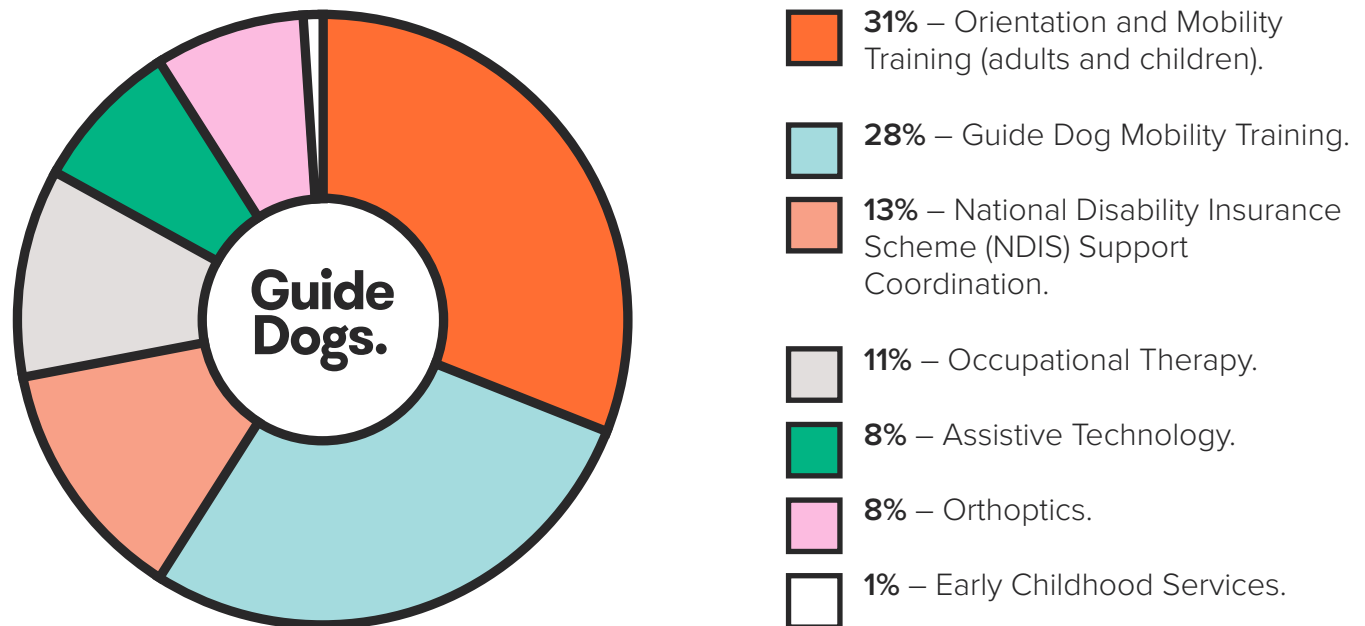
## Our Dogs.

	<p><b>140</b> new pups welcomed into the world at our nursery, Cute HQ.</p>	
<p><b>243</b> working Guide Dogs in the community.</p>		
<p><b>6,343</b> hours of dog training sessions held.</p>		<p><b>67</b> dogs matched with their new Handlers:</p> <ul style="list-style-type: none"><li><b>35</b> Guide Dogs;</li><li><b>11</b> Breeding Stock Dogs;</li><li><b>19</b> Therapy Dogs;</li><li><b>2</b> Ambassador Dogs.</li></ul>

## Our People.



## Services breakdown by type.



## Revenue.

Income	\$	% of income*
Fundraising and gifts in Wills	11,069,000	61
National Disability Insurance Scheme	2,785,000	15
Other income	2,126,000	12
Merchandise sales	62,000	<1
Government grants	1,140,000	6
Provision of dogs and Orientation and Mobility Services	499,000	3
Finance and investment revenue	493,000	3

\*excluding income towards the redevelopment of our Kew Campus.

# Expenses.

Expenditure	\$	% of expenditure
Cost of provision of dogs and Orientation and Mobility Services	11,874,000	70
Fundraising and gifts in Wills	3,036,000	18
Merchandise sales	9,000	<1
Community information and public education	857,000	5
Corporate services	722,000	4
Other expenses	404,000	2

## Together we are transforming lives.

It is estimated that over 13 million Australians have one or more chronic (long-term) eye conditions, according to self-reported data from the Australian Bureau of Statistics (ABS) 2017–18 National Health Survey (NHS).

What makes Guide Dogs Victoria unique is our commitment to providing services and support to all Clients, regardless of their age, level of vision, life goals, or – most importantly – their financial situation and eligibility for funding.

For over 60 years, Guide Dogs Victoria has been able to do this thanks to the dedication of our supporters and our community. As a charity that only receives less than 25 percent of our funding from Government sources, we rely on the generosity of our donors to continue giving everyday people the freedom to live the life of their choosing.



**7.2 million**  
with hyperopia  
(long-sightedness).



**6.3 million**  
with myopia  
(short-sightedness).



**1.4 million**  
with astigmatism.



**687,000**  
with presbyopia  
(loss of focusing  
ability with age).



**549,000**  
with colour  
blindness.



**411,000**  
with cataract.



**243,600**  
with macular  
degeneration.



**131,000**  
with blindness  
(complete and  
partial).



**217,700**  
with glaucoma.



**21,400**  
with diabetic  
retinopathy.

## About our services.

### Guide Dog Services.

From breeding, raising, and training Guide Dogs to ongoing training and support for Guide Dog Handlers.

### Early Childhood Services.

Ongoing support as children grow, learn, play and explore for children from birth to six years of age and their support networks.

### Orientation and Mobility Services (adults and children).

Every day travel skills to keep Clients moving with confidence.

### Occupational Therapy.

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

### Orthoptics.

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

### Assistive Technology.

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

### Support Coordination.

Working together to navigate the National Disability Insurance Scheme (NDIS) and connect to services that help Clients achieve their individual goals.

## Five-year-old Gemme – to “big” school and beyond!

Did you know that around 70 percent of our Client activity is not dog-related? Our broad range of specialists are here to give people the tools and skills they need to move safely and confidently around their communities; just like five-year-old Gemme.

Since Gemme was a baby, she and her family have been working with Guide Dogs Orientation and Mobility (O&M) Specialist, Carolyn, to develop foundational skills to help Gemme move safely through different environments.

An important goal was for Gemme to transition from preschool to kindergarten, and she's off to a great start! While Carolyn and Gemme work on specific skills for the school environment, Carolyn is also coaching Gemme's teachers to support her O&M training and her inclusion in the classroom.

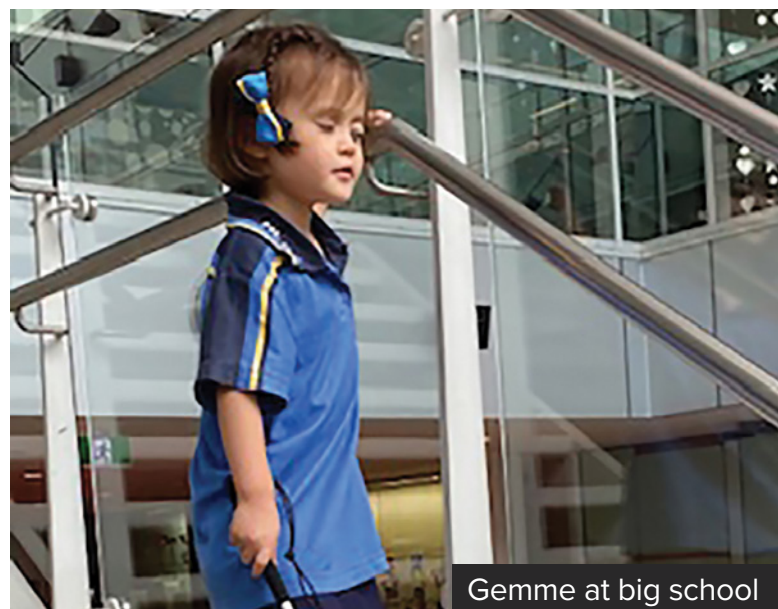
Gemme's parents are thrilled with her progress, and the work of Guide Dogs, with her father Michael saying:

**“A happy successful life is about independence and participation and that's**

**the core of every session with Guide Dogs. Gemme loves Carolyn (and her cane!)”**

Gemme has learnt how to move around the classroom, library and playground, and we know it won't be long before she takes on the entire school and beyond.

Well done Gemme and Carolyn!



Gemme at big school