

Guide Dogs.

2022

Victoria Annual Review



Together, our lived and learned experiences give us the confidence required to see what's ahead.



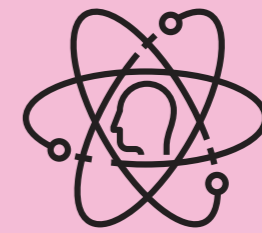
Our vision and mission.

To be a leader in breaking down barriers so people can live the life of their choosing.

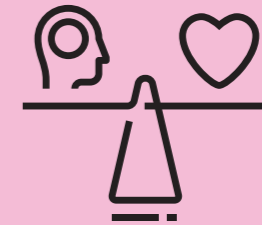
Our purpose.

Life without limits.

Our values.



Our Clients come first in everything we do.



Lead with head and heart.



Never stop exploring.



Walk the talk.



Lift each other.

A message from our Interim CEO.



Adapting for a future with impact.

As 2022 draws to a close, I'm immensely proud to present our Financial Year 2021-2022 Annual Report on behalf of Guide Dogs Victoria and to look back at the impact our work has had.

Our Clients and our community are the core of our organisation – they're the reason we continue to strive for better outcomes, better initiatives and better opportunities.

After another challenging year and the lingering effects of the COVID-19 pandemic, it's important to stop, reflect and appreciate the work we have done, and continue to do. We're also looking to the future, which is full of exciting and inspiring opportunities for all.

We're incredibly excited to have our teams working together again after the disruptions of the pandemic and have taken on board many learnings to make our workplace a more accessible and inclusive place – including hybrid working models and a flexible approach to delivering our services.

This will become even more evident when our much-anticipated Kew Campus opens in the second half of 2023. This amazing new space has been designed with our people, for our people, to ensure their physical and sensory needs are met.

The Kew Campus will include an on-site Vetcare specialist that will provide services for our wonderful dogs. The Campus also houses Kennels, a dog training facility, a community education space, administration offices and most importantly, a residential accommodation space for Clients to develop independent living skills. The Campus will also host an immersive experience for our stakeholders to understand better the challenges of our Clients.

I know this will be a welcome change after the disconnection experienced throughout the pandemic – a widespread feeling we worked hard to combat with the launch of our community hub, Catch Up. This online platform enables a supportive community for people with low vision or blindness through articles, videos, discussion forums and social groups - something we are so proud of.

Finally, we took our message to new audiences this year, promoting Guide Dogs' important work via our 'Born to Lead' docuseries hosted on the Bondi Vet YouTube channel. The brilliant eight-part series took a behind-the-scenes look at everything from our life-changing dogs to the dedicated volunteers, professional trainers and everyday Australians who live with low vision or blindness.

To everyone who has contributed to the Guide Dogs cause this last year, including our valued donors, bequestors, volunteers and staff, we say a tremendous thank you.

We are eternally grateful for your ongoing support in helping make our world a more accessible and inclusive place for those living with low vision or blindness. We cannot wait to create an even bigger impact in the future and help all those in our community live a life without limits.

Iain Edwards
Interim CEO
Guide Dogs Victoria



Our ongoing commitment.



It's been a big year for the Guide Dogs Victoria community. The COVID-19 pandemic has left a lasting impact and the ongoing economic challenges have made it a testing time for all not-for-profits.

Following the resignation of our CEO in May we were extremely grateful that our Chair, Iain Edwards, stepped up as Interim CEO. We thank Iain for his tireless work in furthering our values and his commitment to our community.

At Guide Dogs Victoria, we remain absolutely focused on supporting the people who need our support, day in and day out. To break down barriers, overcome challenges and transform lives. We are committed to making sure that we can provide quality services and support that assist the changing needs of our Clients, both now and for generations to come.

The redevelopment of our Kew Campus has meant additional difficulties in coordinating our teams and services – but like many, we've adapted and introduced new ways of working that will set us on the right path for the future. We're evolving a contemporary Service Model that will support our new five year strategic plan.

As all Chairs and Boards do, we acknowledge the responsibility we have to create, maintain, refine and adapt a

strong governance framework. Over the last financial year we have reviewed and improved our already strong governance framework in a number of specific areas.

This has meant tightening our governance processes and focusing on new policies, staff training and Board and Leadership team interactions. There are new and enhanced policies on the most appropriate way to thank and acknowledge volunteers, donors and supporters and how the Board, and employees can express their support towards individuals and organisations.

There are also improvements to the ambassador and the whistle blower programs. In addition, tighter arrangements will be introduced around branding, grants and donations, media and social media arrangements, and government interactions.

I want to reassure you that that Guide Dogs Victoria is absolutely committed to our important work as a charitable organisation in line with the Australian Charities and Not-for-profits Commission (ACNC) regulations. We have been liaising with the ACNC and they are comfortable with the approach we are taking to strengthen our organisation's governance processes.

As mentioned, we have developed our new strategic plan which sets out a

roadmap for the future and reflects our mission to be a leader in breaking down barriers so people can live the life of their choosing. This roadmap will engender a new confidence, and align with our new purpose; life without limits.

Our strategic priorities are sixfold. Make a positive difference by providing a personalised Client experience. Grow our Client reach and impact. Transform our digital capability to drive efficiencies and maximise Client outcomes. Deliver an accessible, vibrant and world leading campus experience. Be a great place to work and volunteer through a culture of inclusion, learning and high performance. Strengthen financial sustainability through diversification and efficiency.

By enacting these strategic priorities, there will be a renewed focus on the people we serve, helping them to achieve their goals. This work would not be possible without the incredible kindness of thousands of people who have so generously supported Guide Dogs Victoria over many years. We are fortunate to have an ongoing community of volunteers and supporters who have remained firmly in our corner throughout every step of our 65-year journey, to ensure we can make a real difference in the lives of Victorians living with low vision or blindness now and into the future.

Dr David Cochrane
Chair, Board of Directors
Guide Dogs Victoria





A message from our Patron.

Never has this resilience been more critical, or more appreciated.

As Patron, I am once again proud to acknowledge the work of Guide Dogs Victoria (GDV).

Across the last financial year, GDV has continued to provide wide-ranging support, advocacy, services and resources for Victorians with low vision or blindness.

I congratulate GDV for this tireless work, which builds on 65 years of commitment.

I particularly congratulate and thank GDV for its resilience amidst, and following upon, the disruption of the pandemic.

On behalf of all Victorians, I thank everyone involved at Guide Dogs Victoria, including staff, volunteers, and supporters, for all that they have achieved and for their contribution to – in the words of our State motto – Victoria's ongoing Peace and Prosperity.


The Honourable Linda Dessau AC
Governor of Victoria



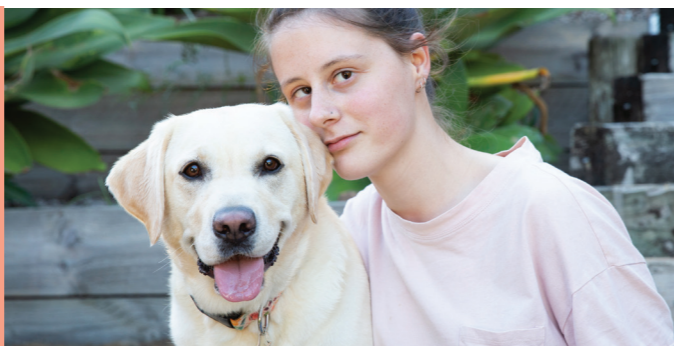
Thank you for supporting Guide Dogs Victoria to change the lives of Victorians living with low vision or blindness.

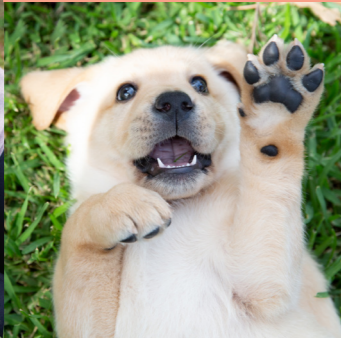
Together, we achieved:

Our Dogs.




244
working Guide Dogs in the community.






145
puppies born.



6,070
hours of dog training sessions.




81
dogs matched with their new Handlers including:

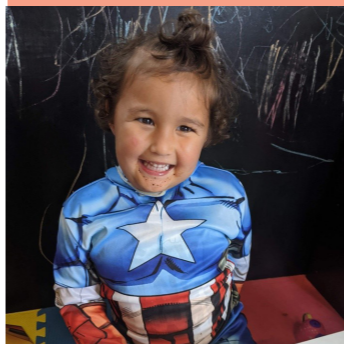
- 40** Qualified Guide Dogs;
- 21** Therapy / Service Dogs;
- 12** Breeding Stock Dogs;
- Four** dogs for External Training;
- Three** Companion Dogs;
- One** Ambassador Dog.

Our Clients.

28,349 hours
of Client Services delivered including 5,671 hours for regional Clients.



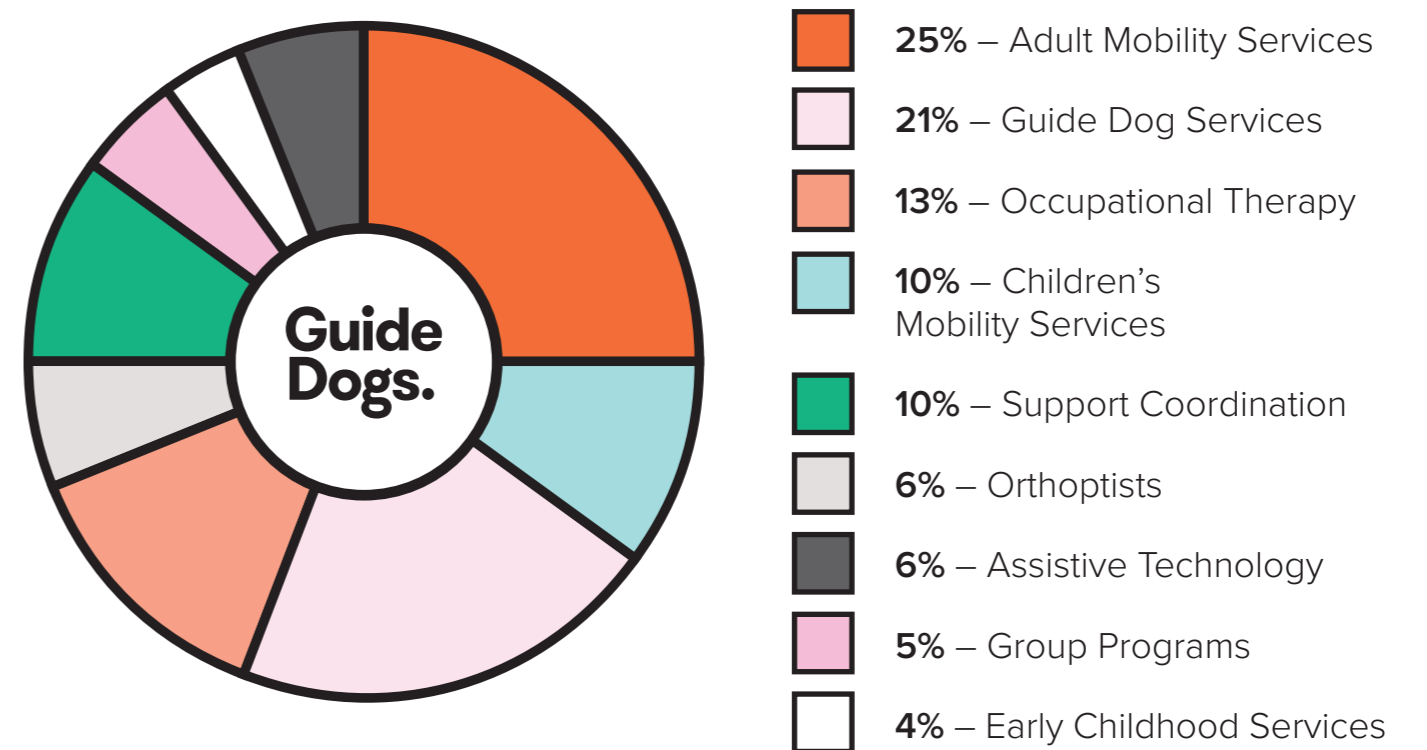
2,930
Client programs delivered.



1,285
Client lives positively impacted through delivery of Services.

76
Net Promoter Score.

Services breakdown by type.



Our People.

152

employees
including 41
new starters.



446

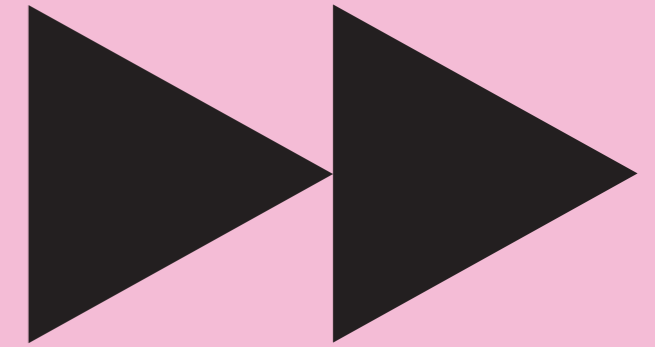
volunteers
including over
150 Puppy
Raisers.



1.3 million +

volunteer hours.

Our financials.



Revenue.

Income	Amount	Percent of income*
Fundraising and gift in wills	11,296	52
Fundraising for capital purposes	4,957	23
Revenue from the provision of dogs and orientation mobility services	5,205	24
Rental revenue	48	1
Finance and investment (losses)/gains	(2)	-
Other income	4	-
Total Revenue	21,508	

*excluding income towards the redevelopment of our Kew Campus.

Expenses.

Expenditure	Amount	Percent of expenditure
Fundraising and gift in wills	2,837	15
Cost of provision of dogs and mobility services	13,987	75
Community information and public education	959	5
Corporate services	718	4
Other expenses	119	1
Total Expenditure	18,530	

The Future is in Sight.

Confidence to see what's ahead.

In the last Financial Year, the much-anticipated new home for Guide Dogs Victoria has moved ahead in leaps and bounds. After five years of planning and building, the redevelopment of the Kew campus will, weather permitting, finally reach its conclusion by the end of next year.

Through the rain and mud, the Administration Building and Betty Amsden Education Centre now have a complete footprint.

Across the road, in Building 2 we have enjoyed using the café space for get togethers and meetings. A tenant will take over this space in the first half of 2023, in line with the Administration Building and Education Centre opening, to provide café services to Clients, staff, volunteers, visitors and the local community alike.

Our Vet tenant, Advanced Vetcare, are loving their new space and have spent the past few months using the facility every Monday and Tuesday. They anticipate ramping up their operations at Kew in November.

Once this happens, Advanced Vetcare will provide GP veterinary services for our own magnificent dog colony and specialist and emergency care for the local community.

Advanced Vetcare's fit-out includes a surgical unit, six consulting rooms, three operating theatres, radiology (CT scan and X-ray), internal medicine, oncology and ward space for 40 dogs and 10 cats.

The new development will, once again, bring all Guide Dogs staff together across our 10-acre site. While Guide Dogs Services has remained on site during the construction phase, all administration staff have been working in temporary off site offices and can't wait to be reunited with the rest of the team in the first half of 2023.

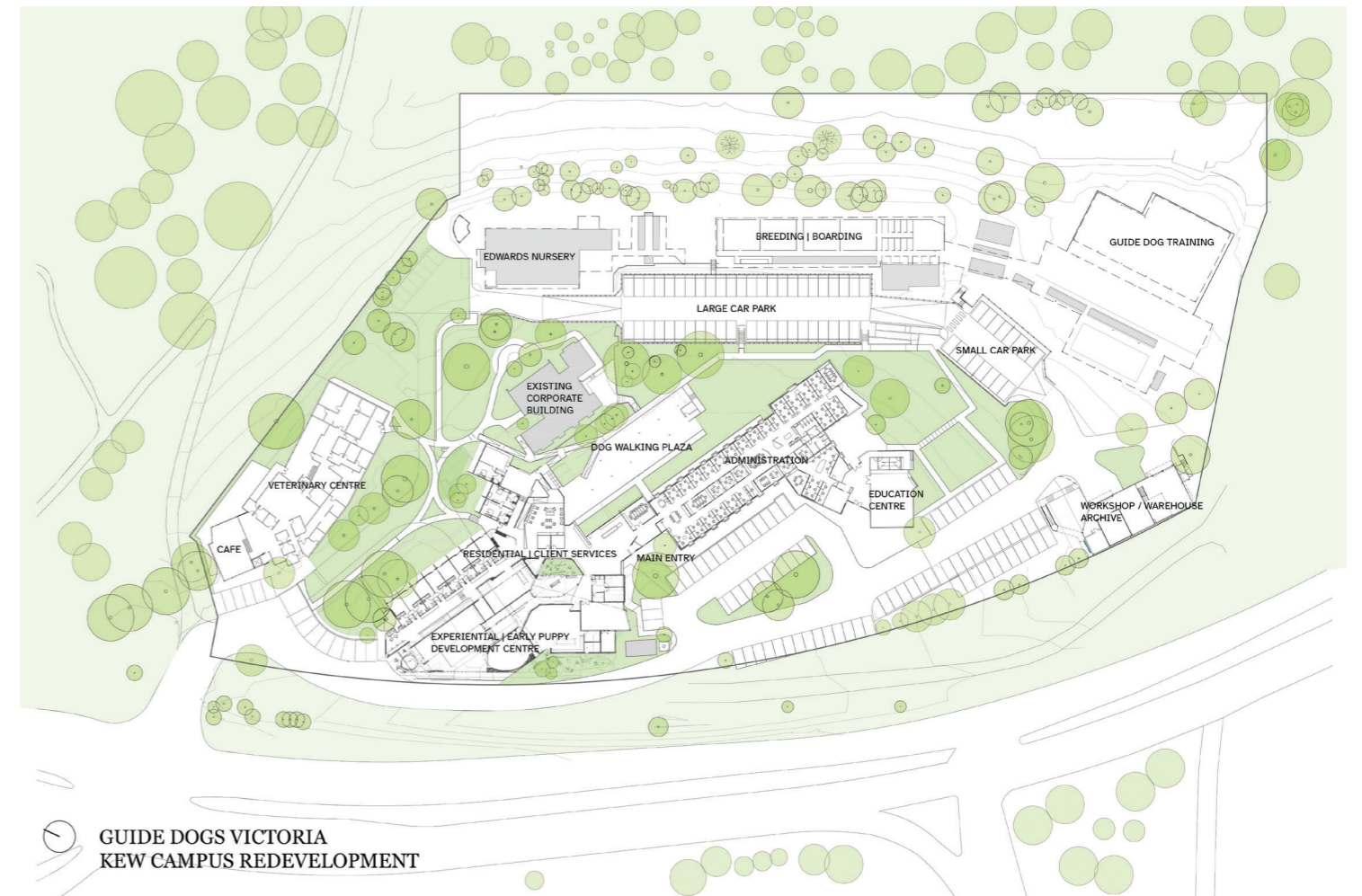
In addition to the completed stages of the Campus Redevelopment, the Carpark, Workshop, Warehouse, Veterinary Clinic and Café, there will be a dog training precinct, administration building, residential accommodation for Clients to develop independent living skills, an Education Centre and Experiential Centre.

This new development will also enable us to meet the rapidly rising demand for vision and children's services. Ensuring we can support people, of all ages with low vision or blindness in new and better ways.

The new Client residential accommodation will allow us to increase peer connection and create a true sense of community. There will be a shared kitchen, dining space and several sensory breakout rooms.

This building will accommodate learning, development, and social interactions in a safe and supportive environment. Ensuite bedrooms and a training apartment means, that for the first time, we can accommodate adults, children, young adults, couples and families.

Once complete, the Kew Campus will be the world's first fully accessible, sensory campus. It has been designed to engender a feeling of warmth, support and community, and our hope is that it will inspire people to embrace change and empower them to achieve their goals.



The Future is in Sight.

Our progress.

Project Stage	Start	Completion	% of project	% of stage complete	% of project complete
Package 1: May Construction					
Stage 1 Sunken Carpark and Workshop.	Mar 2020	May 2020 – Completed January 2021	16	100	16
Package 2: 2Construct					
Stage 2 Building 2 – Veterinary Clinic and Café.	Mar 2021	Completed – June 2022	18	100	18
Demolition: 2Construct					
Demolition of Arnold Cook House. Strip out and demolition rear of Administration Building.	Dec 2021	Feb 2022		100	
Demolition of Telemarketing Building	Nov 2022	Nov 2022			
Package 3: 2Construct					
Building 3 – Administration and Education Centre.	April 2022	March 2023	22	58	13
Building 4 – Residential Client Services, Reception, Experiential Centre.	Jan 2023	Dec 2023	40		
Building 5 – Dog Training Plaza.	TBC pending B4 scope change	TBC pending B4 scope change	40		
Building 6.	Feb 2023 (TBC)	Jun 2023 (TBC)			
Civil Works – Completion and construction of all access roads and perimeter car parks.	Aug 2023	Dec 2023	5		
Package 4: Landscape contractor					
Landscape all landscaping elements including sensory gardens and integration of old and new footpaths.	Aug 2023	Dec 2023			
Total Project percent complete			100		46

Legend: Complete In Progress



Thank you.

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.

Ada Withers
Aileen McDonald
Alan Varey
Alfred Curphey
Amelia Holland
Annie Matthews
Barbara Howard
Beatrice Williams
Betsey Haywood
Betty Spinks
Brian Connor
Brian Entwisle
Bruce McDonald
Claire Trevare
Derek Grantham
Donald Leith
Douglas McDade
Edith Kemp
Edith Nagy
Edna Curwen-Walker
Edna Olson
Elena Paukstys
Elizabeth Powell
Emilie Brown
Eveline Campain
Florence Watts
Francis Abrahams

Franko Vatta
Geoffrey Hayes
Giovanni D'Amore
Gladys Stephens
Gregory Mellor
Gwenneth Miller
Hazel Luke
Heather Boulton
Heather Phiddian
Helen Burgess
Henrietta Schefferle
Hollis Callinan
Ian Dodd
Inez Drury
Irene Moran
Ivy King
Jacqueline Stephens
James Alford
James Hunter
Jane Kuchins
Jean Lefebure
Jennifer Harte
Joan Hutchinson
Joan Rockall
Joe White
John Kosch
John Simpson

John Tingate
Joseph Mason
Joy Bossini
Joyce Leslie
Joyce Morse
Kathleen White
Kenneth Martin
L-Z Len Grasso
Lillias Beale
Lily Bridger
Linda Brown
Lola Poynton
Margaret Titulaer
Marie De Bavay
Marjorie Hayes
Marlene Nitschke
Mary Jones
Mavis McArthur
Maxine Porter
Mioko Wood
Murray Chisholm
Myra Calio
Neville and Rita Brown
Norma Roddick
Norman Morris
Oswald Hearne
Patricia Holmes

Patricia Thornburgh
Patricia White
Peter Billing
Peter Jarman
Rita Thompson
Robert Brown
Roger Cook
Ronald White
Rose Pratt
Rosemary Williams
Russell Vontom
Ruth and Harry Taafe
Sandra Dennis
Shirley Le Gassick
Susan Lissenden
Sylvia Dungan
Valerie Falk
Victor Pittman
Wendy Coghill
Wilfred and Ruby Bird
William and Dorothy Higgins
William Shipperlee
Wilma Anastasiu-Geraads

*Gifts in Wills who donated \$5,000 and above in FY21-22.

Guide Dogs Victoria Board of Directors.

	David Cochrane Vice Chair		Harish Rao Board Member
	Bruce Brook Board Member		Lisa Tepper Board Member
	Anthony Kearns Board Member		Charles Thompson Board Member
	Nick Mescher Board Member		Jenna Watts Board Member

We extend our deepest thanks and sincere gratitude to Harish Rao, who served on the Guide Dogs Victoria Board of Directors from October 2018 to March 2022.





We're here whenever you need us.

📍 2-6 Chandler Highway, Kew VIC 3101

☎ 1800 804 805

🌐 vic.guidedogs.com.au

Guide Dogs.

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