

2020

Annual Report





A year in review.

At Guide Dogs NSW/ACT, we exist to enable people living with low vision or blindness to achieve their goals in life and connect with welcoming and inclusive communities. In recent months, it is evident that our role has never been more vital. Without skipping a beat, we came together to support those who needed us the most – and each other – in the face of an unprecedented global crisis.

At the beginning of FY 2019-20 - before the world had even heard of COVID-19 – Guide Dogs NSW/ACT had embarked on a transformative journey to redesign our service model to better serve the changing needs of our Clients and their families. These actions proved timely and ensured we had the agility to tackle the COVID-19 crisis head-on, while maintaining continuity of care for our valued Clients, and remaining connected with our volunteers, donors, supporters, and each other.

From opening The Cameron Centre in Parramatta, to celebrating ten years of the Centre for Eye Health, to participating in our very first Mardi Gras, to upgrading our technology (and our technological proficiencies), it has been a year of exploration and innovation that no one will soon forget. Now it's time to take stock and look back at the year that was.

Our Mission.

To empower people with low vision or blindness to actively participate in their communities.

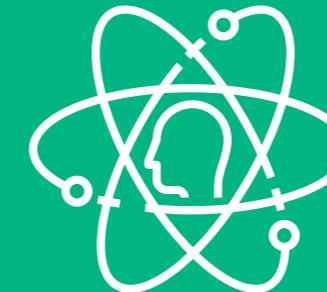
Our Vision.

Low vision or blindness will not limit independence.

Our Purpose.

We see beyond sight loss:
Guiding Clients to independence,
Seeking new ways to prevent blindness,
Creating connected communities.

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 the CEO

Creating connected communities.



For over 60 years, Guide Dogs has been in the business of overcoming barriers and this attribute is hardwired into the DNA of those who work for, and support Guide Dogs NSW/ACT. Much like the Clients we serve, we are adaptable, tenacious and resilient no matter the challenges we may face. With the dawning of COVID-19 came the need to lean on these skills more than ever, to ensure that the Clients we serve, remain supported and connected with their community throughout these challenging times.

Our people have demonstrated an extraordinary agility to ensure continuity of service for our Clients during the COVID-19 pandemic, including the implementation and utilisation of innovative technology to deliver telepractice all whilst working remotely. I would like to take this opportunity to thank each and every member of the Guide Dogs NSW/ACT team, and the Board of Directors, for going above and beyond during these trying times. I am immensely proud of our collective achievements during such a tumultuous and unprecedented period.

Of course, prior to COVID-19, our team has prided itself on being values-driven and committed to supporting diversity and inclusive practice in our organisation and in our community. That's why in March 2020, we unveiled our new Cameron Centre, a multi-functional client and community space, eye-clinic and staff offices, in Parramatta as part of our regional outreach strategy, to support people in western Sydney through every step of their eye-health journey. Just one month earlier, Guide Dogs NSW/ACT staff attended our very first Sydney Gay and Lesbian Mardi Gras, supporting Clients who had been unable to attend before now, and helping them establish vital connections with their community.

In closing, I know this has been a challenging year for all Australians. That is why I am incredibly humbled to have the unwavering support of our dedicated volunteers and donors, without whom we would be unable to continue the vital work that we do. Through your passion and generosity, Guide Dogs NSW/ACT was able to remain connected with our valued Clients, ensuring we were there when they needed us the most, and for that, we are truly grateful.

A handwritten signature in black ink, appearing to read "Dale".

Dale Cleaver
CEO Guide Dogs NSW/ACT





A message from the Board

Banding together to make a big difference.



The Board remain immensely proud of the positive impact that Guide Dogs NSW/ACT has delivered this year. The commitment of our people to serve has never been more evident or more vital than during these most challenging of times.

Guide Dogs NSW/ACT has continued to lead both locally and nationally, with new and innovative programs that drive efficiency, performance and most importantly Client outcomes.

Delivering an outstanding result this year, the sale of our Chatswood property in late 2019 was another major milestone for the organisation. The sale, alongside a terrific result in fundraising will enable the execution of our long term strategy to significantly invest in new regional infrastructure and extend our reach geographically over the coming years; making sure we will always be there for our Clients, where they need us most.

Guide Dogs remains Australia's Most Trusted Charity brand for the seventh year, and herein lies public recognition of the inherent integrity of our organisation to be transparent, reliable and Client focussed. Guide Dogs NSW/ACT has a long and solid history in this space and this year saw a focus on further strengthening our strong values based culture to ensure the highest ethical practice and governance is maintained.

With a continued demand for services and a universal commitment to continuous improvement, this year saw Guide Dogs NSW/ACT and Guide Dogs Victoria enter into a new era of innovation and collaboration, with the creation of three shared "Centres of Excellence" across the two organisations. As a result of the consolidation, we have seen an increase in performance and efficiency in Marketing and Communications, Fundraising and our iconic Guide Dog Services.

The Board continues to focus on ensuring the long term sustainability of the organisation. I'd like to formally acknowledge my fellow Board members, who have demonstrated an unrivalled commitment to service this year; working through exceptionally difficult circumstances with diligence and determination.

Special thanks to Linda Druitt and Barry Stephen OAM for their service on the Board on completion of their term and welcome to our newest Board members, Darryl Newton and Preeti Bajaj.

In closing, and on behalf of the Board, I commend Dale Cleaver and his Executive team for the strong leadership they have demonstrated this year. To our incredible staff, volunteers, supporters and donors, we salute you for your service to people with low vision or blindness. Through your collective efforts, Guide Dogs continues to change lives for the better, enabling young and old to become more independent and achieve their goals in life.

**Mr Kieran Maurice Lane
Chairman LLB Hons, LLM**

A message from our joint Patrons

Advocacy, accessibility, and acceptance.

Dennis and I have been delighted to serve as joint Patrons of Guide Dogs NSW/ACT over the past year, continuing the long relationship between the office of the Governor of New South Wales and Guide Dogs. This has been a challenging year, particularly in adapting to the constraints of the new COVID-19 world.

For us, a highlight of the past year was our visit to the Guide Dog Centre at Glossodia in late 2019 to witness first-hand the world-class breeding and training facilities in this beautiful location. It was a very special day, especially meeting 8-week-old Puppy 'Beazley' for the very first time. We have enjoyed following his training journey this year and were especially delighted by his high-spirited visit to Government House in January.

In May, we met with CEO Dale Cleaver, and President, Kieran Lane, in a virtual meeting to hear how Guide Dogs has continued to provide vital services, across the State, to people with low vision or blindness. We were impressed to learn how the organisation has worked around the limitations to face-to-face interactions, moving quickly to support clients through tele-practice and virtual connection services. We were interested to hear how Volunteer Puppy Raisers have continued to care for and help train puppies and dogs-in-training throughout this period.

Dennis and I are looking forward to the time when we can meet in person again. We commend the work of staff, volunteers and donors as each one of you contributes to empowering people with low vision or blindness to actively participate in their communities.

Her Excellency the Honourable Margaret Beazley AC QC

Governor of New South Wales

Mr Dennis Wilson



Our Impact.

Our Clients

53,604

hours of Client service delivered including 9,138 hours for regional Clients.

25,753

lives positively impacted through our services. This includes Clients and their support networks.

Services breakdown by category



Mobility Milestones

2,469

White Canes, tips and accessories issued.

279

working Guide Dog teams across NSW and the ACT.

203

Dogs graduated into careers including Guide Dogs, Therapy Dogs, Canine Court Companion Dogs, Breeding Dogs.

182

puppies born into our Home Whelping program.

6,569

puppy training sessions held - combination of home visits, training and telepractice sessions.

Our people

198

permanent or fixed-term employees.

97%

staff strongly agreed or agreed leadership is navigating COVID-19 challenges successfully.

510

volunteers, including 250 Puppy Raisers.

6,821

volunteer hours.

17,500

hours of Puppy Raising.

Our Supporters

139,982

cash donations totaling \$13.94 million.

844

different sites for our Donation Dogs, raising \$512,442.

\$29.7 million

left through generous Gifts in Wills.

18

Guide Dog Partners across the last year.

\$392,757

raised in NSW through 3,559 participants as part of PAWGUST.

Centre for Eye Health

10,652

eye-diagnostic referrals received from optometrists and ophthalmologists.

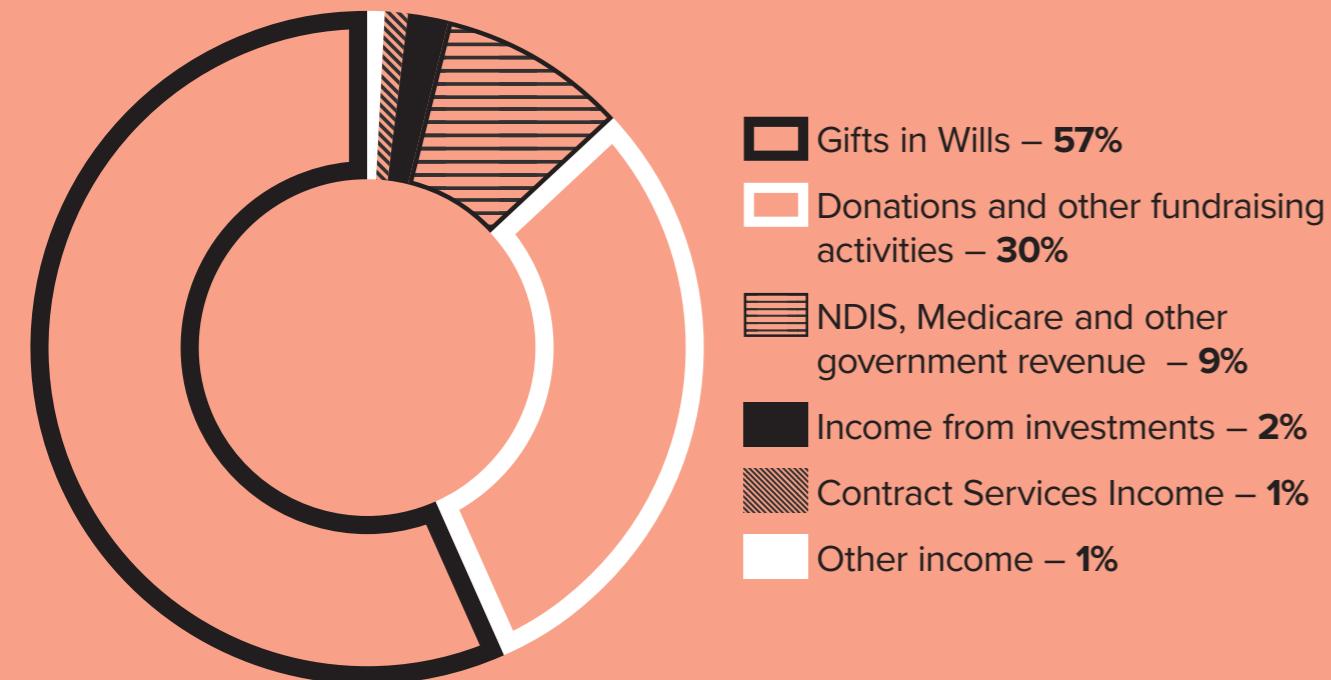
\$1.1 million

grants awarded to CFEH-based staff to promote research on eye-health diseases.

Revenue.

Income	\$
Gifts in Wills	29,670,356
Donations and other fundraising activities	15,382,609
NDIS, Medicare and other government revenue	4,477,950
Income from investments	1,226,806
Other income	743,398
Contract Services income	395,543
Total revenue	51,896,662

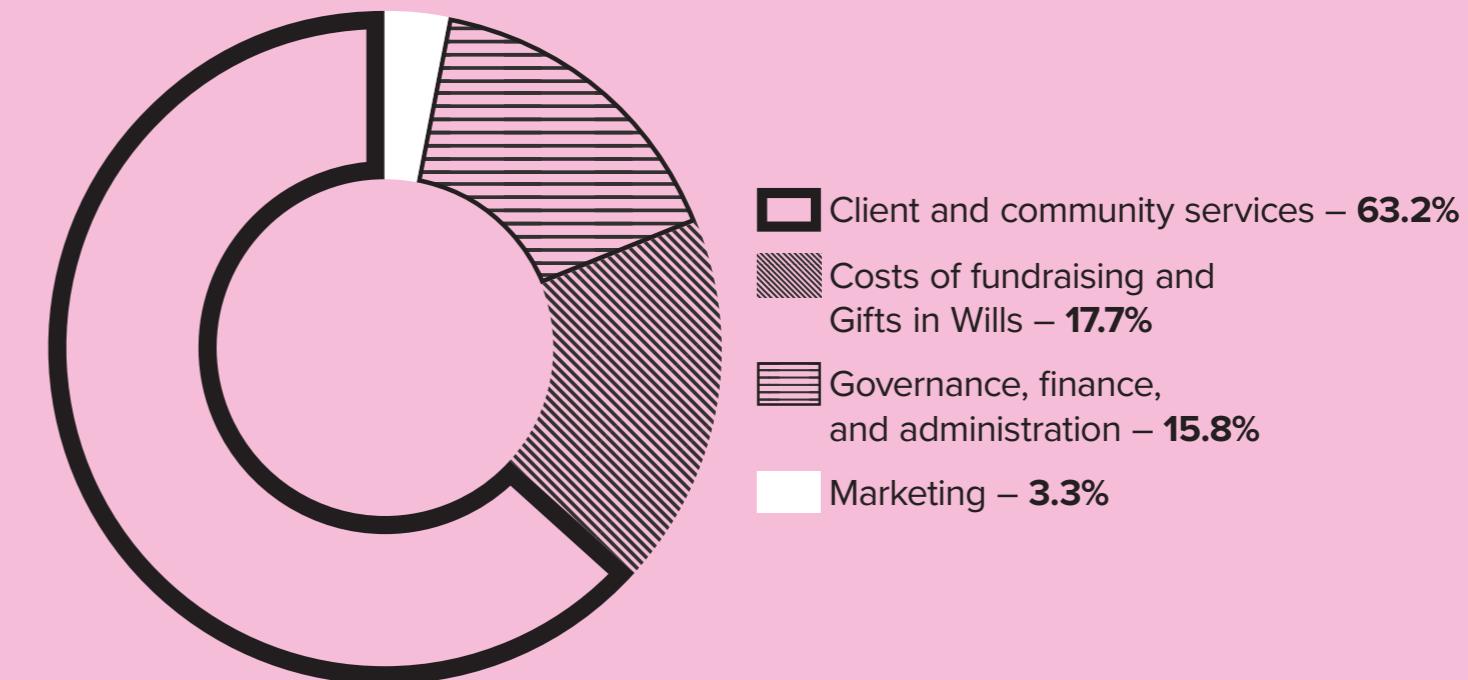
Percentage of Income



Expenses.

Expenditure	\$
Client and community services	24,329,697
Costs of fundraising and Gifts in Wills	6,791,823
Governance, finance, and administration	6,074,132
Marketing	1,272,411
Total expenditure	38,468,063

Percentage of Expenditure



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.

Winsome Aboud	Mavis Carruthers	Carol Falconer	William Irwin	Sharyn Murdoch-Daly	Rose Smith
Daphne Adnams-Head	Elaine Charles	Catherine Faust	Athol Johnson	Ethel Murray	Rosemary Snodgrass
James Anderson	George Clark	John Fishlock	Nola Johnson	John Neely	Margaret Stenhouse
Una Andrews	Marilyn Clarke	Jean Flood	Leonie Jorgensen	Peter Newton	Margaret Stewart
Christina Armour	Thelma Clarson	Doris Ford	The Kemvan Trust	Norman O'Reilly	Ellen Swanbrough
Betty Ashby	Betty Clayden	Heather Ford	The John and Connie Kennedy Trust	Gina Pash	Jessie Towndrow
Winifred Atwell	Renee Cocker	Jennifer Foster	Frank Keston	Ralene Paul-Furley	Robert Vale
Leslie Backen	Richard Coggan	Andre Frederiks	Marie Knispel	Nancy Pegg	Josephine Virgona
William Baker	Constance Collins	Max Fricke	Dianne Krummel	Darby Pegley	Betty Wade
The Bill and Joy Barrie Foundation	Neroli Colvin	Kathleen Gaeta	Geraldine Lambert	Eunice Phillips	Blanch Wade-Ferrell
Susan Bateman	Brian Cooper	Una Gendle	Joyce Lanyon	John Pike	Geoffrey Wainwright
Denis Beaumont-Edmonds	Donald Cormack	Joyce Gibbons	David Lawson	The Prance Family Trust	Jessie Wardman
Henry Beaver	Lorna Cossar	Pamela Gidley-Baird	Joyce Lawton	Heather Priddle	Raymond Webb
Heather Benjamin	Alfred Cowen	Douglas Gilmore	Phyllis Leavers	Florence Probine	The Dorothea Whittome Trust
Dulcie Bent	Norma Craig	Nina Gontar	Ruth Leggett	William Purcell	Joanna Widawska
Marjorie Bentley	Margaret Crawley	Phyllis Greaves	Rhonda Loeff	Marcus Quinlivan	Ronald Wilkinson
Kenneth Betteridge	Hazel Cromack	Jocelyn Griffiths	Elaine Loewe	Ronald Rapley	Doris Williams
Joan Bettley-Cooke	Anna Crosby	Arthur Groves	Joan Loftus	Elsie Reed	Lynette Willington
Joyce Blomley	Mary Davie	Edith Guyer	Margaret Long	John Richards	Heather Wilson
Rhonda Boberg	Graham Davies	Raymond Hall	Francine Love	Patricia Robb	Janice Wilson
Glenn Booth	Margaret Davin	Beverley Hall	Allison MacCulloch	Elizabeth Roberts	Raymond Wilson
Marion Bourne	Jean Deck	Beryl Hamilton	Christopher Maher	Norma Rose	Arnold Wolstenholme
Priscilla Bowden	Eileen Dempsey	Raymond Haswell	Mavis Mann	Peter Ross	Johanna Wyld
Ruth Boxwell	Barbara Dempster	Louis Hervay	Felicity Martin	Iris Sadler	
Alexander Boyle	Nancy Denson	J-Alice Hofler	Elaine McCahill	Shirley Schaefer	
Norman Brain	Deidre Dick	Irene Hopkins	Olive McCartin	Kristine Shalvey	
Olive Branz	Roma Dimon	Raymond Hopkins	Janet McClure	Arthur Sherriff	
Cynthia Brew	Junette Ditter	Francis Hornibrook	Alexander McDougall	Owen Shiels	
Bettye Brown	Helen Dowty	Anne Hossack	Mary McLennan	Clive Simmonds	
Philomena Bryce	Noelene Doyle	Bessie Howes	Airlie Meiklejohn	Karina Skovsgaard	
Margaret Burchill	Elaine Dray	Clare Humphries	Ralf Moller	Dorothy Slaney	
Doreen Canavan	Barbara Eastwood	Patricia Hurman	Barbara Morris	The Eleanor Smith Trust	
	Beryl Ellison	Susan Hutchinson	Vera Munro	Jennifer Smith	
	Elaine Ewart	Neville Inwood		Lorna Smith	

Our Supporters

Thank you for your generosity.

Corporate Partners

Accru Felsers,
Crane Industry Council of Australia
Elantis Premium Funding
ITSM
Officeworks Chatswood
The staff of AMP
The staff of Benevity Inc.
The staff of CAF Australia
The staff of HealthShare NSW
The staff of the Australian Tax Office
The staff of VivCourt Trading
The staff of Westpac
Two Way Cranes

Trusts and Foundations

Aged Persons Welfare Foundation
Australian Capital Territory Government
Community Services Directorate
Australian Philanthropic Services
Elliot Family Trust
Equity Trustees - ANZ Community Foundation
Equity Trustees - John and Lois Turk Charitable Gift
Federal Parliamentary Press Gallery Midwinter Ball
Hands Across Canberra
Hargrove Foundation
Honda Foundation
JDR Family Trust
John James Foundation
Lord Mayor's Charitable Foundation – Eldon and Anne Foote Trust
Perpetual Foundation
Rali Foundation
Walter Campbell Memorial Trust

Community Partners

C3 Carlingford
Evolution Hospitality Institute
Kfarsaroun Charity Association
Moruya Branch CWA
Presbyterian Ladies College Sydney

Community Support Groups

Central Coast Support Group
Dubbo Support Group
Moree Support Group
Mudgee Support Group
Rotary Club of Orange North
Tamworth Support Group

Pro Bono Legal Services

Herbert Smith Freehills
HWL Ebsworth
Prolegis

Donation Dog Hosts

Blacktown RSL Club
Blacktown Workers Club
Bondi Junction Veterinary Hospital
Centennial Homestead
Club Central
Coles Supermarkets across NSW and ACT
Dachshund Coffee
East Maitland Veterinary Clinic
Ettalong Bowling Club
Little Nero's Pizza and Pasta
Merimbula RSL Club Ltd
Miller's Pharmacy
Select IGA stores
Select Liquorland stores
Select Woolworths stores
St George Motor Boat Club
Tamworth Shoppingworld
The Scottish Arms

**And the hundreds of other wonderful
Guide Dogs Donation Dog hosts
across NSW and the ACT.**

Our Board.



Kieran Maurice Lane
Chairman



Preeti Bajaj



James S. Bennett OAM



Zorana Bull



Ian Andrew Jamieson



Jacqui Jones



Steven Kouris



Robin Low



Darryl Newton

Guide Dogs

NSW/ACT

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