

# 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.

**65,265** hours of Client service delivery including 35,323 hours for regional Clients.



**1,061** Client programs delivered.

**2,019** white canes, tips and accessories provided.



**29,112** lives positively impacted through our services. This includes Clients and their support networks.

**81%** of Clients were extremely likely to recommend Guide Dogs NSW/ACT to others (Net Promoter Score).

**77%** of Clients achieved their goals towards independence through a Guide Dogs NSW/ACT program.

## Our Dogs.

**9,200+** hours of dog training sessions held.



**34** Court Companion Dogs in the community.



**207** puppies born.

**126** dogs matched with their new Handlers:



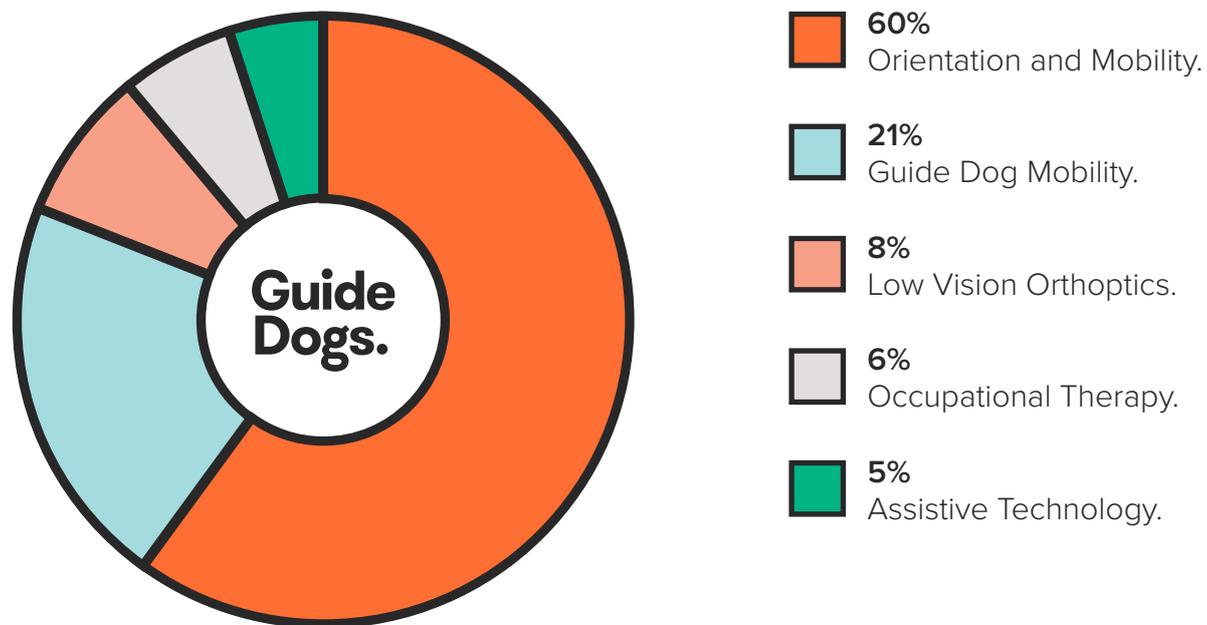
**287** working Guide Dogs in the community.

- 20** Breeding Stock Dogs;
- 44** Guide Dogs;
- 62** Therapy Dogs.

## Our People.



## Service breakdown by type.



## Revenue.

Income	Amount	Percent of income
Gifts in Wills	20,043,415	49
Donations and other fundraising activities	11,363,195	28
NDIS, Medicare and other government revenue	5,898,879	15
Income from investments	2,138,559	5
Contract Services income	422,193	1
Other income	629,073	2

# Expenses.

Expenditure	Amount	Percent of expenditure
Client and community services	23,639,000	64
Costs of fundraising and gifts in Wills	5,545,665	15
Marketing	1,270,359	4
Governance, finance, and administration	6,198,096	17

## 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 NSW/ACT 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 NSW/ACT has been able to do this thanks to the dedication of our supporters and our community. As a charity that only receives less than 15 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 or  
partial).



**217,700**  
with glaucoma.



**21,400**  
with diabetic  
retinopathy.

## About our services.

### Guide Dog Mobility.

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

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

Every day travel skills to keep Clients moving with confidence.

### Low Vision Orthoptics.

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

### Occupational Therapy.

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

### Assistive Technology.

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

## 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.

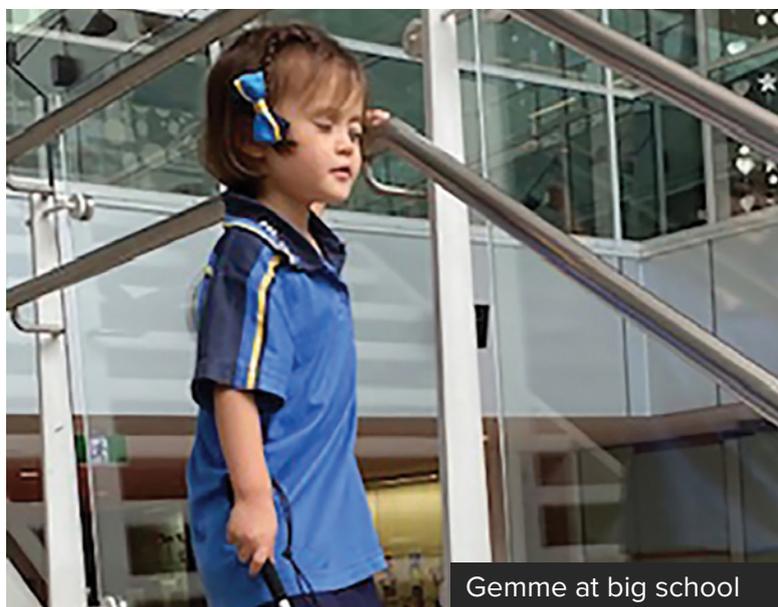
An important goal was for Gemme to transition from preschool to kindergarten, and she's off to a great start! While Carolyn and Gemme work on specific skills for the school environment, Carolyn is also coaching Gemme's teachers to support her O&M training and her inclusion in the classroom.

Gemme's parents are thrilled with her progress, and the work of Guide Dogs NSW/ACT, 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