

Guide Dogs.

Services



Find your way.



**We exist to
guide you to
independence,
seek new ways
to prevent
blindness and
create connected
communities.**

Whatever your age or level of vision, we are here to support you to reach your goals. Your journey is unique, and we offer personalised support to ensure you can make the most of every day.



Guiding you to independence.

We provide a range of services to guide you to greater independence in various aspects of life such as mobility, accessing information, and carrying out everyday tasks.

Our focus is to help you achieve your goals. We continue to support you at every stage, tailoring services to meet your changing goals and lifestyle.

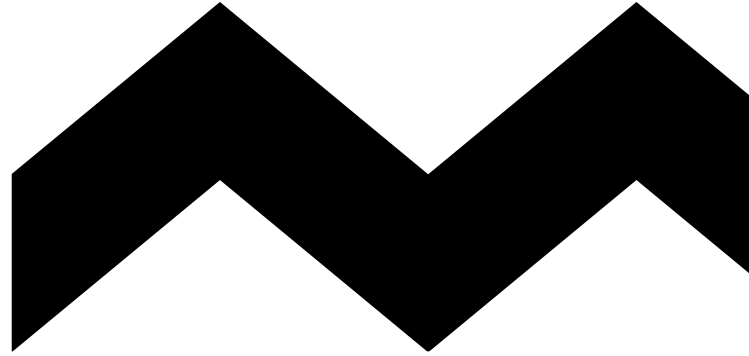




Guide Dog Mobility Services.

A Guide Dog may provide mobility for you if you have good orientation skills, enjoy the companionship of dogs, and travel independently on a regular basis. Our Guide Dog Mobility Services can help you to travel to where you want to go in an efficient, safe, and confident manner.

Your Guide Dog Mobility Instructor will work with you to assess your mobility needs and to determine if a Guide Dog is the most suitable aid for you. If you proceed to train with a Guide Dog, you will be provided with the skills and strategies to care for and work with your dog so that you can travel with confidence.



Orientation and Mobility Services.

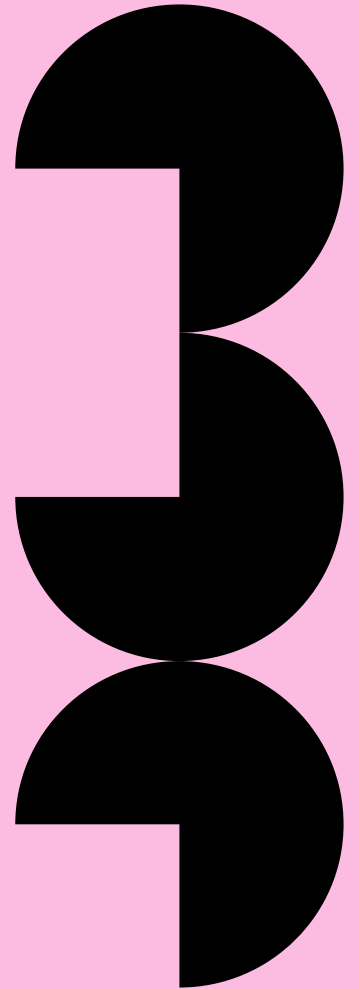
Our Orientation and Mobility (O&M) Services can support you to travel to where you want to go with more confidence, ease, and safety.

An O&M Specialist will work with you to understand what you want to achieve and design training to meet your needs. Your sessions may involve learning strategies to use your remaining vision or learning to use a piece of technology, such as a mobility cane or smartphone app.

O&M Services are valuable for anyone, of any age, and at any stage of life. Regardless of your level of vision or experience, we are there to support you on every step of your journey.

“My cane has given me enjoyment and the confidence to move out and about. It’s a bit like an old friend now. A cane is wonderful when you know how to use it properly.”

Val, who experiences low vision due to glaucoma, has learnt to use a long cane to continue to do the things she loves.



Occupational Therapy Services.

Our Occupational Therapists can help you build the skills to get back into your everyday activities such as:

- Cooking and meal preparation
- Household responsibilities
- Recreational activities.

Our Occupational Therapists will work with you to develop the knowledge and practical techniques you need to complete your daily activities independently and with ease.

They may recommend changes to the activity or the environments in which they take place or connect you to other supports and services that can assist you to maintain your daily routine.



Assistive Technology Help Desk.

Our Assistive Technology (AT) Help Desk is here to provide you with over-the-phone advice and support with technology related to your vision. This may include guidance on:

- Information about technology solutions and products
- Getting the most out of your technology
- How to use your existing technology to achieve new goals
- Accessing other support services available in the community.

Simply call the AT Help Desk team on 1800 484 333 between 9am - 1pm Monday to Friday.

Access to Information Services.

Accessing information is an important part of everyday life and it can mean different things for different people. For you, it may be about reading the newspaper, reading an email, using your phone to complete online shopping or searching the internet for your favourite recipe.

Whether you prefer to use your vision or other senses such as hearing or touch, we will work with you to identify the best solutions to give you access to the information you need.

Creating connected communities.

Connecting with others who have low vision or blindness can help you make the changes you want to implement in your life and to achieve your goals with the support and encouragement of others. Our Connection Services are here to foster these connections and help you build a community, through one-to-one peer support or group-based activities.

We work in partnership with you to design and conduct all of our Connection Services programs to ensure that they are relevant and useful to you. We also link with other organisations and community groups to strengthen our programs.



Funding for Services.

Delivering high-quality services to people who have low vision or blindness is our mission. Guide Dogs is philanthropically funded and is also a registered National Disability Insurance Scheme (NDIS) provider and My Aged Care provider. This means you can access services through your NDIS or My Aged Care funding, or if you do not have access to external funding, we can assist you through philanthropic support.

Please call us to discuss your options. We will work with you to establish a clear plan that sets out your goals and our collective rights and responsibilities with regards to service provision.

Seeking new ways to prevent blindness.

Guide Dogs, in collaboration with The University of NSW, funds the Centre for Eye Health (CFEH). CFEH provides eye-disease assessment, management and treatment to patients at no cost. CFEH also undertakes world-class research and educates optometrists, working towards decreasing low vision and blindness within our community.

To find out more about whether CFEH services are suitable for your eye care, call 1300 421 960 or visit centreforeyehealth.com.au.

“Being part of a similar community through Guide Dogs helps me understand and process my own situation. Sharing my story is cathartic for me; it helps you realise you aren’t on your own.”

Christine, who experiences low vision following a brain injury is developing new friendships and a community of support.



Getting the most out of our supports and services.

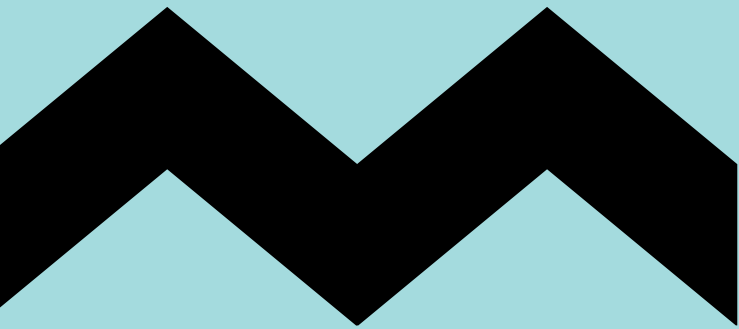
At Guide Dogs NSW/ACT (GDN), we're committed to improving our services for you, your family and your supporters, so we can better assist you to achieve your goals. This means having a clear plan in place between you and GDN that sets out our collective rights and responsibilities with regards to service provision.

Guide Dogs works with every Client to develop a Service Agreement (SA) that will increase transparency and equity for you and our staff, and also for our donors, about the services being provided.

Guide Dogs abide by all relevant quality standards including the Aged Care Quality Standards and the NDIS Code of Conduct and Practice standards in everything we do.

To provide feedback, learn more about privacy and confidentiality, or to enquire about your Client record, please call **1800 484 333** or visit **nsw.guidedogs.com.au**.





We're here whenever you need us.

We understand that your experience, goals and needs are unique. Our team is always on hand to provide individual support, information and advice.

📞 1800 484 333

🌐 nsw.guidedogs.com.au

Referrals are welcomed from individuals, family members and health professionals:

🌐 nsw.guidedogs.com.au/services/make-a-referral

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