



# Annual Report 2021-2022

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**Vision  
Australia**

Blindness. Low Vision. Opportunity.

Cover: Mick, running along a path, tethered to a guide.

Left: Roz and Seeing Eye Dog Ringo.



**Vision Australia recognises Aboriginal and Torres Strait Islander peoples as the First Australians and the Traditional Owners of the Land on which we meet and work. We acknowledge the importance of maintaining their cultures, countries and**

**their spiritual connection to the lands and waters, and pay our respects to Elders past, present and future. Vision Australia acknowledges and respects the genuine diversity and richness of Aboriginal and Torres Strait Islander cultures throughout Australia.**

We acknowledge Holly McLennan-Brown, a proud Yorta Yorta woman and contemporary Aboriginal artist, for the use of her artwork.



# Contents

Message from our Chair and CEO.....	2
Snapshot of our 2021-22 impact.....	4
Fulfilling our corporate responsibility.....	6
Financial performance.....	8
<b>Supporting our community.....</b>	<b>10</b>
Never too old to learn.....	10
Or too young to start!.....	11
Succeeding in the workplace.....	12
Seeing Eye Dogs' most successful year ever.....	13
Supporting tomorrow's graduates, today.....	14
<b>Information for all.....</b>	<b>15</b>
Vision Australia Radio brings our voices to the air.....	15
Stage, screen and more become accessible.....	17
Meeting the needs of our Vision Australia Library members.....	18
Bringing printed material to life.....	19
<b>Strengthening connections.....</b>	<b>20</b>
Better serving First Nations people.....	20
Partnering with technology giant, Amazon.....	21
Expanding our Digital Access offering.....	22
Crowds and magic return to Carols by Candlelight.....	23
Petbarn Seeing Eye Dogs' appeal is the most successful ever.....	24
Better retail experiences.....	25
International partnerships breed success.....	26
<b>The path forward.....</b>	<b>27</b>
Vision Information Service.....	27
Championing the needs of our community.....	28
Addressing current issues to make a difference.....	30
Qualifying for a successful career.....	31
Seeing Eye Dogs put animal welfare at the forefront.....	31
<b>A year of amazing support.....</b>	<b>32</b>
The generosity of our donors.....	32
Working in partnership with our community.....	34
Thanking our volunteers.....	35
Our supporters.....	36



## Message from our Chair and CEO

Although the past year has been a mix of success and challenges for Vision Australia, we successfully delivered on our mission by supporting more than 35,000 blind or low-vision Australians to live the life they choose.

This success has not always come easily as our second year of living with COVID saw lockdowns replaced with frequent disruptions as a result of pandemic-related illnesses amongst our clients, volunteers and staff. In addition, supply chain issues experienced throughout the country also affected the timely delivery of products to clients. Nevertheless, despite these challenges, we delivered our services at levels comparable to pre-pandemic times.

Our financial performance, while still a deficit of \$2.02m was better than expected and reflected a combination of solid revenue, improvements in our organisational performance, and effective cost control.

Vision Australia continues to develop services and products to benefit the blind and low vision community. For example, we are final stages of developing services that improve the prospect of employment for young Australians joining the workforce, a project that has spanned three years. A highlight of this program is the Vision Australia Certificate in Accessible Technology, a formal qualification that officially recognises the skills of anyone who is blind or has low vision in the use of accessible technology.

Services for Indigenous Australians are an increasingly significant focus and an important deliverable of our Reconciliation Action Plan. In addition to addressing the needs of Indigenous clients from our regional offices, we have established a service in Alice Springs, and developed a partnership with the local Aboriginal health service, Congress, to bring much-needed blindness and low vision rehabilitation services to people living in central Australia.

Seeing Eye Dogs is a lot more than cute puppies. Our strategy over the past three years to improve both the number and quality of graduating dogs has paid massive dividends, as this year we achieved several record results, including graduating 50 Seeing Eye Dogs and adding 20 to our breeding pool.



Andrew Moffat, Chair (left) with Ron Hooton, CEO (right).

Delivering our mission relies on many people and organisations. We are immensely grateful to the many thousands of people who generously donate every year to support Australia's blindness and low vision community. Our main corporate sponsors, AAMI and Petbarn Foundation, are wonderful partners of our Carols by Candlelight and Seeing Eye Dogs respectively.

Our Client Reference Group makes a remarkable contribution to the strategic development of Vision Australia through its work on our major projects and with our Board and Leadership Team.

We are grateful to have over 800 professional and dedicated staff who deliver services (or support service delivery) to our clients. Thank you for making Vision Australia a great place to work.

And finally, to our volunteer Board, we thank you for the wise counsel and effective governance you provide in leading Vision Australia.

Our logo - three interconnecting ovals forming a chain - symbolises all of us working together as a team. So many people and organisations have contributed to Vision Australia's work to support people who are blind or have low vision to live the life they choose. To all of you, we say a warm and heartfelt thank you.



**Andrew Moffat**  
Chair  
Vision Australia



**Ron Hooton**  
CEO  
Vision Australia



Despite another year of challenges, Vision Australia staff like Katie Spence have gone above and beyond so that Harvey and more than 35,000 other Australians who are blind or have low vision are can access the supports they need.



## Snapshot of our 2021-22 impact

Our mission is to support people who are blind or have low vision to live the life they choose.

Whether they want to maintain their independence at home, succeed in education or at work, or connect with family, friends and the community, we're there to support our clients to achieve their goals.

Each year, we support people across Australia and of all ages and circumstances. Here's just some of what we've achieved over the past year, as we continued to face ongoing challenges of COVID and natural disasters.



- 1,634 volunteers, including 945 new volunteers
- Average years of service of our volunteers is 7.1 with 87 volunteers with 20+ years of service and seven volunteers with 40 years of service

46,608 hours of occupational therapy for clients

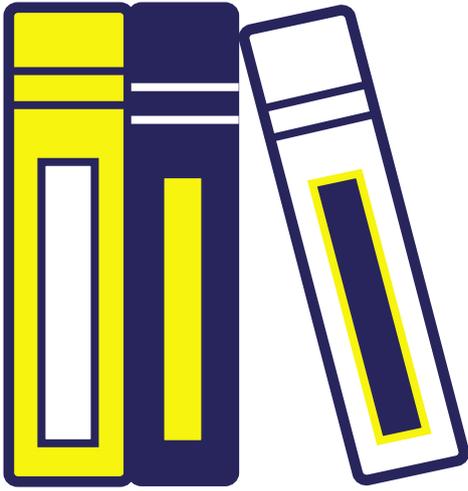
15,479 hours of orientation and mobility training

24,719 hours of assistive technology support

56,814 hours of recreation and community support

18,292 hours of Telelink

20% of therapy services delivered by telehealth



- 155,000+ print pages turned into accessible formats
- 5,000+ titles added to the library collection
- 7,273 library members

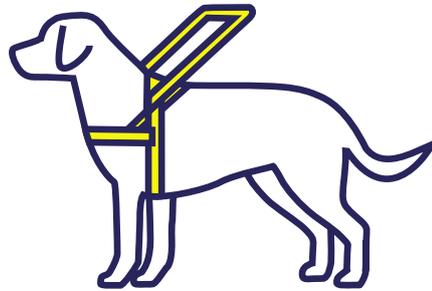


- 77 new Felix titles recorded
- 2,148 DAISY books produced

**35,129**

clients supported

95 clients supported to find meaningful employment



- 50 clients matched with Seeing Eye Dogs - our most ever
- Seeing Eye Dog waiting time reduced from 13 months to just seven
- 200+ puppies born, and with the lowest caesarean rate

**78,432**

podcast downloads



**22** 

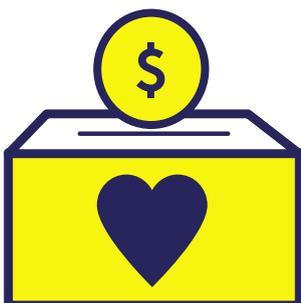
Vision Australia Further Education Bursaries



**46,400**

optical aids funded, including 2,700 for children

17% of clients of NSW Spectacles were Aboriginal or Torres Strait Islander



- Vision Australia's combined gross fundraising income (including bequests) was approximately \$40 million for FY22
- Most successful Petbarn Seeing Eye Dogs Appeal, raising over \$1.1 million
- Carols by Candlelight raised more than \$2m



# Fulfilling our corporate responsibility

Vision Australia is committed to maintaining our reputation as Australia's leading provider of blind and low vision services, and operating as a responsible corporate citizen. Here are some of the ways in which we have put this commitment into action over the last twelve months.

This year, more than a fifth of our services were delivered by telehealth, which greatly reduced the need for our staff to travel and the time they spent on the road. This meant faster delivery of services and more time for our staff to spend with clients.

Conscious of our environmental footprint, we've continued to assess our fleet vehicles, and 5% of our fleet are now hybrid vehicles. Not only does this bring environmental benefits, it also delivers significant savings in monthly fuel and running costs.

Our low ESG (Environmental, Social and Governance) risk rating of 16.3 indicates that our assets have low exposure to controversial practices such as alcohol, gambling, firearms, and tobacco, and is a powerful testament to the effectiveness of our governance structure and policies.

Our commitment to strong governance means we continue to be fully compliant with the the standards of the Australian Charities and Not-for-profits Commission, a vital part of safe-guarding our reputation and ability to operate.

## Blindness and low vision representation at Vision Australia

**55%**

of our board are blind or have low vision

**14%**

of our workforce are blind or have low vision

**13%**

of our managers are blind or have low vision

## The gender split of our workforce

Vision Australia workforce

Managers

● Male  
● Female



# Leading Vision Australia

## Chair

Andrew Moffat

## CEO

Ron Hooton

## Board

Bill Jolley (Deputy Chair)

Associate Professor  
Julian Rait OAM

Cameron Roles

Darren Fittler

Professor Linda Agnew

Professor Sharon Bentley

Stephen O'Brien

Sue Banks

## Chief financial officer and company secretary

Justine Heath



A diverse workforce is one of our biggest assets as an organisation. Sanjiv Rajendran, Laura Hendrey and Gurleen Chona are three of the hundreds of people across Australia who come together to form Vision Australia and deliver our mission.



## Financial performance

The Vision Australia Group's activities during the 2022 financial year returned a reported deficit of \$2,025,000 (restated 2021: surplus of \$3,246,000) which, after adjusting for non-recurring items, provided an adjusted recurring deficit of \$2,487,000 (restated 2021: deficit of \$8,019,000).

The underlying deficit reflects lower service and fundraising income due to the continued impact of COVID-19 and lower bequests due to natural variability. These are partly offset by higher investment income, the gain from change in fair value of non-equity investments, staff vacancies and cost constraint.

The reported deficit of \$2,025,000 (restated 2021: surplus of \$3,246,000) includes one-off operating items of \$513,000 comprising JobSaver funding received as a direct result of reduction in income from COVID-19, offset by salary accruals. The prior year one-off operating items of \$10,102,000 were largely JobKeeper funding. Non-operating items includes a small loss on disposal of assets, compared with the reversal of prior year property impairments recorded as non-operating items in the 2021 financial year.

The decline in revenue year-on-year is a result of the higher one-off subsidies in the prior year.

The reported deficit/surplus does not include growth or decline in equity assets. In the 2022 financial year, there was a net decrease in equity investments (both realised and unrealised loss) of \$16,292,000, compared to a net increase of \$25,291,000 in financial year 2021. This reflects high volatility of equity markets as a result of higher inflation rates and other global impacts in financial year 2022, after a strong performance in financial year 2021 as markets recovered from the initial COVID-19 shock.

Consequently, the net assets of the Vision Australia Group decreased by \$18,317,000 year-on-year, which comprise the current year deficit of \$2,025,000 and the net decrease in equity investments.

The cash position at the end of 30 June 2022 was \$25.54 million (2021: \$29.55 million).

Summary of the 2022 financial year (deficit)/surplus	FY2022	Restated* FY2021
Adjusted recurring deficit	(2,487)	(8,019)
One-off operating items included in operating surplus	513	10,102
Adjust for non-operating items	(51)	1,163
<b>Reported (deficit)/surplus for the year</b>	<b>(2,025)</b>	<b>3,246</b>

Income and expenditure statement	FY2022 \$'000	Restated* FY2021 \$'000
Revenue.....	117,881	119,147
Purchase of materials, consumables and movement in inventories.....	(13,291)	(14,557)
Employee benefits expense.....	(71,514)	(70,533)
Depreciation and amortisation expense.....	(5,235)	(5,196)
Right-of-use assets depreciation expense.....	(2,176)	(2,113)
Interest expense on lease liability.....	(209)	(224)
Occupancy expense.....	(3,433)	(3,422)
Events and fundraising expense.....	(8,885)	(9,580)
Other expenses.....	(15,594)	(13,928)
Net loss on disposal of assets.....	(51)	(88)
Impairment reversal – property, plant and equipment.....	-	1,338
Net change in fair value of non-equity investments measured at fair value through profit or loss.....	482	2,489
Restructuring expenses.....	-	(87)
<b>(Deficit)/Surplus for the year</b>	<b>(2,025)</b>	<b>3,246</b>

The following balance sheet has been extracted from the audited financial report.

Balance sheet as at 30 June 2022	FY22 \$'000	Restated* FY21 \$'000
Total current assets.....	37,556	45,646
Total non-current assets.....	247,717	260,222
<b>Total assets.....</b>	<b>285,273</b>	<b>305,868</b>
Total current liabilities.....	22,653	24,955
<b>Total non-current liabilities.....</b>	<b>5,136</b>	<b>5,112</b>
<b>Total liabilities.....</b>	<b>27,789</b>	<b>30,067</b>
<b>Net assets.....</b>	<b>257,484</b>	<b>275,801</b>
<b>Equity</b>		
Retained surplus.....	245,579	243,975
Reserves.....	11,905	31,826
<b>Total equity</b>	<b>257,484</b>	<b>275,801</b>

\*The Group has changed its accounting policy to implement the International Financial Reporting Standards Interpretations Committee (IFRIC) final agenda decision on Software-as-a-Service (SaaS) arrangements in its 2022 financial statements. The change has been applied retrospectively resulting in the restatement of the comparative information.



## Supporting our community

### Never too old to learn...

As Australia's population continues to age, it's increasingly important that we deliver programs that aim to keep our older clients engaged, independent and connected.

This year, we developed seven new programs based on feedback from our older clients that highlighted the importance they place on their independence and their connection with friends, family and society. By delivering these six-week programs to small groups of participants, we made sure that our clients received the support they needed from our expert facilitators, while learning from and connecting with others.



Our "Enhancing the Grandparent Bond" program was particularly popular, as participants developed strategies and self-confidence to enrich their relationship with their grandchildren.

In another program, participants were equipped with the skills and confidence to attend different social outings and activities, helping them to engage and connect with their communities and people with common interests.

Also immensely popular were programs where participants were introduced to technology that can support them in completing a range of tasks and pursuits. For some, this was their first foray into exploring digital devices, while for others it was a more advanced offering that included the use of emerging technologies such as smart speakers and other smart home devices.

A keen gardener and talented artist, Cheryl appreciates that our services for older Australians are all about keeping them connected and independent so they can continue to pursue their passions.

## Or too young to start!

This year, our paediatric teams focused on giving children who are blind or have low vision the chance to explore a wide variety of interests. Targeting specific age groups, we used a combination of Zoom and face-to-face delivery so that these clients could have the same opportunity to explore their passions as their sighted peers.

Our Song Play program, developed in partnership with the Melbourne Recital Centre, helped children aged one to five explore the world of music, movement and play. Because of its huge success, we have developed it into a national program that is offered virtually to children and families across Australia.

Some of our other popular children's programs this year were hands-on sessions in our woodshop facilities, sessions about how to be safe in the kitchen, and others where children learnt and participated in a variety of sports, including goalball, blind cricket, and bike-riding.

Older children appreciated the opportunity to attend sessions about growing up, which covered everything from health and beauty hacks to navigating dating and getting ready for the workplace.

Other highlights from this year include excursions to museums, galleries, landmarks and cultural attractions, such as Scienceworks and the National Gallery of Victoria.



LEGO® master builder Kieran Jiwa helps Ethan during a school holiday program in Kooyong.

Paralympian Jess Gallagher (right), pictured here with Vision Australia CEO Ron Hooton, is the first Australian athlete—Olympic or Paralympic—to win medals in both the Summer and Winter games. A guest speaker at one of our most popular events for children, Jess totally captivated her young audience as she spoke about her experiences as an elite athlete who is legally blind.



## Succeeding in the workplace

Our work in supporting people who are blind or have low vision in the workplace remains one of the most effective ways we assist our clients.

Over the past year, we directly helped more than 130 clients find or maintain meaningful employment across the country. Thanks to the efforts of our employment consultants, 95 people who are blind or have low vision successfully found meaningful employment, and 36 people were supported in their goal to continue in meaningful employment.

One of the many clients who have achieved their employment dreams with the support of Vision Australia is Nathan. When his vision started deteriorating after he had been working as a builder for 20 years, Nathan thought he would need to find a completely different career path.

**“After losing my eyesight, I didn’t think it would be possible to work in the building industry.”**

- Nathan,  
Vision Australia woodwork trainer

Through a traineeship program, Nathan began studying a Certificate III in Community Services as well as a Certificate IV in Training and Assessment, while working in Vision Australia’s Coorparoo woodturning shop.

Now employed as a woodwork trainer at Coorparoo, Nathan helps other people who are blind or have low vision to work with tools and timber.

“I absolutely love it,” said Nathan. “It’s so rewarding to see clients achieve their goals. They walk in wanting to make something and walk out with a finished product.”



Nathan, pictured above in the Coorparoo workshop, is the only blind woodworking trainer in Australia which means not only can he provide expert advice to clients, he can also relate to them.

## Seeing Eye Dogs' most successful year ever

The past year has been the most successful in the history of Seeing Eye Dogs, as we matched 50 clients with new Seeing Eye Dogs and reduced clients' wait time from thirteen months to just seven months. In addition, there were 200 puppies born in the puppy centre this year—the highest number ever—which will help us continue to improve our services to clients and keep down wait times.

By matching 50 clients with a Seeing Eye Dog, we achieved a 20% increase on last year's numbers and an impressive 50% increase on the previous year's.

This year, we were delighted to have 20 Seeing Eye Dogs come back to our puppy centre to join our breeding program. This helps us continue to breed high quality Seeing Eye Dogs who have the physical attributes and temperament to successfully support our clients.



In 2022, Seeing Eye Dogs began our first ever youth program. Open to young people aged 12-18, the program gives them the knowledge and experiences needed to make an informed decision about their best options for independent mobility, and provides a pathway for them to obtain a Seeing Eye Dog if they make that choice. This year, six young people attended the program, impressing staff with their maturity and capabilities. Here, Seeing Eye Dogs instructor Katie Farrell demonstrates to Alexandria how to cross a road with a Seeing Eye Dog.



Seeing Eye Dog handler Monika loves hiking, but before she was matched with Windsor, she hadn't walked out of her front gate by herself for two years. Monika and Windsor have bonded so strongly, they both know they have many more adventures ahead of them.



We were thrilled to be able to once again hold an in-person graduation at Seeing Eye Dogs HQ in Kensington where we celebrated the many successful Seeing Eye Dog matches made this year. Among those in attendance were (from left to right) Chris with Seeing Eye Dog Eva, the then The Honourable Minister for Child Protection and Family Services and Minister for Disability, Ageing and Carers, Anthony Carbines MP, and Olivia with Seeing Eye Dog Astra. Chris and Olivia were both recognised for successfully completing their training as a handler and being matched with their new Seeing Eye Dogs.

## Supporting tomorrow's graduates, today

Each year, Vision Australia awards Further Education Bursaries to selected students who are blind or have low vision to help them achieve their educational goals beyond secondary school. This year we awarded 22 Further Education bursaries.

One of the recipients was Levi, who began his studies at the University of Queensland in 2022. Levi used his bursary to purchase assistive technology, including a laptop and monitor as well as screen-reading and magnification software, equipping him with the tools he needs to access and complete course work.

As a recipient of a Vision Australia Further Education Bursary, Levi has the software and hardware he needs to succeed at his studies at the University of Queensland.

"I can take the laptop to lectures and then I can come back to my room and do research and assignments with a screen that's big enough to let me access everything," Levi said. "The bursary has been really great, not just financially but also because it reduced the stress of starting uni."

Since 1996, our Further Education Bursary program has supported more than 450 students who are blind or have low vision to succeed in their studies.





## Information for all

### Vision Australia Radio brings our voices to the air

Vision Australia Radio remains a popular voice on the airways, with our content reaching more than 700,000 listeners each month. This is only possible thanks to the commitment of more than 500 dedicated radio volunteers who each month produce thousands of hours of content.

This year, Vision Australia Radio has continued to focus on being a modern and more sustainable platform. Not only have we increased the number of our podcast feeds from five to 32, but we've also improved the accessibility of our podcasts. For example, transcripts are now available to listeners and all podcasts are accessible through virtual assistant technology, such as Amazon's Alexa, Apple's Siri, and Google Assistant.

As a result, our podcast downloads for the year were 78,432, an increase of more than 10%.

Vision Australia Radio has also continued to be popular with external organisations, including companies and government departments who are keen to reach our diverse audience. This year, we achieved 192 radio campaigns and program sponsorship agreements, compared to just 68 in 2019 when we decided to focus on this area of revenue. We also ran promotions for Vision Australia and Seeing Eye Dogs, broadcasting more

than 6,200 promotional spots over the course of this year – the equivalent of more than \$1 million in advertising.

Many exciting new programs hit the air waves at Vision Australia Radio this year, including *The Career Path*, a 10-episode podcast that provided a platform for blind and low vision job seekers and employees, as well as recruiters who recognise the strengths of blind and low vision candidates.



ABC disability affairs reporter Nas Campanella was a guest in an episode of *The Career Path* podcast.

One of our many successful innovations this year was the launch of Happy Pants, a children's radio program and podcast that encourages lifelong literacy and learning. Developed in partnership with the Vision Australia Felix Library and Vision Australia's Children's Services, every episode is brimming with immersive stories, dance breaks, music, information about animals and loads more to keep children engaged and curious. Happy Pants is presented by children's entertainer and actor Callum Padgett and has quickly become very popular with children and their families.



Vision Australia Radio's flagship program Talking Vision celebrated its 600th episode this year.

For 11 years (and across all 600 episodes and three hosts), it has been a committed voice for the blind and low vision community, delivering news and current affairs to thousands of listeners.



Happy Pants is one of the most popular programs on Vision Australia Radio so it was no surprise that host Callum was in demand at our Kooyong Open Day to show some of our younger clients what goes on behind the microphone.

## Stage, screen and more become accessible

Despite the challenges of the past 12 months, our audio description team has continued to bring to life a diverse range of live performances, installations, documents and other information for people across Australia.

Although many live shows were cancelled or rescheduled, our dedicated team of nearly 40 volunteers audio described 60 live performances this year, including *West Side Story*, *9 to 5*, *The Picture of Dorian Gray*, *Hamilton*, *Frozen*, and *Jersey Boys*, just to name a few. And while this was down on pre-COVID years, it was somewhat of a return to normal compared with last year where we audio described only 30 live shows.

Because many people found it difficult to get to live shows, our audio description team did their best to reach people at home. For example, an innovative partnership with the Melbourne Theatre Company (MTC) allowed people to stream recordings of Shakespeare's *As You Like It* that came with seamlessly integrated audio description. We also provided downloadable pre-show notes containing descriptions of many of the set designs and characters' costumes.

The audio description team doesn't only bring cultural events to life. For example, visitors to museum exhibits such as the Australian Museum's *Wild Planet* and *Dinosaurs* installations used our audio description service, as did those attending the Australian Made Runway show at the Melbourne International Fashion Festival.

We're delighted to say that this is the third year we have partnered with the Melbourne International Fashion Festival.

**"We wanted to make sure that the audio description fitted in with the comedic timing of the play. This way, the listener could laugh with the audience at the same time, and not have to wait for the description."**

- Micheal Ward,  
Vision Australia manager of audio description services



The recording of MTC's performance of *As You Like It* was available to stream on demand, and—just like captions—the audio description could be turned on or off by each viewer.

## Meeting the needs of our Vision Australia Library members

Our library service continues to be adored by our thousands of members who live with blindness, low vision or other print disabilities, and this year, more than 7,100 people accessed our library service. To ensure our ongoing value, we added another 5,000 titles, including popular books, new releases and award-winners, many of which were requested by our members.

Along with increasing the number of titles in our library, we also connected with our members in other ways.

**“Our library members are from diverse communities and we’re proud to reflect this diversity in our catalogue. Providing access to a wide range of educational and recreational reading is critical when it comes to achieving inclusivity.”**

- Sarah Bloedorn  
Vision Australia Library

Two series of the Write Your Life memoir-writing course were both extremely popular, and because they were held virtually, people from across Australia were able to share their memoir-writing journey and learn from other participants. One participant remarked that the course had inspired her to resume writing her memoir, which she’d put on hold for 20 years.

Our In Conversation events were also well attended and received great feedback. Held simultaneously in-person and online, they featured authors Tania Blanchard, Emma Viskic, Chloe Hooper and Dick Smith in conversation with library staff.

The Felix Library’s new Passport to Reading program has been a massive success with our younger clients and their families. Children love the story kits they can borrow, and the prizes they receive for finishing their reading has made storytime something that can’t be missed!

The Felix Library also now offers LEGO® Braille Bricks to children across Australia, making it the only institution to offer the kits for home learning. The kits include activities that specialists have designed specifically to build literacy, and are a huge hit with the families who have received them.



Gay Times became the first LGBTQ+ magazine in the Vision Australia Library catalogue.

## Bringing printed material to life

This year, the Print Access team played a major role in ensuring that people who are blind or have low vision were able to participate in several important civic events, notably the 2021 Census and the 2022 federal election.

The print access team were instrumental in converting a range of documents into multiple accessible formats. These documents included Census guides and forms, as well as the federal election guide and candidate lists.

In addition, the team was kept busy by producing more than 150,000 pages of

information into accessible formats such as braille, large print and audio for people and organisations across Australia.

Demand was also strong for the services of the team's new UV printer, which uses ultraviolet light to produce tactile reproductions of a wide range of items. While a great deal of our work is producing books and other documents, this year, we also produced 500 tactile rulers for school students and families across NSW, and partnered with the Art Gallery of NSW to produce tactile reproductions of popular Australian artworks which the gallery used in their Access program.



Nine-year-old Jacob, who has low vision as a result of aniridia, has realised a dream very few people ever do: he has written and illustrated a series of popular children's books. The books follow the adventures of Mr Onion, a unique character Jacob created, and who readers love.

Thanks to Vision Australia's alternative format production team, the text in Jacob's Mr Onion series has been converted to braille, and the illustrations

have been converted to tactile graphics. Jacob's mother, Lesleigh, said the converted illustrations in particular bring her son's work to life.

"We didn't realise that they had gone to the trouble of producing the graphics in a tactile way. Bringing the books to life by adding that tactile element was definitely an unexpected highlight." Jacob has no shortage of ideas for what else Mr. Onion might do. "I'm thinking of doing Christmas or Halloween next," Jacob said. "Mr. Onion might dress up as a potato!"



## Strengthening connections

### Better serving First Nations people

After having established a strong presence in Alice Springs for three years, this year we focused on expanding our services to Indigenous communities across rural and remote Australia.

Thanks to the strong relationship we've built with the Central Australian Aboriginal Congress over the past few years, this year we began delivering a range of integrated services at the Congress. All of the services, including vision assessments and trials of equipment, are presented in a culturally appropriate manner and culturally appropriate environment. We're hoping that this approach will pave the way for us to work successfully with Indigenous communities in other locations.

We also consulted with Indigenous people and communities in and around Alice Springs to work out how to present Vision Australia information to Indigenous peoples so that it is both engaging and culturally appropriate. As a result, we've begun producing much of our written and audio information in Indigenous languages, which not only increases the accessibility of the information, but also helps to keep these languages alive.

Our Reconciliation Action Plan (RAP) has continued to guide how we connect with and support Indigenous communities. As well as providing

practical and realistic goals, the RAP has reinvigorated our commitment to acknowledge and celebrate events such as NAIDOC Week, and ensure that culturally aware practices, such as Acknowledgment of Country, underpin our work.

We remain on track to complete and implement an Innovate RAP in FY24, one level up from our current Reflect RAP.



As part of our commitment to embed our Reconciliation Action Plan across the organisation, our RAP artwork, created by Indigenous artist Holly McLennan-Brown, has been incorporated into the new harnesses for our Seeing Eye Dogs.



A generous donation of OrCam MyEye devices from the Israeli Embassy has made these aids available to Indigenous clients we work with in Alice Springs. Ellie Hudson, left, one of our vision rehabilitation specialists, is wearing one of the devices to demonstrate to a Congress staff member how it works.

## Partnering with technology giant, Amazon

Smart home technology, such as voice-operated devices like Amazon's Alexa, is a great way for people who are blind or have low vision to access information and carry out daily tasks safely and independently in their own home.

We were thrilled to work with Amazon to build Vision Australia's Alexa Skill that gives clients access to Vision Australia services. Just by speaking to their Alexa device, they can connect with their local Vision Australia office, access information from our website, listen to Vision Australia Radio, and much more.

To help spread the word about Alexa Skill and how it can help clients, we ran a pilot program with 200 older Australians who received Alexa devices and training for free and provided feedback on its effectiveness and possible improvements. The program was so successful, we've made it a permanent offering for older Australians.

## Expanding our Digital Access offering

In another busy year, the Digital Access team worked with hundreds of people and organisations across the country to help them improve the accessibility of their digital platforms, such as websites, e-forms, podcasts and apps.

Providing specialised consulting, training and research services, the team this year delivered more than 160 projects for commercial clients, conducted 61 public training sessions attended by more than 720 people, and, as part of design research projects, spoke to nearly 200 people living with disability.

We also developed two new consulting services, the first one dedicated to helping organisations provide user experiences that are not only accessible, but also boast a good user experience. This service clearly addresses a need in the community,

as we have already delivered 32 research and design consulting projects, including projects for the development and enhancement of apps and websites. These include research into how to effectively communicate health information to people with disability, and working with emergency services to make their digital information (such as maps showing live updates of fires and other natural disasters) accessible for people with disability.

The second new service we began offering this year is accessible brand and communications consulting. So far, we have delivered 11 brand and communications consulting projects for government and private sector organisations, them to make sure that people with disability can access campaigns and information.



The Careers Sampler was back for its fourth year in 2022, providing children and their families with useful insights into being successful in the workplace.

We again had attendees in Sydney, Melbourne and Brisbane, while Cairns also hosted an event this year for the first time. Pictured here are (from left to right) Vision Australia's Michelle Percuoco, Carly Shedden, Natalie Kaine, Rebecca Kent and Stephanie Micallef at our flagship Sydney event.

# Crowds and magic return to Carols by Candlelight

Christmas Eve saw the welcome return of a live audience to this iconic event, where donations, tickets and income from sponsorships raised close to \$2 million for our Children's and Young People's program. One of this year's unique features was the release of a new carol, written especially for Carols by Candlelight, called "Light up the Year". Written by award-winning songwriter and Vision Australia ambassador and client, Donna Dyson, "Light Up the Year" was sung on the night by Gorgi Coghlan whose stunning performance made it a crowd favourite. We're hoping it will become a permanent song choice for many years.

The 2021 event also heralded AAMI as our new presenting partner. One of Australia's largest and well-known insurance companies, AAMI has already committed to sponsoring Carols by Candlelight in 2022 and 2023, and we look forward to enjoying a long and rewarding partnership with them.

We also welcomed a new donation campaign theme this year, called "Brighter Together". Underpinning the promotions played during the live broadcast of Carols by Candlelight and used across our social media and donation portal, "Brighter Together" successfully conveys the philosophy of Carols by Candlelight, and was embraced by the thousands of people who generously donated to our appeal.

Sidney Myer Music Bowl was at its best on Christmas Eve as we welcomed back crowds to the magic that is Carols by Candlelight.



While everyone's Carols by Candlelight favourites were back on stage in 2021, we were also thrilled to bring some new talent to the stage, like homegrown global superstar Tones and I.

## Petbarn Seeing Eye Dogs' Appeal is the most successful ever

In a wonderful culmination of the continued strengthening of our relationship with Petbarn, the 2022 Petbarn Seeing Eye Dogs Appeal raised an impressive \$1,169,000 for Seeing Eye Dogs. This is the highest amount raised by the appeal in its nine-year history and the first time it has passed the \$1 million mark.

The success of this year's appeal was in large part due to the wonderful enthusiasm of the Petbarn Foundation and the hundreds of staff working in the Petbarn and City Farmers stores across Australia. Embracing the spirit of the appeal, they helped their customers understand the power of their donations, and what a difference a Seeing Eye Dog can make to our clients.



Growing in popularity each year, the very cute Puppy Games are part of the annual Petbarn Appeal. This year's event was the third year the Games have been held, and thousands of people tuned in to see Rani, under the guidance of trainer Lina, take out the coveted title of Puppy Games champ-ion!

Puppy development trainer Paige Coleman leads Tom through the pup-stacle course, one of the many challenges the puppies face with determination (and a lot of cuteness!) when they compete in the Puppy Games.



## Better retail experiences

This year, Vision Store introduced significant changes and developments to improve our services.

One of the most exciting developments is our newly launched online web-store. Designed after substantial consultation with Vision Australia clients, it provides customers with a more accessible and user-friendly experience, as it's now faster and easier than ever for people to search our products and make a purchase. The new website also features better links to other Vision Australia websites and pages, which helps people understand and become familiar with the breadth of support Vision Australia offers.

Over in the Vision Store's retail arm, we made several changes to make it easier for customers to purchase equipment, and easier for us to deliver their purchases.



At the grand opening of our newly-located Perth store, we were fortunate to have a Welcome to Country delivered by Noongar man Walter McGuire. Staff and clients not only love the location, but also the look and feel of the new store.

We also moved our warehouse operations from Melbourne to Sydney, allowing us to reduce processing costs and the time it takes for customers to receive their purchases. We've also improved the in-store shopping experience in several locations, most notably upgrading our flagship sites at Parramatta and Coorparoo.



Thanks to a significant upgrade, the Parramatta Vision Store is now operating at street level, and enjoying many new customers. Both Parramatta and Coorparoo were updated this year, and the refurbished locations provide clients and customers with bigger and more modern spaces to access our wide range of specialist blindness and low vision equipment and aides. The upgrades also mean it's easier for Vision Australia's specialist staff to trial and demonstrate our state-of-the-art equipment.

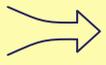
## International partnerships breed success

Seeing Eye Dogs uses a variety of methods to breed puppies so that they have the required temperament and physical attributes, and one highly successful method is artificial insemination of frozen semen from dog guide organisations around the world. This year, thanks to partners in the UK, USA, France and Japan, we bred a larger proportion of our litters using this method than we have in any previous year.

This year, Seeing Eye Dogs also became a steering member of the Assistance Dogs International Oceanic Breeding Co-operative. This significant appointment means that we have greater international influence and can also more readily benefit from advancements and initiatives in other countries, so that we can continue to provide outstanding services and puppies to our clients.



Ulani is the proud mum of a very hungry litter, just six of the 200+ puppies born this year at our Seeing Eye Dogs puppy centre.



## The path forward

### Vision Information Service

Vision Information Service has two primary objectives: to provide highly useful resources for people who are blind or have low vision; and to educate the wider community about the skills and abilities of our community. With these objectives at the forefront of all of our work, this year we developed several initiatives.

Designed by and starring people who are blind or have low vision, the Life Hacks video series shows how simple techniques and strategies can help make everyday tasks possible. Brimming with great tips and tricks, the videos ranged from cooking to applying makeup to crossing the street (and many more), and the videos attracted more than 109,000 views, the equivalent of 450 viewing hours.

A direct outcome of research into the attitudes of employers, the It's Time To See What's Possible campaign aims to dispel myths about people who are blind or have low vision. The campaign's videos attracted more than 360,000 views and generated over 11,000 visits to a range of resources that educate employers about hiring employees who are blind or have low vision.

During the past three years, Vision Information Service has been funded by the Department of Social Service's Information Linkages and Capacity Building (ILC) program.



Paul, pictured above with the hotrod he's building, shared his story in Let's Talk About Vision Loss, created by Vision Information Service.

The print and audio resources contain the raw and honest stories of people living with blindness, along with one carer's perspective of raising her son who has severe vision loss. Each storyteller shares advice for others going through similar experiences and explains how support services at Vision Australia and other organisations changed the direction of their life.

Ophthalmologists across Australia also have copies of Let's Talk About Vision Loss in their waiting rooms, and thousands of people who are new to vision loss have been given this resource.

## Championing the needs of our community

One of Vision Australia's most important undertakings is ensuring that issues faced by the blind and low vision community are front and centre in the minds of decision-makers at all levels of government.

This year, our work in this area has addressed proposed changes to several items of state and federal legislation, along with funding arrangements and issues faced by our community members in their day-to-day life at home, at work and in the community.

Significantly, we made 10 direct submissions to state and federal governments on behalf of Vision Australia and the entire blind and low vision community, and also participated in seven consultation projects with government departments and agencies, providing them with the perspectives of people who are blind or have low vision.

Much of this advocacy work related to the National Disability Insurance Scheme (NDIS) so that it continues to meet the needs of participants and providers.

For example, as part of the NDIS Price Review for 2021, we advocated for participants to be given greater flexibility about how they can use NDIS funding across support categories, and also for an increase in therapy pricing so organisations such as Vision Australia can retain the specialised workforce needed to provide services.

We also participated in a sector-wide response to changes to the NDIS Therapy Pricing Framework, which

resulted in a reversal of changes to the NDIS Pricing Arrangements and Price Limits for 2022-23. Had the changes been implemented, Vision Australia would not have been able to provide some of our vision-specific therapy services under the NDIS, but thanks to the reversal, we have been able to continue to offer these services to our NDIS clients.

We addressed the aged care space with as much vigour, stressing to the Department of Health and aged-care providers that services that are specific to blindness and low vision must be adequately funded and provided everywhere that aged care is delivered.



Our orientation and mobility services are vital to clients like Michael. When changes to NDIS guidelines put the work of Bec Murrell and other Vision Australia staff in jeopardy, we joined with other stakeholders to have the changes reversed.

Armed with research into the use of assistive technology by people over 65, we also continued to advocate that the federal government establish an assistive technology program for people who are unable to access the NDIS. While we have often cited the anecdotal benefits of assistive technology for older Australians, this research has given us solid evidence that supports our advocacy, thanks to the 1,180 people who completed our survey via phone or email.

We also delivered a series of webinars for aged care assessors and providers of Commonwealth Home Support programs. With 593 attendees across the six webinars, we were able to not only educate assessors and providers about vision loss, but also emphasise the important role they each play in making sure that older Australians can access specialist blindness and low vision services.



Many of the advocacy issues we address are systemic and long-term. For example, one of our ongoing priorities is making sure that handlers like Cassie and her Seeing Eye Dog, Neesha, can access all locations which they're legally entitled to.

## Addressing current issues to make a difference

This year, our Advocacy team tackled important current issues that affect the everyday lives of people who are blind or have low vision. Unfortunately, many of these issues are often overlooked or misunderstood by government leaders and those who influence decision-makers, especially if they are fully sighted.

Our ongoing public advocacy that electric vehicles need to emit a noise helped us secure a meeting with the Electric Vehicles Council where we could clearly explain the importance of this requirement. Similarly, our work with governments and providers relating to schemes that would make shared e-scooters safer across Australia, has resulted in lower speed limits and tighter controls about where e-scooters can and can't be ridden.

After continuing to advocate against the proposed Religious Discrimination Bill because of the effect it could have on the access rights of dog guides, including Seeing Eye Dogs, we secured a public commitment from the then Attorney-General that access rights would be protected.

With the widespread use of rapid antigen tests for COVID-19, we highlighted the inaccessibility of the tests and advocated that PCR testing be retained, to support not only people who are blind or have low vision, but also many others who live with disability.



Pictured above (from left to right), Vision Australia's manager of government relations and advocacy Chris Edwards with Seeing Eye Dog Eva, and NSW Minister for Families and Communities and Minister for Disability Services, Natasha Maclaren Jones, with Rhiannon and Seeing Eye Dog, Yaffa. Natasha is about to present Rhiannon with her graduation certificate stating that she is a qualified Seeing Eye Dogs handler.

In addition to being a time to celebrate our graduates, the event was also an excellent opportunity for our staff and clients to advocate directly to members of the NSW government and opposition on a range of issues, including subsidised taxi travel and the access rights of their Seeing Eye Dogs.

## Qualifying for a successful career

This year, Vision Australia developed four vocational education and training (VET) qualifications in Access Technology, awarded at Certificate Levels I, II, III and IV in the Australian Qualifications Framework. Depending on the level of the qualification they complete, trainees who are blind or have low vision develop skills such as applying for jobs, working with diverse people, and selecting and installing assistive technology.

The four qualifications, approved for delivery by ASQA (Australian Skills Quality Authority) now sit on the Australian Training Register, and are

being added to the scope of TAFE Digital to make them available online to students anywhere in Australia. In addition, secondary students can complete the qualifications at school and have their results counted towards their ATAR (Australian Tertiary Admission Rank) score.

The Australian Disability Clearinghouse on Education and Training recognised the value of these qualifications when it named Vision Australia as a winner in their inaugural Accessibility in Action Awards.

## Seeing Eye Dogs put animal welfare at the forefront



Aggie and Zsa Zsa are two of our Seeing Eye Dogs puppies who are benefitting from our new Animal Welfare Strategy. An industry-leading paper, the strategy specifies how we keep our dogs and puppies happy, healthy and engaged throughout breeding and training.

Developed with advice from a range of experts, including Melbourne Zoo and the International Guide Dog Federation, the strategy not only makes sure we're raising high quality Seeing Eye Dogs, but also helps us educate our clients, industry partners, and the wider community about the care and compassion we lavish on all our dogs throughout their journey with us.



## A year of amazing support

### The generosity of our donors

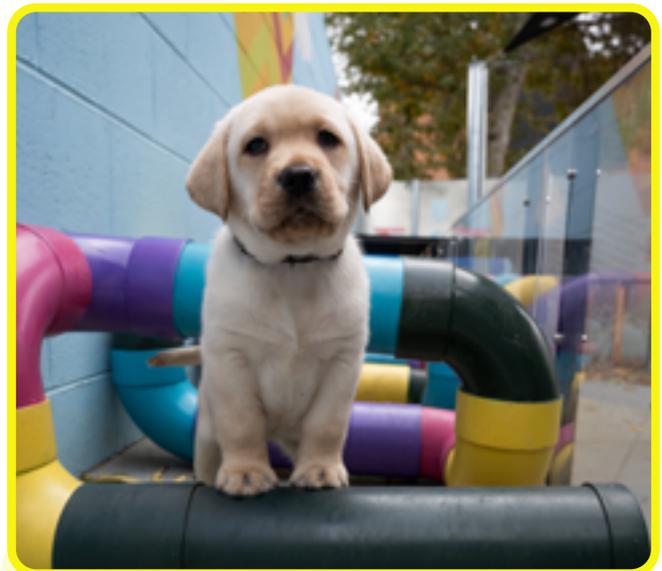
We have again been fortunate to be the recipient of extraordinary generosity from many people and organisations across Australia, all of whom have played a vital role in our support of the blind and low vision community. This year, our fundraising generated approximately \$40 million from all areas of philanthropy, a strong sign of the effectiveness of our many and diverse fundraising efforts, as well as the generosity of our supporters.

This year's income from bequests amounted to \$13.17 million, which came from 140 estate notifications, and continues to account for approximately 30% of our annual fundraising total. We are always extremely grateful to those who leave a gift in their will to Vision Australia, and our thoughts go to the friends and family of those 140 people who sadly passed away this year. We hope the knowledge that they have left an enduring legacy provides some comfort.

Supporters who commit to leaving a gift to Vision Australia in their wills become members of our Iris Circle Bequest Society and are invited to our annual Iris Circle luncheons. This year, we held luncheons in Sydney, Brisbane and Melbourne as we have in the past, and were thrilled to also host luncheons in Canberra and Newcastle. With between 50 and 100 people attending each event, it's a wonderful

opportunity for us to tell them more about the work we do and the impact of their bequest. The Iris Circle now has 1,400 members.

Regular giving is also a significant source of income, and this year more than 30,000 donors contributed over \$10 million. We are very pleased that our regular giving continues to increase each year, helped this year by a return to face-to-face fundraising.



A very generous donation from Bruce and Ngaire Callaghan allowed us to develop the Puppy Confidence course at Seeing Eye Dogs this year. While completing the course, puppies like Bridget, above, are introduced to different surfaces and obstacles at a young age, making it the perfect preparation for their Seeing Eye Dog training.

This year, we also refreshed our approach to some of our regular appeals, using our social media, website and other digital platforms to strengthen connections with existing supporters and connect with new ones.

With the days of empty venues behind us, a rejuvenated Carols by Candlelight was able to raise more than \$2 million in income, thanks to donations, sponsorship and ticket sales.

We also celebrated the return of the Bendigo Easter Egg Hunt which was last run in 2019. With 85,000 Easter eggs up for grabs, this popular event raised more than \$33,000 for Vision Australia.



Fundraising income is used to improve our services, including those offered by Vision Australia Radio and Vision Australia Children's Services. At our Kooyong Family Open Day in 2022, five-year-old Luna, above, enjoys a taste of what it's like to be behind the microphone at one of our Children's Services programs run in conjunction with Vision Australia Radio.



We were thrilled to take our Iris Circle luncheons across Australia again. Members of the Iris Circle have generously supported Vision Australia for many years, so it was wonderful to meet and thank local supporters.

Long-standing supporters June, left, and Joan, right, get to know Seeing Eye Dog-in-training Andy. Attendees across Australia enjoyed meeting each other and hearing from staff and clients about the impact of their generosity.

## Working in partnership with our community

We exist to support the blind and low vision community, but we couldn't do it without the work and time that our community members themselves provide.

We're constantly awed and impressed by the willingness of our clients to lend their voices, experiences, knowledge and time to support us and help make a better future for all members of the blind and low vision community.

From speaking at public events, to appearing in fundraising campaigns, facilitating Telelink groups and providing input and advice through our Client Reference Group, our clients have again played a vital role in ensuring we continue to meet the needs of the blind and low vision community.



Longtime Telelink volunteer and former professional chef, Tony Broun lent his expertise to our Life Hacks video series to help other people who are blind or have low vision to feel confident in the kitchen.

Brittnee and her Seeing Eye Dog Kuma starred in a Seeing Eye Dogs fundraising appeal. We're extremely grateful each year for the many clients who share their stories and experiences to support everything we do.



## Thanking our volunteers

Our wonderful volunteers have again this year made an incredible difference to Vision Australia and our clients who are blind or have low vision. This year, Vision Australia and Seeing Eye Dogs were supported by 1,634 volunteers, who collectively donated nearly 100,000 hours to Vision Australia—the equivalent of more than 12,000 days of work. We're also very pleased to report that this year we welcomed 194 new volunteers, every single one of them keen to make a real difference.

Our volunteers not only come from all walks of life, are all ages, and hail from across the country, but also support Vision Australia and our clients in many different ways.

This year, over 240 volunteers provided one-on-one support to our clients, taking on roles as diverse as personal readers, travel companions, mentors, sighted guides and drivers.

Another 83 of our volunteers facilitated Quality Living Groups, Telelink and our Peer Support Program, all of which support clients to connect with communities, organisations and services.

Over in the Vision Australia Library, more than 100 volunteers helped our clients to access information and entertainment. From providing audio narration, to preparing and distributing Felix library kits, to audio describing, these volunteers help to keep our library a vibrant and much-valued service.

And in the ever-important fundraising area, 30 of our volunteers supported all kinds of events, including our iconic Carols By Candlelight, the popular Bendigo Easter Egg Hunt and our Iris Circle events.



This year, we were thrilled to return to in-person events held to thank our many volunteers. Above, volunteer partnerships coordinator Tracie Wilson, centre, thanks long-serving volunteers Wendy, left, and Carmel, right, who both celebrated 30 years of volunteering with Vision Australia.

Wendy and Carmel are two of the many long-serving volunteers we're fortunate to have supporting our work. The average length of service for a Vision Australia volunteer is 7.1 years, but we have 87 volunteers who have given more than 20 years of service and seven who have donated their skills and time for more than 40 years.

## Our supporters

Meet our corporate partners and fundraising committees, as well as the many wonderful individuals, businesses and organisations who have each supported us by donating more than \$10,000 this year. We also thank all the wonderful supporters who chose to remain anonymous.

### Gifts in wills/bequests

Catherine Ellen Barry-Murphy	James Hunter
Keith Rodd Bellchambers	Joan Hutchison
Bernard George Bennett	Joan Sydney Jones
Muriel Joan Biggs	Margot Junek
Jeanette Bjelke-Petersen	John Karlik
Joy Bossini	John Kennedy
Shirley Barbara Bruhn	Stephen Charles King
Doreen Bullivant	Gerardus Jacobus Johannes Klabbers
Geoffrey Robert Burfoot	Jane Kuchins
Yvonne Mavis Byrne	Joyce Mae Ladd
Valda Mae Clarke	Frank Lycett
Doreen Rae Cloud	Lynette Markham
Dawn Rose Cordony	Anita Stafford McKenzie
Joan Maureen Correll	Mabel McNab
Lorna Mavis Cruicks	Wilma Caroline Morrison
Margaret Duley	Martha Mueller
Ronald Charles Forsythe	Yvonne Oeser
Fay Gilbert	Norman Charles Raff
Doris Mary Graham	Pamela Shirley Rowland
Brenda Myrtle Grech	Allan Archibald Rowling
Alison Haines	Dorothy Merle Scrivenor
Valerie Joan Hanson	Harpal Singh Sekhon
Margaret Rita Hellier	Peter Randall Siminton
Rita Anne Hughes	Allan St Ruth Knights

James Henry Stewart

Pearl Alicia Tassell

Robert John Tate

Mona Campbell Thomson

Anne Thorburn

Wilfred Richard Tuck

William John Tyers

Elizabeth Van Veen

Kevin William Wall

Raymond Thomas Watts

June Florence Weller

Cyril Wilder

Janet Heather Wren

## Trusts and foundations

Allen & Cecilia Tye Fund

Amy Irene Christina Ostberg Estate

Arthur Leonard Raper Charitable Trust

Bill & Jean Henson Charitable Trust

Cameron Williams Endowment Fund

Centenary Foundation - Scott Family Bequest

Civic Solutions

Clifford Abbott Davidson Charitable Trust

Collier Charitable Fund

Cornerstone Trust

Danks Trust/Annie Danks Trust

David Allen Trust

Dick and Pip Smith Foundation

E C Blackwood Charitable Trust

Edith Jean Elizabeth Beggs Charitable Trust

Edith McTaggart Charitable Trust

Eleanor Weir Vicars-Foote Estate

Eric Crawford Memorial Fund

Estate of H S Seymour

Estate of the Late John Frederick Wright

Estate of William H Fernie

Family Frank Foundation

Flannery Foundation

Florance Hattersley Trust

Floroyol Seeing Eye Dogs Foundation

Foundation of Graduates in Early Childhood Studies

Frank & Sybil Richardson Charitable Trust

Frederick Shepherd Trust

G&O Mulcahy Barnett Family Foundation

Gregory Patrick & Marie Dolores Farrell Foundation

Gwenneth Elsie Miller Charitable Trust

Helen Macpherson Smith Trust

Henry James Francis Estate

Ian McLeod & Madge Duncan Perpetual Charitable Trust

Jane Williamson Charitable Trust

Janet Calder MacKenzie Charitable Trust

Kenneth Martin Estate

Leslie Francis Gill Trust

Lily Maude Payne Charitable Trust

Lola Poynton Memorial Fund

Marjorie Scott Trust

Oscar William Eschenhagen  
Edwards Trust

Perpetual Foundation - Sibley  
Endowment

Philandron Foundation

Portland House Foundation

Russell McKimmin Charitable Trust

Russell Vontom Charitable Trust

S.T.A.F. - Lockwood Murray Hogben  
Bequest

S.T.A.F. - Frederick John Banbury

S.T.A.F. - John & Sylvia Lindsay  
Donation

S.T.A.F. - Judith De Garrood  
Donation

S.T.A.F. - The Audrey and Harry  
Hunt Donation

S.T.A.F. - Thomas James  
Malcolmson & Winnifred Gleeson

Skipper Jacobs Charitable Trust

The Dennoch Fund

The Donald Fraser Family Fund

The Edith Kemp Memorial Trust  
Fund

The Elliott Family Trust

The Hardie Family Bequest

The Hargrove Foundation

The Howard Glover Perpetual  
Charitable Trust

The J.O. & J.R. Wicking Trust

The JOPA Charitable Trust

The Kemvan Trust

The Lady (Mary) Fairfax Charitable  
Trust

The Lin Huddleston Charitable  
Foundation

The Lionel & Yvonne Spencer Trust

The Mudford Fund for Young People

The Muffin Foundation

The Orloff Family Charitable Trust

The Ping Lam Charitable Trust

The Profield Foundation

The Sally Sinisoff Trust Fund

The Vera Moore Foundation

The Vernon Sinclair Fund

The William Mansel Higgins &  
Dorothy Higgins Charitable Trust

Urquhart Charitable Fund

William Andrew Bon Charitable Trust

## Organisations

Archibald's Leak Detection  
Services Pty Ltd

BGIS

Cadbury

Focus Eyecare Studio

Reserve Bank of Australia

Security Portman Pty Ltd

## Individuals

Mr R and Mrs E Albert	Joshua Kramer
Lorna Allingham	Miss E Macdonald
In memory of Eric & Margaret Bennett	Mr P and Mrs J Mannix
Mr L and Mrs A Browne	Winsome McPherson
Mr B and Mrs N Callaghan	Ann Miller AM
In memory of Colin Colgan	Mr D and Mrs J Milston
Mr D and Mrs A Craig	Mr P Okkerse
Mr & Mrs N Craven	Mr G Painton
Dorothy Downey	Mr S Plunkett
Roy Edwards	Mrs N Quinlivan
Mr Twanny Farrugia	Mr Herb and Mrs Janette Reddel
Michael Fung & Anne-Marie Tosolini	Mr B and Mrs J Royle
Mr Alex Gusbeth	Mr M Schroder
J Horgan and P Wetenhall	Miss J Sheridan
Mr R Kaiser	Mrs June Smith
Mr Klaus Korgitta	Mr R Talbot

## Registered clubs

Dooleys Lidcombe Catholic Club	Liverpool Catholic Club
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## Committees and auxiliaries

Black and White Committee of Vision Australia	Kiama & District Friends of Vision Australia
Euroa Friends of Vision Australia Committee	Kyneton Friends of Vision Australia Committee
Friends of Vision Australia Coorparoo	Maitland Black and White Committee
Gisborne Friends of Vision Australia Committee	Mudgee Black and White Committee
	Skipton Friends of Vision Australia

## Carols by Candlelight partners

### Presenting partner

AAMI

### Venue partner

Arts Centre Melbourne

### Accommodation partner

Marriott International

### Media partners

News Corp Ltd

3AW

Smooth FM

JC Decaux

Village Cinemas

Vision Australia Radio

### Broadcast partner

Channel 9

### Christmas partner

Universal Pictures Australia

### Supporting partners

Villa Maria

TEG Entertainment Store

NAB

Crown Coaches

St Johns

Luminary

Hamper World

## Seeing Eye Dogs' corporate partners

Petbarn

Petbarn Foundation

City Farmers

Greencross Vets

Royal Canin



Nicholas, and his mum Cathy.

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**ABN 67 108 391 831**

# Connect with us

- Commit to a regular gift
- Enter into a corporate partnership
- Volunteer with us
- Leave a bequest
- Donate now

## Vision Australia

1300 84 74 66

[www.visionaustralia.org](http://www.visionaustralia.org)

[info@visionaustralia.org](mailto:info@visionaustralia.org)



## Vision Australia Seeing Eye Dogs

1800 03 77 73

[www.sed.visionaustralia.org](http://www.sed.visionaustralia.org)

[info@seda.org.au](mailto:info@seda.org.au)



## Vision Australia Radio

Tune into our radio stations on the frequencies listed below. Vision Australia Radio is also broadcast over digital stations in Melbourne, Perth and Adelaide.

### New South Wales

Albury/Wodonga ..... 101.7 FM

### Victoria

Bendigo ..... 88.7 FM

Geelong ..... 99.5 FM

Melbourne ..... 1179 AM/VA Radio DAB+

Mildura ..... 107.5 FM

Shepparton ..... 100.1 FM

Warragul ..... 93.5 FM

Warrnambool ..... 882 AM

### South Australia

Adelaide ..... 1197 AM/VA Radio DAB+

### Western Australia

Perth ..... 990AM/VA Radio DAB+

### Northern Territory

Darwin ..... VA Radio DAB+



The Vision Australia Radio Network acknowledges the advocacy and support of the Community Broadcasting Association of Australia, the ongoing collaborative partnership with RPH Australia, and the Australian Government's financial support for this vital service via the Community Broadcasting Foundation.