

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.



Finding ways to support 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.

While our services may vary depending on location, our focus is to help you achieve your goals. We can support you at every stage, tailoring services to meet your changing goals and lifestyle. We can also help connect you to other supports and services.



Orientation and Mobility Services.

Our Orientation and Mobility (O&M) Service 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.

Our O&M Service is 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.

We also have O&M Specialists who understand low vision and blindness related to a brain injury. They know how to best help a person who may also be presenting with cognitive changes and other disabilities and will work with the person's existing rehabilitation team or independently to support the person to achieve their goals.



Guide Dog Mobility.

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 Service 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.

Counselling Service.

When you experience a change in vision, you have to adjust to a new way of understanding the world. Our Counsellors can help you navigate through your initial feelings and beyond. We will work with you to understand and accept your changing vision, address any barriers and concerns, and look after your overall health and wellbeing.

Our Counsellors understand that anyone, at any stage can benefit from the right conversation. Counselling is an opportunity for you to talk openly and honestly in an environment that is comfortable for you, whether that be over the phone, in a private space at our Guide Dogs Centre or in your own home. Our team is dedicated to helping you work toward a future with hope and confidence.



Early Childhood Orientation and Mobility (O&M).

Our Children's O&M Service can help your child develop specific skills to understand and move through the world. Guided by our O&M Specialists, training can include teaching kids to navigate their home and community, increase their confidence and independence and provide support.

Early Childhood Service.

Our Early Childhood Service provides ongoing specialised support for young children with low vision or blindness and their parents or carers. Our team can provide the help your baby or child may need as they grow, learn, play and explore through their early years in order to achieve different milestones.

Occupational Therapy Service.

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.

Our Specialists can provide support with the many tools and devices available to help you access information, maintain communication with your family, find your way around, connect with friends and enjoy your favourite activities.

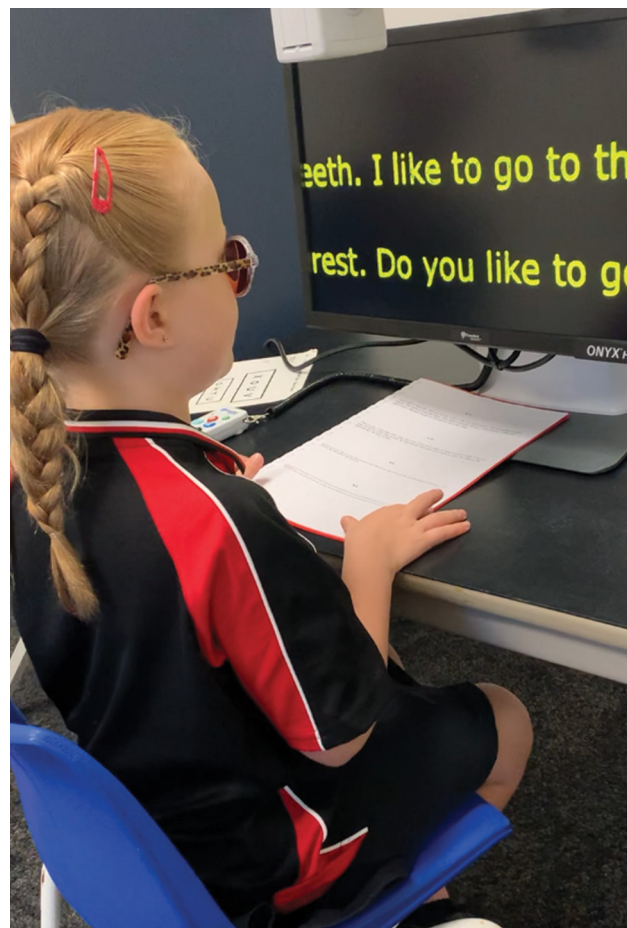
Some of these tools and technologies may be new to you, while others can connect to or enhance devices you already own, like your smartphone.

Assistive Technologies can be used at home, work, school, or while you're travelling in the community. As with any technology, it's all about finding the right device to ensure you're comfortable and supporting your goals to make things easier.

Low Vision Orthoptic Service.

Our Low Vision Orthoptic Service is often the first port of call for many people at Guide Dogs because they will assess your level of functional vision and help with strategies designed to make the best use of your remaining vision.

This may involve exploring lighting, scanning skills, magnification and electronic aids that increase independence with reading and other activities around the home.



Support Coordination.

The NDIS doesn't need to be confusing or overwhelming – our Support Coordinators are available to guide you through the process, while putting your needs first. We can provide pre-planning support to people who have low vision or blindness and are considering the National Disability Insurance Scheme (NDIS), or renewing their plans and need guidance.

As Guide Dogs team members, Support Coordinators have specific vision-related knowledge, while offering the passion and commitment you can expect from any of our supports.

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. We help foster these connections and help you build a community. This may be through one-to-one peer support or group-based activities, including groups specifically for Youth or other specific interest groups.

We also link with other organisations and community groups to strengthen our programs.



Seeking new ways to prevent blindness.

We work towards decreasing low vision and blindness by collaborating with world class researchers and universities on numerous projects and initiatives across the country.

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.

“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.

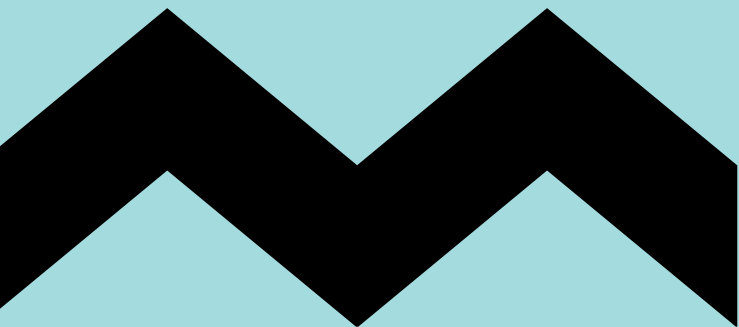
At Guide Dogs we're committed to improving our services for you, your family and your supporters, so we can better assist you to achieve your goals. This means having a clear plan in place between you and Guide Dogs in your state or territory that sets out our collective rights and responsibilities with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

Guide Dogs works with every Client to develop a Service Agreement that will increase transparency and equity for you and our staff, and also for our donors, clearly explaining how we can work together 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** and ask to be directed to Guide Dogs in your state or territory, or visit **[guidedogs.com.au](https://www.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.

We are passionate about listening to our Clients and their needs so please talk to us or check our website for the latest services in your area and state.

 **1800 484 333**

 **[guidedogs.com.au](https://www.guidedogs.com.au)**

Enquire about a service or make a referral as a health professional:

 **[guidedogs.com.au/get-support/request-a-service](https://www.guidedogs.com.au/get-support/request-a-service)**

Guide Dogs.

[guidedogs.com.au](https://www.guidedogs.com.au)