Paw Prints



THE OFFICIAL NEWSLETTER FOR GUIDE DOGS SA/NT SPRING 2017

With your support, our pups can change lives.

C Litter pup, Captain and Ambassadog, Lenny.



Message from our new CEO, Aaron Chia.

Guide Dogs are thrilled to welcome Aaron Chia to our team as Chief Executive Officer.

I can't tell you how delighted I am to lead and grow such a well-known and loved organisation. Let me take this opportunity to introduce myself, and tell you how much I am looking forward to working with the amazing staff, volunteers, and supporters, who build this wonderful organisation. Thanks to you supporting our team, Guide Dogs are changing lives.

This year Guide Dogs Australia was voted and named **Australia's Most Trusted Charity for the fifth year in a row.** This is certainly something to be proud of, and an incredible honour in our 60th year. As South Australia's first Guide Dogs association, I look forward to leading Guide Dogs, defining the organisation as a proud pioneer within the disability sector.

This month our team is opening the innovative **Beau's Pet Hotel**, with all profits directed back to Guide Dogs' core services. Your pet's holiday is raising essential funds to provide safety, independence, and inclusion to people living with disability and their families.

I have always been a passionate advocate for community services, and it is an honour to be part of an organisation that has such a significant impact on the community. Our services enhance the quality of life of people living with sensory disability and their families.

<u>On behalf of the team at Guide Dogs, thank</u> <u>you so much for your support</u>. I hope you enjoy reading these inspirational stories about the lives you are helping to change.

Sincerely,

Aaron Chia / CEO, Guide Dogs SA/NT

60 years taking the lead.

This year Guide Dogs celebrate 60 years of changing lives.

1957 was the year Guide Dogs South Australia unveiled a mission to change the lives of people living with disability.

Sixty years ago, there was little support for the Guide Dog model, with laws in place banning dogs from public places. Inspired by Australia's first Guide Dog Beau, and Elsie Mead, Beau's handler, Frank Beauchamp and the Apex Club of Adelaide launched the Guide Dog Association of South Australia, South Australia's first Guide Dog organisation.

Thanks to the early work of these dedicated pioneers and their loyal supporters, Guide Dogs now have a long and exemplary history of training and placing Guide Dogs to people in need.

Since 1957, Guide Dogs SA/NT has grown immensely, introducing the Pets As Therapy Dog program in 1989, and the Autism Assistance Dog program in 2010. As a valued supporter you know that while our name is 'Guide Dogs', we are more than dogs. Guide Dogs are the only dual-sensory service in South Australia. Our multi-disciplinary team provides a range of services;

• Vision Services offers a range of services tailored to people living with a vision impairment. Our team supports mobility and independent-living skills.

- Sensory Services helps individuals to maintain their independence due to a sensory loss using a holistic case management service.
- Hearing Services provides assistance and support to any adult living with a hearing impairment, or both a vision and hearing loss.
- Orientation and Mobility Services teach people who are blind or vision impaired, to move around their environment safely and with confidence.

This year, we're excited to launch the innovative Beau's Pet Hotel, a state-of-theart boarding facility, with all profits directed back to Guide Dogs' core services. In honour of Beau, the first Guide Dog, Guide Dogs SA/NT is proud to name our new Pet Hotel in his memory - connecting our future with our proud history.

Through a culture of innovation, amazing dogs and qualified trainers and staff, Guide Dogs has enhanced the quality of life of people living with a disability for more than sixty years.

Our team is extremely proud of what Guide Dogs has achieved over the years. Our sixty years of success is attributable to the amazing generosity, work, and dedication of our supporters, volunteers, and staff. Thank you.





Judith and Frank Beauchamp.

VEARS

and Beau

Changing lives **C Litter**

Woof Woof, it's Chia from the C Litter!



We were so very kindly asked by our human friends at Guide Dogs if we could introduce ourselves to you and fill you in on the beginning of our training journey.

My brothers, sisters, and I were born in the Puppy Development Centre on the 13th of March, 2017! That means it has been five months since we started our exciting journey of becoming a Guide Dog, Autism Assistance Dog, or Pets As Therapy Dog. Throughout our training some of us will show lots of confidence when learning new skills, while some of us may decide that the working life isn't the right path we want to take – but that's all part of this wonderful journey.

We left the Puppy Development Centre to live with our Puppy Raisers when we were just nine weeks old. Nine weeks might sound young but we already knew lots of different skills by the time we left the Puppy Development Centre. Our training starts when we are just a few weeks old!

Some of the new skills we learnt in the Puppy Development Centre included how to sit, lay down, wait for food, walk on a lead, and respond to our names. We were also taught that we shouldn't whine or bark, and that we shouldn't jump on people. This can be a little tricky because we just get so excited when we meet new friends! We just want to bounce around and give lots of cuddles! Our Puppy Raisers do such a good job at reminding us how to behave. After all, we have big shoes to fill when we become either Guide Dogs, Autism Assistance Dogs, or Pets As Therapy Dogs.

When we were six weeks old we had our first morning hallway run. Before everyone at Guide Dogs came to work, our Puppy Trainers let us explore, sniff, and walk around the hallway. It might sound simple but it was a big deal for us because it was our first time outside of the Puppy Development Centre!

Did you know it costs over \$35,000 to raise and train each of us so that we can become a Guide Dog, Autism Assistance Dog, or Pets As Therapy Dog? One of the ways you can suppawt us is by being a Puppy Sponsor. Our human friends will send you our birth certificate, lots of regular pupdates, and a magnet you can put on your fridge so you can remember every day that you're helping us on our special journey.

Phew! All this woofing has made me hungry!



P.S. Guide Dogs' new CEO, Aaron Chia, has the same name as me! What a pawsome coincidence!

Would you like to help puppies like Chia grow up to change someone's life? Become a *Puppy Sponsor* today. Call (08) 8115 6060 or sign up online at guidedogs.org.au/donate/puppy-sponsorship

Join the Puppy Sponsorship program.

By sponsoring our courageous **C Litter** puppies today, you are helping them on their exciting journey to become a Guide Dog, Autism Assistance Dog, or Pets As Therapy Dog.

Join online at guidedogs.org.au or call (08) 8115 6060.



Captain, Coco, and Coral.

All you need to know about Beau's Pet Hotel.

These are exciting (and busy!) times at Guide Dogs with Beau's Pet Hotel opening for business, 28 August 2017!

Beau's is a state-of-the-art facility where our number one priority is the maximum comfort and wellbeing of your precious pets. After all, you wouldn't expect anything less from Australia's Most Trusted Charity!

About Beau's

Conveniently located adjacent to Harbour Town and Adelaide Airport, Beau's is owned and operated by Guide Dogs, and all proceeds go directly to support Guide Dogs' core services! Our highly-skilled team, trained to Guie Dogs' standards, provide a safe and secure environment in world class accommodation for your dog and cat - **yes, we're not just dog people, we're cat people too!** All of our pet guests enjoy a spacious, climate-controlled environment, to ensure a stress-free holiday for you and for your pet.

Who was Beau?

Beau was the very first formally trained Guide Dog in Australia. A little black kelpie fox-terrier cross of indeterminate heritage, Beau was matched to Mrs Elsie Mead, in August 1952 and provided Elsie with 13 years of faithful service as her Guide Dog. In honour of Beau's loyal service, Guide Dogs is proud to name the new Beau's Pet Hotel in his memory connecting our future with our proud history.

Beau's Facility

Beau's is as big as our reputation! The size of four Olympic swimming pools, in fact! That's a whopping 50,500 square feet, providing plenty of room for your fur baby to run or relax. With 12,800 square feet of inside play yards and 18,000 square feet of outside play yards, rain, hail or shine your pet's exercise needs will be met.

Beau's features 'Central Bark', an outdoor play yard complete with a water play park. Your dog can run and romp through the specially designed fountain – perfect for the pooch who loves water!

Dog and Cat Boarding

Your fur baby will relax in a spacious suite with a tempered glass frontage, epoxy and hospital-grade vinyl flooring, minimising stress and noise factors. Choose between three tiers of accommodation; classic, deluxe, or premier.

The Cat Condos provide a comfortable, private, and secure environment, making Beau's the purrrfect choice for your feline's holiday. With access to an atrium with a climbing wall, water feature, big screen TV, specialised cat toys and equipment, your kitty can play or just snooze in the natural rays of the sun.

Why choose Beau's?

Guide Dogs is building Beau's Pet Hotel as an investment for the future. Beau's will drive revenue back into Guide Dogs to fund core services for people living with disability. **So when you book your pets in for a holiday at Beau's, you are helping South Australians in need.**

Enjoy peace-of-mind knowing your dog is closely monitored by our experienced staff. If you wish, the Beau's staff will keep you informed on your pet's progress with regular updates, and you can even have Skype calls!

Beau's has access to veterinary services with a 24-hour on-call vet so that your precious pet can receive expert medical treatment if required.

For more information call **(08) 8115 6080** or book online at **beaus.org.au**





Beau's artist impression.

Changing lives

Your support has helped Guide Dogs train Autism Assistance Dogs for children just like Charlie.

Do you remember Elisha and Charlie? Charlie was diagnosed with autism at the age of four. Charlie cannot speak and lived a life of isolation with his Mum, Elisha. Elisha and Charlie were prisoners in their own home, afraid to leave the house in fear of Charlie's safety.



"Life was very challenging for us," Elisha recalls, "If Charlie managed to leave the house he would run straight out onto the road, throwing himself in front of cars."

Elisha hadn't had a full night's sleep in over four years. Charlie would not sleep in his own bed, often sleeping on top of Elisha and pulling her hair all night. You may remember one night Elisha recalled putting Charlie back into his bed 147 times!

Elisha was exhausted, she couldn't remember what it was like to have a full night's sleep. Deprived of sleep, Elisha vividly recalls being ready to make life-or-death decisions at any moment.

"I experienced overwhelming anxiety every time I left the house," Elisha explains, *"people would stare at us. I felt judged. One lady threatened to call the police after calling me an unfit mother when Charlie was having a meltdown and banging his head against a fridge. I was mortified!"*

Thanks to supporters like you, Charlie was matched with Autism Assistance Dog, Versace, and their lives changed dramatically.

Elisha, Charlie and Versace have been together for over a year now, and they couldn't imagine their lives without him. **"Before** welcoming Versace into our home, we didn't have a life."

"Versace gives me the confidence to leave my home." Elisha explains, "He wears a special coat that connects to a belt that Charlie wears around his waist, and I take the lead. Charlie walks alongside Versace, holding a









Some of our amazing Autism Assistance Dogs.



handle on his coat, and if he tries to run away, Versace is trained to anchor Charlie by sitting or lying down."

Elisha is also enjoying a better night's sleep. Versace is Charlie's security blanket. Charlie now loves to go to bed with Versace by his side, staying there for most of the night.

As ongoing supporters of Guide Dogs, your response to this appeal was incredible! Your donations directly funded the Guide Dogs' Autism Assistance Dog program and now, thanks to your support, Guide Dogs is busy training Autism Assistance Dogs for other children just like Charlie. Your generous donations were made at a time where Guide Dogs desperately needed your support. Guide Dogs was recently advised by the National Disability Insurance Agency (NDIA) that it is highly unlikely they will provide funding to place our Autism Assistance Dogs. *Read more about the NDIA's decision on Page 10.*

Because of you, Guide Dogs currently has twenty-eight families enrolled in the Autism Assistance Dog program and four more dogs in formal training, waiting to be placed. What a difference your donations make to families just like Elisha and Charlie. Thank you for your generosity.

Guide Dogs' **Autism** Assistance Dog program.

Guide Dogs' Autism Assistance Dog program focuses on improving the quality of life for children and their families living with autism. Our highly-skilled Autism Assistance Dogs offer families a number of benefits, the most important being safety. This is achieved by providing a fully trained dog along with training and support for parents and their child.

An Autism Assistance Dog assists with early intervention training to facilitate independence and the skills to manage challenging situations, with less stress.

An Autism Assistance Dog promotes positive social interaction and assists in the development of the skills used to enable participation in community, social and recreational activities.

It costs more than \$35,000 to train an Autism Assistance Dog so Guide Dogs relies heavily on the generosity of the public. Without your help, Guide Dogs could not support children and families living with autism.

Your continued support is helping connect children like Charlie with an Autism Assistance Dog. Donate online today at guidedogs.org.au/donate or by calling (08) 8115 6060. Thank you.

A disappointing update regarding NDIS funding.

Unlikely support from the National Disability Insurance Agency (NDIA).

After waiting months for a response, the NDIA has advised us that it is highly unlikely they will provide the funding we need to place our Autism Assistance Dogs.

Since the release of the La Trobe University Report on Assistance Animals in September 2016, the NDIA has indicated that it is highly unlikely they will fund future Autism Assistance Dogs.

The La Trobe University Report was commissioned by the NDIA, and is being used for guidance on appropriate support for NDIS participant plans. This report proposes that there isn't enough evidence available to fund Assistance Dogs, even though only 19 people with an Assistance Animal participated in the study.

The NDIA will now consider funding only extreme cases, in exceptional circumstances, where all other therapies have been exhausted. This will adversely impact the purpose of our Autism Assistance Dog program, which provides early intervention.

Guide Dogs is disappointed by the NDIA's decision. The Guide Dogs' team truly



Zoe assisting Guide Dog Mobility Instructor Lisa Weil with Hunter's training.



believes in the Autism Assistance Dog program, as our highly-trained, quality dogs are changing the lives of children living with severe autism and their families.

Guide Dogs relies heavily of the generosity of our supporters and now, because of you and your amazing response to our 2017 Tax Appeal, there are twenty-eight families currently enrolled in the Autism Assistance Dog program and four more dogs in formal training, waiting to be placed.



Funding for our AAD program.

In May, we launched a fundraising campaign to raise urgent funds for families on our Autism Assistance Dog program waiting list.

This campaign was coordinated by Garry Peschel, Executive Manager – Client Services, alongside the Fundraising team after advice was received from the Government that the NDIA is highly unlikely to fund the program.

A loss in expected funds for children living with severe autism and their families, highlights the need to source funding elsewhere, from suppawters like you.

As we await the placement of four of these highly-skilled dogs, we thank you for your support this far in allowing us to continue to provide these dogs to families in need, at no cost to them.

For more information, please contact Alix Katala, Team Leader Individual & Community Fundraising directly on **(08) 8203 8312.**

Meet your team Hearing Services.

As a loyal supporter of Guide Dogs, you already know, <u>we're more than dogs</u>. Introducing the Hearing Services team.

What is the overall role of the Hearing Services team?

Hearing Services provides individual and impartial information on managing hearing loss. Our role is to help our clients develop effective ways to communicate with a hearing loss, whether that be by training in communication strategies and assertive behaviours, or by utilising assistive technology in their home or workplace. Hearing Services also provide information and support for family members.

Who are the faces within the Hearing Services team?

Helen Whitworth, Principal Hearing Rehabilitation Coordinator. Helen is a qualified Audiometrist and Auslan (Australian Sign Language) interpreter. Belinda Poulson, Hearing Rehabilitation Coordinator. Belinda has qualifications in Aged Care. Beth Woods, Hearing Rehabilitation Coordinator. Beth is a qualified Auslan interpreter and has qualifications in Disability Studies. And Coco! Coco is a puppy-in-training and our Hearing Services mascot. Beth is Coco's loving Puppy Raiser!

What is the best part of the job?

Our amazing clients! Seeing the difference it makes to them when they have someone treat them as a person, instead of a pair of ears. Providing them with information and strategies pertinent to them, and the increase in confidence that comes with that. They really show their appreciation for the unique, individual nature of the service. That's what we come to work every day for!

What do you love about Guide Dogs?

The passion and the dedication of the staff. They really live the values of the organisation in supporting their clients to get the best outcome possible.

What is something that supporters may not know about the Hearing Services team?

That we exist! We understand that it's not what most people think of when they think of Guide Dogs but we want supporters to know that we are here and happy to chat about anything Hearing. We love ears and the people they are attached to!

How does Hearing Services fit into the rest of the organisation?

It makes us a true sensory organisation - a very holistic sensory organisation. We are the only adult dual sensory organisation in South Australia, and our service is unique.

Describe the Hearing Services team in a nutshell...

A little bit crazy, but full of passion for how we can help our clients on improving their ability to communicate.



Helen, Beth, Belinda, and C Litter pup, Coco.



Did you know...

Hearing Services has also been funded to provide a special smoke alarm scheme for those in the community that are unable to hear the standard smoke alarm.

If you or someone you know would benefit from the services provided by the Hearing Services team, please call Your Support Line – 1800 757 738 or email yoursupport@guidedogs.org.au

Your community

Newton is doing his part for his community, after choosing not to follow the Guide Dog or Autism Assistance Dog career pathway.

The important role of being an Assistance Dog isn't for every dog. Sometimes our dogs are withdrawn from the training program before they graduate, and are adopted by loving families.

Meet Newton. Although Newton didn't graduate as a Guide Dog or Autism Assistance Dog, he is still giving back to his local community in more ways than one.

In late 2014, Bruce Muhlhan and Rae Watson purchased Newton from Guide Dogs when he was 15 months old. Newton quickly found himself at home in Whyalla with his loving new owners.

Bruce and Rae facilitate mindfulness meditation sessions for their local community and after settling in to Bruce and Rae's home, Newton became a valued member of the facilitation team with his attentive and calm behaviour. His appreciative groans and yawns right in the middle of the meditations often add an extra dimension to the activity!

In early 2015, Bruce took Newton to the Spencer Gulf Obedience Dog Club (SGODC) for some training together. Soon after completing Level 3 Obedience, the pair volunteered their time with weekly visits to Whyalla Aged Care (WAC).

Bruce has found that the incredibly compassionate and caring staff, family and volunteers at WAC have provided the perfect environment for Newton to come along and contribute to the welfare and wellbeing of others, through his friendliness and good manners, **"despite his occasional strong** *interest in a fallen crumb or two!*"

Newton brings fun, joy and physical, social and mental stimulation to the residents at WAC. In his visits, Newton has built up many friendships with residents and staff.

Bruce and Newton have also volunteered their time visiting a special school, and an early childhood centre on a few occasions. *"Newton is great with children, they enjoy sitting down and reading books together."*

Guide Dogs are so proud of the positive impact Bruce and Newton have on their community.







"Visiting WAC has been an eye opening and heart-warming experience for me as I have observed first-hand how Newton has weaved his own special brand of canine magic on the residents and others."





Meet Anna, our very special international visitor.

The Guide Dogs Breeding program sources bloodlines from international and fellow Guide Dogs Australia programs.

The first step in the training of a successful Guide Dog starts with the Guide Dogs Breeding program. All of our gorgeous puppies are born at our Puppy Development Centre on Morphett Street, and are bred from proven Guide Dog pedigree.

The chosen Brood Mums and Dads are the best of the best. They're dogs that have exceptional Guide Dog qualities.



A sound temperament alongside the ability to consistently display desirable attributes for a working Guide Dog are required for a dog to be used for the Guide Dogs Breeding program. All of our potential breeding dogs are examined by Veterinary Specialists and DNA tested to screen for any possible health problems or inherited disorders.

Potential Brood Mum Anna is on holidays with us from Taiwan. Anna was born at the Taiwan Guide Dog Association and was hand-picked for her beautiful nature and exceptional Guide Dog qualities.

Anna is a very special girl. She is a calm, affectionate dog with beautiful manners and a motivation to work.

Anna will make a great Mum, and hopefully her puppies are born with the same genetic temperament and ability to work as she has!

Our Brood Mums are cared for by dedicated and loving volunteers. These volunteer families, with the ongoing support of the Guide Dogs Breeding Team, offer loving homes and help care for our very valuable breeding dogs.

Anna and Reni have a special bond.



Anna is currently at home with her loving Brood Guardian, Reni. Reni is helping Anna continue her training, both at home and when out in public. Anna lives as part of the family at Reni's home and will come into the Guide Dog's Breeding Centre when she is ready to be bred, and just before she is due to have her litter.

Anna is hoping to be a first time Mum by the end of the year.

To support the Guide Dogs Breeding Program and the development of our beautiful puppies, please donate today at **guidedogs.org.au/donate** or call (08) 8115 6060.

Events

Lead the Way May raises \$28,300!

Guide Dogs launched a brand new event this year, Lead the Way May, where we challenged people to walk 30 minutes each day for 30 days during the month of May.

Now, walking 30 minutes every day for 30 days might sound easy, but believe me it's not. It's the equivalent of walking from Adelaide to Victor Harbor! Over 200 people took on the challenge and, in total, they walked over 1,113 hours. How amazing is that?

"Who knew that even to get away for 20 or 30 minutes...would be such a challenge!" – Anna Martin, LTWM participant.

All that walking was great for the health and wellbeing of our generous participants, but it was even better for Guide Dogs. While our participants were racking up the kilometres, they were also hard at work collecting donations for Guide Dogs by asking their friends, family, and colleagues to sponsor them.

This is not an easy task, but our participants did an incredible job, and as a result of their hard work and determination, they managed to collectively raise a whopping \$28,300!

It costs over \$35,000 to breed, raise, and train one of our extraordinary working dogs, so the money raised throughout Lead the Way May will go towards covering the cost of one of our beautiful pups and support them on their journey to become a Guide Dog or Autism Assistance Dog. "I'm extremely passionate about this charity, Guide Dogs are essential for people who may have sensory disabilities or even children who have autism. By gathering funds and support from family and friends I am so honoured and grateful to this amazing cause. All funds go towards training these beautiful animals to help people with their everyday lives." – Gab Dimasi, LTWM participant.

Lead the Way May was a resounding success, and we're very excited to announce that we'll be doing it again next year! If you're interested in signing up visit **leadthewaymay.org.au** or contact Tassy at **fundraising@guidedogs.org.au** or **(08) 8203 8302.**

Hit107 Puppy Party!

Guide Dogs partnered with Hit107 to promote Lead the Way May, and as part of the promotion they offered one lucky participant the chance to win a fully catered Puppy Party hosted by radio star Angus O'Loughlin!

Sarah, the lucky winner, had 7 Guide Dog puppies visit her workplace, Physio Xtra Marion, for a Puppy Party with Angus!













Could you work one day in darkness to bring light into someone's life? Join the Boss's Blind Date challenge this October

hrough

Boss's Blind Date

me ..

Could you work one day in darkness to bring light into someone's life? Join the Boss's Blind Date challenge this October.

Funds raised through Boss's Blind Date will support the funding and training of our highly skilled Guide Dogs, Autism Assistance Dogs, and Pets as Therapy Dogs, to assist South Australians and Northern Territorians living with a disability.

To learn more or to take on the challenge, phone Alix Katala on (08) 8203 8312.

Australia's Most Trusted Charity Thank you for voting Guide Dogs Australia as Most Trusted Charity again - that's five years in a row!

Feed our pups, they're coming to a counter near you!



Tap-to-Donate is a new technology that allows us to collect donations via a PayWave system. This new and innovative way of collecting donations will offer you an alternative way to support Guide Dogs, enabling us to provide vital services to people living with disability, and children living with autism and their families.

The Tap-to-Donate units work just like PayWave on a regular Eftpos terminal; you simply tap your card to donate to Guide Dogs!

If you would like more information on Guide Dog's Tap-to-Donate units, please email fundraising@guidedogs.org.au or call (08) 8203 8302.

HOW IT WORKS







Tap your card Tap your card on the paywave terminal to donate \$4 to Guide Dogs SA/NT

Support the puppies Donations will go towards supporting the puppies during their training

Change a life

A Guide Dog will provide safety, independence and inclusion to someone living with a vision impairment

The countdown to Christmas is on!

Check out our exciting new range of Christmas Presents available to purchase through our online shop.

Purchase a Guide Dogs' present for your family, friends, or pet this Christmas to help provide services to people living with vision or hearing impairment in our community, and to provide an Autism Assistance Dog to support children and families living with autism.

Visit our online shop today at guidedogs.org.au/shop.



Visit our website guidedogs.org.au



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