

Annual Report

2024-2025



**Vision
Australia**

Blindness. Low Vision. Opportunity.

Below: Vision Australia client Lani fills a pot with water in the kitchen.

Front cover: A Vision Australia client stands on a footpath, holding a white cane and smiling.



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.



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A message from the Chair

Vision Australia spans more than 150 years and has grown to be a vital force in the blind and low vision community.

We are immensely proud of where we are and what we have achieved; but there is no hiding from the challenges we currently face and the work needed to ensure Vision Australia continues to meet the needs of our community.

The past year has been one of reflection for Vision Australia with a strong focus on strengthening our core functions and embedding organisational change.

This has involved tough decisions, such as those around our operations in Western Australia and our office footprint in Victoria. Changes like these are always difficult, so I am proud of our efforts in supporting our workforce and clients through these changes. Improving how we enable our workforce to carry out their vital work has been a key focus over the year.

The delivery of a new customer relationship management (CRM) platform for our Fundraising teams has been a significant project over recent years. Now operational, the CRM has greatly improved how we manage our donor data and campaigns.

Further review of our IT infrastructure has provided a more integrated digital environment for our workforce, and delivered significant savings.

We have also updated our staff training, communication and collaboration tools, which has been well received and contributed to another year of low staff turnover.

While many of these changes are not externally visible, there are strong signs our approach is delivering for our clients.

This year, 40,028 people accessed our services and supports, a record mark for Vision Australia.

A restructure of our Employment Services team has

refreshed our approach and the team has almost doubled the amount of people they have supported to find meaningful employment year-on-year.

Our revamped Vision Australia Library and its more user-friendly platform has been well received, with more than 2,500 new members joining.

Seeing Eye Dogs had another strong year, with the number of active handlers increasing to an all-time high of 258.

Our electric wheelchair program has moved beyond a pilot and means even more are able to be assisted by Seeing Eye Dogs.

We continued to enjoy strong support from the wider community and our corporate partners.

Carols by Candlelight continues to be a Christmas tradition and we're grateful for our partners in Channel 9, AAMI and Arts Centre Melbourne for their ongoing support.

Our relationship with the Petbarn Foundation through the Seeing Eye Dogs Appeal provided vital support in raising more than \$1.5m. We also thank

Greencross Vets, Zoetis and Royal Canin for their support.

As we reflect on this year I would like to acknowledge the leadership of Justine Heath as Acting CEO. Justine has worked tirelessly to ensure Vision Australia continues to deliver its mission as we complete the process of identifying our permanent CEO.

The upcoming AGM will mark the end of my two years as Chair of the Vision Australia Board. As I step down, I reflect on the immense privilege it has been to lead Vision Australia's governance and act as chief custodian of our rich heritage. I warmly wish the organisation every success in its future endeavours.

W. JOLLEY

**Bill Jolley,
Vision Australia Chair**



Our 2024 – 2025 impact

Each year our mission to support people who are blind or have low vision to live the life they choose remains unchanged.

Whether it's at home, in the workplace, in educational settings, or in the wider community, we're fortunate to work in partnership with Australia's blind and low vision community and with the support of many.

Here are some of our achievements from the past 12 months.

40,028
clients supported



1,947
children and young
people supported



243,921
hours of service
delivery



18,500
hours of orientation
and mobility services



42,780
hours of recreation
and community
support programs



31,496
hours of assistive
technology support



44,503
hours of service
for children and
young people



56,558
hours of occupational
therapy



25,063
hours of orthoptic
services





\$53.85m

in fundraising income

\$26.9m

in bequests

\$12.3m

in regular giving

43

clients matched with Seeing Eye Dogs, the fifth year in a row we have matched 40+ handlers.



258

active Seeing Eye Dog handlers across Australia, the most ever at one time.

200

puppies entered the Seeing Eye Dogs program.



25

Further Education Bursaries Awarded.



70+

people who are blind or have low vision supported to find meaningful employment.



Produced more than **6,600** braille products and **25,000** large print documents.



Added more than **2,100** new titles to the Vision Australia Library.



Employed more than **800** staff; **14%** of whom are blind or have low vision.

Financial summary

The Vision Australia Group's activities during the 2025 financial year returned a reported deficit of \$4,062,000, which after adjusting for non-recurring items, resulted in an adjusted deficit of \$3,927,000. Whilst in 2024 financial year, the reported deficit was \$8,478,000 and adjusted deficit was \$8,307,000.

In 2025 financial year, the Vision Australia Group's revenue was \$136,169,000 (2024 \$128,410,000) an increase of 6% being \$7,759,000.

The underlying deficit reflects higher costs in line with CPI, partially offset by higher

investment income, revenue from services provided and higher bequest income. In 2025, investment income was \$288,000, revenue from services was \$518,000 and bequest income was \$8,000,000 higher than the 2024 financial year.

The reported deficit one-off operating items include \$226,000 which is net gain from sale of property, plant and equipment and \$361,000 of restructure costs. The prior year results included a \$229,000 net gain from sale of property, plant and equipment and \$400,000 in property impairment expense.

Summary of the 2025 financial year deficit	FY2025 \$'000	FY2024 \$'000
Adjusted recurring deficit	(3,927)	(8,307)
Adjust for non-operating gain/(loss)		
- Impairment expense – property, plant and equipment		(400)
- Net gain on disposal of assets	226	229
- Restructuring costs	(361)	-
Reported deficit for the year	(4,062)	(8,478)

	FY2025 \$'000	FY2024 \$'000
Revenue	136,169	128,410
Purchase of materials, consumables and movement in inventories	(20,482)	(19,694)
Employee benefits expense	(84,766)	(80,188)
Depreciation and amortisation expense...	(3,276)	(3,317)
Right-of-use assets depreciation expense	(2,208)	(2,132)
Occupancy expense	(4,760)	(3,898)
Events and fundraising expense	(9,403)	(9,816)
Professional and management fees	(3,644)	(6,041)
Equipment and technology expense	(4,532)	(4,240)
Other expenses	(8,433)	(8,688)
Impairment expense – property, plant and equipment	-	(400)
Net gain on disposal of assets	226	229
Net realised gain on disposal of non-equity investments	-	438
Net change in fair value of non-equity investments measured at fair value through profit of loss	1,408	859
Restructuring costs.....	(361)	-
Deficit for the year	(4,062)	(8,478)

The reported deficit does not include growth or decline in equity assets. In the 2025 financial year, the net assets of the Vision Australia Group entity increased by \$10,146,000 year on year, comprising the current year deficit of \$4,062,000, offset by realised gain on equity investments of \$6,367,000 and increase in fair value of equity investments of \$7,841,000.

The cash position at the end of June 30, 2025 was \$29,509,000 compared to \$20,635,000 in 2024 financial year.

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

	FY2025 \$'000	FY2024 \$'000
Total current assets	38,920	33,049
Total non-current assets	268,658	266,615
Total assets	307,578	299,664
Total current liabilities	17,945	18,432
Total non-current liabilities	5,543	7,288
Total liabilities	23,488	25,720
Net assets	284,090	273,944
Equity		
Retained surplus	244,679	242,374
Reserves	39,411	31,570
Total equity	284,090	273,944

Subsequent to end of 2025 financial year, as at July 30, 2025, the Vision Australia Group reached an agreement to sell its Home Care Package (HCP) business services to Prestige Inhome Care for an appropriate consideration. The Company is now awaiting approval from regulatory authorities. Approval is anticipated to be received by end of September 2025 and the transition of HCP clients and staff to take place on October 1, 2025.

Building our community

Over the past 12 months Vision Australia is proud to have supported 40,028 people who are blind or have low vision across Australia through our specialist services, programs and equipment.

This number is a record mark for our organisation and reflects the significant work we have devoted over the year to ensuring our service model continues to meet the needs of the growing blind and low vision community.

This work has touched every team and department across Vision Australia, ensuring our traditional services remain relevant alongside the development of new services to reflect the contemporary needs of our clients.

A highlight of this has been the reinvigoration of our Employment Services team. In the past year the team has supported 240 job-seekers who are blind or have low vision with more than 70 going on to find meaningful employment across sectors such as administration,

education, customer service, health, and IT.

This nearly doubles the 40 job-seekers we supported to find meaningful employment just two years ago, a result that follows a restructuring of the Employment Services team and increased focus on internal referral processes.



Our Career Visions program, funded by the Queensland government, has gone from strength to strength in supporting people who are blind or have low vision to develop their career skills. Now running for more than 10 years, another six participants, pictured above, completed the program this year and we have now expanded the program to take in two cohorts per year.

The continued innovation of services is perfectly illustrated by the work of our Seeing Eye Dogs team and our Australian-first wheelchair program. Thanks to years of research and development by the team, enabled by philanthropic support, we now have a fully established program to train or re-train Seeing Eye Dogs to work with people who use electric wheelchairs.

Already we have five people who use electric wheelchairs who are working with a Seeing Eye Dog, including a combination of new handlers and those whose circumstance have changed after being matched with their dog.



Lily, 24, is one of the first handlers to go through the Seeing Eye Dogs wheelchair program. After being matched with Seeing Eye Dog Prince, Lily then began to use an electric wheelchair and was concerned what that would mean for her and Prince. “I thought needing to use a wheelchair would mean I would have to give up Prince, which was something I was really worried about. Thankfully I’ve been able to work with my Seeing Eye Dogs instructor so we can continue to be a team,” Lily said.

We have also continued to put an emphasis on our work to provide practical and accessible information to people who are blind or have low vision, as well as their families, supporters and the wider community.

Our refreshed Life Hacks series, funded through the Vision Information Services (VIS) grant has been a great example of how we can provide everyday advice to our clients, while also educating the wider community about the abilities of people who are blind or have low vision.

The series of five videos, covering everything from reading bedtime stories, using ATMs, reading menus in cafés and restaurants to identifying different household objects have been received positively with almost 550,000 video views.

Also being well received by the wider community was our new “Where to start when you are supporting someone who is blind or has low vision” guide. Designed for families and supporters, the guide is full of easy to understand information and steps that can be taken to support people at home, work

and in the community in the early stages of a diagnosis.

Already the guide has been downloaded more than 1,500 times from the Vision Australia website, while organisations such as the Centre for Eye Research Australia, Older Persons Advocacy Network, the NDIS and the Electoral Commission of South Australia have also shared the guide.



Elsie, pictured here with mum Ally, is just one of the 1,947 children and young people we have been fortunate enough to work with over the past 12 months. In total we have delivered more than 44,000 hours of service to children like Elsie through our Life Ready program.

For Elsie, that has meant working with Vision Australia occupational therapists and orientation and mobility specialists since she was 10 months old. Now four, Elsie is growing her confidence and ability to navigate her surroundings

“From the moment we connected with Vision Australia, we knew everything would be alright – the advice, therapy and care from day one was extraordinary,” Ally said.

“Elsie was quite sensitive to most forms of touch when we first started with Vision Australia. She was quiet, didn’t want to touch, feel or hear anything. She’s now bold and happy to play with therapists and other people, more confident in new location.”

Connecting our community

For decades, people who are blind or have low vision have come to Vision Australia for support to stay connected and engaged with their local communities, pastimes, hobbies and interests.

In the past 12 months we've been able to strengthen many of these services and improve how we support our clients to feel included across society.

The Vision Australia Library transitioned from the Bookshare platform to a new in-house

platform built on Azure. This new platform provides members with improved accessibility features, and greater search and categorisation capabilities, while reducing operational costs.

The new platform also better supports future scalability, which may very well be needed with 2,112 new titles added to the collection and more than 2,500 new members joining the library in the past 12 months.



An improved Vision Australia Library platform has made it easier for members to access the library catalogue when and how they want to. Feedback on the change has been overwhelmingly positive, with an increase in member satisfaction.

Our Transcription team also had another amazing year of bringing different materials to life for people who are blind or have low vision.

The team produced more than 25,000 large print documents, as well as 6,600 braille products and 280 braille music titles for people across the country.

Pleasingly, the demand for tactile items continues to grow with more than 250 orders completed for clients. With state-of-the-art equipment such as UV printers, the team is fielding requests for a growing range of items to be made tactile, including playing cards, stickers, bookmarks, photographs, artworks, maps and board games.

Our Audio Description team has also enjoyed another strong year in supporting people to fully experience plays, musicals and other live productions.

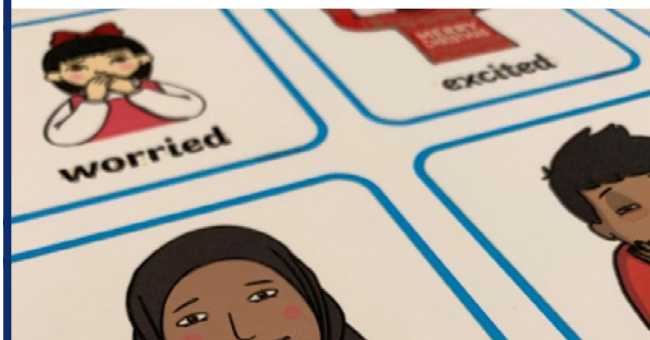
The year has seen the team work diligently to improve the audio description experience, as well as expand the service's offering.

A number of workshops have been held to help describers

improve their voice projection and microphone technique, while the transmission equipment underwent extensive testing and adjustments to expand its range and minimize potential radio interference.

This work has shown benefits, particularly in Canberra where we recently re-established the service. Audiences for audio described offerings have grown strongly in Canberra, including an increasing number of people traveling from Melbourne to attend performances. We are now taking this approach to Brisbane as we prepare to offer audio description from 2026.

Combining braille and tactile printing, these emotion cards were produced by our Transcription team for eight-year-old Hugo. Working with his Vision Australia occupational therapist, these cards help Hugo develop his communication skills and better interact with those around him.





Bob is a great example of how we can support people who are blind or have low vision to continue to do the things they love.

A die-hard Collingwood Magpies fan, Bob has long followed the highs and lows of every AFL season, reading every word he could about his favourite team and recording each season in special scrap books.

A diagnosis of macular degeneration left Bob with challenges when it came to reading and he found he could no longer read newspaper articles about his beloved team, much less keep filling his scrapbooks.

But working with our front-line staff, Bob is now making the most of a new magnification device and improved lighting to help him stay connected to the team that he loves.



The Vision Australia Library team has strengthened efforts to connect with members over the past 12 months, holding more than 80 events.

A mixture of in person and on-line events, the program over the year had something for all ages and interests and was warmly welcomed, with more than 2,000 people taking part.

One highlight was a special Children's Book Week event, pictured left, where beloved children's author Sally Rippin took a group of young clients through a special writing workshop, guiding them through the creative writing process, illustrating their own monsters and providing an exclusive reading of her School of Monsters book.

Reinforcing our strengths

We have long said that Vision Australia's biggest asset is the expert and committed people that make up our workforce.

Across the country, more than 800 staff come together to enable us to deliver on our mission and over the past year, we have put significant emphasis on ensuring Vision Australia remains a safe, supportive and desirable workplace.

A key piece of work was the comprehensive update of our workplace behaviour training by our Workplace Health and Safety (WHS) team. Recognising the diverse roles across our organisation, the new training was designed to be practical and applicable for our entire workforce and help them identify, address and prevent issues such as bullying, harassment, and occupational violence and aggression.

On a similar note, the WHS team also led the completion of a comprehensive psychosocial risk assessment, followed by the implementation of a

targeted action plan. This initiative addressed key challenges faced by staff in emotionally demanding roles, particularly those working directly with clients. The plan included tailored strategies to mitigate compassion fatigue, vicarious trauma and other psychosocial stressors. By recognising and proactively responding to these risks, the organisation demonstrated a strong commitment to creating a psychologically safe and supportive work environment.

We have also worked hard to better inform our staff of achievements and developments across the organisation. Our oVAtion Awards, held quarterly, have become increasingly popular among staff as a way to recognise colleagues for their dedication and commitment.

A new staff intranet has also been well received, making it easier for our workforce to access important resources and updates, as well as share

their work with colleagues across the country.

This investment in the wellbeing and development of our staff has been well received across the workforce,

with our Net Promoter Score sitting at +28.7 for the year, while we have also experienced another year of very low staff turnover.



Our Career Graduate Program first established thanks to philanthropic support, has proved to be a huge success over the past decade, with it allowing us to welcome 47 graduates in to our organisation. Of these, 34 remain employed with us, demonstrating the strength and sustainability of our graduate development pathway. Many graduates who have completed the program have gone on to build impactful careers with leading organisations such as the NDIA, Queensland Council for LGBTQIA+ Health, RACV, Transport NSW, SBS, and the Australian Disability Network. Pictured to the left are Layla, Cindy and Kimberley, three of the 2024/25 cohort.

Our client-facing staff like paediatric occupational therapist Kaylie Scully are the heartbeat of what we do at Vision Australia. Drawn to occupational therapy because it would allow her to help people, Kaylie has been with Vision Australia for just over two years now and values the client-centred approach we take to our work and the many different ways she works with her clients.

“There aren’t many other jobs where your hands spend more time in puppets than on a keyboard,” Kaylie said.

“I get to be in a beautiful and unique position of working closely with families, becoming a support person and helping people grow their confidence. Not a lot of jobs offer this, and for that I am really grateful.”



Seeing Eye Dogs collaboration goes global

The past 12 months have seen our Seeing Eye Dogs team further cement their reputation as a leading dog guide school, both in Australia and internationally.

Over the year, we matched 43 handlers with Seeing Eye Dogs, while more than 200 puppies again entered the Seeing Eye Dogs program. These achievements have been supported by ongoing partnerships and knowledge sharing with counterparts at home and abroad.

The success, sustainability and genetic diversity of our breeding program has been enhanced by international semen exchanges with the European Breeding Network, Japan Guide Dog Association and Guide Dogs UK. Domestic puppy exchanges with Assistance Dogs Australia, Guide Dogs WA and See Differently have also supported this.

We have also embedded in-house semen freezing and frozen semen transcervical

insemination at Seeing Eye Dogs and by building these capabilities we are able to reduce costs, improve scheduling flexibility, and preserve valuable genetics.

Dog welfare is another area where Seeing Eye Dogs has strengthened its well-deserved reputation over the past year.

Seeing Eye Dogs Veterinary and Reproduction Manager Dr Nicola Cotton chaired the Breeding and Welfare Standards Sub-Committees for the International Guide Dog Federation (IGDF) and played a key role the development of revised global welfare standards.

Our Animal Welfare Strategy is also now observed across all areas of operations at Seeing Eye Dogs, with twice yearly surveys and regular board reporting ensuring continuous improvement in our dog care practices and staff support systems. The strategy was presented at the

2025 IGDF conference in the United Kingdom, and Seeing Eye Dogs was highlighted by keynote speaker Dr Mia Cobb as an industry leader in animal welfare.

We have also taken practical steps to make it easier for our clients and volunteers to facilitate vital health procedures for dogs they are matched with or are caring for.

Access to our veterinary services has been expanded by the introduction of direct online bookings for carers and clients at the Seeing Eye Dogs Vet Clinic, while we are now also providing telehealth appointments. These services allow carers and clients to access veterinary support directly, reducing the need for external appointments and improving continuity of care.

Our ongoing partnership with Zoetis has also allowed us to overhaul our vaccination program for dogs in our care. We're now able to perform the majority of our 200 vaccinations in-house, which improves efficiency and comes with a saving of more than \$20,000. A further donation of vaccines

from Zoetis has also lowered costs by an additional \$10,000.



Seeing Eye Dogs was privileged to send a strong delegation to the 2025 IGDF Conference in the United Kingdom. With staff from dog guide schools across the world attending, our team took the opportunity to share key knowledge via three separate presentations on animal welfare, puppy development and the impact Seeing Eye Dogs have on their handlers.

The IGDF Conference capped a great year for international collaboration, after Seeing Eye Dogs also hosted the 2024 Assistance Dogs International Trainers' Workshop in Melbourne.



For the fifth consecutive year, more than 40 handlers were matched with Seeing Eye Dogs across Australia in FY25, including Dale and Yana.

Dale, from regional Victoria, had an established career as a chef before losing his vision due to a stroke in his forties. The sudden nature of his vision loss left Dale confused about what the future would hold for him.

“I couldn’t drive or work. My life stopped. I spent lots of time sitting in waiting rooms wondering what would happen to me,” Dale said.

After working with a Vision Australia orientation and mobility specialist, Dale decided to apply for a Seeing Eye Dog and knew he made the right decision as soon as he met Yana.

“From the get-go everyone kept saying Yana is the one for you. I assumed everyone at Seeing Eye Dogs knew what they were doing, and within five minutes of meeting her, I knew she was the perfect match.

“The connection we’re forming is such a strong bond. It makes me feel safe when she leans against my leg, or when she’s with me after a bad day, or when she looks back towards me as if to say it’s okay, we’ve got this. It’s just incredible.”



Improving how we work

Over the past year we have worked hard to provide our workforce with the infrastructure to best support their work.

Significant review and optimisation of both our systems and physical environments, has improved staff efficiency and comfort and returned notable financial improvements.

In September, we successfully delivered the NEST Project, which saw our legacy fundraising customer relationship management (CRM) system replaced with the Blackbaud CRM platform.

This transformation makes it easier for our fundraising team to provide more personalised donor engagement, streamline the management of campaigns, and improved data governance.

Automation between the CRM and other marketing tools has also enhanced our ability to acquire and retain donors, with indications of a projected 5–7.5% annual growth in net fundraising

revenue, while also improving overall operational efficiency.

A holistic review of our IT infrastructure, led to the renegotiation of telecommunications contracts and the migration of integration services from Mulesoft to Microsoft Azure. These initiatives were key factors in reducing our annual IT expenditure by around \$1m.

Our Property team undertook significant work across the year, delivering key upgrades to seven of our locations.

Our Dandenong, Wollongong, Robina and Townsville locations all benefited from extensive renovations and upgrades across office and retail spaces, improving amenities for our workforce, clients and customers.

The team also upgraded critical equipment at Coorparoo, Maroochydore and Kensington to ensure that operations continued uninterrupted, while also improving security and comfort.

Advocating on behalf of all

The past 12 months have again reinforced our position as a respected voice across the blind and low vision community and wider disability sector.

Our continued measured approach to influencing decision makers has again proved successful and delivered a number of positive results for Vision Australia and those we support.

We are particularly proud of lobbying work that has improved access to specialist equipment for older Australians who are blind or have low vision. Our work has resulted in the Assistive Technology and Home Modifications list being updated to include a wide range of key products and equipment that were originally excluded. As the Department of Health, Disability and Ageing moves further towards the updated Support at Home program, this change means our older clients will

have better access to what they need to be independent in their homes.

Pleasingly, we also secured significant funding commitments that will benefit the Vision Australia Library and its members across New South Wales and Queensland.

The Queensland government has committed to a four-year funding agreement for the Library, while the New South Wales government has made a two-year commitment. While both agreements have end dates, they ensure members in both states have certainty that they can continue to access the Library.

Across the year, our Advocacy team also made 16 submissions to different government enquiries, reviews and consultations which we hope will improve outcomes for people who are blind or have low vision in areas as diverse as education, public transport, sector compliance

and funding, and digital accessibility and inclusion.

Among these include a submission to the Department of Social Services as part of its consultation to inform the design of Foundational Supports, a submission to the Department of Social Services regarding its consultation on the draft National Principles for the regulation of Assistance Animals, and a submission to the Department of Health and

Aged Care relevant to the draft Support at Home Service List.

These submissions highlight our commitment to ensuring advancing the needs of our organisation and our clients, but also our commitment to use our voice and influence to champion change that will benefit the entire blind and low vision community and the broader sector that supports them.



Our annual Puppies in Parliament event continues to be one of the most popular events on Canberra's political calendar.

Pictured from left to right is former Minister for the NDIS Bill Shorten, Prime Minister Anthony Albanese and Vision Australia's Chris Edwards during the event in 2024.

Our furry Seeing Eye Dog friends again attracted a crowd of hundreds of politicians and staffers from across the political spectrum who all enjoyed some puppy cuddles, but also took the time to learn more about the vital work Seeing Eye Dogs do for people who are blind or have low vision.

The event was particularly helpful in deepening conversations with politicians as we continue to call for increased standardisation around the training and accreditation of assistance dogs nationally.

Equipping the community

Vision Australia's retail and commercial divisions have again played a major role in ensuring people who are blind or have low vision are able to access the products and equipment they need in all aspects of life.

Over the year, our Vision Store supplied 122,480 essential daily living aids, accessible technologies, and adaptive recreational tools to more than 27,500 customers across Australia.

Along with the number of products sold, Vision Store was also excited to introduce a wider range of new products over the year. The expansion of our product range, improved instore and online shopping experiences, and expert advice from staff has been warmly received by customers. Over the year, our product return rate was just 1.37%, while the Net Promoter Score for Vision Store was an impressive 68.

Separately, our Quantum RLV arm also enjoyed a strong year on a number of fronts.

Across FY25, the Quantum team provided more than 5,000 pieces of equipment, playing a major role in supporting people who are blind or have low vision to have equal access to digital and printed information.

Quantum was also successful in securing a number of large-scale software contracts across both the public and private sectors, continuing recent success in ensuring more workplaces are equipped with accessible systems and technology.

Our Digital Access team also enjoyed a strong year across their varied services.

The on-going rollout of our on-demand training saw the launch of five new courses, along with additional guides and cheat sheets on topics such as Word and PDF accessibility. Pleasingly, we now have more than 2,400 enrolled participants on the platform.

The Digital Access team also provided expert support on 79 auditing and consulting

projects over the year, helping ensure a wide range of products and services meet accessibility requirements.

Pleasingly there is growing interest in the work of the Digital Access team, with a newly established weekly

newsletter already boasting more than 19,000 subscribers from across the globe.



Along with expanding its product range, the Vision Store team also placed an increased emphasis on better connecting and engaging with customers through a number of in-person events.

Among the best attended events was our special TONIES event with children's entertainer Emma Memma.

The event at Kooyong saw a huge number of our child clients and their families come along for a special Emma Memma performance and to get hands on with the TONIES, a children's audio device, and one of the many new products added to our range.

Carols by Candlelight grows as a Christmas tradition

As Carols by Candlelight closes in on 90 years of Christmas magic, there is no doubt the event remains a Christmas tradition for households across Australia.

The 2024 event again attracted a massive audience, both in person and via our broadcast with long-standing partner Channel 9. Crowds again packed out the Sidney Myer Music Bowl in Melbourne, while the broadcast was the highest rating free-to-air program on Christmas Eve and was recognised with a Logie Award nomination for Best Entertainment Program.

As our largest fundraising event, there is also no doubt Carols was again a success as it raised close to \$2m through all revenue streams to provide vital funds for our Life Ready program for children and young people.

Along with Channel 9, we owe a huge thanks to all of our Carols by Candlelight partners. The enthusiasm and

commitment of AAMI, our presenting partner, was again key in spreading the Carols message across Australia.

We are excited for Carols every year, but particularly so for the 2025 event as our team and partners prepare to unveil a new theme which will help even more people share in the magic of Carols in 2025 and into the future.



The Sidney Myer Music Bowl is still the hottest ticket in Melbourne on Christmas Eve as devoted fans flock to Carols by Candlelight to see some of Australia's most loved performers and support our vital work with children and young people who are blind or have low vision.

Strengthening First Nations connections

We have again prioritised relationships and partnerships with First Nations peoples and organisations across the country.

Central to this activity is our ongoing Reconciliation Action Plan (RAP). This year saw the completion of our Innovate RAP, a two-year endeavour which has vastly improved organisational understanding of how to deliver culturally safe services to Aboriginal and Torres Strait Islander peoples.

A key partnership has been our work with Indigenous Allied Health Australia (IAHA). Along with supporting the IAHA National Conference, we provided valuable training to First Nations IAHA students.

Training sessions at IAHA academies in Darwin, Canberra, Lismore and Sydney provided students with theoretical and practical knowledge on vision loss and encouraged participants to consider a career in eye health.



Each year we celebrate NAIDOC Week by inviting people from the First Nations community to submit names for Seeing Eye Dogs puppies. Pictured here is Gowola, which means “kind” in the Yorta Yorta language, from NAIDOC Week 2024.

The puppy naming initiative is one of the many ways our workforce has proactively engaged in initiatives such as NAIDOC Week to increase understanding of First Nations communities.

The generosity behind our work

Over the past 12 months, Vision Australia has again been the beneficiary of amazing generosity from supporters across the country.

Vision Australia's fundraising income totalled \$53.85 million in FY25, increasing from \$46.7 million in the previous financial year.

The driving force behind the year-on-year increase was the \$26.9 million we received through bequests. This is a record bequest amount over 12 months for Vision Australia, and we extend our sincere thanks to those who choose to leave Vision Australia a gift in their will.

While the nature of bequests makes them difficult to predict or plan for, we believe the increased emphasis on connecting with people who have or are planning to leave a gift in their will to Vision Australia has had positive outcomes for our bequest program.

We again held our Iris Circle events in Melbourne, Brisbane, Canberra and Sydney, which were all well attended. These events allow us to acknowledge and honour those who choose to leave a gift to Vision Australia as well as highlight the services their generosity supports, which can include everything from the training of our Seeing Eye Dogs to the production of accessible materials by our Print Access team.

We also recorded a pleasant increase in support from our dedicated regular givers over the year. In FY25, we were extremely fortunate to be supported by 38,000 regular donors who contributed \$12.3 million, an almost \$1 million increase on FY24.

While our established fundraising programs had strong returns in FY25, it was also pleasing to see some of our newer initiatives continue to strengthen.

Our Santa Fun Run event was held with great success in both Melbourne and Sydney

for the first time in December. Despite challenging weather conditions of heat in Melbourne and rain in Sydney, more than 860 participants hit the track at the two events and raised more than \$94,000 for our Life Ready program. Both events also received strong corporate support from our

partners at AAMI, Royal Canin, Zoetis and Brooks.

Our Trek for Vision continues to be another strong performer, with this year's expedition to the Abel Tasman track in New Zealand raising more than \$77,000 in support of our Quality Living Groups.



This year, we were privileged to acknowledge the remarkable legacy of Robin Dixon Eden.

Robin was a woman of principle and quiet generosity, leaving a legacy that will endure for generations to Vision Australia. Her dedication was a testament to her belief in empowering others, and her unexpected gift was a remarkable act of kindness.

In April, her generosity was honoured at the Iris Circle Bequest Society event in Brisbane. Her dear friend and neighbour, Scott, and his partner, Tara, attended to accept an In Memory certificate presented by Acting CEO Justine Heath and General Manager of Fundraising and Marketing Ian Finlayson. It was a touching moment that honoured a woman whose compassion will continue to make a lasting difference.



Forming greater connections with our supporters was the theme throughout the last 12 months and was the inspiration behind our new Chairman's Lunch events held in Melbourne and Sydney. Both events helped us build relationships with major donors, prospective supporters and corporate partners, while also providing them with valuable information about philanthropy and the work we do.

Pictured are Bill Jolley, Chair of Vision Australia, Peter Winneke, philanthropy advisor and consultant, and Dr Jessica Gallagher, Vision Australia Ambassador and dual Paralympian, along with members of our fundraising team during the Melbourne event.

The success of the inaugural events mean we are now making the Chairman's Lunch a regular Vision Australia event.



Petbarn partnership goes from strength to strength

This year marked 12 years of the annual Petbarn Foundation Seeing Eye Dogs Appeal, which continues to grow in its support of the breeding, training and development of our Seeing Eye Dogs.

The latest appeal raised an amazing \$1,502,105, breaking the Appeal's fundraising record for the third straight year.

The success of the appeal is in large part due to our amazing

corporate partners in Petbarn, Greencross Vets, Royal Canin and Zoetis. We were also pleased to have Ezy Dog join as partners this year.

The energy of Petbarn staff across Australia to drive in-store donations was again amazing, while matched funds and proceeds from product sales contributed by other partners made reaching our target possible.



The \$1.5 million raised through this year's Petbarn Foundation Seeing Eye Dogs Appeal is the equivalent of 30 Seeing Eye Dogs. That amazing total now means the Appeal has funded the training of more than 210 Seeing Eye Dogs over the past 12 years.



A highlight of this year's Petbarn Foundation Seeing Eye Dogs Appeal was our first ever Seeing Eye Dogs Big Breakfast.

Held at the Sidney Myer Music Bowl, the event saw more than 80 Seeing Eye Dogs and their handlers, as well as Seeing Eye Dogs puppies and dogs in training come together for a morning of fun and to help keep the fundraising momentum up through the month-long Appeal.

100K Your Way goes further than ever

April is fast becoming the month of 100K Your Way, with the annual community-led fundraising drive growing in popularity and impact.

This year more than 1,200 people took part in 100k Your Way, covering an amazing 142,331 kilometres and raising \$168,438 for Vision Australia.

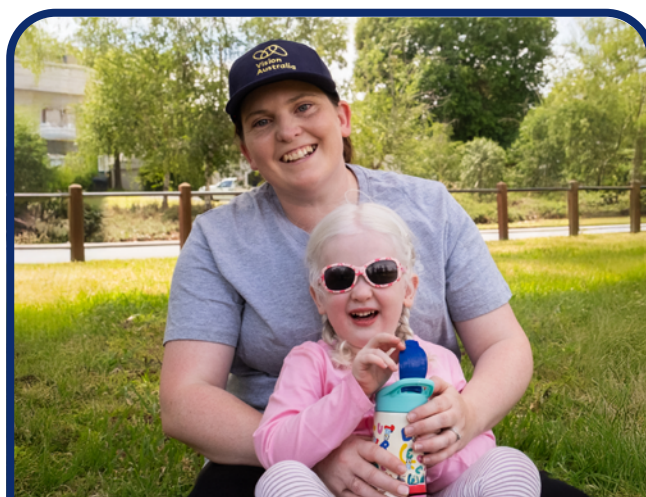
That fundraising total was a significant increase on the previous year's \$120,000 and was shared among participants, with more than 30 teams and individuals each raising more than \$1,000.

Among the participants this year were Jess and Patrick, who took on 100K Your Way after Vision Australia supported their daughter Lina, who was diagnosed with Oculocutaneous Albinism type 1A when she was just 20 weeks old.

"We left the ophthalmologist appointment with a referral for Vision Australia and were on the

phone with them by the end of the week," Jess said.

"Vision Australia has given us so much – it has been our beacon of light in a very unfamiliar journey. It's also opened up social connections through playgroups and music classes so we can meet with other families and children with vision impairment like Lina... it's a really amazing support network for us, which is what we needed," she said.



This was the second year Jess and her daughter Lina have taken part in 100K Your Way, taking on the challenge to help other families like theirs to benefit from Vision Australia's services.

Another year of service from our volunteers

Over the past year, Vision Australia has again been the beneficiary of the selflessness of our volunteers across the country.

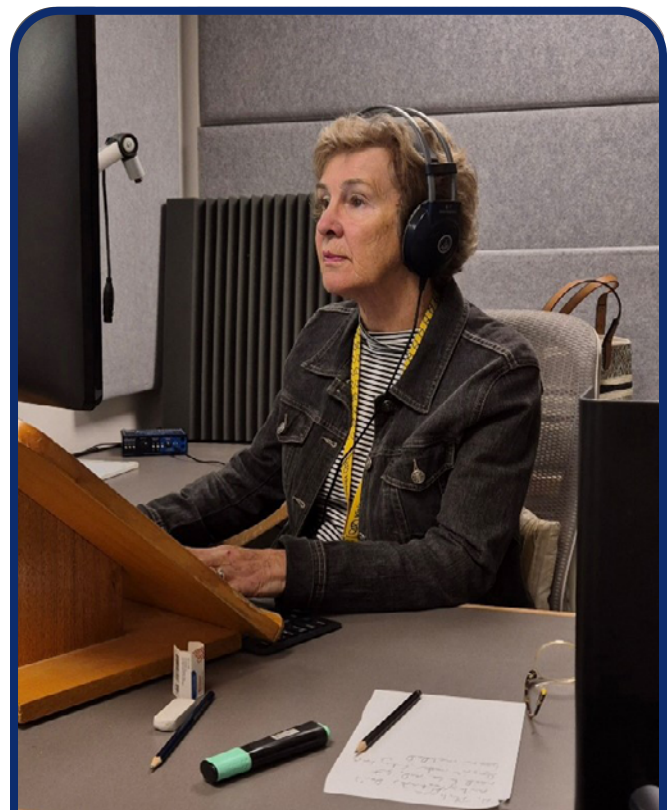
This year, 2,150 people volunteered their time, effort and expertise to Vision Australia and our clients, with their contribution being felt across every aspect of our operations.

There is no doubt Vision Australia wouldn't be able to provide the level of service our clients deserve without our volunteers who this year provided

- 13,700+ Back-office hours
- 39,600+ Client services hours
- 2,400+ Fundraising hours
- 39,200+ Vision Australia Radio hours
- 2,600,000+ Seeing Eye Dogs hours.

We're also fortunate for how long-serving many of our volunteers are. This year we recognised 280 volunteers who

have been volunteering with us for 10 or more years and 23 who have been volunteering for 30 years or more.



All of our volunteers bring a high level of care and attention to their roles. One of those dedicated individuals is volunteer proofreader Philippa, whose attention to detail ensures materials produced in accessible formats are correct for those who need them, whether for work, education or leisure.

For Philippa, volunteering as proofreader is something that has more than one benefit.

“I get to discover books I would not otherwise have known about,” Philippa said.

“There is the feel-good aspect, as well as having contributed to someone else’s enjoyment or enlightenment.”

Some of our most dedicated volunteers are the hundreds of Seeing Eye Dog puppy carers who open their homes to our pups each year.

Not only do these dedicated volunteers give our pups a loving home, they also play a vital role in ensuring the pups in their care are meeting their training and behavioural requirements before entering formal Seeing Eye Dog training.

One of those dedicated carers is Narelle, pictured above with a Seeing Eye Dog puppy.



“I’ve been fortunate enough to have raised four pups. Hearing stories of how these dogs have changed their handlers’ lives has just been wonderful,” Narelle said.

“Whatever the outcome for the dog is, you just know they bring such joy and comfort, and they can change a person’s life completely by giving them their independence.

“It’s been something that I think has drawn us closer as a family, because we are all excited about getting a new Seeing Eye Dogs pup, and then about being a part of the pup’s development and growth.”

Vision Australia Radio recognised for excellence

With 400,000 listeners each month Vision Australia Radio is one of the biggest ways our volunteers impact the community.

With the vast majority of Vision Australia Radio content being produced by volunteers, many of whom are blind or have low vision, we were extremely excited to win three Community Broadcasting Association of Australia (CBAA) Awards this year.

Peter Greco, who has volunteered for 33 years in Adelaide, was recognised with the Outstanding Presenter - News and Current Affairs

award, while the network also took home the Best Program – Talks and Best Program - News and Current Affairs for the Happy Pants and Studio 1 programs respectively.

“These three well-deserved wins for Vision Australia Radio at the 2024 CBAA Awards are a fantastic achievement and acknowledgement of the hard work of the incredible staff and volunteers involved,” Conrad Browne, Vision Australia Radio and Audio Services Manager, said.



Studio 1 host Lizzie Eastham, middle, and Vision Australia Radio's Pam Green, left, and Conrad Browne, right, celebrate the network's success at the CBAA Awards.

Supporter recognition

Gifts in Wills from the estate of...

Vera Adams
Jeannette Adrian
James Allen
Helen Angliss
Robin Armstrong
Elise Baldwin
William Barnett
Catherine Barry-
Murphy
Julie Bean
The Bendall Family
Helene Beulke
Jeremy Bird
Julia Blacklow
Leslie Blackshaw
Ernest Blake
Denis Bradley
Edith Brock
Allan Buncle

Ann Burgess
Sidney Cliffe
Janice Cousins
Glen Crane
Edna Dacey
Eva Davies
Nikki Defteros
Michael Driscoll
Gloria Durbin
Robin Eden
Margaret Edgley
Brian Entwisle
Twanny Farrugia
Sylvia Fink
Peter Fleming
Jane Foot
Peter Fox
William Freed
Fay Gayton
Patricia
Hammond
John Hanlon
Edward Hartley

Gwenda Hayes
Mandy Hennessy
Arlene Hognon
Leslie Holland
Dora Hope
Rachel Hornung
Bridget Houseman
Robyn Hudson
Brian Hunt
Ivor Jackson
Carole Katte
John Kennedy
Inge Kreitinger
Jannine Lacy
Richard Leigh
Maxwell Lennon
Nancy Llewellyn
Gwyneth Machin
Yvonne Mant
Joan Masterman
Graham Matheson
Patricia Mcenery
Victor McEwan

Malcolm Mclear

Samuel Miller

Leslie Morrow

Harold Muir

Kevin Murfitt

David Oakley

David Penney

Jessie Pound

Jeanette Reid

Anne Rennick

Maxwell Rowland

Astrid Schofield

Franziska Seidel

Robert Simpson

Peggy Smith

Marie-Jose Smitz

Walter Snelling

Robin Stewart

Rosemary Stewart

William Stewart

Herbert Stocker

Ludmilla

Szathmary

Reinhard

Tessmann

Tess Tilburn

Ethel Tinkler

Margaret Tucker

Phillipa Walsh

Gwendoline Walter

Tania Watson

Ronald Web

Jennifer Weight

Patricia Wilkinson



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Christina Ostberg
Estate

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Bagot Gjergja
Foundation

Bill & Jean Henson
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Dick and Pip Smith
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and Marie Dolores
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Henry James
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Ian McLeod &
Madge Duncan
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Jane Williamson
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Marjorie Scott
Trust

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Ann Edwards

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Perpetual
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Sibley Endowment

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Pierce Armstrong
Foundation

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

S.T.A.F. - John
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S.T.A.F. - Leonie
& Terry Adair
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S.T.A.F. -
Lockwood Murray
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S.T.A.F. -
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Winifred Gleeson

Serp Hills
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The Barbara
Manton Charitable
Trust

The Cunningham Family Charitable Trust

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The Edith Kemp Memorial Trust Fund

The Eric Crawford Memorial Fund

The Flora & Frank Leith Charitable Trust

The Hanna-Fisher Family Trust

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The Hargrove Foundation

The Howard Glover Perpetual Charitable Trust

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

The John and Elizabeth Woodrow Memorial Fund

The JOPA Charitable Trust

The Lady (Mary) Fairfax Charitable Trust

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The Mudford Fund

The Muffin Foundation

The Myer Foundation

The Orloff Family Foundation

The Russell Vontom Charitable Trust

The Sally Sinisoff Trust Fund

The William and Georgena Bradshaw Charitable Trust

The William Mansel Higgins & Dorothy Higgins Charitable Trust

Urquhart Charitable Fund

Vera Moore Foundation

Vernon Sinclair

William Andrew Bon Charitable Trust

William Hall Fernie Estate



Individuals

Lorna Allingham

Mrs Yvonne Barton

Mr L & Mrs A Browne

In memory of Peter Bruns

Mr Trevor Burkitt

Mr B & Mrs N Callaghan

In memory of Colin Colgan

Mr D & Mrs A Craig

Mrs J Craven

Dr Peter & Hillary Davies

Mr B J Davies OAM

Mrs Michelle and
Mr Stephen Dean

Michael Fung
and Anne-Marie
Tosolini

Mr Steven Horne

Mr R Kaiser

Mr R Keldoulis

James and Cathy
King

Betty Klimenko
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Ann E Miller AM

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Mrs S Sawyer

Mrs Helga Schmidl

Mr M Schroder

Ms Jane Sheridan

Mrs June F Smith

Mr R Talbot

Mr R Trestrail

Mr P Turner

Tim van Dreven

Mrs Joan Williams

Organisations

Focus Eye Care
Studio

Gywnvill Trading
Pty Ltd

Hanasoft

Holstep Health
Carer Gateway

Trotec Laser

VicTrack

Registered Clubs

EBP RSL Club

Dog Football Club

Smithfield RSL

The Builders Club,
Wollongong

Committees

Black & White
Committee of
Vision Australia

Coorparoo Friends
of Vision Australia

Kyneton Friends of
Vision Australia

Seeing Eye Dogs Corporate partners

Petbarn

Petbarn
Foundation

Greencross Vets

Royal Canin

City Farmers

Zoetis

Carols by Candlelight corporate partners

Presenting partner

AAMI

Broadcast partner

Channel Nine

Venue partner

Arts Centre Melbourne

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Smooth FM

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QMS

Vision Australia Radio

Accommodation partner

The Westin Melbourne

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NAB

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Evan Evans

Brooks

Citywide

Kay & Burton Foundation

Melbourne Victory

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AAMI

CyberCX

Dynabook

Evans and Partners

KPMG

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Brooks

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Kate Leaversuch

Dale Pierce

Team Sienna

Eddy's Eagles

Koa's Crew

Team Thea

Maxy's Crew

Team Lotte

Vision Australia Radio Perth



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- Enter into a corporate partnership
- Volunteer with us
- Leave a bequest
- Donate now

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 [vision-australia](https://www.linkedin.com/company/vision-australia)

 [VisionAustralia](https://www.youtube.com/VisionAustralia)

Vision Australia

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 [@seeingeeyedogsaustralia](https://www.instagram.com/@seeingeeyedogsaustralia)

 [Seeing Eye Dogs](https://www.youtube.com/SeeingEyeDogs)

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 88.2 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.



COMMUNITY
BROADCASTING
ASSOCIATION OF
AUSTRALIA