

# Guide Dogs

TASMANIA



# InSight

## Client Services Newsletter

Spring 2016

## Client Profile

### Branching out, independently.

Kaylene Barnard was very excited when the opportunity arrived for her to move into her own independent unit in Launceston. Kaylene had lived with her parents, Bev and Jim, all of her life and now there was an offer of her own unit in St Michael's independent unit complex at Hobblers Bridge Road; a chance to 'branch out on her own'.

With the move into her own home, Kaylene soon realised there were many areas of living independently where she needed to brush up. Guide Dogs Tasmania was ready to assist in several of these areas to help Kaylene take on this big change in her life.

Travelling safely to the Newstead shops was high on the list of essential tasks and Kaylene mastered this well, with the assistance of a Mobility Specialist, providing orientation and mobility lessons around the area.

There has been support with several daily living activities and the introduction of suitable equipment. Tactile marking on the microwave and measuring cups, and

assisting with the setup of several other kitchen items created a more user friendly and safe working area.



Left: Kaylene prepares a cuppa in the kitchen of her new home.

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# Client Profile



Guide Dogs Australia: the most trusted again!

## Branching out, independently - continued from Page 1

A talking watch that provided the time and date was also helpful with appointments. This equipment and the life skills learned have enabled a smooth transition to independent living.

Kaylene has been a client of Guide Dogs Tasmania since 2002. With Guide Dogs Tasmania beside her when needed, Kaylene has successfully reached each goal and now has the skills and confidence to plan her future, which includes further study and setting up her own business.

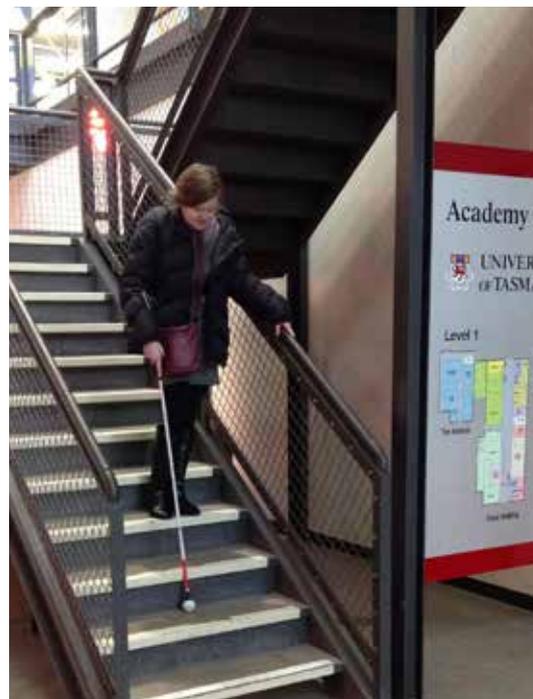
Currently, Kaylene is completing her Diploma of Visual Arts at Inveresk, with the intention of setting up her own business to exhibit her art work. Orientation and Mobility training around the Inveresk campus was part of Kaylene's program; particularly overcoming the problems around travelling up and down the steps to the classrooms.

Kaylene has experienced many setbacks with her vision over the years, but has always contacted Guide Dogs Tasmania when support was required.

Our clients' goals are at the centre of our service delivery, and we enable people to continue to build on their skills throughout their lives, as needed.

Kaylene has not hesitated in seeking assistance when required, so that she may build on her confidence and skills in order to lead a much desired 'ordinary' life.

We wish her well in her new home, her study and her business venture!



**Above - Kaylene is mobile and independent at the UTAS Campus at Inveresk.**

**Below - Kaylene with some of her recent works**



# Service Profile

What we do.



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## Vision Impairments after a stroke.

Did you know we can help with Vision Impairments after a stroke?

Strokes can cause damage to the optic nerve and the surrounding structures in the brain. This often leads to a loss of vision and usually affects visual fields, but can also affect the ability to see clearly in some instances.

Recently, we worked with a person who had had a stroke resulting in sudden profound vision loss in both eyes, including loss of half of the peripheral field in one eye. This resulted in difficulty seeing details, telling colours apart and walking without bumping into objects. All of this combined to make navigating even a familiar space, challenging.

We were able to work with the client to come up with practical solutions to combat the effects of these changes to their vision.

Some of the interventions that worked for this client included:

- Marking edges that are hard to see with High Vis tape. This significantly reduced the incidence of bumping into the edge of the door.
- Teaching scanning techniques to help locate objects enabled the client to continue to cook and eat meals independently.
- Increasing the contrast of hard to see items such as a glass on a table helped prevent them from being knocked over or spilt.
- Provision of a mobility aid provided stability, preview to avoid collisions/falls and helped to provide safety when mobilising.



**Left: Using a piece of yellow tape on a door frame provides sufficient contrast to avoid bumping into the wall when walking between rooms.**

**Right: Choosing a glass with a contrasting colour makes it easier to see it on the table, which makes it less likely to be knocked over.**



# Service Profile

## What we do



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## Product feature: Portable Video Magnifiers

Traditional magnifiers are known as optical magnifiers; that is, they have a lens made of glass or plastic that you look through which bends the light to make an image look bigger.

Video Magnifiers use a camera and a screen to magnify images electronically but are still small enough to carry easily for use in shops and cafes. Video Magnifiers offer some significant advantages over older style optical magnifiers, as they;

- are adjustable in strength from 1.5x to 22x magnification
- have built in rechargeable batteries
- will enhance image colours to make them easier to see
- have a larger viewing area allowing more words to be read at one time
- can be held in the hand or used with a built in stand; and
- come in a range of screen sizes, including some models that can be plugged into a TV to allow you access to even more words at one time

VisAbility has a wide range of makes and models of video magnifiers available for trial; simply contact us and we would be happy to see if one of these devices is the right magnifier for you.



Above left and right: Video magnifiers can make reading the newspaper, or contents of a grocery item, manageable. They are also small enough to carry around with you, to use when needed.

# Service Profile

Did you know?



## Changes at the CBA

The Commonwealth Bank (CBA) have recently launched a new touchscreen wireless EFTPOS terminal called 'Albert'.

The terminal has the capability to be accessible to those who are blind or have low vision through the use of text to speech technology. Albert does this by providing a way to complete PIN entry within the application. This is a little different to the standard terminals due to the lack of tactile reference points.

The CBA have provided us with a training terminal, which is currently located in the Hobart office. We are very happy to demonstrate the accessibility features of the terminal to clients and/or interested retailers.

Visit [www.commbank.com.au](http://www.commbank.com.au) and enter 'Albert' in the search field to learn more. Clients can contact us on **03 6232 1222** or at [referrals@guidedogstas.com.au](mailto:referrals@guidedogstas.com.au) to arrange a demonstration.



Above: The CBA training terminal, "Albert".

## No Interest Loan Scheme (NILS)

### Community Lending for Tasmanians

Did you know that there is a scheme available to Tasmanians enabling access to interest free loans for a range of items, including medical equipment and services?

These funds can be used to purchase equipment available from VisAbility such as CCTV's, portable video magnifiers and other types of equipment that helps you to remain independent and doing the things you want to do.

More information can be found at [www.nilstasmania.org.au](http://www.nilstasmania.org.au) or phone **1300 301 650**.

# InSight Notices

Events, Activities, Groups

## Contacts for VisAbility - Guide Dogs Tasmania

**W:** [guidedogstas.com.au](http://guidedogstas.com.au)

**T:** 1800 484 333

**E:** [admin@guidedogstas.com.au](mailto:admin@guidedogstas.com.au)

**Hobart:** 164 Elizabeth Street

**Invermay:** 62 Invermay Road

## Subscribe to our eNewsletter

Would you like to receive general information about Guide Dogs Tasmania via email?

Subscribe online by visiting **[guidedogstas.com.au](http://guidedogstas.com.au)**. On the home page at 'Join the newsletter', simply enter your email address and full name, and then click 'subscribe'.

## Volunteer Puppy Raisers needed.

"No Puppy Raisers = No Guide Dogs"

**Free information session in Hobart:**  
17 October @ 3pm

**RSVP:**  
Phone 1800 484 333 (essential)

**MORE INFORMATION:**  
[guidedogstas.com.au/how-to-help-us/volunteer/](http://guidedogstas.com.au/how-to-help-us/volunteer/)

Puppy Raising will change lives, including your own. It is highly respected, rewarding and sociable. Consider becoming part of a fantastic team and make a real difference.

## Launceston Vision Impaired Support Group

Phil Leonard Room,  
2nd Floor Launceston LINC  
Civic Square  
**6343 2882** – Wendy Collins

This group meets on the first Monday of the month between 10am-12pm to discuss topics of mutual interest with occasional outings.

## Hobart Glaucoma Support Group

Phone Julie Leeper for dates and details. **6234 5578**

# InSight Notices

Events, Activities, Groups

## People with Disability Australia (PWDA)

People with Disability Australia Inc. (PWDA) is a national disability rights and advocacy organisation. Membership is made up of people with disability, and organisations primarily constituted by people with disability.

They also have a large associate membership of other individuals and organisations committed to the disability rights movement.

Call: **1800 422 015**

Visit: [pwd.org.au](http://pwd.org.au)

## My Aged Care

My Aged Care helps you find the information you need about aged care services.

Types of Services:

- Help in your own home
- After hospital (transition care)
- Respite care for carers
- Residential aged care homes

Call: **1800 200 422**

Visit: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Advocacy Tasmania

Advocacy Tasmania provides advocacy services for people with all disabilities. It also has a role to play in the National Disability Insurance Scheme (NDIS), ensuring that people with a disability receive fair treatment in their dealings with the Agency and with service providers funded by NDIS.

If you think you need assistance simply call Advocacy Tasmania on **1800 005 131**

## Carer Gateway

Recently, the Federal Government launched “Carer Gateway”. The purpose is to provide information about the services and support available for people who care for someone with a disability, chronic illness, dementia, mental illness or who are frail aged. Carer Gateway provides information for carers by phone and online.

Further information and support for carers:

- Call **1800 422 737** Monday to Friday, 8am - 6pm.
- Visit [www.carergateway.gov.au](http://www.carergateway.gov.au)

# Guide Dogs News

## Take the Lead: join **PUPPY LOVE**

You can help us train the next generation of Guide Dogs for Tasmanians, from just \$15.00 per month. Simply fill in the details below and post to:

PO Box 82, North Hobart, Tas, 7002  
OR

Phone 1800 484 333 for more information or to request a DDR form

Mr / Mrs / Miss / Other .....

Name .....

Address:.....

Postcode:.....

Telephone: (....) .....

Email: .....

Monthly membership of

\$15  \$30 Other (\$.....)

VISA  MasterCard

Card No: ..... / ..... / ..... / .....

Expiry Date: ..... / .....

Signature: .....



*Welcome to Tassie, Harvey and Harper!*

Puppies arriving, Guide Dogs graduating and starting work with clients, and new dogs in the training group – it has been a busy time!

Yoda, Yuri and Pepper have all graduated and been matched to clients in the South. After a dog is matched to a client, and the intense client training program is completed, our Guide Dog Mobility Instructor visits them regularly to check that all is going well and answer any questions that may arise. During these visits, it is noticeable how much the confidence has increased in both the client and dog. They start to venture further, explore new places, and regain their independence in mobility.

We've welcomed Harvey, Harper, Kirsty and Kobie and they are settling in nicely with their volunteer Puppy Raising families in Launceston and Hobart. After quite a few black pups on the program, it is nice to have some golden and cream additions. You may see them out and about during their socialisation period. It is important that as pups, our dogs get to experience lots of different sights, sounds, events, places, travel modes, animals and situations, so that they grow in to confident, well rounded dogs ready for training.

Taylor and Nelson are currently in training, wearing their harnesses proudly and learning new guiding commands each day.



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