



Together we can
design the life
you want to live.



rsb

The Royal
Society for
the Blind ®

Our vision and values

**The RSB believes
that people who
are blind or vision
impaired are valued
and respected members
of our community.**

That they have the same rights and should enjoy the same opportunities as all Australians. We are dedicated to enabling them to design the lives that they want to live.



The Royal
Society for
the Blind ®



“The RSB
changed my life
in a way I can’t
express. Thank
you just seems
inadequate.”

Maree



Our commitment

your life – your choice

As a leading provider of disability and aged care services in Australia, this Charter of Customer Commitment enshrines our belief in the need to provide you with impartial and transparent advice and to deliver quality services. The Charter is our commitment to always act in your best interests. We undertake the following:

We will provide you with the highest quality of service, listen to your needs and work with you to access the services of your choice. You can expect us to:

- Make it easy for you to contact us
- Help you to access and use our services
- Inform you about your rights and responsibilities
- Arrange for an interpreter or other language services, if you need this
- Do the things we say we will do, like getting back to you when we say we will
- Be polite and respect your views, opinions, personal circumstances, cultural diversity and sexual orientation
- Protect your personal information and only use it for the right reasons
- Provide you with advice on other supports and services
- Provide staff that have the appropriate skills and competencies to meet your needs
- Treat you with dignity, fairness and respect, without discrimination or victimisation
- Involve you in decisions about the services you receive, and support you to have a say
- Inform you how you can make a complaint and provide information on how we will respond to that complaint
- Provide support and care that recognises and acknowledges each person's preferences, choices, interests and capability
- Support your right to receive quality care and support in an appropriate environment which promotes your participation
- Provide services that meet or exceed relevant industry standards such as the National Standards for Disability Services, NDIS Quality and Safeguarding Standards and the Charter of Aged Care Rights.

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Funding options

CF	Client Funded/Fee for Service	JA	Job Access
CH	Commonwealth Home Support Program	MC	Medicare
DE	Disability Employment Services	ND	National Disability Insurance Scheme
DV	Department of Veterans Affairs	PH	Private Health
HC	Home Care Package		

If you have any queries regarding the contents of this brochure, call 1300 944 306.

Funding options were correct at time of publication. It is possible changes to funding options may have occurred. The RSB will advise you if this is the case.

Our history

More than 130 years ago, people who were blind or vision impaired were forced to beg on the streets of Adelaide. That was until founder of the Royal Society for the Blind (RSB), Andrew Whyte Hendry, had a vision of starting an industrial training school in South Australia.

Hendry, who himself was blinded from the age of six, wanted a place where people who were blind or vision impaired could learn an occupation, allowing them to be active and valued members of their communities.

In 1884, this vision came to fruition with assistance from Sir Charles Goode, a wealthy merchant and politician. A suitable location in North Adelaide was found and the Institution for the Blind was born.

The institution's goal then, as it is now, was to assist Australians who are blind, or vision impaired to achieve the quality of life to which they aspire.





Design the life you want to live

Losing your vision can be devastating. Things you always took for granted become a massive challenge and your confidence can take a huge blow.

You may become extremely depressed and anxious, not wanting to leave your house or do the things you have always enjoyed.

This is normal. You are experiencing a massive change in your life and it will take time and support to adjust. But you don't need to deal with vision loss alone.

Although everyone experiences vision loss in a different way, the RSB understands what you are going through – and can work with you to figure out 'what's next'.

Together, we can determine what aids and technology are best suited to help you do all the things you want to do. Assist you in attending sports and activities, or meeting new people. Provide you with the skills to confidently catch a bus to go shopping or for a meal. Support you so that you can stay in your current job, find work if you're looking for it, or the assistance you need to study.

It's your life and you're entitled to live it the way you want. The first step is calling us on 1300 944 306.

What funding can I access?

Depending on your personal situation and the services you need, you may be eligible for funding from a range of sources. These may be:

- Commonwealth Home Support Program (CHSP) funding held by the RSB or a Home Care Package (HCP) allocated to you if you're over 65 (see page 30)
- National Disability Insurance Scheme (NDIS) if you're under 65 (see page 28)
- Department of Veterans Affairs
- Medicare
- Disability Employment Services (see page 20)
- Job Access (see page 20).

If you have private health cover, you may be able to use it for services provided by the RSB.

A list of icons representing all of these funding options appears on page 3 (Contents) and the icons are reproduced alongside services listed throughout this brochure to demonstrate how they may be funded.

Knowing what funding you can access and going through the process of applying can be very confusing.

If you are unsure about what funding you may qualify for, or in the unlikely case that you don't qualify for any funding, the RSB can assist you to work through the process. **Call 1300 944 306.**

“I don't know how I would have coped without the RSB. They opened up a whole world I didn't know was there.”

Nicola





Support Coordination

RSB Support Coordination services are designed so that you can be confident your National Disability Insurance Scheme (NDIS) plan and funds are being managed responsibly, with total transparency, and that you are focusing on the things that matter most to you.

When you first meet, your RSB Support Coordinator will take some time to discuss how much you can realistically achieve with the funding you've been allocated in your plan. This allows them to work with you to set clear expectations about which roles the Support Coordinator will fulfil and which they may only be able to provide limited, or no support in.

They will probably suggest you save some hours in your NDIA allocation to support you to prepare for your Plan Review. This can have a huge impact on what you will receive funding for in the year to come. If you wish, your RSB Support Coordinator can attend planning meetings with you.

Support Coordination helps you to navigate, learn and understand more about the NDIS. An RSB Support Coordinator can provide you with assistance to:

- locate community-based agencies and service providers best able to suit your needs
- develop service agreements, with your providers, that reflect your preferences for the way you want your services provided.

RSB can also act on your behalf to help you resolve points of conflict with other providers, or coordinate service delivery where you have multiple providers.





Design your life at home

Home is where we are all entitled to feel safe, comfortable and free to do what we want, when we want. It makes sense to find out what changes you can make around your home if vision loss starts making some things more difficult or dangerous.

Whether it is preparing meals, showering, washing and ironing, gardening, or anything else that makes home special for you, the RSB can help you to adapt to new ways of doing things to remain independent, safe and in-control.

Evaluating and modifying your home does not have to be expensive or difficult. Many useful adaptations are as simple as installing a brighter light bulb, replacing sheer curtains with mini-blinds to cut down on glare, or marking the edges of steps with brightly coloured tape or paint, to make them easier to see. These simple modifications can also help you to prevent falls in your home.

Occupational Therapy



Vision loss can make many tasks around the home a challenge. Maximising the use of your remaining vision is very important. RSB Occupational Therapists are experienced in understanding the difficulties your vision loss creates when performing tasks around your home.

We can help you gain the skills, equipment and strategies to live life as safely and as independently as possible. You'll learn how to use a range of aids and techniques that will assist with managing your vision loss. With this assistance, you can learn new ways to perform everyday activities such as meal preparation, house cleaning, washing, ironing, personal grooming, gardening and money management.

The following RSB services are available to assist you in remaining safe and independent in your home.

Falls Prevention

Impaired vision is a significant risk factor for falls, especially in older people. Vision is a key sensory input for maintaining balance. Many falls can be prevented just by making simple changes around your home.

An RSB Occupational Therapist works with you to identify the risk areas in your home and may recommend a range of solutions including, but not limited to:

- clearing walkways
- removing electrical cords from the floor
- clearing clutter
- removing floor mats
- using non slip flooring materials
- improving room lighting
- using a night light.

Daily Living

RSB specialist Occupational Therapy staff will work with you to find ways to increase your safety and independence in day-to-day activities like cleaning, gardening, household maintenance, shopping and cooking.

This may involve a range of strategies, including:

- learning new ways to complete tasks
- putting tactile markings on appliances like your washing machine, oven, or television remote
- learning new ways of cleaning
- learning safer ways to prepare and cook food
- trialling low vision aids like talking timers, liquid level indicators or contrast coloured chopping boards, that can make tasks easier.

Personal Activities

The RSB can also work with you to find ways to increase your safety and independence while undertaking personal activities, such as showering, dressing, applying make-up and personal care.

This may involve recommending home modifications including, but not limited to:

- grab rails in the shower
- marking personal items to assist with easier identification
- reorganising your wardrobe using tactile markings on clothing or coat hangers
- trialling magnifying mirrors for makeup application
- increasing lighting.

Home Modifications

Your RSB specialist Occupational Therapist may also recommend modifications to increase your safety and independence both indoors and outside. These could include grab rails, banister rails, ramps, larger steps, magnetic door catches and lighting. Your Occupational Therapist will also identify external organisations such as local councils and equipment specialists, that can assist in completing the modifications.



Reading and Writing

RSB specialist Occupational Therapy staff can work with you to make communication tasks easier. This may involve trialling different magnifiers to assist in reading or determining a suitable print size for materials such as telephone books and recipes, along with alternative telephones, that have extra-large buttons or can “talk”.

Assistive Technology

The RSB has Australia’s largest range of adaptive technology to assist people who are blind or vision impaired. From new technology such as smart speakers, to tried and tested products such as magnifiers, large button phones, liquid level finders and talking watches, clocks and scales to assist you with daily tasks, the RSB can assist you to find solutions that will enhance your life.

Training is also available to unlock the potential of iPhones, iPads or Androids, along with specialist apps that can support you to maintain independence. See page 32 for more information.



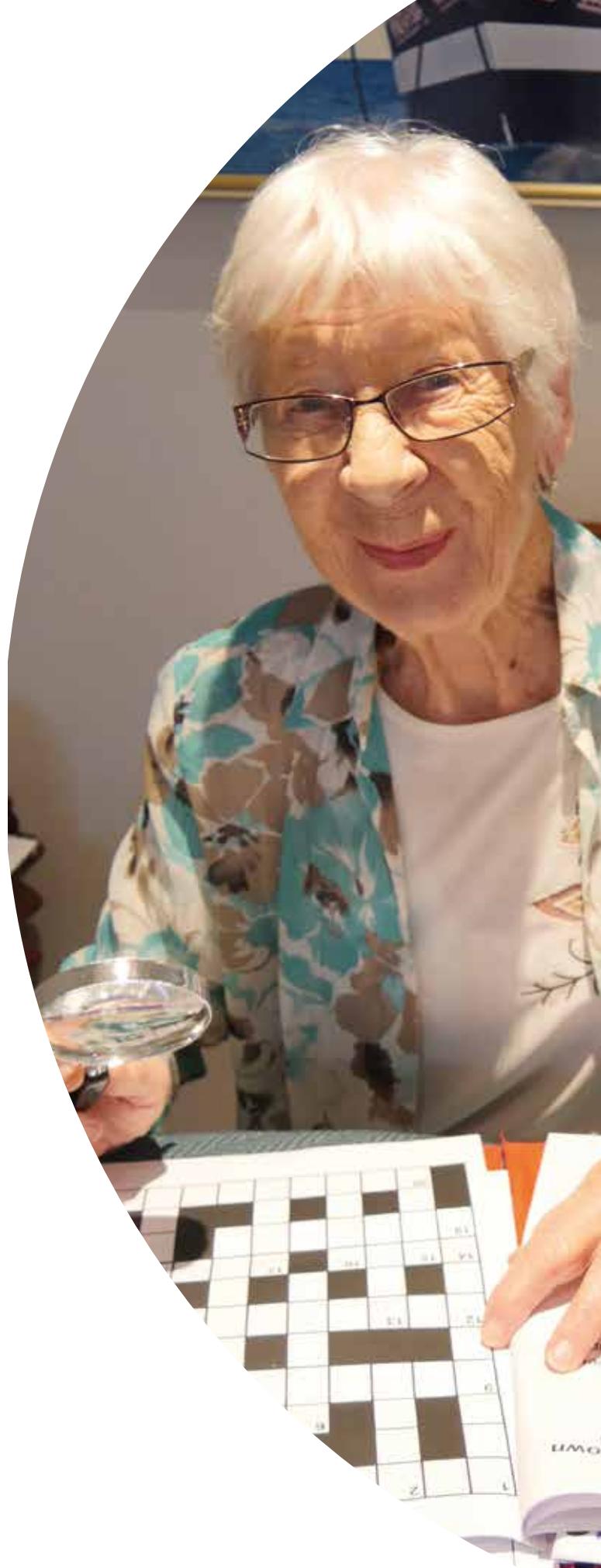
Print Alternative Services

When standard printed material becomes difficult to read, RSB Print Alternative Services can provide you with audio, large print, Braille and tactile diagrams to help you access the information you need. From personal documents to maps, from menus to instruction manuals, and more, the RSB can make more information accessible to you.

Digital Library Service



The RSB Digital Library Service has a wide range of talking books in digital format, covering many genres of literature, including recreational, non-fiction and religious reading.





“I know that the RSB will be there to provide the moral support and practical assistance I need - just as they always have.”

Stephen

Design your life in the community

Orientation and Mobility



RSB's Orientation and Mobility Services enable you to travel independently throughout the community with safety and confidence, including the use of public transport.

The most common concerns experienced by people who are blind or vision impaired are managing hazards such as steps, crossing roads safely and using public transport.

The RSB's Orientation and Mobility Instructors teach you a range of strategies, as well as how to use various mobility aids, so you can manage these challenges.

Services are provided in your own environment and programs are individually designed to your specific needs. Services provided include:

Independent Travel Strategies

You will learn ways to use the environment around you to know where you are, how to deal with changing light and glare, utilising your other senses, walk safely across a road even when you can't see the other side and get a 'picture' of what is around you.

Concept Development

This is about understanding things such as how traffic moves at different intersections, using traffic noise to assist you to 'walk straight', feel confident that you know where you are in relation to other objects/people; and assist you to compensate for the gaps in your vision.

Orientation

Learn to understand where you are in relation to your environment so you can move around safely in any area, whether it be your neighbourhood, local shopping centre, the CBD, school, or even in your own home. Concept development and orientation go hand-in-hand.

Cane Training

Learning how to use a white cane allows people around you to know you are vision impaired. A cane also provides you with information about the ground surface and provides some protection from obstacles in your path. The amount of training you will need depends on the type of cane that is most suitable to you.

Our Orientation and Mobility Instructors can correctly match you to the most suitable cane that meets your needs.

Outdoor Travel Training

Getting from one place to another safely and confidently is the key to successful outdoor travel training. Depending on your goals, training can be provided on how to walk up the street, go around the block, cross the road, walk through crowds, get to places like your local shops or other daily activities and destinations.

Transport Training

Buses, trains and trams all present their own unique challenges, and it takes practice to use them with confidence. Learn how to use public transport, including developing strategies on:

- how to find a bus stop
- how to hail a bus when you can't see the numbers
- how to move through the train station
- how to get to the tram stop and find the tram doors and timetables
- how and where to find help if needed.



Electronic Travel Aids

These aids include GPS devices that tell you where you are and the best options for getting to your destination.

RSB's specialist team can provide options from the wide range of GPS devices currently available, including trialling different equipment options to ensure the equipment meets your specific needs.

Human Sighted Guide

Sometimes you may need support to walk through a shopping centre or cross a road. Human Sighted Guide is a range of techniques that assist you and your guide to walk together with ease, comfort and confidence.

Recreation and Leisure

The RSB offers a personalised service to maintain your health and wellness, either at home or in a community-based setting. This includes integration into mainstream activities and involvement in activities specifically for people who are blind or vision impaired.

Design your life at work

Employment Services



RSB Employment Services has a long and successful history of assisting people who are blind or vision impaired, or deaf or hard of hearing, to secure long term, meaningful employment in a wide range of occupations and industries.

We have placed vision and hearing impaired employees in clerical, hospitality, manufacturing and warehouse roles – and more.

We understand the types of barriers you may be facing in finding employment due to your vision or hearing loss and will work with you to develop strategies to secure work.

If you are looking for a part time job while you study, or are already working but looking for a different job, RSB Employment Services can also help you to achieve your goals.

Having developed strong, long-lasting relationships with a range of employers, who understand the benefits to their business that vision impaired employees can provide. RSB Employment Services is uniquely positioned to assist you.

Services provided:

- Career assessment and planning
- Job applications and resume writing
- Interview skills
- Apprenticeship and traineeship information
- Employer liaison
- Adaptive Technology
- Workplaces considering recruiting a person who is blind or vision impaired are provided with expert advice and support
- Assistance with securing Job Access funding for Adaptive Technology for job search and employment.

The RSB Work Assist Program

If your vision loss is impacting your work and placing your position at risk, the RSB Work Assist Program can help you to remain in your current position.

The RSB Employment Services team will work with you and your employer, providing expert advice and strategies, including workplace modifications and adaptive technology assessments.

The program is also available if you are self-employed, managing and working in your own business.

RSB Industrial Services



Continuing an unbroken tradition that began in 1884, the RSB still directly employs many blind and vision impaired and deaf or hard of hearing South Australians in our factory complex at Gilles Plains.

RSB Industrial Services employees undertake a range of varied and rewarding roles. Jobs include food contract packaging, assembly, general packaging and thermoforming for a wide range of well-known brands.

As part of the global supply chain, products that have been processed at RSB Industrial Services can be found all over the world.

While many employees enjoy a long career at RSB Industrial Services, it can also be a great opportunity to earn a wage while gaining skills that can then be transferred to many positions in the open job market.



Design your healthier life

Optometry Services



The RSB can provide you with a comprehensive low vision assessment, to determine the exact progress of your condition. This may possibly result in a review of your spectacle prescription.

You will also receive assistance with scanning techniques and vision strategies, along with a magnification assessment and recommendation on which types of low-vision aids may be suitable for you.

The documentation from your RSB low vision assessment will also assist if you are applying for the Blind Disability Support Pension.

Optometry Sports Classification

Many RSB clients play competitive sports. Some of them have even represented Australia in cycling and blind cricket. You may be happy to participate at a social level, but if the opportunity ever arrives, the RSB can provide you with classification of vision impairment category to participate in blind sports events. **There is no charge for this service.**

Counselling



RSB Counsellors specialise in working with people who have lost their vision. They are experienced in understanding the types of emotions you are possibly experiencing. Your RSB Counsellor will work with you to:

- adjust to your vision loss
- feel more independent and in control
- develop strategies to accommodate a change of role in your life
- make plans for your future
- help you access information and funding, such as the Blind Disability Support Pension.

RSB Counselling can be delivered face to face, over the phone or via Skype.

Individual Support



The RSB can provide you with one-on-one support. This may be anything from assisting with transport to medical appointments or recreation and social activities, to giving you a hand with shopping.





Health and Wellness

(ND) (CH) (HC) (CF)

RSB Health and Wellness Services provide a personalised service to help maintain your health and wellness, either at home or in a community-based setting. This includes integration into local community activities and involvement in activities specifically for people who are blind or vision impaired.

If you would like the support of a family member or friend, they are welcome to join you in activities. This can be a great way to share your experience and for them to learn and understand more about your vision loss.

RSB Health and Wellness programs include:

- sporting activities, including swimming, ten-pin bowling, indoor bowls, cycling and golf
- blind sports, including goal ball and cricket
- fitness activities and programs, including gym, aerobics, aqua, dancing, walking and gentle exercise
- water sports, including fishing, rowing and sailing
- relaxation activities, including meditation.

Note:

- **A Medical Clearance from your doctor is required for participation in RSB Health and Wellness programs and activities.**
- **New programs are developed regularly based on demand and interest.**

Social Support Programs

(ND) (CH) (HC) (CF)

RSB Social Support Groups provide you with an opportunity to meet and share thoughts and ideas with others who are blind or vision impaired.

Services include:

Social Inclusion

Providing social support options in your own home or in the community, including social support groups specifically for people who are blind or vision impaired.

Shopping

Assisting with regular grocery or occasional personal shopping.

Appointments

Support to attend medical appointments, including transport. Other activities where the RSB can offer social support, include:

- Spectator – concerts, plays, movies, sporting events
- Social – community events/groups/ activities, RSB special interest events
- Creative – craft, knitting, singing
- Travel – outings, trips, lunches
- Puzzles/games – trivia, crosswords, bingo.

Volunteer Services

Alongside our dedicated staff, the RSB relies on a team of skilled volunteers to provide specialised services. We wouldn't be able to deliver the level of excellence we're renowned for without these amazing, dedicated people.

RSB volunteers can provide you with transport to appointments, assistance with shopping, health and wellness activities, or maybe just someone for a friendly chat.

You will be paired with a person specifically matched with you, based on your individual needs. Someone you can build a real relationship with.

All RSB volunteers are appropriately screened, reference checked and have completed specialised training.

For more information or to check your eligibility to access assistance from an RSB Volunteer, contact our Customer First team on 1300 944 306.

Providing your child with the skills to design the life they want to live

Child and Youth Services

The RSB offers a comprehensive range of services to assist children who are blind or vision impaired, between the ages of 0-18 years. The services are individually tailored to meet the changing physical and psychological needs of this client group. These services include:

Occupational Therapy



Occupational Therapy assists children to achieve their developmental milestones. Our experienced Occupational Therapists will identify goals to enable children to participate in daily activities and social opportunities. They also provide support for in-home modifications along with specialist equipment assessment and prescription.

Orientation and Mobility Training



Orientation and Mobility Training can help children to move safely and independently around school grounds, childcare facilities, kindy and other community locations. O&M assists your child to learn skills that will make them a safe and efficient independent traveller.

Recreational and Social Activities



Provides opportunities for children to develop physical fitness through individual and team sports and group activities. Inclusion in community-based activities and clubs, as well as activities specifically for under 18s who are blind or vision impaired. Activities include blind cricket, tandem cycling, goal ball, yoga, cooking classes and visits to places of interest like the zoo and museum.



Adaptive Technology

(ND) (CF)

The RSB assists children and families in the use of adaptive technology and specialised equipment. We can provide assessment, advice and training in the use of specialised equipment, including adaptive software and electronic magnification. Our team is also able to complete specialist assessments for funding from the NDIS.

Family Support/Counselling

(ND) (PH) (CF) (MC)

Family Support can assist families adjust to, and understand, the impact of a vision impairment for their child. Support is available to help work through any issues related to the vision impairment and set goals for the future.

Early Intervention

(ND) (CF)

Early Intervention addresses the special needs of children birth-6 years of age with a vision impairment or blindness.

Under 65? Designing your life with the NDIS

What is the NDIS?

The National Disability Insurance Scheme (NDIS) is the Federal Government's new way of providing individualised support for people with permanent disability. With the NDIS, you will have more choice and control over the support and services you receive and have far greater say in how you live your life.

What will the NDIS fund?

Support services that are funded by the NDIS aim to help you reach your goals, objectives and aspirations in a range of areas. These aim to help you to increase your independence, increase social and economic participation and develop your capacity to actively take part in the community.

The NDIS will pay for supports that are related to your disability and are required for you to live what they consider an ordinary life and to achieve your goals.

What services can I receive?

The types of support the NDIS may fund include:

- Independent living services, to help you maintain your lifestyle, and strategies to assist you with cooking, cleaning, and safety around your home
- Transport to enable your participation in community, social, economic and daily life activities
- Workplace assistance for you to successfully obtain or maintain employment
- Counselling and support services to help you and your family discuss and adapt to your vision loss
- The purchase and training of equipment, aids and adaptive technology

- Home assessments and modifications, including tactile marking and changes to lighting
- Health and wellness activities, such as sports, cooking, craft, travel and exercise groups
- Print alternative services to provide material in a variety of accessible formats – Braille, large print, or audio
- Mobility equipment and training, including white cane and adaptive technology, or a guide dog.

Why choose the RSB to deliver your NDIS services?

The RSB is committed to supporting people who are blind or vision impaired. We provide a wide range of specialist skilled staff who understand the unique challenges relating to vision loss.

The RSB is knowledgeable, innovative, and responsive to your individual needs.

You can be confident that we will continue to provide access to the skills and services you need to remain independent and an integral part of the community.



“It’s sad that I’m losing my vision, but there’s nothing I can do about it. I feel so lucky to have the RSB help me deal with it.”

Mitchell

Over 65? Designing the changes in your life

When glasses are not enough

You may need specialist vision support if:

- you have trouble seeing even with your glasses on
- you have trouble reading
- you can no longer enjoy your favourite hobby or interest
- you have difficulty moving around your home or out in the community.

How can the RSB assist me?

The RSB provides services that support older people who are blind, or vision impaired to remain independent and an integral part of the community.

Our specialist assessment and services focus on wellness and reablement and meet the diverse needs of older people who are blind or vision impaired.

Identifying your vision needs

- Emotional support so you can adjust to your vision changes
- Assistance to make it easier to move through your home
- Identifying technology and products best suited for you
- Exercise programs tailored to meet your specific needs and vision loss
- Increasing your independence to access community social activities
- Creating opportunities for you to try new activities, maintain your interests and build connections with other people.

Am I eligible for aged care services with RSB?

The Australian Government subsidises many different types of aged care services. People are eligible for aged care services once they are 65 years of age, or 50 years and over for Aboriginal and Torres Strait Islander people, and people who are homeless.

If you already have a home care package, your home care package provider can contact us for a quote for you to approve before services commence.

The My Aged Care website and contact centre is the entry point to receive subsidised aged care services.

If you don't have a home care package and would like assistance with a My Aged Care referral for RSB services, call us on 1300 944 306 and ask for assistance with your My Aged Care referral from one of our Pathway Support Specialists.

What does the process involve?

You can call My Aged Care on 1800 200 422 or ask your GP to make a referral for you. Your Medicare Card number will be requested to confirm your identity.

A face-to-face assessment with a My Aged Care assessor will be arranged at your home. With your consent they will discuss your support needs and assess your eligibility for services through the Commonwealth Home Support Program (CHSP) and work with you to develop a support plan that addresses your needs, goals and preferences.

It is important that you request RSB to be your provider for your low vision needs, if that is your wish.



Technology to help you get more out of life

Adaptive Technology

The RSB can provide you with an adaptive technology assessment to identify the appropriate options to suit your needs, whether it be for home, study, or employment.

The RSB's Adaptive Technology staff will demonstrate the latest adaptive technology available in Australia. This equipment includes magnification and speech software, Braille equipment and electronic magnification (desktop and portable).

When you have decided on the technology that is right for you, we can provide a range of training, including, magnification hardware and software, screen reading software, using the internet and sending emails, Braille and training in the use of iPads, iPhones and Android technology.

With the appropriate adaptive technology, you can maintain more independence at home, in your community and continue to work or study, with fewer boundaries.

The RSB can also support you to continue working, through a range of specialised equipment and advice in your workplace. We also work with your employer, identifying strategies to achieve this.

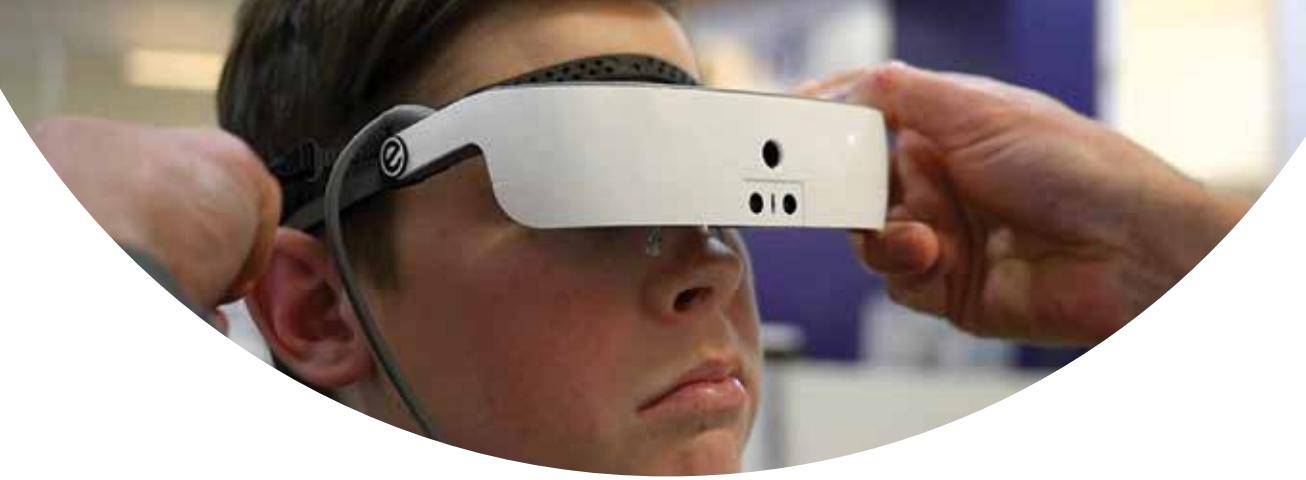
Low Vision Products



The RSB has the largest range of low vision products in Australia and can help you to purchase the equipment you need through your NDIS plan, or other funding you may be eligible for.

Magnifiers

Magnifiers come in a variety of styles and magnification, depending on your needs. Illuminated magnifiers are battery-operated and provide light, as well as magnification in order to assist you to maximise your remaining vision. If you find glare an issue, a non-illuminated magnifier may be a better solution.



Clocks and Watches

Talking watches are available in a variety of faces, voices and stretch or leather bands. They come in a range of shapes and sizes and are easy to use. Alarms can be set on various models. Large LED non-talking clocks are also available.

Daily Living Products

From cutting edge technology such as smart speakers that can keep you in touch with the world outside your house, to tried and tested products such as large button phones, pill planners, needle threaders and liquid level finders, along with talking products, such as measuring jugs and bathroom or kitchen scales - the RSB can assist you to find solutions so you can maintain independence at home.

UV Shields

The advantage of UV Shields over other sunglasses is that they can be worn with prescription glasses underneath, to maximise vision while providing protection from glare.

UV Shields come in a range of shades, including grey, amber, dark green, orange and yellow – and provide 100 per cent UV protection.

Magnifying Lamps

Magnifying Lamps are hands free magnifiers that provide up to 2x magnification. They come in a range of styles and can be either desk based or fixed using a clamp. They are usually illuminated and assist with tasks such as reading or craft work, for people with minimal vision loss.

Leisure Products

A range of playing cards are available with large face print, enabling them to be seen more easily and clearly. There are also large print Scrabble and board games such as Chess or Checkers which are tactile and easy to use.

A new partner to help you live the life you want to live

RSB Guide Dog Service

Who can apply for an RSB Guide Dog?

RSB Guide Dogs are provided to people who are blind or vision impaired and living in South Australia.

What can you do together with your RSB Guide Dog?

When you have completed training with your RSB Guide Dog you will be able to:

- Avoid overhead obstacles
- Avoid obstacles on footpaths
- Find doors, steps and kerbs
- With orientation, find destinations of importance to you such as work, shops, and bus stops.

RSB Guide Dogs are legally entitled to travel almost anywhere, including public transport, taxis and public places. The only exceptions to this are the zoo, some hospital areas and occasionally, national parks.

How do you find out more about applying for an RSB Guide Dog?

If you already receive services from the RSB, ask to be referred to our Guide Dog Services team for a chat about how a guide dog may assist you. You can also call 1300 944 306 and ask to speak to RSB Guide Dog Services. An RSB Guide Dog could provide you with huge benefits, but they don't suit everyone's needs or situation. It is a big responsibility and requires some consideration before proceeding.

Assessment

If you decide to apply for an RSB Guide Dog, you will undergo an initial assessment with an RSB Guide Dog Instructor. They will talk with you about your current mobility skills and level of need.

The Matching and Training Process

If your application is successful, you then enter the process of being matched with the most compatible RSB Guide Dog.

You and your new dog will then undergo an intensive training program together, to ensure you are both confident and safe in the community.

After Care

The RSB will continue to support both you and your dog, for as long as you are together. Whether you require additional training to find your way to a new destination, or assistance or advice on anything relating to your dog or vision loss, the RSB will be with you for the long haul.



“When I became blind, I felt like a prisoner. But my RSB Guide Dog, Henry, has set me free. He’s given me my life back.”

Charlotte



Frequently asked questions

Q I'm having trouble seeing things, but I'm not blind. Can the RSB help me?

A Yes. Most people the RSB assists aren't completely blind. You may have a condition that will worsen over time, or your sight may have deteriorated, but is stable. Whatever the level of your vision impairment, the RSB can assist with a wide range of advice, training and products so you can make the most of your remaining vision.

Q What can an RSB Optometrist do that is different to my regular optometrist?

A An RSB Optometrist will conduct a thorough low vision assessment to determine the kinds of adaptive technology that may assist you to remain independent. They may also refer you to other RSB services such as vision specific occupational therapy, orientation and mobility, counselling, health and wellness and social support programs.

Q What is My Aged Care?

A My Aged Care is the Australian Government website that is your starting point to receive subsidised aged care services. You can learn more about it on page 30.

Q How can I access services from the RSB?

A You can ask your GP, Optometrist or specialist to make a referral to RSB. This can be done through our online referral form or faxed through via your Doctor. Your NDIS local area coordinator or My Aged Care regional services assessor can also refer you.

It can be confusing. If you are a little uncertain, simply call us on 1300 944 306 to discuss your situation.

Q Can I just walk in and purchase low vision products?

A Yes, we have a wide range of low vision products that can assist with day to day life. However, we do recommend contacting us first on 1300 944 306, so we can provide specialised advice on certain products, based on your individual circumstances and eye condition.



Q What can the RSB do to help me in my home?

A The RSB can provide a range of different services to improve your living environment. RSB Occupational Therapists, Adaptive Technology Specialists, Orientation Mobility Instructors and Counsellors can provide an assessment and suggest modifications on how to improve your day to day living.

“You have no idea what my RSB Guide Dog, Dulcie, has done for me... She’s given me my life back.”

Bernie

1300 944 306

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mail@rsb.org.au

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Smithfield

27 Anderson Walk

Smithfield SA 5114

1300 944 306

mail@rsb.org.au

8:30am - 4:30pm Mon - Fri

Noarlunga

58 Dyson Road

Noarlunga Downs SA 5168

1300 944 306

mail@rsb.org.au

8:30am - 4:30pm Mon - Fri

Gilles Plains

11 Blacks Road

Gilles Plains SA 5086

RSB Guide & Assistance

Dog Service

1300 944 306

mail@rsb.org.au

RSB Industrial Services

(08) 8417 5600

mail@rsb.org.au

NDIS Provider

Registration Number

4050000219

RSB NDIS and Aged Care Hotline

1300 944 306

The Royal Society for the Blind (RSB) is a not-for-profit organisation and has Deductible Gift Recipient (DGR) status with the Australian Tax Office.

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