



# animalaid

Annual Report 2015 - 2016



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# Mission

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Animal Aid exists to unite people and pets for life.

We are committed to acting in the best interests of each and every animal that comes through our doors.

Through the promotion of responsible pet ownership and the provision of the highest standard of care, Animal Aid is dedicated to improving the welfare of companion pets in our society.

We are passionate about advocating the adoption of companion pets, working to address the issues associated with animal overpopulation and abolishing sub-standard animal breeding practices.

We don't want to be big, we want to be great at everything we do.

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# Guiding Principles

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Animal Aid:

- believes that all pets deserve the safety and comfort of a loving home
- is an open-door shelter that never refuses an animal or person in need
- staff and volunteers treat all animals in our care with respect and dignity
- works diligently to reunite lost pets with their owners
- is committed to finding loving homes for all temperamentally sound and healthy animals.
- supports animals to become adoptable regardless of space, time or financial pressures

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# Values

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- Compassion
- Integrity
- Professionalism
- Respect

Our values underpin all that we do to support Victorian animals in need. These values apply to the way we interact with both animals and people on a daily basis that need our support to care for their pet or have made the difficult decision to surrender a pet.

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# Contents

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The work we do	3
Chair Report	4
CEO Report	5
Testimonials	6-7
The year in review	8-9
Financial summary	10
Governance	11
Get involved	12



# The work we do

Animal Aid cares for around 6,000 animals each year with the dedication and determination to give each the opportunity of finding a loving home.

We achieve a lot with limited financial resources.

The last financial year:

- we employed the equivalent of 38 Full Time Employees (FTE)
- our work was supported by 749 volunteers who gifted their time and worked 72,000 hours



Our animal welfare statistics at a glance:

- 5,418 animals were received
- 1,852 adoptions
- 1,300 emergency accommodation days to support pets at risk through family violence, mental health, drug and homelessness related issues
- 25,000 days of foster care
- 1,926 animals de-sexed
- 676 private surgeries
- 1,113 welfare surgeries
- 1,397 microchips implanted
- 10,120 veterinary consultations, health checks and vaccinations
- 37,293 pet boarding days
- 2,319 pets pampered through our grooming service

The income generated through Animal Aid's vet clinic, pet boarding and grooming services goes back into supporting our work in caring for animals in need.



# Chair Report

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It is with great pleasure and pride that I present Animal Aid's 2016 annual report.

By any measure, this year has been one of outstanding achievement through better organisational efficiency, increased financial sustainability and coherent and stable cultural improvements through all business units. All have significantly contributed to delivering on our core responsibility to provide the highest standard of care to lost, abandoned or abused animals.

We have enhanced the skills base of our staff that will enable us to better inform the wider community of the range of services we provide.

On behalf of the Animal Aid Board, I convey our thanks to all our staff for their dedication and commitment. They are our most valuable resource.

As always, we rely on our volunteers to assist us in delivering a suite of services and I want to record our thanks to them. They tirelessly contribute in roles right across our organisation.

This past year has finally seen the building works of the first stage of our redevelopment commence. Once completed, these works will enable us as an organisation to look forward with greater certainty and plan more effectively for the future.

I particularly want to express my appreciation to our CEO, Mark Menze for his enthusiasm, commitment and sheer love of his job in always being prepared to lead by example in his management of our challenging and dynamic organisation.

My sincere thanks to the Board and fellow Directors for the leadership they selflessly continue to provide.



The Hon Fran Bailey  
Animal Aid Chair



Fran with Glenda Walker, Vice Chair, and Brian Spears, Project Manager, opening tender documents for the Stage 1 Boarding Facility

# CEO Report

*"Time flies like an arrow; fruit flies like a banana."*  
Anthony G. Oettinger

Over the past year we have continued our focus on throwing less bananas through the creation of business efficiencies. We introduced a number of IT and systematic based strategies to "buy time" allowing us to spend more time directly helping the animals in our care rather than being consumed with business functions.

Financially we continue to improve our sustainability. For so long, we have relied on the generosity of our community and in particular, depended on gifts in wills to deliver our mission. Improved profitability has allowed us to invest non-operational revenue such as bequests into much needed infrastructure improvements.

To this point, we are very excited to see the first stages of our redevelopment underway and look forward to taking possession in early 2017. We are also delighted with the extensive improvements made to our Gippsland Shelters in the last year. Our animals are no doubt enjoying the greater comforts these advances have delivered.

Inspired by my attendance at the Getting to Zero conference late in 2015, I introduced a number of positive changes to our adoption and surrender policies. In order to help animals we must first help people and our new mantra "In adopters we trust" was established. Core to this initiative is a focus on customer service and a reduction in "red tape" previously associated with the adoption process. These changes have improved our adoption rates and reduced our average length of stay for shelter animals.

There will always be a small percentage of dogs like Kaya or cats like Abby who require that extra special attention in readiness for adoption. Combined, they spent 520 days with us before finding their new families. The devotion and persistence of our staff and volunteers working with these animals is truly amazing. To see these long termers go home is always a happy day at Animal Aid.

Driving change is not always easy. At Animal Aid, our people are not only willing to make changes, but wholeheartedly embrace new ideas to achieve excellence in animal welfare. I am immensely proud of everyone and blessed to be surrounded by a first class management team, passionate staff, dedicated volunteers and a supportive Board of Trustees led by our Chairman Hon. Fran Bailey.



On behalf of all at Animal Aid, I extend my thanks and appreciation to our loyal customers, supporters and donors for their help over the last year.

Regards

Mark Menze  
Chief Executive Officer

# Testimonials

## Shep and Shadow's Legacy



Our dog Shadow (Golden Retriever) strolled the streets, bike tracks and parks of Ferntree Gully and surrounding suburbs every day (rain, hail or shine) for over 13 years. He was accompanied by his enthusiastic "brother" Shep (Sheltie and Rescue Dog) for 6 of those years, until he passed away.

During this time, when one of them found a "lost" coin, they would patiently wait until we picked it up. They both seemed pleased with their discovery and our reaction.

With time, this talent for finding lost coins reached uncanny heights when Shep managed to locate and excavate an old \$2 coin buried next to the footpath. We collected these found coins and put them in a container for them.

One of the bike tracks they travelled on had a golf course running parallel to it. Occasionally, they would find a wayward golf ball along the path. Similarly, they appeared to enjoy collecting these balls. Over time, their golf ball collection grew and we sold these on Gumtree, and the proceeds were added to their container.

Sadly, Shadow passed away shortly after his 13th birthday leaving a container filled with their savings. We did not realise how much Shadow and Shep had accumulated on their walks, until it was donated and counted at Animal Aid. It was quite a shock to learn that their playful hobby could grow to over \$165.

We like to think that they would be happy to see their "estate" donated to such a worthy cause...

Regards

Michael

To all the staff at Boarding, just a note to say thank you for all your care, attention and spoiling of Button over the many years of holidays she has spent with you.

Without knowing it you also spoilt me as Button was quite happy going making it easy for me to leave her knowing she would not be stressed. So little as this is, it is sincerely meant as a big thank you and best wishes to you all.

Maureen

I just want to let you know that I've been with Chris and Yolanta for a month now and I love my new home.

I've already had my final vaccinations and have just started attending dog obedience classes. I'm house trained and have learnt to walk on a lead without much pulling.

Thanks for looking after me when I needed it most.

Here's my latest photo with Chris.

Cheers,

Rufus the dog



To all the staff at Animal Aid Vet Clinic

Thanks so much for all your care, advice and professional services attending to our Alfie's needs.

We so appreciated your kindness and empathy. We are grateful to have vet services like yours nearby.

With our heartfelt thanks, Ruth, Neil and Millie on behalf of Alfie the Golden Retriever (RIP)



# Testimonials

Hi all,

I just thought I'd write to send you a little update on Saffron.

A month has now flown by since we came to visit you guys, and it's safe to say we made the best decision ever bringing our new family member home - and he is well and truly at home in his new digs!

He didn't take long to get over his initial nerves, and now he's quite at home, demanding with a trill, that he's arrived for a cosy spot on your lap and some pats. He's also gathering a bit of a fan club amongst our friends and family who he charms with his lovely gentle temperament.

We're learning more about him as time goes on, and falling in love with him a bit more every day. He's a very smart boy, and very eager to please. ....We decided to do some training with him which he picked up very quickly. He does "sit", "drop", "roll over", "stand up", and "manners" where he gently taps his paw on your closed hand for a treat. I should also mention that he's very spoiled, and has his own toy box full of exciting cat toys, which seem to multiply by the dozen every time we go past a shop with a pet section.

We finally decided on a new name too; with Ben being a fly fisherman, we decided on the name Hackle, after the striped feathers used in fly tying (but we're sure he thinks his name is 'good boy' haha).



We finally decided on a new name too; with Ben being a fly fisherman, we decided on the name Hackle, after the striped feathers used in fly tying (but we're sure he thinks his name is 'good boy' haha). Please pass on our incredible thanks to all the staff; your patience and care made the process easy, and your honest advice helped us make the best possible decision.

We're still at a loss as to how such a lovely boy ended up in a shelter, but we're so lucky he did because we couldn't imagine life without him now, and couldn't have asked for a more wonderful little cat.

Thanks again for everything,

With lots of love,

Amy, Ben and Hackle



Just thought we would let you all know that Buddy has been with us for 2 years now and is going well. He has brought a lot of joy to the family and has made lots of friends at the doggy park where he visits most days. He is very friendly and will quite happily play with any dog not matter what size. Attached is a favourite photo of Buddy.

Thank you to everyone at Animal Aid

Cheers

The Stewart Family

# The year in review

## What an exciting year it has been

At last our long awaited Stage 1 Coldstream Boarding facility is underway.

Infrastructure improvements have been undertaken across all Animal Aid Facilities enabling us to provide quality environments for the animals in our care.

Upgrades at our Sale operations included an new air-conditioned cattery with outside enrichment area for our welfare cats; two new outdoor dog exercise runs; a dedicated isolation unit for unwell cats and a new surface to the entrance drive way.

Works were undertaken at Bairnsdale with two new outdoor enrichment runs for our welfare dogs and a new air-conditioned cattery with bird proofed outdoor play area.

Considerable enhancements were also made to our database and record management systems.

As Animal Aid does not receive government funding to operate we rely on a variety of activities that generate the income needed to provide ongoing care of animals in need.

We rely on the generosity of our supporters and the broader community to not only utilise our services but to participate in our major events and engage in our fundraising initiatives which go from strength to strength as we improve on how and what we do.



## Annual Events



Petstock Santa Paws Photo Day



Annual Trivia Night



Ride for the Animals



# The year in review

## Volunteers

### National Volunteer Week



## Corporate support



Deloitte: day of volunteering



Royal Canin: day of volunteering & major partner supplying the nutritional needs for the animals in our care



Wandin Seville Community Branch Bendigo Bank: Major Partner Ride for the Animals 2015



Methven Professionals Real Estate: Major partner and sponsor of new enrichment yard

# Financial summary

## BALANCE SHEET

Assets	2016 (\$)	2015 (\$)
Cash and cash equivalents	2,372,971	2,309,297
Trade & other receivables	125,158	65,764
Inventories	53,232	61,032
Property, plant and equipment	2,358,628	2,280,834
<b>Total Assets</b>	<b>4,909,989</b>	<b>4,716,927</b>
<b>Liabilities</b>		
Trade and other payables	272,726	267,449
Short and long term borrowings	4,103	9,196
Current and non-current provisions	290,213	252,626
	567,042	529,271
<b>Net assets</b>	<b>4,342,947</b>	<b>4,187,656</b>
<b>Equity</b>		
Reserves	407,922	407,922
Retained Earnings	3,935,025	3,779,734
<b>Total Equity</b>	<b>4,342,947</b>	<b>4,187,656</b>

## PROFIT AND LOSS

	2016	2015
Operational Revenue	3,198,432	2,963,573
Bequests, Donations & Other Income	844,012	1,877,278
Operational Costs	(3,887,152)	(3,630,895)
Revaluation of buildings	0	0
Revaluation of investments	0	0
<b>Comprehensive Profit/(Loss) for the year</b>	<b>155,292</b>	<b>1,209,956</b>

\* 2016 Comprehensive Profit includes a 4 year historical adjustment for GST payable at \$23,611

The above financials were taken from the 2015 – 2016 audited financial accounts of the Victorian Animal Aid Trust.

The financials were independently audited by Saward Dawson Chartered Accountants (ABN: 15 698 364 348) in accordance with section 60.40 of the Australian Charities and Not-for-profits Commission Act 2012, for the year ended 30 June 2016.

# Governance

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Animal Aid is a Company Limited by Guarantee and is governed by a Board of Directors that is responsible for the strategic direction of the organisation to achieve its mission and goals.

The Board work closely with the Chief Executive Officer and monitors the performance of Animal Aid to achieve its strategic goals within budget and to build long term sustainability of the organisation.

The Board meets with the Chief Executive Office to review the previous financial year and to set the goals and targets for the year ahead.

The Directors have pleasure in presenting their report on Victorian Animal Aid Trust for the financial year ended 30 June 2016. Directors were in office since the start of the financial year to the date of this report unless otherwise stated.

## Current Board Members

The Hon Fran Bailey  
Chair  
Appointed December 2012

Paul Dargie  
Appointed 2004

Glenda Walker  
Vice Chair and Treasurer  
Appointed March 2013

Alison Wilson  
Appointed March 2015

Kirsty Cole  
Secretary  
Appointed April 2014

Catherine Sim  
Appointed June 2015

## Acknowledgment of supporters and donors

The Animal Aid Board acknowledges the support of staff, volunteers, the community, supporters, donors, businesses, schools and corporations enabling us to achieve our goal of uniting pets and people for life. Without this wonderful support we simply wouldn't exist.

Making a decision to leave a Gift in your Will is significant and will be life changing for Animal Aid.

Our Stage 1 Boarding Facility is becoming a reality and was only made possible by donors who had left a special gift in their will to support our work well into the future.

We are very grateful for this support and extend our warm appreciation to the many special people who thoughtfully have left a gift in their will to Animal Aid.

All such gifts will go towards enhancing the infrastructure and buildings of Animal Aid which will enable us to build a sustainable future.

The Board is also grateful for the wonderful ongoing support of our business and corporate partners particularly:

Methven Professionals Reals Estate, Royal Canin, Wandin Seville Community Branch, Bendigo Bank, Claws 'n' Paws, S J Higgins, Yarra Ranges Council, Maroondah City Council, Gippsland Veterinary Hospital, Main Street Vet Clinic, Wellington Shire Council, East Gippsland Shire, Karralyka, Petstock Assist, Seward Dawson Chartered Accountants, Hewlett Packard, Rural Fence and Trade and Kennard's Lilydale.



# Get involved

As an animal welfare charity that receives no government funding to operate, Animal Aid depends on the generosity and support of the broader community so we can continue our work with the thousands of lost and surrendered animals that come through our doors each year.

Any donation regardless of size will make a difference.

Please consider supporting us by:

- Making a donation
- Donating goods or services
- Community Fundraising
- Regular Giving
- Workplace Giving
- Leaving a gift in Will
- Sponsoring a welfare or adoption pen
- Corporate sponsorship
- Volunteering
- Participating in Animal Aid Events
- Adopting a rescue animal
- Spreading the word of our follow us on social media
- Using our services

The income generated from Animal Aid Services goes back into support animals and people in need.

**Veterinary Clinic** visit the highly skilled team for your pet health needs

**Dog and Cat Boarding** available all year round with great packages to suit your budget

**Grooming** a great way to pamper the special pet in your life

**Dog Training** assisting pets to be socialised and behaviour skills

**Animal Aid Opportunity Shops** please donate quality unwanted items or purchase goods

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