




animalaid[®]
ANNUAL REPORT

2010

Mission Statement

*Animal Aid is committed
to helping to create a society
in which both humans and
animals are treated with
respect and compassion.*

ANIMAL AID



2010



Animal Aid Philosophy

Animal Aid has a clear vision and commitment to the ideal of animals and humans living in harmony, and to take a leadership role in achieving the best outcome for animal welfare. Animal Aid operates as an “Open Door” shelter and never refuses an animal in need and will only euthanase any animal as a last resort.

Animal Aid recognises its responsibility to the community to re-home only temperamentally sound and healthy animals and to achieve a rehoming program that provides quality of life for animals and their new owners. Animal Aid is a pro-active shelter focused on working with other community organisations and stake holders to develop practical solutions to problems associated with animal welfare and management. Animal Aid's business arms and staff commit to reflecting this philosophy.

Values

What an organisation values reflects how it interacts with its customers and key stakeholders. These values set the tone for staff participation, staff selection and help define the values of the organisation itself. These values provide direction and inspiration to our people on a daily basis. The values that we embrace are:

- Integrity
- Determination
- Respect
- Compassion & Empathy
- Leadership



President's Report

This past year has been another milestone year for Animal Aid. It has only been achieved because of the hard work and dedication of a large and growing number of Animal Aid devotees.



The last year has been a significant year in planning for Animal Aid's future. Animal Aid has adopted a master plan that will guide the redevelopment of its site in Coldstream. This will secure the organisation's future for generations of people and domestic pets.

The new Elizabeth Walker Education Centre will be officially opened very soon and we look forward to hosting a range of technical training, community information, and school holiday programs.

The effective planning process, responsive design and key funding partnerships for the building have resulted in a functional, cost effective and practical building. This first stage of the redevelopment indicates the type and level of transformation being planned for the next 5 years.

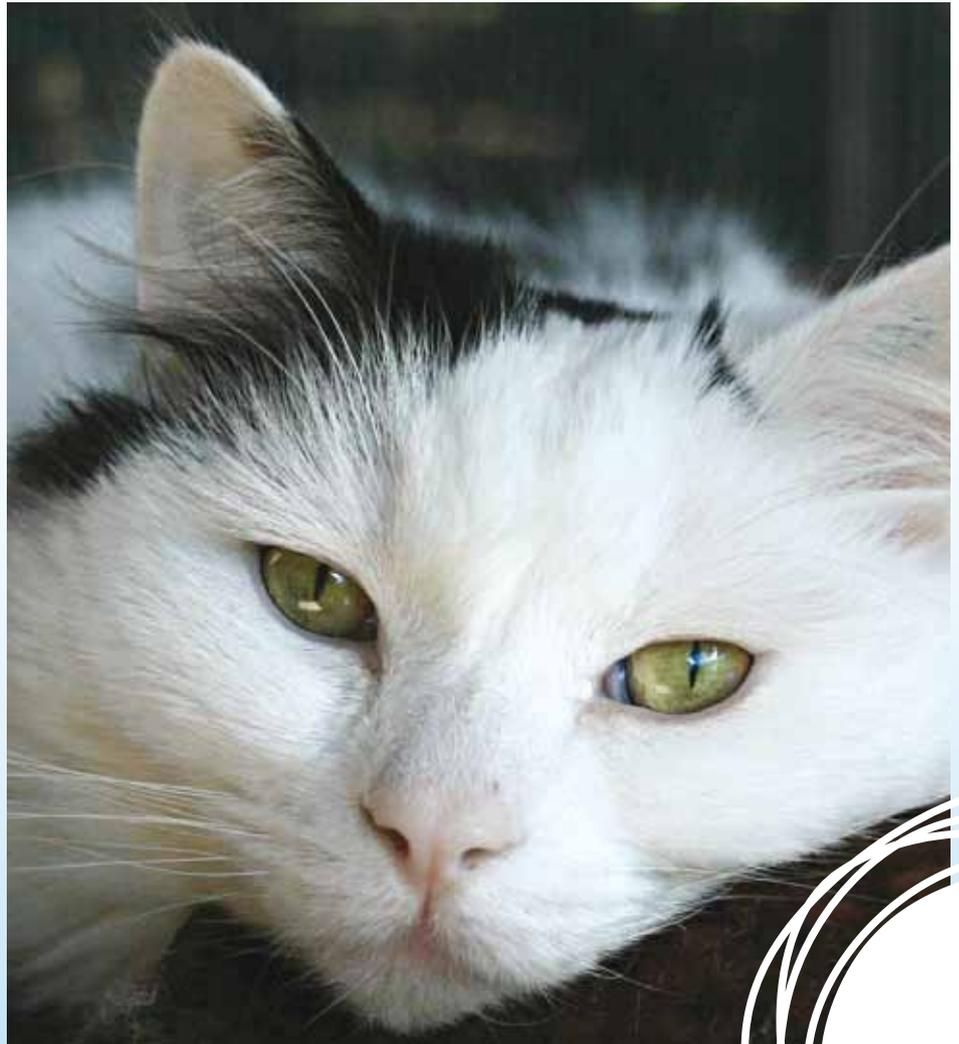
The Animal Aid vision for 'animal wellbeing' is attracting great interest. We are told by the people and organisations committed to us it is this vision and "the unique and special way we go about our business", that is generating the interest.

Animal Aid is committed to ensuring sound business strategies that support our commitment to provide shelter and care to every animal that comes through our door. We advocate responsible pet ownership and domestic animal management practices; and seek partnerships with business, research, training and education organisations that improve outcomes for our domestic animals.

I thank my fellow trustees and the staff for their commitment to Animal Aid and for working together to constantly review what we do, and how we do it. This means we meet the challenges associated with our commitment to the animals and people we embrace.

It has been my honour to hold the position of chair of this innovative and 'can do' organisation for the past 7 months. I have no doubt the following year will be filled with even more landmark achievements for Animal Aid.

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General Manager's Report

Welcome to the 2010 Animal Aid Annual Report.

For another year our organisation has been a vital resource for thousands of companion animals and their owners and been responsible for some incredible outcomes.



It is with immense pride and appreciation that I announce that the Elizabeth Walker Education Centre is now fully operational. My sincere thanks go to the many contributors that have helped make this long-awaited resource a reality. The Walker Family, the Mackintosh Family, the Peter Brock Foundation, the Helen Macpherson Smith Trust, and the Bendigo Bank, amongst others, are literally the reason for its existence. Our Education Department has already significantly increased the range of courses, workshops and information sessions that are now available to educate and inform.

Black Saturday, and the events that followed, has left an indelible mark on our organisation and as a direct result we have developed our Emergency Response Unit and Rescue Vehicle. As someone who was on the frontline during and after the fires, these have been a personal mission for me. I now feel confident that we are better equipped to play an even greater role in any situation that nature or humans can throw at us. Thank you to our sponsors SP AusNet, Pegasus Floats, Tasmanian Dog Training Club, Crimson Underground and Lilydale Safety Wear.

It is always amazing to me just how much my team manages to achieve with such limited resources. You cannot question the level of care and their genuine desire to ensure that whether they are in the clinic, in boarding or in the shelter, each and every one of their charges feels like they are number one. That is what Animal Aid is all about, each individual deserves respect and compassion - and they get it in spades.

The Animal Aid team provides comfort, guidance, professional services and an empathetic ear every day of the week to the many members of the community that call or visit our three facilities. This practical and active commitment epitomizes Animal Aid's modus operandi. We closely adhere to our charter with everything that we do. Our shelters are "open door". This means that we never refuse any animal that turns up on our doorstep. This promise makes us different from many other shelters and rescue services. It also creates a wide variety of challenges on a daily basis for all departments.

ANIMAL AID

This policy is a budgeting nightmare. Plans are often made redundant by an unexpected influx, and with a considerable federal wage increase due at the start of the next financial year our resources will be stretched even tighter than before. On the practical day to day level, our policy of never turning away an animal tests our teams of staff and volunteers to the limit. They do not have the luxury of refusing to take animals into our care just because every cage at our disposal is full, containing an individual trying to have their second chance at a brand new life. Couple this with the mandatory Code of Practice for the management of shelters and pounds and the time limit that it includes, and difficult and painful decisions have to be made.

Our staff deserves all credit for being brave and resilient in the face of these pressures. The overall mission of the organisation is their guiding principle as they deal with the complex issues that animal sheltering provides. We guarantee to keep our supporters and service users informed of the facts and aim to educate at every opportunity. The fact remains that even today, the major problem as we see it, is the oversupply of companion animals

caused by the irresponsible and indiscriminate backyard breeders and commercial puppy farms. Just one litter has a knock-on effect that potentially produces hundreds of unwanted individuals.

Animal Aid's focus is on adopting out as many healthy and safe cats, dogs, rabbits, guinea pigs and whatever else comes into our care as possible. We combine this focus with low cost desexing programs to target the problem from its roots. Add to this our ever growing education syllabus and other services and programs and you can be assured that your support and dollars go a very long way to address this crisis.

This is our promise to you – we will be there for those who need us, we will go the extra mile, we will focus on the individual with an eye also on the big picture. We will tell the truth that needs to be heard and we will never turn anyone away. Thank you for your continuing and fundamental support. The animals that make their way to us thank you for the opportunity to have a vital second chance.

Nell Thompson



Shelter Cattery

This year has been a blur; it has seemed to pass by so quickly because so much has happened. It only seems like yesterday that I provided the last report for our Annual Report and yet again I am writing on all that has happened.



Our intake figures were, as always, unfortunately similar to the previous years, seeing 1672 cats, kittens and various pocket pets such as rabbits and guinea pigs arriving at our door. Over the past 12 months we were happy to have been able to receive 56 of these from our sister shelter in Bairnsdale, and more recently also some from Sale. Space is always an issue for both of these facilities and I am glad to be able to support them in this way.

In addition to this, we have also provided a second chance for some very special individuals; these are the cats we take from pound only operations. I feel a great sense of satisfaction in being able to welcome them to our Cattery, for without us, finding a new home was not an option for them.

The challenges that cats in shelters face can sometimes feel insurmountable. Undeterred we continue to strive to improve their lot by participating in collaborative initiatives that tackle head on the reasons why so many cats remain un-desexed, unregistered, even unowned. Very exciting news for the Cattery is that we will be implementing the Meet Your Match (MYM) program for cats in the coming year. As with the kennels, we are expecting the program will help lift our adoption rate, which is already one of the highest in Victoria at 58% (and 96% of those cats who are passed as suitable for adoption), to an even higher level whilst minimising returns.

The coming year will see the completion of some long awaited additions to our Cattery complex. Already underway are a separate reception area for council rangers. This space will also incorporate a vet check and assessment area, it is so important to assess our felines away from visual distractions, and it will enable us to complete the assessments required for the Meet Your Match Feline-ality Adoption Program. A rabbit enclosure and play area are well underway providing ample hopping space and an ideal area to have a play date with a prospective adoptive family.

These improvements have only been possible through the generosity of some special supporters, the Wallace Family and the Balinese Cat Club.

Our foster program contributed significantly to our department being able to save hundreds of kittens from euthanasia this year. Our foster parents do an amazing job caring for and socialising these babies in preparation for adoption and a second chance at life.

As always the wonderful outcomes that our department has been able to facilitate for the critters in our care would not have been possible without the incredible team of staff and volunteers.

Lynn Bell

Our Coldstream Shelter Cattery received 1672 cats in this financial year.

We achieved an adoption rate of 96% of the cats that passed our medical and behavioural assessments. Animal Aid only euthanases as a last resort and any animals that did not pass assessments were deemed to be too aggressive and unsocialised or have such severe medical conditions they would not make suitable family pets.

The Shelter Cattery claim rate for lost cats is 13%. Although this figure is high compared to the industry standard it is a sad indictment on how cats are valued in our community.



Shelter Kennels

My journey with Animal Aid began in September 2009 in the role of Animal Training Co-ordinator. The primary focus of my role was to work with the existing shelter dogs and families who had just adopted a dog or puppy, but it is so much more than that now. As always, the ever-evolving entity that is Animal Aid presented me with the opportunity to oversee the Shelter Kennels in conjunction with my training role. To say that this has been a big learning curve is an understatement but an experience that I continue to thoroughly enjoy.



Our Coldstream Shelter Kennels received 2525 dogs in this financial year.

We achieved an adoption rate of 95% of the dogs that passed our medical and behavioural assessments. Animal Aid only euthanases as a last resort and any animals that did not pass assessments were deemed to be too aggressive and unsocialised or have such severe medical conditions they would not make suitable family pets.

The Shelter Kennels claim rate for lost dogs is 85%. This figure is higher than the industry standard.

It has been an incredible year, 2575 needy animals finding their way to the kennel door. The vast majority being dogs, but we were also the recipients of a variety of other animals including: pigs, sheep, goats, ducks, chickens and even a budgie or two. We no longer take pound animals from Maroondah City Council but consequently we are able to offer more unclaimed animals from other Councils another chance. We are fortunate in the kennels, that a very large proportion of our intake are stray dogs, of which around 85% can be reunited with their owners. Of the remaining unclaimed and relinquished dogs, the team managed to successfully adopt over 500 dogs, puppies and various small livestock, an average of about 10 individuals per week. A fantastic effort.

The financial year 2009-10 saw the introduction of twilight adoptions. We extended our opening hours on Thursday and Friday evenings until 7pm during daylight savings. This proved very popular with our customers, as it gave them an added opportunity to meet their match as a family, complete dog meets or to pick up their wayward pooch from the pound.

There are so many people to thank for the incredible outcomes achieved in the Shelter Kennels, as always our dedicated band of staff and volunteers are at the top of the list. In addition there is a very special group of people that I would like to thank, they are the Animal Aid donors. This includes those who donate financially, as well as those who give goods, skills and time. The tasks that they perform are many and varied depending on their skills or our particular needs. Both the staff and the animals are eternally grateful for everything that they do for them.

Finally a very big thank you to Eagle Pack Holistic Select, who this year became our official food sponsor. Our dogs are thriving on the new food, and with the variety available, we can cater for all dietary needs.

Meg Ryan

Education Department

We have had a very exciting year with the completion, and imminent opening, of the Elizabeth Walker Education Centre. The extension to our Administration area will give us ample opportunity to develop further course materials and our purpose-built class room allows for larger class numbers to spread Animal Aid's message of humane and compassionate treatment of all animals and humans.



In the past year we have regained our certification as a Registered Training Organisation which allows us to offer two Certificate IV units, Identify and respond to animal behaviour and Carry out pound procedures. New courses have already been undertaken and we look forward to having a number of participants well into the future.

We have also held a number of courses for Animal Management Officers (AMOs) from local and regional shires throughout the year. These courses have assisted AMOs to develop their animal identification, body language recognition and capture and

handling skills to ensure their safety and that of the animals they care for. These courses have also strengthened the relationships between Animal Aid and our various council partners, further improving the experience for animals who come to our shelter.

Our community programs continue to grow, catering for groups of all ages in an array of subjects. We continue to spread our message of responsible pet ownership to school and community groups as well as our adult supporters. We have undertaken training in large animal handling and we are set to offer a number of these

courses to the public in conjunction with the Braidwood Equestrian Centre to complement our companion animal programs. This partnership will allow us to meet the humane, animal welfare and management education needs of a greater proportion of the community.

We have also attended a number of local, national and international conferences and workshops, both presenting and learning about the plethora of programs available in humane education. These events allow us to share our experiences with other organisations and individuals and to draw upon the experiences of our peers to ensure Animal Aid's programs are current and in keeping with community needs. We look forward to more involvement in these programs in 2011.

Our new Education Centre will allow us to work with the other departments within Animal Aid to provide a seminar series to the community on various aspects of animal care. Our website always has the most up to date information regarding the training calendar. Please visit our website to find out more information about upcoming events.

Jodie Limon & Linda Marston

The Veterinary Report

My second year as Practice Manager has been a challenging and exciting one. Some new additions to our team have allowed us to expand our services and continue to improve our practice in areas of efficiency and productivity in both servicing the shelter and the general public.



This financial year our veterinary clinic provided advice and care for 4500 private clients and almost 4200 shelter animals.

It is important to remember that we not only see the people who use our clinic as clients, they are indeed supporters of Animal Aid in a very true sense. The people who choose to use our clinic are helping to subsidise the successful matching and permanent placing of hundreds of valued companions every year.

At the end of this financial year we finally achieved something we have been working towards for a long time. The implementation of our new practice management software is changing the way we work – more efficiently, more accurately and with greater benefits for staff and clients alike. The team has been working hard to adapt and ensure the new system is working to its full potential.

Over the past year we performed just over 2000 surgeries for shelter and private patients, the majority being desexing procedures, and also routine dental procedures and general surgery. On average we have desexed 30 shelter dogs and 60 shelter cats per month! That is a lot of unwanted litters prevented! In addition to the routine surgeries we have also performed eye removals, tail amputations, eyelid surgeries and patella repairs for shelter cats and dogs. These operations are only made possible by the foot pounding power of our monthly walking group and donations from people who support the Special Surgery Fund.

Education is a big theme for the Animal Aid Veterinary Team: within our means, we ensure that our staff are kept up to date with the latest in veterinary practice and procedure. Where possible our team attends conferences and relevant seminars, we also host in-house training sessions. Our team is brimming with new-found knowledge and skills and continues to provide a complete and professional service.

Our desire to improve our services also has a higher purpose. Although we constantly aim to improve profit margins, it is the shelter animals that are the ultimate winners. Our ability to do this has been greatly assisted by the generosity of few special donors and the added cost saver of our precious volunteers. The kind purchase of some new recovery cages and an interior revamp have resulted in a significant saving maximising the impact we can pass on to the shelter.

Once again the Vet Clinic team thanks you for allowing us to care for your beloved pets and for your generous support – we couldn't do it without you!

Belinda Gale

Companion Animal Support Services

Meet Your Match, although not officially a companion animal support service, is a very important complement to the rehabilitative and preventative programs that we deliver. In place for well over a year now, it has proven to be very successful for the dogs, and popular with the staff and the general public. After all that is what we are ultimately trying to achieve, the complete package that satisfies both the needs of the animals and the loving families who choose to adopt.

The ART (Animal Rehabilitation Training) Program continues to be a vital part of our daily operations which not only modifies undesirable behaviour but empowers the dogs to improve their chances of finding a new home. Coordinated by myself, supported by the staff and an invaluable core of specially trained volunteers, this program ensures that all interactions with the dogs are also meeting their training needs.

PAT (Post Adoption Training) has now been brought back to the shelter which has enabled us to be more flexible in the times available to work with the dogs and their new families. This program is the crowning glory of all of the pre-emptive measures that we take to ensure adoption success. It provides the adoptive families with the necessary support and advice to steer them through the post adoptive phase and ultimately to a happily ever after experience of adopting from a shelter.

That is what it is all about, happy endings means positive experiences and hopefully future adoptions. Not only by families that directly benefit

from our holistic adoption service but their friends and family too. The more dogs that I can help to secure into permanent new homes the fewer dogs we should need to assist.

In addition to the "in-shelter" programs I offer a range of specialised sessions to assist those with challenging pets. I can visit people and their pets in their homes or see them on a one on one basis at the shelter.

We also deliver short courses aimed at new puppy owners and older puppies too.

Whatever your pets behavioural or training needs may be, give me a call, I look forward to being able to assist you and your pet.

Meg Ryan



Grooming

Animal Aid Professional Grooming Salon has yet again experienced a year of consistent growth. Although the profit margin may not be as significant as we would like, our top quality and affordable service has been justified by the demand for what we can offer.

Since its inception back in 2004, we have gone from grooming 755 treasured companions, to a staggering 1600 amazing makeovers annually. In the last year alone we have acquired an impressive 150 new clients, of which almost half were existing clients of the many Animal Aid services. Each business unit complements the other; the Vet Clinic, Boarding, Training, Education and Shelter all add up to one very comprehensive companion animal resource.



We are true to our mission and never turn anyone away. We welcome the difficult, the grumpy, the jumpy, the wrigglers and the dodderers. We take them, matted, knotted, muddy and filthy, then return them to their owners transformed. Cinderellas become princesses and frogs become princes; while at all times seeing that the welfare of our clients is paramount.

The relationships that we are able to build with our customers and the trust that they place in our abilities directly results in increased return patronage for our service. Not only do they return because they are happy with what we offer but also for the fact that they are indirectly helping Animal Aid.

The growth in our salon has only been possible with a 50% increase in volunteer involvement. Each day, two volunteers ensure that as a team we have the capacity to groom between six and nine dogs and cats in an eight hour day.

Grooming the shelter dogs is a very satisfying part of what we do. We have been pleased to see a reduction in the number of horrendously matted dogs, now we are more regularly called upon to do a more aesthetic style of clip rather than having to remove their coat completely. It is hoped this is due to increased awareness and availability of education on basic coat care and we look forward to seeing this trend continue.

Bolstered by the positive customer feedback we receive on a daily basis, we are sure that the year ahead will see our salon continue to improve and grow. To say that my job is rewarding doesn't really convey the sense of satisfaction I feel when I realise what an important role that I play in helping people to love their pets.

Our grooming salon was responsible for 1600 amazing makeovers for the year.

Linda Shambrook

Community Welfare Services

The program most in demand in this department is our Emergency Accommodation program. It seems to us that there is a significant part of the community doing it tough and we are pleased to be there for them, and their pets. People who are victims of domestic violence, that battle with mental illness or face the ordeal of financial hardship, are at the end of the day people just like you and me. Circumstances, often beyond their control, cast the die and set them on a path they could never have foreseen and place their family in serious danger of being separated.



The pets of these families are not immune to this danger and are often the first victims. For these unwitting players there are few alternatives and it often results in them being surrendered to a shelter or being reluctantly and perhaps haphazardly rehomed to a less than ideal situation. Equally their fundamental veterinary needs such as routine checkups, vaccinations or desexing may not be being met.

If there is one thing that I can feel good about, it is that Animal Aid has one of the most comprehensive programs for the provision of emergency accommodation and affordable veterinary treatment for pets available of any shelter. We can offer a much needed alternative to permanently relinquishing a treasured family pet by accommodating them temporarily until alternative arrangements can be made or the necessary treatment or support has been accessed.

Keeping these families together, including the furry and feathered members, is such an important service to be able to provide, but it comes at a significant cost. Families that find themselves in crisis rarely have the funds to cover the expense of boarding or treating their pets.

Ensuring that pets can stay with their loved ones by offering temporary accommodation or veterinary assistance at a nominal fee and making a financial loss is always preferable to having to witness the heartache that pet relinquishment can be. In the past financial year, Animal Aid has helped 110 animals and their owners when they have been in this situation.

Running a program like Pets in Peril, or any of our emergency accommodation programs, can be very challenging, including subsidising its cost. However, seeing the impact of the program, and the faces of families reunited with their pets, particularly after they have undergone hardship, trauma and separation, makes it all worthwhile.

Debra Boland



Coldstream Boarding Kennels

Animal Aid is a constantly evolving organism, and here in the Boarding Kennels and Cattery we are not immune to this change. In an effort to improve the service we provide to our customers and the level of care to their cherished pets, we do more to ensure that their satisfaction is such that they are happy to come back time and time again.



We achieve this by having a higher than average staff to animal ratio, giving our staff the time to indulge your pets every wish while they are with us. Puppy huggers give one on one cuddle time to our more anxious boarders, playtime offers single and group play sessions with like minded dogs or maybe just a favoured treat is their thing, either way we aim to please.

Our new pickup and delivery van is a huge asset, not only in the increased travelling comfort of its passengers, but also the ability to take the Animal Aid brand into the metropolitan area on a regular basis. This year saw a change in our major food provider and we are absolutely thrilled with the Eagle Pack range of products, and so are the cats and dogs. Their holistic approach to companion animal wellbeing fits well with our perspective on animal sheltering.

A few internal staff changes have been notable. We have lost long time staff member Stuart, he is now the resident IT expert for the whole Animal Aid organisation, a role where his talents are being fully utilised. As a result, we've given a much deserved promotion to Tayce to the position of Customer Service Officer.

Thanks to the wish list which appears in our biannual newsletter, we have been the recipients of a number of donations, including a new fridge and artificial plants for the Cattery. We would like to thank those who have supported us, and of course those who keep coming back to use our service. Any profits made by our department support the vital work of the shelter services.

Coldstream Boarding Kennels and Cattery provided a home away from home for around 4000 cherished companions, which equates to around 34000 boarding days.

Sharon Smith

Animal Aid East Gippsland

We have seen some big changes here at East Gippsland this year, and as the newest member of the Animal Aid management team, I am proud to provide you with this report. You see, I have come a long way to join this dynamic team, originally from Columbia, and more recently from Queensland. There is so much that I want to achieve for the animals of East Gippsland.



Our Bairnsdale shelter received 601 dogs and 562 cats in this financial year.

We achieved an adoption rate of 61% for dogs and 69% for cats, of the animals that passed our medical and behavioural assessments.

Animal Aid only euthanases as a last resort and any animals that did not pass assessments were deemed to be too aggressive and unsocialised or have such severe medical conditions they would not make suitable family pets.

In addition 98 animals travelled the Road to Rescue to Coldstream and were given their 3rd chance to find their forever home. 56% of dogs and 4.6% of cats were reclaimed.

My previous experience has armed me with many of the skills that it takes to serve the needs of the animals that inevitably arrive on our doorstep; I am determined to make this branch of Animal Aid the best that it can be. My greatest hope is that I can further garner the support of the local community. A shelter is only as effective as a community enables it to be, and with their support I can see that the possibilities are endless.

Over the past twelve months we have continued to kick goals with our rehoming, something we wouldn't have been able to achieve without our fantastic volunteers, I rely on them daily. As a relatively small facility, that has to serve such a large and diverse slice of Victoria, our job is a significant one. We are grateful for the Road to Rescue that is Coldstream, but aim to do our best to rehome as many of our surrendered and unclaimed animals back into our own community as possible.

We really value the fantastic results of our Opportunity Shops, in Lakes Entrance and Bairnsdale, for their vital injection of funds that bolster our rehoming endeavours and operations in general. I can't stress enough just how important the efforts of the volunteers that donate their time and skills are in ensuring that these bargain hot spots can make a significant profit for the animals.

I can already see enormous potential in the ways in which the East Gippsland community can connect with the shelter. With their help we will succeed in getting companion animals into new and forever homes. There are also many other programs that we would love to bring to the area that will help people and their pets.

Together there is so much that we can do and with the support of the op shops, volunteers and local businesses like Forestech, of which we are the sole recipients of their trivia night earnings. They provide the most important benefit we can receive, that of financial support.

I look forward to working together with the community towards the goal of responsible pet ownership and increasing the number of dogs and cats adopted from, and the awareness of, the shelter in Bairnsdale.

Luis Marquez



Fundraising and Marketing Report

This has been a tough year for my department, we were without a designated fundraising person for a significant part of the year. Many of the extra fundraising activities that we would normally undertake had to be scaled back due to lack of resources.

An animal shelter without a fundraiser may seem like an unthinkable position to be in, but I have to say that once again our strong supporter base has managed to get us through. I can't stress strongly enough just how important predictable streams of income are to us. Regular giving, monthly donations and pen sponsorship are our life blood. Equally the income generated from our Vet Clinic and Boarding Kennels are an integral injection of sustainable fundraising.

Every day we are the recipients of donations of all manner of goods for every species which greatly assist us in all aspects of our operations, but a very valuable donation that we received was that of people's time. Thank you all!

This year, even with our limited department resources, we managed to deliver a very successful Annual Trivia Night and Silent Auction. Many thanks to our Board of Trustees who worked long and hard to make this event a success.

Our bequest officer David Bramley has been delighted with the number of supporters who have confirmed



that they have included a bequest for Animal Aid in their Wills. We now have almost 100 people who have confirmed their bequest inclusion, and another 50 who have indicated their potential interest in doing so. Bequests are imperative to the financial sustainability of the organisation and play a vital role in our income stream.

The Fundraising and Marketing department are responsible for meeting the shortfalls that inevitably arise out

of putting the needs of the animals first. Please take a look at the list of individual donors, community groups and corporate sponsors that help make Animal Aid the special place that it is, we encourage you to support them in return because we couldn't do it without them.

Debra Boland

Financial Report

Our operating income and expenditure continued to grow in a number of key areas in the financial year 2009-2010, including our Vet Clinic and Grooming, Boarding Kennels, and our Opportunity Shops. These areas, and our Fundraising and Marketing section, helped fund our vital work in our shelter units. These shelter units, which care for homeless companion animals, receive no government funding and thus are dependent on our other business divisions and the support of our donors, without them we would not survive. With increasing demand on our services, and an increasing number of animals needing our help, costs are growing even higher, putting further pressure on us to stretch our dollars further.

Once again we must mention the performance of the Animal Aid East Gippsland (Bairnsdale) facility, which has continued to remain self-sustaining financially.

The Vet Clinic and Grooming, Boarding Kennels and the Opportunity Shops all grew in revenue by between 6% and 20%, with contributions from these areas enabling a more solid and more reliable income base for our shelter services and programs like our emergency accommodation service.

The 2010 financial year ended with an operating deficit of \$104,706. There were a number of significant program developments that Animal Aid undertook resulting in increased costs for the year, including developing our Education department and setting up our Emergency Response Unit.

Having this resource on hand will give us a vastly increased ability to deal with natural disasters, such as those we experienced last year on Black Saturday, and assist those communities in need in such times of crisis. Our Education department will also enable us to continue to raise awareness and so effect positive change with regards to animal management and welfare issues.

These areas are important investments for the future, in terms of service provision and continuing to pioneer cutting-edge programs in the sector, but also, in the case of the Education department, in terms of having another important source of future income. The development of the Elizabeth Walker Education Centre and Administration Building as part of this

was also particularly important in terms of addressing workspace and OHS issues that needed to be resolved.

Animal Aid continues to face many challenges, but we have continued to remain focussed on our core mission, and ensure that we are as effective as possible and that our work has maximum impact. We have continued to strengthen and expand our programs, developing our Coldstream site and Bairnsdale shelter further, and we will continue to grow and strive for excellence in all areas of our program operations and work.

Income Statement

	2010	2009
	\$	\$
Income		
Welfare Dogs	386,590	374,198
Welfare Cats	185,329	182,872
Vet Clinic and grooming	833,067	759,627
Op Shops	316,415	263,516
Boarding Kennels	547,969	515,083
Fund raising and marketing	271,184	758,133
K9 Kompany	169	34,053
AAsales	33,072	-
AAEG (East Gippsland)	196,992	198,123
Other income	180,278	234,040
Total Income	2,951,065	3,319,645
Expenditure		
Welfare Dogs	587,055	549,958
Welfare Cats	265,256	257,554
Vet Clinic and grooming	759,475	673,501
Op Shops	181,901	111,285
Boarding Kennels	386,857	408,783
Fund raising and marketing	101,755	213,153
K9 Kompany	51,707	61,390
Aasales	52,687	-
AAEG (East Gippsland)	194,218	184,455
Other expenses	745,574	587,707
Total operating expenses	3,326,483	3,047,787
Net operating surplus/(deficit)	(375,418)	271,858
Plus bequests	255,604	824,919
Net surplus/(deficit)	(119,814)	1,096,777
Plus comprehensive income/(loss)	15,108	(2,417)
"Net surplus/(deficit) including comprehensive income"	(104,706)	1,094,360

Balance Sheet

	2010	2009
Assets	\$	\$
Cash and cash equivalents	42,717	244,582
Trade and other receivables	82,070	56,166
Financial assets (Term Deposits)	722,049	1,420,605
Inventories	71,537	80,743
Non current financial assets (Shares)	185,250	155,142
Property, plant and equipment	3,317,974	2,156,404
Total assets	4,421,597	4,113,642
Liabilities		
Trade and other payables	208,954	130,194
Short and long term borrowings	351,363	29,793
Current and non-current provisions	159,692	147,361
Total liabilities	720,009	307,348
Net assests	3,701,588	3,806,294
Equity		
Reserves	851,191	836,083
Retained earnings	2,850,397	2,970,211
Total equity	3,701,588	3,806,294

Trust



Chair Lesley Humphreys
Vice Chair Paul Dargie
Secretary Donald Forbes
Treasurer Max Davis

Members Pricilla Ashworth
Fiona Berry
Alan Fincher
Mark O'Donnell

Donations

Corporate Supporters

Accurate Engineering
Bendigo Bank Wandin Seville Branch
Black Dog Wear
Certified Strawberry Runner
Growers Pty Ltd
Croydon and District Obedience Dog Club
Equipment Recycling Network Inc
Eagle Pack Pet Food Pty Ltd
Forestech East Gippsland TAFE
Trivia night
IGA Coldstream
Ken Smith and Associates
Leader Newspaper Group

Mail Newspaper Group
Mitsuori Architects
Pedders Suspension Lilydale
Pegasus Floats
Petstock Lilydale
Ritchies
Shire of Yarra Ranges
S P AusNet
Wallace Contracting
Yarra Ranges Shire Council
Zahara Body Works

Donations

Individual Donors

Jan Alderman
Kristy Arbuckle
John Barns
Alana Birchall
Ann Byrne
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Clive Catlow
Alan Cobb
Tamara Cuhnane
Gillian Dahlsen
Judith Dinsdale
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Megan Lane
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Madeleine Schaerli
Patricia Scott
Paul Sillato
Lucas Simpson
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Wayne and Glenda Walker
Geoff Wansbrough
David Warburton
Christiane Weibel
Pauline J Withers
Ginny Woodhouse
Kel York
Audrey Youdan

Bequests

L & H Basch Charitable Trust
Ms T M Bradbury Estate
Mrs P R Carrington Estate
Mrs B Coulson Estate
Mrs T B Culph Estate
Mr J Godfrey Estate
Ms A M Knipe Estate
Ms E McKinnon Estate
Ms J White Estate
Mrs L Williams Estate

Trusts and Foundations

The Helen Macpherson Smith Trust
The Peter Brock Foundation
The Sheehan Birrell Foundation
The William Angliss Victoria Charitable Fund
The Wright-Goodwin Family Foundation for
Animal Welfare

Community Groups

All Soul's Opportunity Shop
Alex Supporter Assoc
Balinese Cat Club
The Basin Theatre Group
Harley Owners Group Dandenong
Chapter
Harley Owners Group Yarra Valley Chapter
Maroondah Sports Club
Tasmanian Dog Training Club –
Launceston
H.A.A.D.O.C



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