



CHANGING LIVES
- one day at a time

Annual Report
2017-2018



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THE WORK WE DO

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

We achieve a lot with limited financial resources.

CHAIRMAN'S REPORT

It gives me great pleasure to report that our organisation has once again finished in a strong financial position.



On behalf of the Board of Directors, I want to record my thanks to our CEO, Mark Menze for his meticulous attention to our financial position. I would also like to record my appreciation to all Managers for implementing best practice principles in the areas under their responsibility. I also record my thanks to our Board of Directors who generously give their time and expertise to provide direction for our organisation.

We are an animal welfare organisation driven by the need to ensure that we provide the highest standard of care to all animals. We can only succeed in implementing this if we are in a financially secure position and this is the only way we can continue to operate an open door facility.

This past year has been one of consolidation through ensuring we have the right protocols in place at our new boarding facility, ensuring our shelter dogs are housed in the best accommodation we can currently provide, ensuring our cattery does not burst at the seams, particularly during kitten season, providing the means for our vet clinic to respond to the needs of our customers in a building that is just surviving the ravages of time and enabling our staff and volunteers to be able to effectively do their jobs.

Overall, our results have been pleasing and the dedication and commitment from our staff and volunteers has enabled this result.

It was recently mentioned that the Coldstream location appears to be a constant building site, I can understand the sentiment. Our buildings are ageing

and often require repair and maintenance in order for the Animal Aid team to continue to provide the highest standard of care. We have been extremely grateful that our own fundraising efforts, together with the generosity from benefactors has enabled us to systematically address our ageing infrastructure.

Our new vet clinic is reaching the final stages of construction and will enable our vet staff to treat those in our care in the safest possible environment while maintaining the highest standard of infection control and utilising groundbreaking techniques and technology. As always, our primary aim is to ensure the welfare of the animals.

In an age where we constantly read about the problems of disruption, I am grateful that at Animal Aid we have a strong and robust culture of respect for those animals in our care and respect for each other. There is no measure for respect in a balance sheet but I am proud that I can report that respect is in surplus throughout our organisation.

We will continue our redevelopment program in subsequent years when we are in a financial position to do so in order to continue to provide the best level of care. I commend the annual report for 2017-2018 as a record of our achievement.

A handwritten signature in black ink, appearing to read 'Fran Bailey'.

The Hon Fran Bailey
Animal Aid Chairman

CEO'S REPORT

For 70 years Animal Aid has provided exceptional care to animals and people in need.

The legacy of Alexander and Stella Grierson, founders of Animal Aid, continues to live on through the progress and impact we make in our community.

The Victorian Animal Aid Trust exists as it does today because of the extraordinary people that have given so much of their time, energy and expertise. We look with fondness at the historical records that detail where we started and how we have progressed; from small beginnings in Croydon circa 1938, to the amazing and successful organisation we have become.

There have been many positive changes in animal welfare since those early days. I am astounded at the momentum and progression that I have seen at Animal Aid in my five short years as CEO. Whilst our animal care has always been exceptional, it's fair to say that in 2013 times were tough and our financial position was precarious. Fast forward to 2018 and we are flying high and moving forward in leaps and bounds. There is now a spirit of hope, growth and success in and around our organisation.

We have now had the benefit of a full years trading in our new Boarding and Grooming facilities. Our investment has delivered, with revenue from these two businesses doubling in the last 5 years. Whilst some of this growth can be attributed to increased capacity and

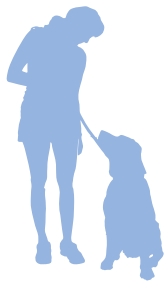
luxury accommodation options, you cannot achieve this scale of success without a great team of people driving incomparable customer service and care.

In last year's Annual General Report I announced the addition of Knox and Whitehorse City Councils animal services contracts. This has created sustainability for our important welfare work. The increase in animal numbers has provided many new challenges and opportunities to our teams, but our people have well and truly risen above and managed to maintain our high live release rates by adopting their socks off! An amazing outcome and one we are very proud of. The additional contracts have also increased our reach into new communities; allowing us to broaden our animal welfare message and mission.

This year we added a new service with afterhours contained animal collections. We are now picking up lost or found animals from the community and bringing them back to the safety of our Animal Aid shelters. This service is provided overnight and on weekends for the City of Knox and Yarra Ranges Shire Councils, this has proven another effective revenue stream to support our welfare work.

Our infrastructure upgrades continue. The Animal Aid Veterinary Clinic





redevelopment is due to be completed in late October. Our veterinary team are excited about the move which will enable us to deliver even better standards of care to our shelter animals, as well as allowing us to expand our private veterinary enterprise.

Our aging infrastructure continues to deliver challenges. We look forward to a day when our animals and people can enjoy the benefits of newly developed housing and space across all facilities. We will continue to work hard to generate the necessary funding to attain this. We are indebted to the many donors and bequestors who make our redevelopment progress a reality.

Through exceptional rehoming rates, community support, events and media the profile of Animal Aid has improved considerably; we are increasingly considered a recognised voice in animal welfare.

This year we hosted an inaugural event Adventure Dog – A Cross Country Challenge, held at Wandin Park in May; a 4KM obstacle course that took canines and their owners into water, over hay, under logs and through plenty of mud. We were very pleased with the number of participants at almost 500. Our sponsors, event partners and

participants with the help of their friends and family allowed us to raise \$48,500! Adventure Dog is very much aligned with our values of enjoyable pet ownership, I have no doubt this will be Animal Aid's signature event with thousands of entries in the years to come. Adventure Dog will continue to raise much needed funds and increase our positive community profile.

These significant achievements would not have been possible without the applied dedication from our people who consistently rise to new and exciting challenges. To the Animal Aid staff, volunteers, supporters, donors, customers, Board of Trustees and our Chairman Hon Fran Bailey, I thank you very sincerely for your continued support and faith in Animal Aid.

Until They All Find A Home

Mark Menze
Chief Executive Officer



MISSION

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 enjoyable 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.

GUIDING PRINCIPLES

Animal Aid believes that all pets deserve the safety and comfort of a loving home.

Animal Aid is an open-door shelter that never refuses an animal or person in need.

Our staff and volunteers treat all animals in our care with respect and dignity.

Animal Aid works diligently to reunite lost pets with their owners.

We are committed to finding loving homes for ALL temperamentally sound and healthy animals. Animal Aid does not euthanase healthy, adoptable animals based on space, time or financial pressures.



VALUES

The Pawfect Principle aims to create an environment whereby the people and animals we care for achieve the best possible outcomes. We will do this by:

Choosing Our Attitude

At Animal Aid we believe that attitude is a choice and we choose to be professional, responsible, accountable and proud.

Supporting Each Other

Our people are our most important asset. We listen to each other and engage positively.

Celebrating Success

We share our achievements; big and small.

Having Fun

We take the time to enjoy the company of our animals and people.



Celebrating
Success

Having
Fun

Supporting
Each Other

Choosing Our
Attitude

Achieving
Excellence
in Animal
Welfare

HERE FOR THOSE IN NEED

The last financial year:

Our animal welfare statistics at a glance:

Veterinary

- 1410 Welfare Surgeries
- 788 Private Surgeries
- 10,530 Veterinary consults, health checks & vaccinations
- 1,280 Microchips

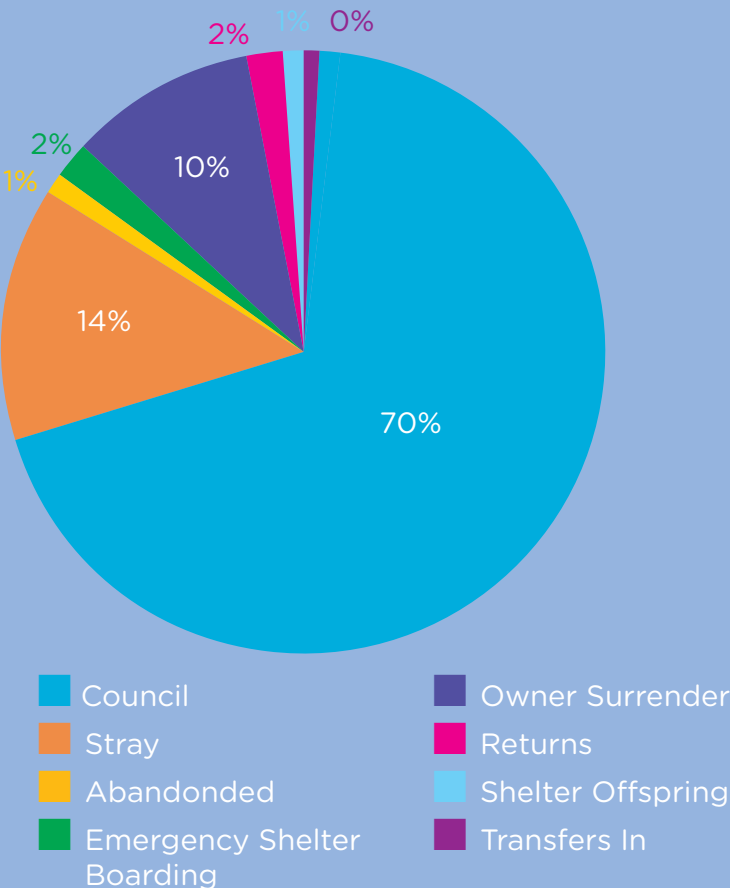


Boarding

- 54,363 Pet Boarding Days
- 2900 Emergency accommodation days
- 2743 Pets Pampered through our grooming services



Incoming Source All Shelters

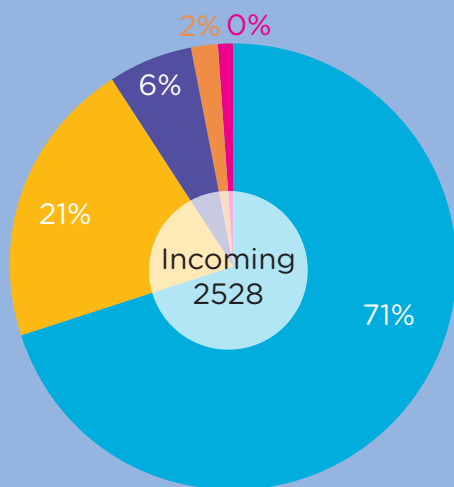


Incoming Animal Type	All Shelters Animal type
Dogs	2528
Cats	2689
Pocket Pets	117
Livestock	17
Birds	68
Total By Shelter	5419

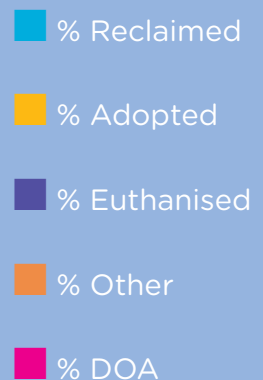
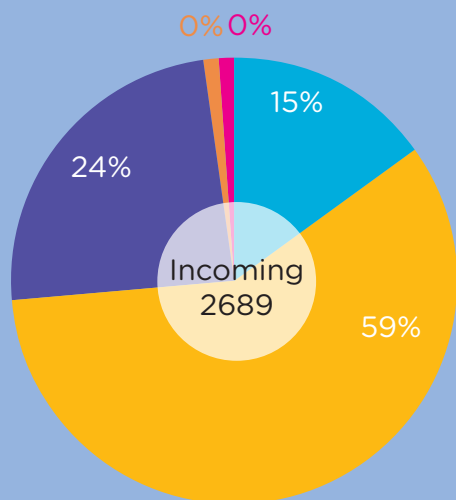


Outgoing Animal Type	Reclaimed or Returned	Adopted	Euthanized	DOA or Unassisted Death	Other	Total By Animal
Dogs	1807	523	140	2	66	2538
Cats	396	1594	651	40	5	2686
Pocket Pets	5	63	32	4	1	105
Livestock	6	9	1	0	0	16
Birds	5	52	10	1	1	69
Total By Category	2219	2241	850	47	57	5414

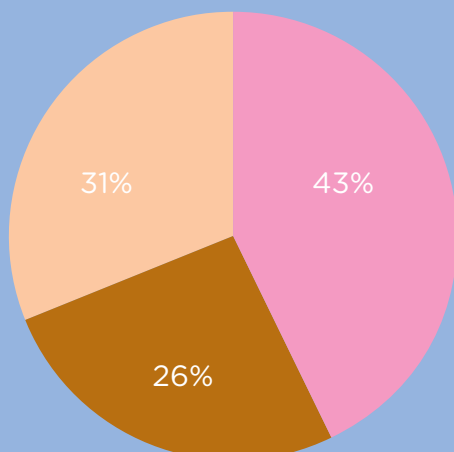
Save Rates Dogs 94.3%



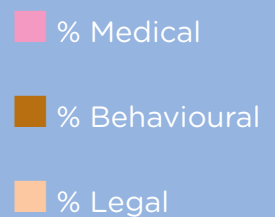
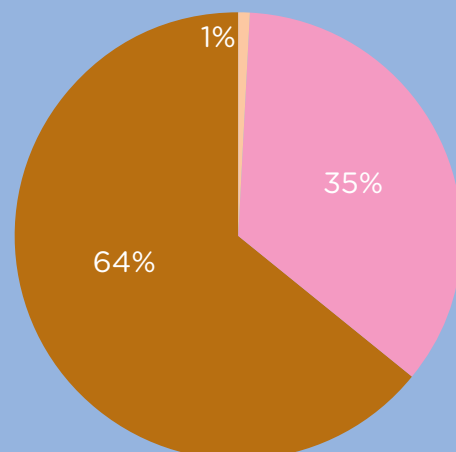
Save Rates Cats 75.6%



Euthanasia Reasons Dogs



Euthanasia Reasons Cats



THE GIFT OF TIME



THE GRIERSON AWARD WINNERS



Barbara Buchanan - Is one of the friendly faces that greet our Vet Clinic patients. Barbara has volunteered at Animal Aid for over 6 years. The Vet Clinic Team love Barb's bubbly personality, her reliability & her great rapport with customers. Thanks for everything Barb!

Stan Waters - also known as Mr Reliable! Stan has been helping in the Coldstream Welfare Kennels for just over 5 years. The job will always get done when Stan's onto it!



Dennis Hare - Mr Versatile. No job is too big or too small for Dennis. When he's not helping out in Welfare Kennels, he can be found driving about town picking up donated goods and doing the regular run to our Croydon and Blackburn Op Shops. Thanks for 5+ years of service Dennis!



Tracey Dell - Foster Carer extraordinaire. We've lost count of the number of cats and kittens Tracey has taken into her home to care for. And when there's no kittens Tracey has jumped to our aid to help with puppies and dogs. Thanks Tracey for your endless ability to nurture the needy!



Sarah Arthur - The stunning photography that you see on the Sale adoption pages is courtesy of the very talented Sarah! Thank you for your lovely photos we know they help our animals find their forever homes.

OUR VOLUNTEERS

Volunteers and Foster Carers support our committed staff and are integral to Animal Aid's vital work. During the past financial year 473 active volunteers contributed their time and skills by gifting over 98,384 hours equating to \$1.9 million donated time. It is thanks to the tireless efforts of these people that we can help the animals that come through our doors each year.

Thank
You

Role	Volunteers Per Role
Kennel Assistant	171
Events Volunteer	38
Pickup & Delivery Drivers	4
Vet Clinic Assistant	37
Volunteer Administration	23
Work Experience/Community Service	10
Boarding Assistant	231
Grooming Assistant	51
General Maintenance/Grounds	3
Cattery Assistant	137
Corrections	20
Shop Assistant	113
Foster Carers	158



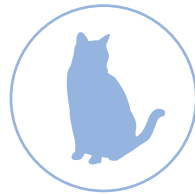
Many animals come to us needing extra medical or behavioural support. Our network of volunteer foster carers provides homes outside the shelter where animals can take time to heal, grow and become more family friendly, in a stress free home environment.

During the kitten season our foster carers can take multiple litters of kittens, without this vital contribution we could not manage the large numbers that need our help. Last financial year over 790 kittens were in loving foster homes until they were able to come back to the shelter.

Mature cats that find shelter life a little stressful often show their true personalities or improve their behaviour whilst on foster. Noticing their behaviour, quirks and preferences provides us with valuable information to match them to the perfect home. Pocket pets also benefit from foster care. The daily care and interaction helps them to become more family friendly which makes them easier to adopt.



1,493 animals were cared for by 158 foster care families



92
cats



797
kittens



60
dogs



18
puppies



88
pocket pets
& birds

Volunteer Years of Service:

Margaret Reece	25
Doreen Van Spanjen	20
Vicki Entwistle	15
Alyce Arthur	10
Amber Nelson	10
Simon Bown	10
Angela Rutter	10
Christine Wilson	10
Jack Wyllie	10
Janine Leyshan	10
Tanya Patrick	5
Geraldine Vanlangenberg	5
Lesley Wilson	5
Dennis Hare	5
Ezabella Copeland	5
Julia Bockholt	5
Pamela Nash	5
Maureen Rowland	5
Anna Shubovich	5
Kaye Kittelty	5
Julie Davies	5
Shirley Paff	5
Jennifer Davies	5
Kerryn Gill	5
Peter Cottle	5
Carole Richmond	5
Janice Bartlett	5
Janet Vickers	5
Michelle Neander	5
Valerie Edsall	3
Lyndal Humphries	3
Laura Bermingham	3

Marian Birkett	3
Lyn Clemow	3
Kerry Cunningham	3
Heather Sherar	3
Elizabeth Hobbs	3
Sonya Boadle	3
Wendy Williams	3
Rosanne Mileto	3
Alison Froud	3
Geraldine Burns	3
Mitchell Barnes	3
Leanne Hare	3
Madeline McGill	3
David Barker	3
Sue Johnson	3
Tracey Dawson	3
Rosie Leak	3
Ann Thorn	3
Eric Gilbert	3
Stephen Towns	3
Linda Knewstubb	3

OUR BOARD MEMBERS

Fran Bailey	- Chairman
Glenda Walker	- Treasurer & Vice Chairman
Kirsty Watts	- Trustee
Catherine Sim	- Trustee
Kellie Kluckow	- Trustee



OUR VOLUNTEERS

Customer Service Training

We were pleased to be able to have Dr Louise Mahler deliver her session on how to deal with difficult situations on September the 27th. The session was fantastic with staff and volunteers all leaving feeling uplifted and inspired. Staff and volunteers had a lot of fun “checking” each other and keeping everyone on their toes.

Volunteer week 21 May - 27 May 2018

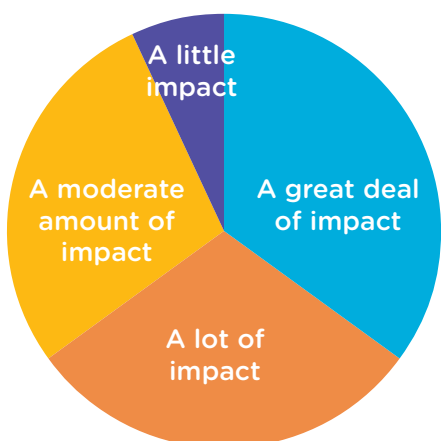
Volunteer Week is a great week to catch up with our diligent volunteers from all 7 locations. It's a real challenge to get everyone together; Volunteer Week is the perfect catalyst to make it happen. Breakfasts, lunches and afternoon teas were held with a bonfire held on a very chilly Friday evening at Coldstream.



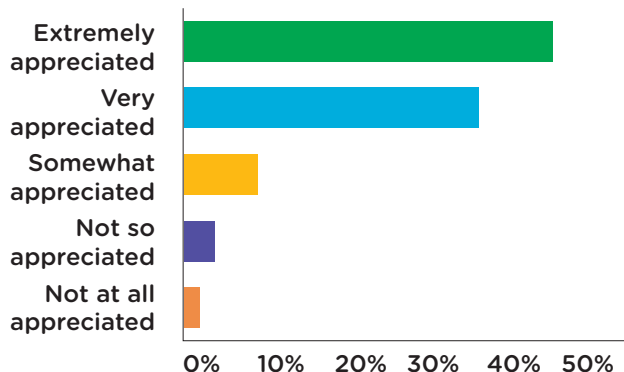
Volunteer feedback survey

2018 saw us undertake a volunteer feedback survey. The survey helps us to improve our volunteer experience, and to make sure our volunteers feel part of the Animal Aid team. It's clear from the results that our volunteers enjoy doing what they do.

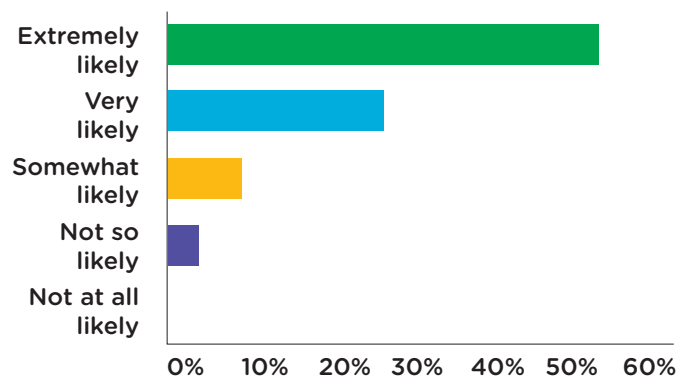
Q How much of an impact do you feel your volunteer work has?



Q How appreciated does your supervisor(s) make you feel?



Q How likely are you to continue volunteering at Animal Aid?





THE YEAR IN REVIEW

THE YEAR IN REVIEW

COLDSTREAM CATTERY

Over the last year the Coldstream Cattery has experienced an increase in cat arrivals mainly attributed to undertaking two new council animal services contracts with the City of Whitehorse and Knox Councils. To safely house the additional incoming cats, a portable building, equipped with 16 cat condos arrived in July 2017. The portable provides much needed space to lessen the stress of shelter life and to reduce the exposure to infectious disease.

Cattery staff and volunteers have done an amazing job adopting 275 more cats and kittens over prior year. In addition to using social media to increase the reach of our adoption message, we began a new relationship in May with Animal World in Boronia to provide them with adoption cats and kittens. They have proven to be a great partner for Animal Aid by providing another avenue to access potential adopters. Claws and Paws continued its long standing support of adoption by taking available cats and kittens needing a home. These two external outlets have helped to find an additional 50 homes for cats and kittens. Moving forward we are actively looking to create more relationships with external outlets to increase our reach and to reduce the dependence on attracting people to Coldstream.

Over many years we've had the privilege to care for some very special house cats. These house cats were granted the opportunity to free roam the premises, often being the first to greet visitors

coming to the shelter. When we moved from Kilsyth to Coldstream in 2000, 9 house cats made the journey with us! Whilst these house cats have long since gone our last house cat, Miss Tansy has this year found her forever home with Christine in Euroa. At this time there are no plans to replace Miss Tansy with another house cat so she may well be the last of a long line of much loved Animal Aid ambassadors!

Finally I must commend the Cattery team on an outstanding job they have done. Always going above and beyond, when it comes to caring for the cats and kittens in our care.

Lynn Bell
Coldstream Cattery Manager



THE YEAR IN REVIEW

VET CLINIC

Here at Animal Aid Vet Clinic, we have had a busy year with many changes that have already happened and some that are yet to occur. Over the last 12 months, planning and organising the build of the new Veterinary Clinic at the Coldstream location has been at the forefront of our conversation and promises to be an exciting and a long anticipated development. The existing Elizabeth Walker centre, which previously housed all of our administrative staff and also our CEO Mark Menze, is being re-purposed and extended on to make room for the new clinic. Thanks to funding, public donations and bequests from our loyal Animal Aid supporters, construction has already begun and the new building is swiftly coming together.

Our current building, where we perform all of our Veterinary surgeries and consults for both public clients and welfare departments, has been standing for over 18 years, since being built in 2000. While our current clinic is functional, it is dated and doesn't create the friendly and professional visual representation that our new facility will achieve. Our current Veterinary business has shown a steady increase in case load over the past 12 months, but due to restrictions to the amount of consult rooms our current clinic possesses (just 2), we are only able to perform a maximum of 500 consults per month. This means that there have been unfortunate times in which we have had to refer potential clients elsewhere due to the fully booked days we have consistently been experiencing.

Our Veterinary Clinic is a fundamental business department to the whole Animal Aid structure, as the revenue generated by consults and surgeries pours straight back in to our shelter departments. This in turn allows us to achieve more for the cats, dogs, pocket pets and livestock that desperately need our help and intervention. Therefore, it became apparent very quickly that in order to meet the demands of an increasing client base and numbers of shelter animals in our care, we would need to come up with an imperative plan to allow for this, thus the proposal of the new clinic. At Animal Aid, we aim to provide the best possible service and standard of care to all that we can, so to have to turn people away in recent times has been very hard for the staff at the Animal Aid Vet Clinic. We seek to expand our business with our new facility by creating room for more clients, a bigger waiting room and extended consulting hours to help better manage our time and provide more assistance to those who require veterinary attention for their beloved pets.

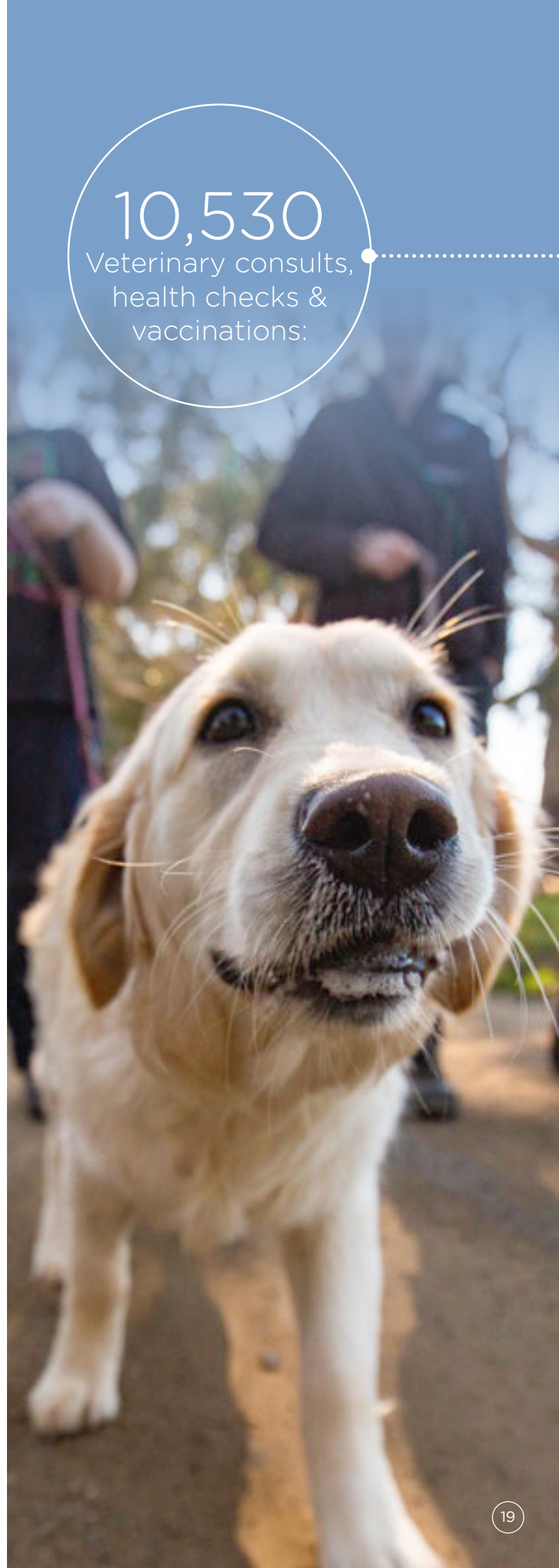
Some of you may have already met Dr. Zhan Hong Lee (Riian), our newly appointed Veterinary Clinic Director as of March 2018. Riian has brought his own knowledge of Welfare medicine, having worked at the RSPCA for the past 4 years and has had a lot of input in to the new clinic. He envisions a functional clinic with the ability to accommodate for future growth in caseloads such as consults and surgery for both welfare and public clients.

The clinic will be more accessible having been placed in the same driveway as all the other Coldstream departments. This means more visibility and exposure to the general public, whether that is boarding clients or people adopting a pet.

The new facility will be purpose built, allowing us to deliver the best standard of care. This includes up to date technology, equipment and monitoring devices, the ability to better regulate the environment making for a more comfortable stay for our patients and a layout that will be functional and have a general flow on effect to utilise the new space in the best way possible. We expect to be operational around Mid- November 2018 and we can't wait to show off our new Vet Clinic!



10,530
Veterinary consults,
health checks &
vaccinations:



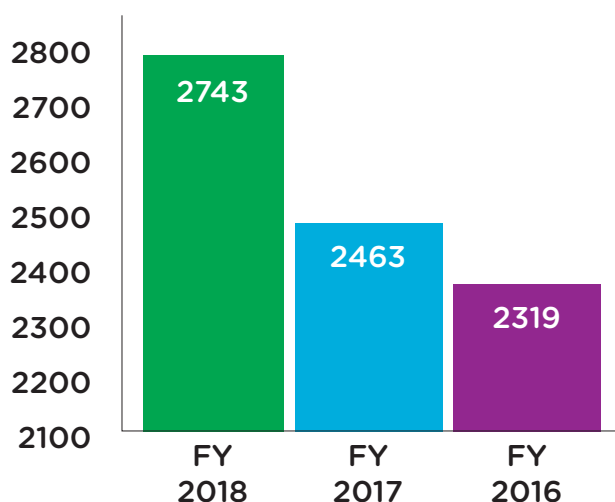
THE YEAR IN REVIEW

GROOMING

We now have a brilliant team of 4 very competent and professional groomers with Sam coming on board late last year and Kat the most recent appointment. We're supported by a sensational volunteer team. Due to work-life commitments, many of our volunteers move on, however we still have a core group that have remained with us for some time. We have a few who worked in the old salon and enjoy working in the new facilities.

The new facilities have been a joy to work in, we now have a very safe and comfortable environment to work in and be proud of. We also have some new equipment making grooming easier and manageable such as large portable clippers and smaller trimmers and a new white board which instantly captures our schedule for the day.

Grooming Salon Number of Grooms Financial Year 2017-2018



We have all enjoyed being involved with Spring Fair and Adventure Dog, Tonnie and Kat have loved visiting the nursing homes as part of our pet therapy pilot programme.

Our working relationship with Boarding Kennels staff has been terrific. Reception staff have taken on the task of making our appointments and have become very competent and handle our customers in the most professional manner and have been mindful of the way they use the grooming facilities and work in with our schedules, staff and volunteers well.

Our Grooming Business has grown by 18.2% over the past 2 years (or 424 grooms PA). Profits generated from our grooming business contribute to funding our welfare work.

Linda Shambrook
Grooming Manager

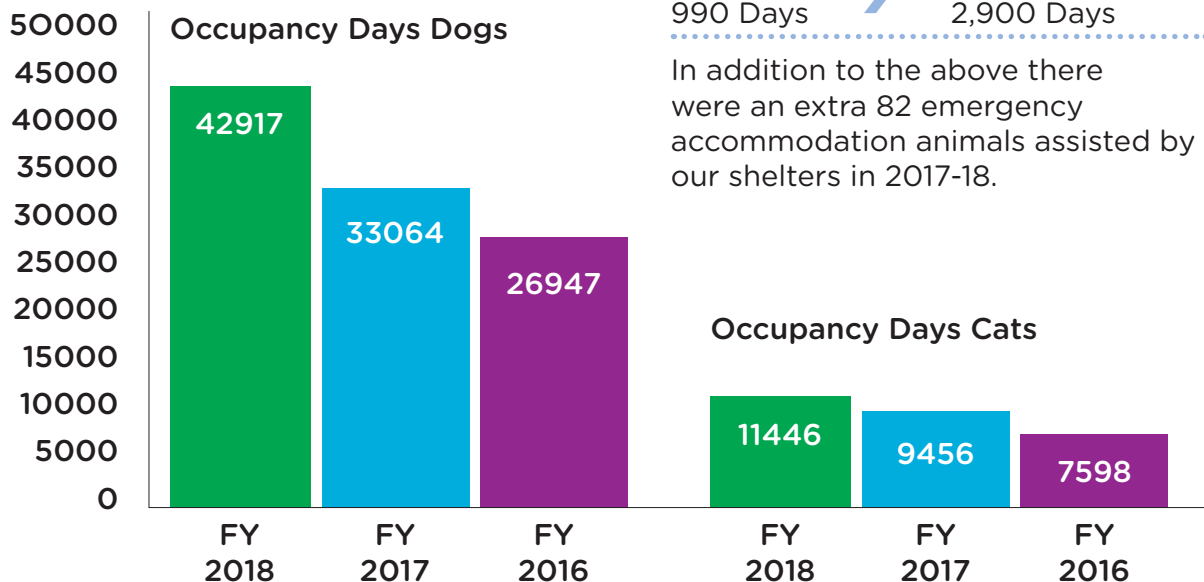
BOARDING SERVICES

The opening of our new indoor boarding kennels in April 2017 has delivered the expected occupancy targeted in our business plan. Profits generated from our boarding business contribute to funding our welfare work. Over the past 3 years our occupancy has increased by 57% at 19,820 boarding days per annum.

There has also been an increased demand on our emergency accommodation services which assist women in domestic violence situations, the homeless, temporarily displaced persons, people with medical needs and the vulnerable in our community.

2016 990 Days **2018** 2,900 Days

In addition to the above there were an extra 82 emergency accommodation animals assisted by our shelters in 2017-18.



THE YEAR IN REVIEW

KENNELS

Another amazing year has passed by and as I reflect over that year I think of all the beautiful animals that have come through our doors and the wonderful homes we have helped them find.

Each member of the team has worked so hard and so passionately to help achieve these outcomes, working closely with our many generous volunteers and met many caring people willing to open up their homes to them.

Our Behaviour Program has continued to assist many of these dogs, the ones that came to us troubled, stressed, frustrated or simply under socialised. Taking the time to get to know these dogs, teach them through kindness, building their trust, all help the dogs to cope better and help to find the homes they so deserve.

While we celebrate the great outcomes we also share many tears and sadness around the welfare of some of the animals that come to us. In particular the often hidden, unseen welfare issues of puppy farms!

We have seen a number of puppy farm dogs needing our help. In particular several Huskies that came from the Gippsland region. When these dogs came to us they needed health issues addressed, but this was less of a concern than how much work they needed to build their trust and to help them

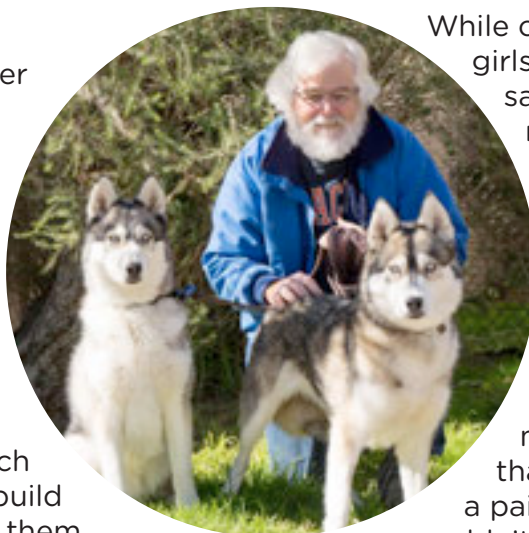
adjust to a world they had simply never seen.

When these dogs arrived, they could not walk on a lead, they were shut down, scared and struggled to cope with any pressure.

We took our time, we sat with them, hand fed them, used other dogs to help them, we took the time needed, step by step.

It's very difficult for our staff and volunteers to see how shut down and affected these dogs can be, however we remain positive that we can support them and each of us plays a role in helping these dogs.

Three of these girls stole our hearts. Mika, Mia and Ginger, what a journey we all went on with them, from their time at the shelter and watching them slowly make progress, to spending time with volunteers on our behaviour program, to working up to go on day trips offsite. They made their way into foster homes with both staff and volunteers and soon became a part of the Animal Aid family.



While on foster, one of these girls, Mika (now Sitka) sadly had a seizure. I remember receiving a call at around 5am from her foster carers and heading off to the vets to meet them.

While there she had another seizure in my arms and we knew that we may be facing a painful decision if we couldn't help her to recover.

The wait felt like a lifetime, yet a couple of hours later she walked out to greet me as though nothing had happened, what a relief! After spending some time in my home and in a volunteer's home, she made her way into the very capable hands of the McGaws. Ed & Becky McGaw had the litter sister, Mia already in their home, who better to hand her over to but these wonderful, kind and experienced husky people.

I am pleased to say that the two girls were happy to be back together and both now share their lives with their new big brother Zorro. We're thrilled to report that many months later, all three dogs are getting along beautifully, and the two girls look a picture of health.

The gorgeous yet very shy Ginger sadly remained up for adoption, she did go out on trial adoption but had struggled with the transition. She returned to our care and while it made us feel proud that she appeared happy to be back with those she knew, it was important to us that we helped her to get out of the shelter and into a home.

We received a call with a generous offer to consider sending Ginger to an experienced husky foster family that had helped rehabilitate several ex puppy farm dogs and assisted in placing huskies into new forever homes. After a lengthy team discussion, we all knew that we simply could not turn down such an offer. So after many calls and emails, off we went to the airport to fly Ginger to Western Australia.



After an anxious wait, I was thrilled to receive the call that she had travelled very well and was in good hands at the other end. From that day on we have received many wonderful progress photos and reports that Ginger was enjoying life in her new home and making many new friends. I am pleased to say she is still going very well.

From what began as a great challenge with a lot of initial sadness for where these dogs had come from, it shows that despite this, with love and a great deal of determination.....they can learn to trust and experience what love and kindness is. Our thanks goes to all who helped us along the way and to the McGaws for again opening up their home to more special dogs who needed them.

Thank you to all our fantastic volunteers, our great team and all our wonderful supporters.

Here's to us celebrating many more future success stories!

Sally Miles
Kennels Operations Manager

THE YEAR IN REVIEW

KENNELS - THE COMMUNITY HELPS OUT

The moment we met C.J we knew there was something special about her. It may have been the way her worried eyes looked deeply into your heart or the loving kisses she gave, as if thanking you for looking after her. You could tell she had lived a hard life before coming to us. We often wondered what C.J stood for? I said Coral Joe, Rachel said Cecilia Jane, we couldn't agree so it was Cecila Jane by day and Coral Joe by night.

By the time she found her new home she had us all wrapped around her paw.

When we were notified that CJ had gone missing from her new home we knew that we couldn't just sit back and wait for her to be found.

We displayed lost posters in the township of Yarra Glen and surrounding areas, plus used the power of social media noticeboards to publicise our missing CJ. There were many sightings and also some near misses from oncoming traffic, but CJ would not let anyone get near her!

Welfare staff, volunteers and Yarra Glen residents spent many nights staking out local parks, bushland and properties that CJ had been frequently visiting, hoping that we could finally convince her to stop running.

Weeks went by, sometimes it would be a couple of days between sightings, we had to push negative thoughts out of our minds that we may never find her.

And then we received a call that a dog had been contained on a property in Dixons Creek, all the

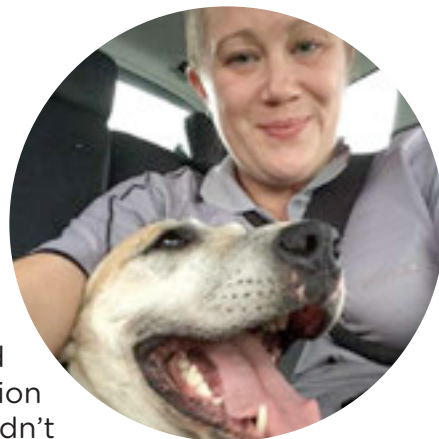
details fitted the description of C.J, we didn't want to get too excited just in case it wasn't her. When we arrived at the property and were shown to the containment yard we couldn't see a dog, our hearts sank, then from behind a water tank out came CJ, nervous, skinny and very tired. It took her a few minutes to recognise us but once she did her face instantly changed to relief. During the ride back to the shelter CJ lay in Rachel's lap, you couldn't wipe the smile off her face or ours.


Once back at the shelter C.J spent lots of time regaining her strength and appetite not to mention receiving loads of TLC. She had many visitors from the lovely people of the Yarra Glen area who spent many hours helping find her.

Unfortunately her owners were no longer able to keep her so we were on the lookout for a new home, it took some time for someone to see the same spark that we could see in the old girl. That person did come along and we couldn't have asked for a better home.

C.J spends most of her time lounging on the couch in front of the fire, hanging out at cafes and spending lots of time down at the reserve running through the water and having fun.

We couldn't have found C.J if it wasn't for all the beautiful people of the Yarra Valley, they were always there to lend a hand. Hats off to such a wonderful community, they will never know how truly thankful we are.



A woman with brown hair tied back, wearing a dark vest over a light-colored shirt, is crouching in a grassy backyard. She is smiling and petting a light-colored dog with a green collar. The dog is sitting and looking towards the camera. In the background, there is a concrete wall, a chain-link fence, and some outdoor equipment like a hose and a pump. A circular text box is overlaid on the upper right.

Hats off to such
a wonderful
community, they
will never know
how truly thankful
we are.

THE YEAR IN REVIEW

SALE

What an amazing community we have backing us at Animal Aid Sale.

We couldn't do what we do without the help from our super supportive volunteers. Our small but dedicated group that help us day in, day out with the cleaning and feeding of the animals, having a soccer match with the cats in the adoption room, to the beautiful photos that help us present our adoption animals at their best, to the dog walkers that brave the cold and heat to make sure each dog gets some time to sniff the wind and just be a dog. Our volunteers were also a big part of the success of our inaugural Dog's Day Out activity and our annual Trivia night. Both of which help to build our profile in the community as well as raise much needed funds.

Just about everyone in Victoria knows the story of the 39 puppy farm dogs that were found hidden in bush by the rangers of Wellington Shire. They were cared for by Animal Aid Sale, Bairnsdale and Coldstream for further vet assessment and rehoming. We were humbled by the offers of food and bedding, donations of money from individuals and local business and company's holding fundraising events. You will be pleased to know that all the mums and pups are now in safe and loving homes.

We had mixed emotions in May this year with the news that one of our long-time supporters Mrs Dulcie Mangan passed away and had left us a gift in her Will to be spent at Animal Aid Sale.

Dulcie and her husband Brian had regularly donated food and money to us for some years until Brian's

untimely death a couple of years ago. Brian had also left us some money. We were sad to hear that we, along with her family had now lost Dulcie.

After much thought we have decided to build a new cat adoption building. This new build will enable us to design a "cat friendly" area away from the noise of the dogs. It will be set up to house both adult cats and kittens and give them both separate areas to play. Also having an office for adoptions and an open air area for cats and people to enjoy the sun. Watch this space over the coming months. We're very excited and know that it will be a fitting legacy to the memory of both Brian and Dulcie.

We were also very lucky to have had some help to achieve a long term project of ours, a dog walking and training path.

The Animal Aid Gippsland site is situated on 2 acres of land with vacant paddocks surrounding the shelter buildings. The vacant land has just been waiting for us to plant trees and gardens but time has always been a hurdle. Back in 2014 we commenced planting trees with the help of a corrections team from the Fulham Correctional Centre that is conveniently situated just across the road. Together with help from the students from Maffra Secondary College, the corrections team and our volunteer Cath Macdonald, a teacher from the school, who was the driving force behind this project, we were able to tick the track off our "wish list".





● The students made signs with teaching commands, they built a bridge and some seats that could be placed around the path, the corrections team dug and laid gravel on the track that winds around the grounds, and they planted trees and shrubs to give shade and shelter in coming years.

The gravel and trees were donated by Maffra Secondary College and a local couple Bronco Longin and Vicki Miller who are all now part of the Animal Aid family. The path was opened and named the Cath Macdonald Sensory Garden at our volunteer afternoon tea in May. This path will continue to grow as new ideas and training equipment becomes available making it a never ending story of hope and improvement for all that use it just as Animal Aid Gippsland Sale is to the community of the Wellington Shire.

THE YEAR IN REVIEW

BAIRNSDALE

Animal Aid East Gippsland is a small, efficient shelter, situated on the outskirts of Bairnsdale in regional Victoria. The shelter operates the animal services contract for the East Gippsland Shire Council, the largest council in Victoria. In addition to providing Council services we support the general public for stray and surrendered cats and dogs within this shire.

Although at times capacity can be a challenge, our experienced team strive to provide prompt and outstanding care for each individual whether it be of the four-legged or two legged variety.

Over the past year we have experienced a decrease in incoming animals, mainly attributed to; direct reuniting through council rangers or through social media lost and found pages and a higher rate of responsible pet ownership within the community. While the shelter animals have kept us busy, we have also been busy creating greater awareness in the local community through events and other opportunities.

4th November 2017 saw the launch of our new event, Canine Carnivale & Food Van Fiesta!

The day consisted of food vans, dog activities, local trade stalls, raffles, live music and roving adoption dogs.



Throughout the four hour event, at a glance, all you could see was hundreds of happy families and their dogs. The day ran smoothly under the guidance of Mandy Rolff and great support from our entire team! We're still receiving great feedback, and everyone enjoyed a day out with their precious pooches!

Canine Carnivale 2018 is shaping up to be an even bigger, better event so "Watch this space!"

Daily shelter routines, events and the work we do here wouldn't be without the AMAZING assistance from our volunteers and supporters. We are ever so grateful for their help!

HAPPY ADOPTION STORIES FROM EAST GIPPSLAND!

Animal Aid hits the big screen!

On Dec 15th, 2017, 3 young staghound x dogs were surrendered to the Bairnsdale Animal Aid Shelter in fairly poor condition.

They were immediately bathed, wormed & flea treated, given a nutritious dinner and tucked into bed for the night. However one staff member, Mandy just couldn't get a particular little face out of her head, and went back to work the next day to 'Foster' the male puppy and promptly christened him Humphrey.

What happened next is what we call an 'Epic Foster Fail' as Humphrey slotted into life with his 2 new brothers Mack and Henry, it was meant to be, and so Humphrey became part of the family!

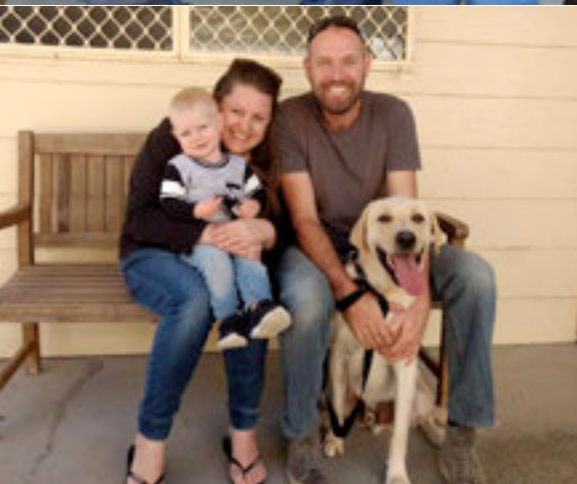
In April this year, Mandy was contacted by Christine Ross from Animal Actors to ask if Humphrey would like to be cast in a movie. Mandy had worked alongside Christine doing a range of roles with her dogs over the years and it seemed that Humphrey had the particular look required for a movie that was in pre-production. Of course Mandy said yes, and Humphrey was booked!

Towards the end of May, Mandy and Humphrey spent a week on set in the Dandenong Ranges alongside Galahad the Irish Wolfhound, Banjo the Miniature Donkey and Deedee the scrub goat. Humphrey had a wonderful time, and was on his best behaviour all week. Humphrey is living proof that finding oneself in a Shelter IS NOT the end of the road, it's just the beginning and that second hand dogs make first class pets (AND Actors!)

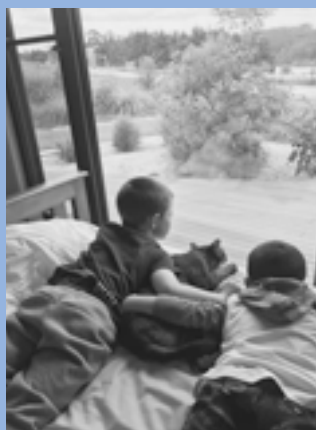


TIME TO GO HOME!

Nothing makes us happier than seeing animals happy and loved in their forever homes! Whilst our staff and volunteers provide the best care they can, a shelter is not a home, that's why it's a priority to find the right home to reduce the time they stay with us.



We just wanted to say a big thankyou for bringing Leroy (formally Bowey) and us together. He has settled into our family better than we could ever expect- we absolutely adore him



Pablo.. we now call diddyboy is soooo loved here in our household thankyou so very much ... he is the king of this castle. Thankyou from the Gleeson family



.....●
Dev
adopted
from
Coldstream
today -
settling in
very well



.....●
Groot is
settling in
very well.
Loving
all the
attention
from the
girls

OUT IN THE COMMUNITY

SEPTEMBER

Trivia Night – Sale

OCTOBER

Whitehorse
Spring Festival



NOVEMBER

Maroondah
Festival



NOVEMBER

Canine Carnival



NOVEMBER

The blessing of
the Animals

DECEMBER

Croydon
Pet Parade



FEBRUARY

Poker Run



MARCH

Gippsland Dogs
Day Out



APRIL

East Gippsland
Field Days



MAY

Adventure Dog –
A Cross Country
Challenge



JUNE

East Gippsland
Movie Night

JUNE

Trivia Night –
Karralyka



AFTER HOURS SERVICE

Supporting our mission to care for animals in need, Animal Aid commenced the after hour's and weekend emergency collection service for Knox Council (February 2018) and Yarra Ranges Council (April 2018).

The additional income generated from this service will help to fund our important welfare work.

CHARITY POKER RUN

On the 17 March 2018 we invited motorcyclists from far and wide to participate in Animal Aid's inaugural Charity Poker Run, a 300km circuit through the Yarra Valley. This was a terrific opportunity to showcase Animal Aid's work within our community and beyond. In the lead up to the event we had a large image on page 5 of the Herald Sun as well as a number of photos in the local papers. This allowed us to reach a diverse audience - many of whom hadn't previously had a relationship with Animal Aid.

A total of 81 individuals participated and **\$2,754** was raised to support our welfare work.

The newly purchased Renault van was fitted out to comfortably and safely transport animals to the safety of Animal Aid, until their family can be located. We are grateful to the Bendigo Bank Collaborative Group for providing funding to assist with the fit out of this vehicle and an additional vehicle to be purchased in July.



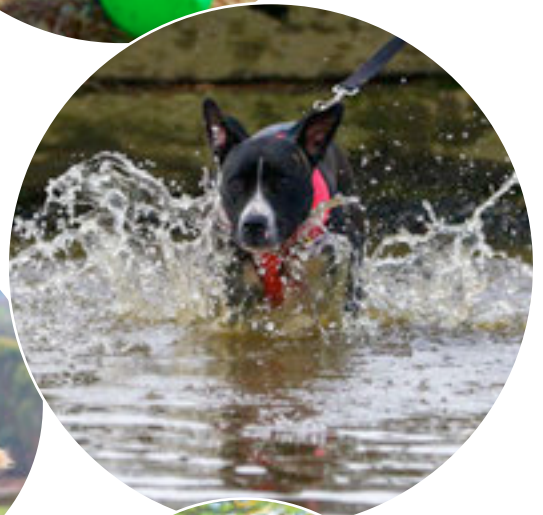


ADVENTURE DOG - A CROSS COUNTRY CHALLENGE

Adventure Dog is an event we had been wanting to get off the ground for quite some time. We are always looking to further Animal Aid's key values surrounding enjoyable pet ownership, celebrating the role of companion animals in our lives and encouraging our community to give their pets rich and full lives. Adventure Dog did exactly this.

Together dogs with and their humans completed a 4km course encompassing 25 obstacles over the undulating hills of Wandin Park. For many, such a task requires training, tenacity and more than a little trust. Beyond furthering Animal Aid's mission, Adventure Dog allowed us to provide an activity that the Victorian public was genuinely excited about. We reached dog owners and lovers from every corner of Victoria. We received extensive coverage in State and regional media attracting 438 fundraising participants and thousands of spectators on the day. The event had a terrific energy, with participants enjoying the food trucks, kid's attractions and market stalls while they waited for their allotted time. Adventure Dog was hugely successful raising \$48,500 for Animal Aid.

With a fantastic event concept, a broad audience and the success of Adventure Dog 2018 to build on, we are very excited for future years with the potential for greater participant numbers, increased sponsorship, and more funds raised for animals in need.



PET THERAPY PILOT PROJECT

Animal Aid had the privilege of partnering with Maroondah City Council in delivering the Pet Therapy Project from April to June this year. Over 12 weeks, Animal Aid staff and volunteers visited eight different aged care homes with a variety of shelter animals and ambassador pets. Each facility was visited on three separate occasions.

We began this process with the aim to meet with residents, to give them the opportunity to connect with animals and engage with Animal Aid as an organisation. We know how important animals are in our community. They bring such comfort and companionship, allowing for real connection; we wanted to be able to share that with those who are no longer able to keep pets of their own.

We found that the staff and residents across all eight of the aged care homes were so grateful for the experience and so impressed with the work Animal Aid does for their community. We sat and spoke with the residents, we heard stories of their families and pets that have passed. We were able to connect with the loss that they have felt and bring some joy in the form of fluffy cuddles.

At each visit we brought with us: a cat, at least four kittens, a rabbit and a dog. We found that having a diverse range of animals allows us to effectively engage with everyone. Some people were allergic to cats or didn't like dogs – we made sure there was an animal of interest to everyone. Having our shelter staff and volunteers actively involved meant that we were able to provide a genuine representation of life at Animal Aid and our successes and challenges in the community.



We encouraged all participants to gather when we first arrived in order to briefly introduce ourselves and the animals we had brought along for the visit. We kept the formalities short. It was difficult to hold the interest of the residents with lengthy speeches, we instead opted for 1 on 1 or small group conversations which allowed for a more personal experience.

The Pet Therapy Pilot Project was, in our opinion hugely successful. Reaching out and connecting with our community is very valuable to Animal Aid – all involved staff and volunteers thoroughly enjoyed the experience, and it was evident the residents did too.



OUR CARING COMMUNITY

The work we do is only made possible thanks to the generosity of the community who supported us by attending our events, sewed dog jackets, shook a tin to collect cash, baked cakes, made toys, sold raffle tickets, responded to our calls for blankets, towels and food.

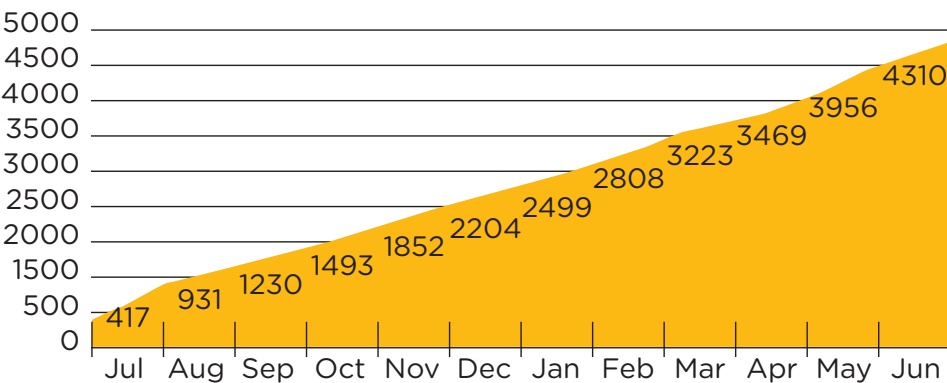
To the many people who gave donations to us regularly, by direct debit, through the post or on our website – you are our bedrock. And to the extraordinary people who left a gift in their Will – we are forever grateful for your kindness.

Our community surprise us and motivate us to do more. From the child holding an ice cream stall in the heat of summer to the secondary collage making scratching poles for our cattery, a local nursing home donating food and blankets and the Upper Yarra Adult Riding club donating its profits from its competition, we are grateful for and humbled by the support we receive.

SOCIAL MEDIA

Our social media platforms encourage our community to take part in discussions and helps us to create an active and engaged community. Our more than 29,000 social media

followers respond quickly to our calls for action: donating blankets, cat and kitten food, share adoption profiles and posts and help to raise funds. Since July 2017 we have seen a healthy increase of 4,310 likes or 15% to our followers.



DONATIONS...

Indi and Sammi
held a lemonade stall.



Belle
made her own
cupcakes and donated
the proceeds.



The team from
Community Wellbeing Centre
donated cat and
kitten food.



CORPORATE SUPPORTERS



Royal Canin for supplying and delivering their quality food to help feed our shelter dogs.



Wandin Seville **Community Bank**® Branch

Bendigo Bank Wandin/Seville and Collaborative Group for their continued support. During the past financial year providing sponsorship for 2018 annual calendar, Adventure Dog – A Cross Country Challenge and fit out on 2 new vehicles..



Methven's Professionals for their annual support of our Trivia Night, 2018 calendar, their annual cash donation plus their support with set up and pack down of their marquee used at Animal Aid events.

CONTINUED SUPPORT FROM OUR COUNCIL BUSINESS PARTNERS



Prime Pet Friendly Tourist Park

in Lakes Entrance collected \$1 per pet per night - Bairnsdale Animal Aid received \$1802!



Gillian

responding to our call out for kitten food.



Upper Yarra Adult Riding Club

donated the profits of \$3,618.29 from their CT & Dressage Day competition.



FINANCIALS

BALANCE SHEET	2018 (\$)	2017 (\$)
Assets		
Cash and cash equivalents	1,712,976	759,559
Trade and other receivables	185,208	83,272
Inventories	72,327	57,371
Other Financial Assets	29,782	35,240
Other Assets	10,099	13,626
Property, Plant and Equipment	5,297,542	5,265,588
Total Assets	<u>7,307,934</u>	<u>6,214,656</u>
Liabilities		
Trade and Other Payables	381,809	313,192
Short and Long Term Borrowings	46,498	-
Current and Non-Current Provisions	420,620	329,446
Other Liabilities	54,186	44,550
Total Liabilities	<u>903,113</u>	<u>687,188</u>
Net Assets	<u>6,404,821</u>	<u>5,527,468</u>
Equity		
Reserves	656,575	656,575
Retained Earnings	5,748,246	4,870,893
Total Equity	<u>6,404,821</u>	<u>5,527,468</u>
PROFIT AND LOSS	2018	2017
Operational Revenue	4,008,756	3,419,160
Bequests, Donations & Other Income	1,400,921	1,468,728
Operational Costs	<u>(4,532,324)</u>	<u>(3,952,021)</u>
Comprehensive Profit/(Loss) for the Year	877,353	935,867

The above financials were taken from the 2017-2018 audited financial accounts of the Victorian Animal Aid Trust. Not-For-Profits Commission Act 2012, for the year ended 30 June 2018.

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 2018.

LIKE TO LEND A HAND?

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:



Make a cash donation



Corporate sponsorship



Donating goods or services



Volunteering



Community Fundraising



Participating in Animal Aid Events



Regular Giving



Adopting a pet



Workplace Giving



Using our services



Leaving a gift in your Will



Help spreading the word, follow us on social media and share our posts



Sponsoring a welfare pen

The income generated from Animal Aid Services goes back into supporting 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 with socialisation and behaviour skills

Animal Aid Opportunity Shops located in Lakes Entrance, Bairnsdale, Croydon and Blackburn, please donate quality unwanted items or purchase goods



Coldstream

35 Killara Road Coldstream
(03) 8756 1300

Bairnsdale

40 Giles Street Bairnsdale
5152 1389

Sale

111 Hopkins Road Fulham
5144 5940

animalaid.org.au

