

animalaid

A First Rate Second Chance



Annual Report
2018-2019

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OUR PURPOSE

Each year around 6,000 animals find their way to our shelter through no fault of their own. They may be lost, injured, abandoned or surrendered by an owner that can no longer provide care.

For over 70 years Animal Aid has been a refuge in our community; giving animals a safe place where they can have time

to heal before they start their lives in a new home. We value life and respect each animal for their individuality – age, breed or health should not define an animal's potential for adoption. With love, kindness and expert care we focus on an animal's future, not it's past. We give a voice to the voiceless and are champions of animal welfare.

CHAIRMAN'S REPORT

I'm delighted to be reporting on another year of achievement in all areas of our operations.



This year marks the completion of our first five year plan where we outlined financial sustainability, infrastructure re-development, increased services, staff training and fundraising as our key initiatives.

I'm pleased to report that achieving financial sustainability has enabled us to make significant progress in each area.

Our goal has always been to invest in the future, to work a long term horizon rather than quick, short term results and our achievement to date bears testament to that.

We have however no intention of resting on our laurels we are very conscious of the need to continue to improve our infrastructure and the services we provide.

Achieving financial sustainability with all managers contributing to this achievement while maintaining safe, high quality care has been a continuing outstanding achievement.

The re-development of our Vet Clinic has now provided us with a state of the art facility and equipment enabling increased services for every animal including advanced surgical procedures.

Our new cattery currently being built will enable us to care for the increasing numbers we care for.

My thanks to our builder, SJ Higgins & Co. our project manager Scott Leggatt and our architect Brian Speers.

We appreciate their professional expertise in accommodating our special requirements.

Thank you to all our staff and volunteers for their great efforts during the past year. Their engagement is the driving force that has delivered the impressive results we have achieved during the past year and they are the bedrock for our strong position for future progress.

My thanks to Mark Menze, our dynamic CEO for his passion, commitment and energy, who is always looking for new ways of generating growth.

Thank you to our generous donors and supporters who loyally continue to support us. You ensure that we strive to do our best every day. Our redevelopment would simply not be possible without their continued support.

Thank you to my fellow directors for your time, energy and commitment during the past year and for their insight and expertise they each have contributed.

The Hon Fran Bailey
Animal Aid Chairman

CEO'S REPORT

Great thinkers of the past knew that momentum would generate further momentum (Newton's Second Law).

I can attest, Animal Aid is experiencing this positive phenomenon right now. Together we are continuing to build upon our great organisational foundations, to find homes and ultimately minimise the unwanted animals in our community.

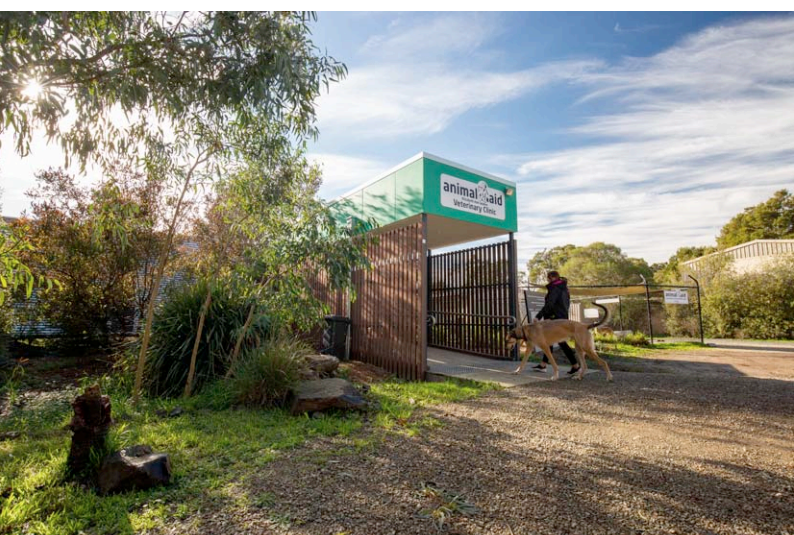
We were delighted to open the Elizabeth Ann Walker Veterinary Clinic in November 2018. Our previous clinic had many challenges; it was decrepit, small and positioned away from other Animal Aid services. The new clinic is situated in the repurposed and extended former administration building; an amazing and practical transformation that allows us to deliver the best possible care to our welfare and private veterinary customers.

In June we commenced the redevelopment of our Shelter Cattery, which is expected to be completed in December 2019. It was with some



emotion that we watched the old cattery being bulldozed to make way for our new building. Lynn Bell the Cattery Manager said to me as we watched together, “there have been so many beautiful souls pass through those doors”. Our reflection on what once was has turned into excitement as the new building takes shape. It will be a wonderful home for the thousands of cats, kittens and pocket pets that come to us in their time of need. It will also be a deserved place of work for our dedicated staff and volunteers.

Animal Aid Gippsland will also have a new Shelter Cattery; operational in October 2019. Our felines will have an enjoyable place to free roam with lots of comforts not presently afforded to them.



Our canines haven't been forgotten in all of this. The next stages of planning are underway with innovative and exciting ideas to transform our Shelter Kennels and the remainder of our boarding facilities. With ongoing community support we will deliver!

It's nice to have new things, but these redevelopments provide so much more than comfort for our animals; or a better working environment for our people. Modern, purpose built facilities deliver opportunities to save more lives.

We are very proud of our high save rates but will never rest on these achievements. Modernisation allows us to attract and retain talented staff and volunteers; provide advanced veterinary practices; support our Welfare Program with profitable pet services; and raise our profile in the wider community in order to address animal homelessness and wellbeing.

I would like to express my heartfelt thanks to our people for their partnership in Animal Aid's successes. To the staff and volunteers who work so damn hard to make a difference for the lost and abandoned animals we are entrusted to care for; you are heroes.

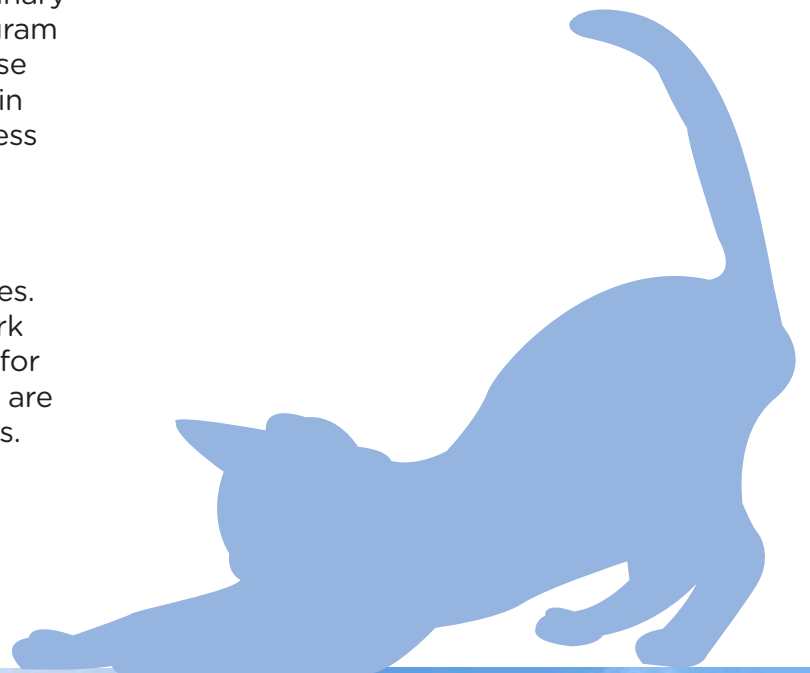
To those who support us through our fundraising activities, we are indebted and could not do it without you; and to the Hon Fran Bailey and our Board of Trustees, I appreciate and value your leadership.

Until They All find A Home.



Mark Menze

Chief Executive Officer



MISSION

Animal Aid is a place of refuge for the lost, unwanted and abandoned animals in our community. We work diligently to reunite lost pets and give a first rate second chance to unwanted animals. We are dedicated to improving the welfare of all companion animals in our society and passionately advocate and facilitate their adoption. We provide services that help people and pets; enthusiastically sharing our knowledge and expertise.

VISION

To be leaders in animal welfare; proactively addressing animal homelessness, minimise the number of unwanted animals in our community; and providing premium animal services that deliver complete wellness for companion animals.

TEAM 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.

Supporting Our Community

We recognise you can't help animals if you don't help people.

Having Fun

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





A first
rate second
chance

HERE FOR THOSE IN NEED

The last financial year:

Our animal welfare statistics at a glance:



1393
Welfare Surgeries

1170
Microchips

11076
Veterinary consults,
health checks & vaccinations



2055
Emergency accommodation days

5752
Total Incoming

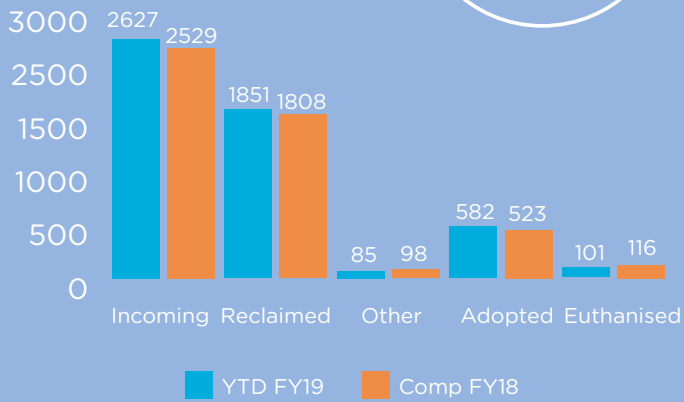
Incoming Animal Type	All Shelters Animal type
Dog	2627
Cat	2925
Pocket pets	92
Livestock	20
Birds	88
Total By Shelter	5752

Arrival Origin	Total	% of Total
Council	3818	66%
Stray	879	15%
Abandoned	16	<1%
Emergency Accommodation	35	1%
Surrender	915	16%
Returns	80	1%
Transfers In	9	<1%
Total	5752	

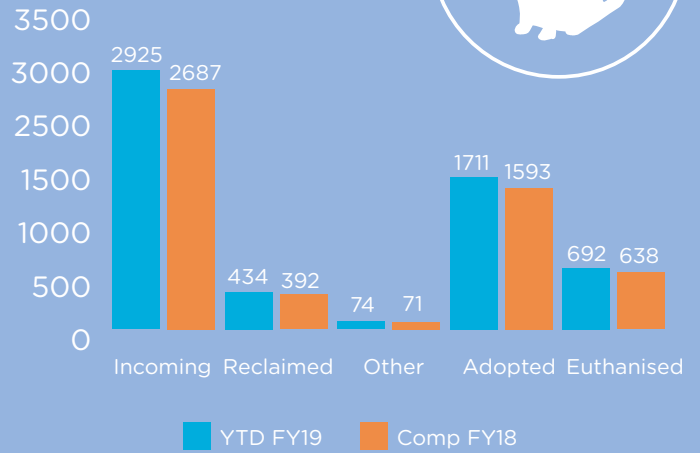
Outgoing Animal Type	Reclaimed or Returned	Adopted	Euthanised *	DOA or Unassisted Death	Transfer /Other	Total By Animal
Dogs	1851	582	101	0	85	2619
Cats	434	1711	692	42	32	2911
Pocket Pets	5	70	21	5	1	102
Livestock	2	15	2	1	2	22
Birds	6	70	6	1	2	85
Total By Category	2298	2448	822	49	122	5739

*Euthanised statistics exclude court and council ordered euthanasia

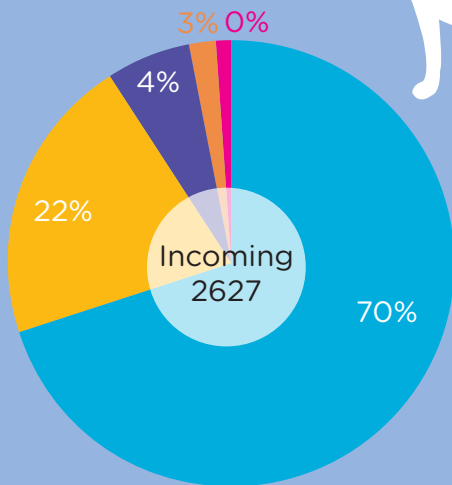
Consolidated Shelters Dogs FY 18/19



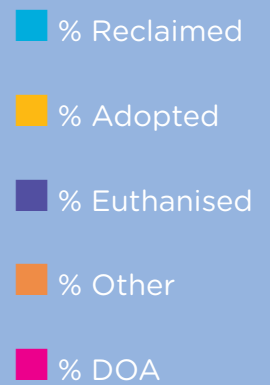
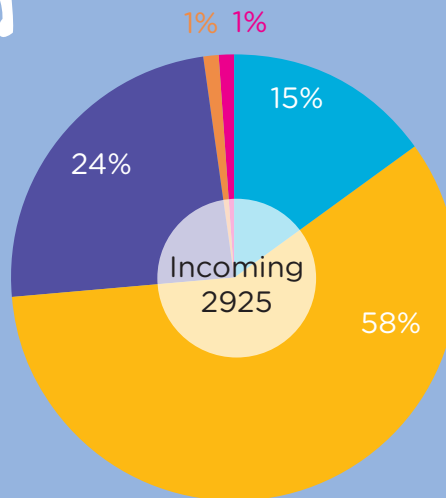
Consolidated Shelters Cats FY 18/19



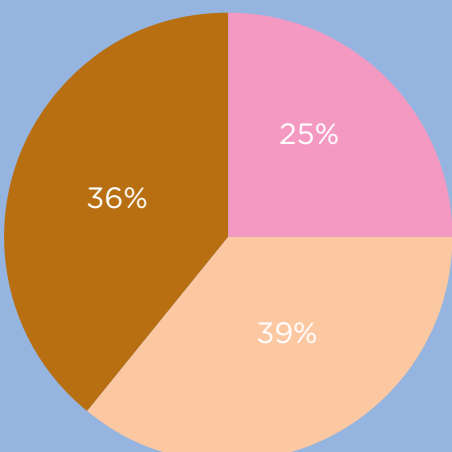
Save Rates Dogs 96.2%



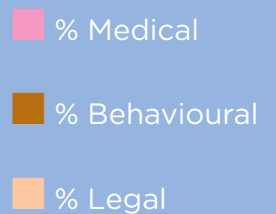
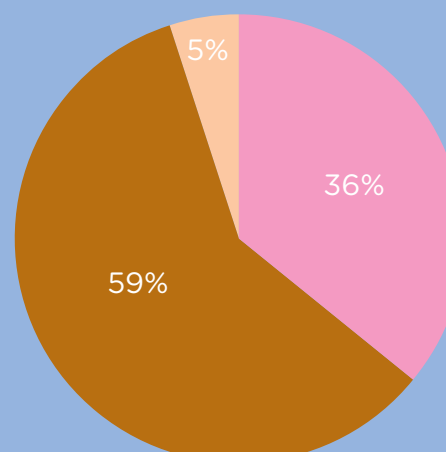
Save Rates Cats 76.4%



Euthanasia Reasons Dogs



Euthanasia Reasons Cats



OUR VOLUNTEERS

Volunteers and Foster Carers support our committed staff and are integral to Animal Aid's vital work. During the past financial year 404 active volunteers contributed their time and skills by gifting over 64,372 hours, equating to approximately \$1.29 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



1,140 animals were cared for by 204 foster care families



114
cats



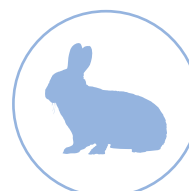
805
kittens



89
dogs



49
puppies



83
pocket pets
& birds



Volunteer Years of Service:

Animal Aid is an organisation that is supported and enhanced by the efforts of our dedicated volunteers. From animal welfare roles to office duties, and Op Shop staff, we strive to ensure that our volunteers are involved in all aspects of our work.

Monica Le Cornu	28
Diane Bateman	15
Ruth Barnett	15
Jan Mangan	15
Kathleen Chambers	15
Cathy Latham	15
Rosalynde Berry	15
Beverley Blackford	15
Carola Bland	10
Lynette Newell	10
Judith Lonnie	10
Zoe Davies	10
Judi Oxenbould	10
Ailsa Kuiper	10
Helen Norman	10
Susan Cue	5
Vivien Osborne	5
Stan Waters	5
Geoff Peacock	5
Barb Peacock	5
Valerie Hill	5
Cheryl Saliba	5
Claire Murphy	5
Tayla Elsum	5
Judy Gillett	5
Phillip Lucas	5
Andrea Juhasz	5
Nelly Lucskai	5
Henry Martin	5
Stephen Harper	5
Angela Anderson	5
Ann Wheeler	5
Linda Freer	5
Dilys Clarke	5



OUR VOLUNTEERS

At Animal Aid we are grateful for the dedication and compassion that volunteers bring to assist with many aspects of our operations - from lending a hand at our events to hands-on work caring for animals. National Volunteer Week (NVW) is an annual celebration to acknowledge the generous contribution that our volunteers make. The week of celebrations included morning and afternoon teas and casual lunches and dinners.



NATIONAL VOLUNTEER WEEK

Give a little. Change a lot.

21-27 May 2018

Vale Rod Barker

Last year we were saddened by the loss of a very dear friend of Animal Aid, Rod Barker. After a long battle with cancer Rod passed away in October 2018 and will be greatly missed by so many of our team.

Rod began volunteering back in May 2011, assisting the volunteer coordinator with data entry and processing volunteer applications. However it soon became apparent that we were not making the most of Rods many talents. He was in fact a bit of a wiz with IT, not to mention that sharp wit and expertise on orchids. Perhaps the latter were not talents pertinent to Animal Aid but valued by the team none the less.

Having Rod on our team was a huge asset. No matter how busy he might be he would always drop what he was doing to help with an IT problem. His knowledge of HTML coding meant he could help manage our website, upload and edit content without the need to outsource support.

Our sincere gratitude for the significant contribution he made in many ways.

RIP Rodical!



THE ALEXANDER & STELLA GRIERSON AWARD

Named after our founders, the Alexander & Stella Grierson Award was introduced in 2015. This recognises volunteers who have made a significant contribution to Animal Aid. It is presented annually as part of our National Volunteer Week celebrations.

This year we would like to recognise and thank:



Stephen Towns – Stephen has volunteered at our Sale Shelter for about 5 years. Stephen is very committed and volunteers 4 days every week. He enjoys spending time with our adoption cats, so much so that he adopted a very special cat named Chico around 3 years ago. A very special THANK YOU to Stephen for his commitment to volunteering.



Meg Marshall – Meg is one of our very special Foster Carers who over the last 8 years has fostered numerous cats and kittens. Meg has become a specialist in taking on difficult cases, helping to save many lives. Thanks for your commitment Meg!



GIVING BACK TO THE COMMUNITY

Corporate volunteering is one way organisations can become involved with helping to make every day a little brighter for the animals at Animal Aid. We'd like to thank the teams from Vanguard, SGS, The Body Shop, Coldstream Hills Winery,

Telstra and Plush for giving their time, creativity, and energy. During the year our corporate volunteering teams have walked dogs, cuddled kittens, landscaped gardens and helped set up for our major events. A BIG thank you for your contribution!

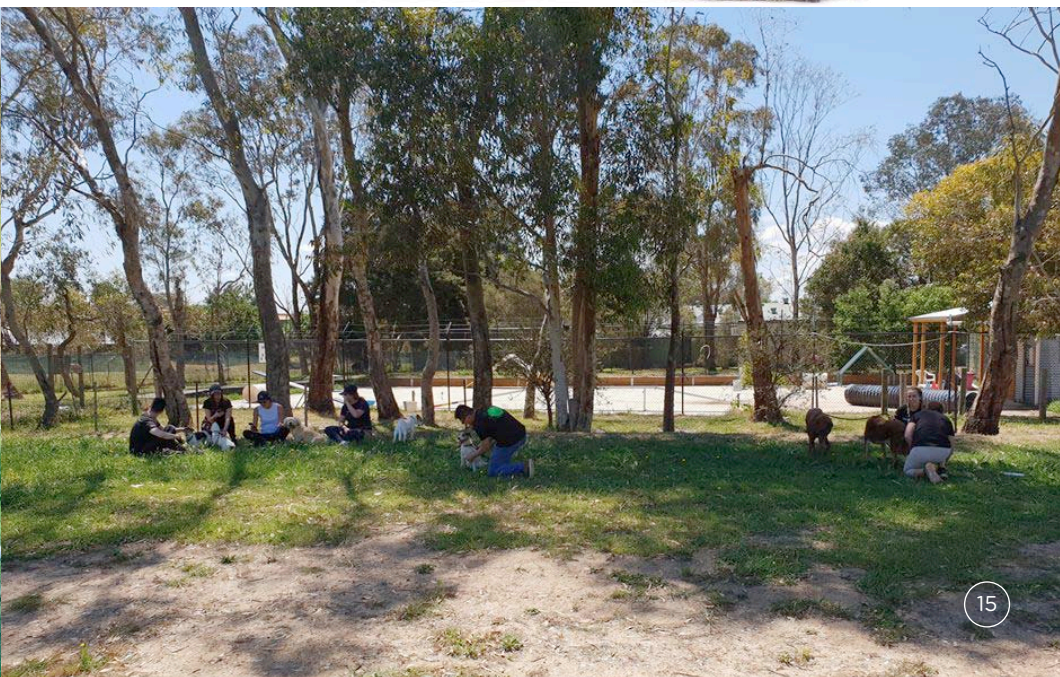


STAFF YEARS OF SERVICE MILESTONES

Linda Shambrook	15
Raquel Romero	10
Corryn Mair	5
Amanda Rolff	5
Danielle Toscano	5
Madelaine Penn	5
Mark Menze	5
Glenn Hawkins	5
Antonietta Pereira- Williamson	5

OUR BOARD MEMBERS

- Hon Fran Bailey - Chairman
- Glenda Walker - Treasurer & Vice Chairman
- Catherine Sim - Trustee
- Kirsty Watts - Trustee
- Jane Wright - Trustee



THE YEAR IN REVIEW



3,092
animals
groomed.

THE YEAR IN REVIEW

IN THE GROOMING SALON

The new salon has seen over 3,000 animals groomed in the last financial year, a massive achievement by staff and volunteers.

There are not many jobs where you get paid for doing what you love and the salon staff sure love their work. They are passionate and dedicated about each and every animal that comes through the salon doors.

Each client that comes to us is treated as if they were our own. Our grooming staff and volunteers take the time to get to know each client, their likes and dislikes, over the course of many years we become very fond of them and when they pass away we all shed tears at the loss.

Recently we were told of the passing of two of our cherished clients, both were groomed by Linda for over 13 years! We have a few dogs left from those times that still totter in to the salon with their grey hair, arthritic joints, fading sight and hearing, we always give our “oldies” an amazing experience as if it may be their last!

We take the time to care for each of our clients, take for example the story of ‘Zac’. His owners were recommended to us after experiencing some distressing visits to other grooming businesses.

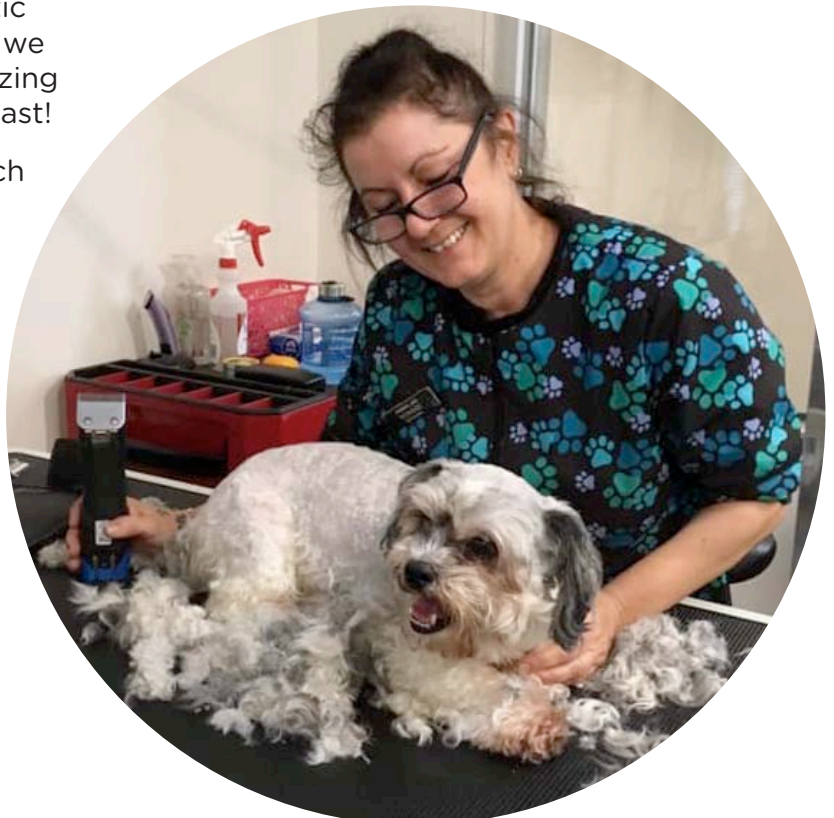
We sat down with his owners to unravel their predicament, we knew that the Animal Aid grooming salon was the best place for Zac to be.

Zac was extremely agitated, almost angry and aggressively fearful of being approached or handled.

After many visits and with our renowned compassion, empathy and kind handling skills, Zac now stands quietly for his grooming session, only occasionally showing his pearly whites – unlike his first few visits where we struggled to even pick him up! Tonnie has taken on Zac’s case as her own and with supreme confidence and patience; she can groom him on his own. We occasionally see a tail wag and Tonnie is even getting some wet ‘kisses’!! The change in Zac is remarkable and his owners are forever grateful we took the time and care to give Zac the best grooming experience.

The grooming staff experience many and varied challenges in the salon and tackle each one with the confidence and skill built on years of experience and of course, the love for their work and their passion for Animal Aid.

Linda Shambrook
Grooming Manager



THE YEAR IN REVIEW

VET CLINIC

The 2018-2019 year has been a monumental one for the vet clinic. Our dream of a brand new, purpose-built veterinary clinic has been realised after years of planning and hard work. In November we were able to move into the spectacular new building. It is hard to put into words how much this has meant to the staff and volunteers of the vet clinic.

Some of the stand-out features include having three large consult rooms which allows us to treat more private patients simultaneously and space to manage emergency cases. The spacious laundry and kit rooms allow volunteers and staff to wash bedding and drapes and assemble kits under the one roof and with room to spread out. The vets are just as pleased with the purpose built surgical areas, especially the hands-free surgical taps for preparing for surgeries.

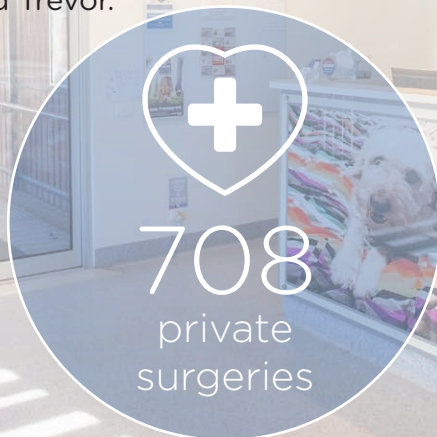
The facilities for the welfare patients are first class with spacious wards for dogs and cats and a separate room for veterinary checks.

The transformation of the clinic has not been limited to the building either, with the addition of new diagnostic equipment including blood machines, ultrasound and more fluid therapy pumps. All of this has allowed us to treat a range of animals from guinea pigs through to a pig called Trevor.

We would like to express our heartfelt thanks to all the generous donors who have made all of this possible!

Of course our vet clinic would not be the success it is without the dedicated team of vets, vet nurses and volunteers. In 2018-19 we have welcomed new team members who have made an important impact, not only the daily running of the clinic, but on the overall direction and future goals of the vet clinic. We look forward to a great year ahead!

Carolyn Warburton
Senior Veterinarian



BOARDING SERVICES

During the year we've made many improvements to enrich the lives of those boarding with us and we've made sure staff and volunteers have had lots of fun too!

A new Management team was introduced during the year, which includes Tamika, Boarding Manager, Emily, Assistant Manager and Maddie, Boarding Supervisor. Together with staff and volunteers this new team is providing fresh and improved services to our boarding clients.

The boarding teams primary objective is to improve and enrich the lives of the animals during their stay through:

- supervised playgroups;
- enrichment and stimulation;
- updating play equipment
- the commencement of doggy day care
- upskill learning of Canine Massage for relaxation and stress relief
- Canine First Aid refresher courses

The massage and enrichment program allows all dogs to be given time with staff to enhance their experience and to build stronger bonds. Not only do the animals enjoy this special time, the staff do too.

In the last financial year we delivered 2,055 Emergency Accommodation Days. This service provides accommodation to pets whose family are escaping violent situations. We are proud to provide this service and will continue to work with local government departments to help when the situation arises.

Not only do we provide the best enrichment programs for our boarding



clients, we also know that they need the best quality food available to keep them happy and healthy. During the year we have provided Healthy Every Day Pets dog and cat food to all in our care. We've found the dogs are loving the Kangaroo and Lamb variety, while the cats enjoy both varieties! We love hearing from families when they collect their pet just how great they're looking!

The boarding kennel staff are always wanting to support Animal Aid's welfare work. This year boarding put together a team to participate in Adventure Dog – A Cross Country Challenge, what a fun day; our team of 4 waded through mud and meandered up and down hills with their senior pets in tow (even carrying them a few times), it was such a brilliant day and we look forward to the next one. In June, our volunteers, staff and their spouses got into the music theme to support the Annual Trivia Night, everyone had a great night with Jenn picking up a best dressed award!

Looking forward we will continue to provide innovative services to ensure we remain the best boarding facility possible, we're looking forward to supporting our team of adventurers who will be setting off to climb Mt Everest (base camp) to raise funds to support Animal Aid, and most importantly we are looking forward to welcoming you when next you drop by!

Tamika Fairgrieve
Boarding Kennels Manager

THE YEAR IN REVIEW

SALE

With the new building under way great things are happening at Animal Aid in Sale – the excitement is palpable.

The team here has a terrific combination of both experience and a willingness to learn. We have 3 long term team members and 2 newer members, along with a committed team of volunteers to back us up; together we are going above and beyond to give the animals in our care the best possible chance in their new lives. For us at Animal Aid in Gippsland this means upskilling our staff and staying at the forefront of animal welfare and animal sheltering best practice.

In recent years we have changed the way we have thought about and managed dog behaviour. With the assistance of Michelle Gallatly, one of our extremely valuable staff members, we have been able to improve the outcomes for so many dogs. With our knowledge and expertise we are now able to offer families advice on their furry friends as well as enrichment equipment and techniques. We love when adopters keep in touch, so that we can offer support where possible and celebrate their successes.

This year we were honoured to be the recipients of a beautiful bequest from the Mangan family. Their legacy will not be forgotten – with these funds we are building a brand new Cattery at Animal Aid in Gippsland. We are looking to take the welfare of our cats to the next level. With the improved facility and our commitment to recent insights into cat behaviour we will continue to improve every aspect of the cats' time with us. This building will be a world of adventure and stimulation.. We will, as we have with the dogs, be able to increase our support to new owners with the latest information on how to give their new feline the best life.

19 April 2020 will mark our 10 year anniversary. As this milestone approaches, I look back and I can't help but feel that the Animal Aid family, past and present, has made a difference to the lives of so many animals. We are excited by all that the next 10 years will hold for the animals and people of the Wellington Shire.

Debby Goddard

Operations Manager Gippsland



LOOK AT THEM NOW!

It was in July 2018 that Wellington Shire Council swooped on an illegal puppy breeding operation East of Sale in Gippsland. To their horror they found in dark, damp, filthy conditions 39 Cavalier x Poodle breeding dogs and puppies.

Fast forward 12 months and look at them now!



"Milo was adopted from Animal Aid in Bairnsdale in August (after being rescued from a puppy farm). He was originally known as Charlie. According to the date on his microchip paperwork today is his birthday! He's such a loving, cheeky, happy and fun little boy. He has brought so much love to our lives, even more than I could imagine. I'm so thankful every day for being able to be his Mum! Thanks for the amazing job that you do."



"Saffi came to our household on the 7th September 2018. Ten months on we couldn't imagine life without her. She has settled in well, is inquisitive, welcoming to visitors to our house, loves her daily walks, and a warm lap to sleep on. So, apart from a few pairs of chewed up shoes, some toilet training issues and the norms of life with a new dog it has been a delight to welcome Saffi into our family."



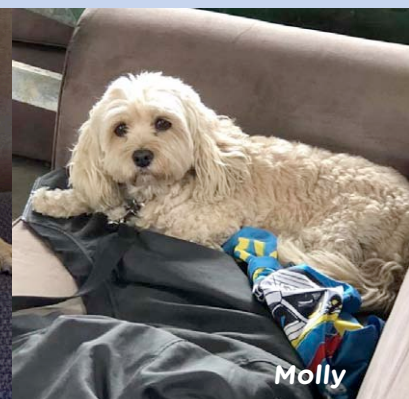
Izzy



Gracie



Lily



Molly

THE YEAR IN REVIEW

BAIRNSDALE

Hi, my name is Corryn Mair, I have worked at Animal Aid East Gippsland since August 2013 and I was thrilled to be appointed as the Operations Manager in October 2018.

Since taking on my new role I have been very busy implementing facility improvements, introducing new policies and programs whilst nurturing key relationships in the community.

Staff and volunteers have participated in numerous community events over the past 12 months to build awareness and raise funds for our important work. We've held sausage sizzles, promoted movie nights, held offsite adoption days and took part in one of the largest local events, the East Gippsland Field Days. In addition we've spent lots of time with pet owners of the future through presentations at many local schools and clubs to share child friendly information about pets and our

work. Our flagship event, The Canine Carnivale and Food Van Fiesta was held in November and will once again be held in 2020. At the time of writing this report we were busily preparing for our Mad Catter's High Tea Party, we're all very excited to be bringing this new event to the Bairnsdale community.

Working in conjunction with East Gippsland Shire Council, and local contractors a new dog enclosure was added. The inside all weather kennel is now adjoined to a fully enclosed outside exercise area. This enclosure will provide dogs the opportunity to exercise and play, reducing anxiety and stress levels.

6 custom built isolation condos were an exciting addition to our cattery. These condos are designed to be self-ventilating, expelling oxygen outside the building to stop the transfer of infectious illnesses such as cat flu.



They feature feeding/watering shelves, separate bedding and litter area each have portholes that can be opened and closed, large glass doors providing plenty of light and visibility.

In addition to the new dog run and isolation condos, we've installed new office display walls and shelves in the reception area, plus much needed storage units throughout keeping things neat and organised. Many thanks to local business Gascoignes Saddlery for donating these.

A big thank you to our foster carers! They make it possible for mother cats and kittens to be raised in a home environment, this makes their transition to a new family so much easier. The love and care our foster carers provide, gives each kitten the best possible start to life. Our foster care program now includes care for puppies, senior dogs and timid felines.

With thanks to our accredited dog trainer Deidre Mansfield, we have actively grown the number of Behaviour Team volunteers. This group of volunteers work closely with dogs that need basic training, rehabilitation and socialisation. The program is already producing great results by reducing the length of stay and providing mental stimulation. We thank the Behaviour Team for their work!

Finally, I would like to thank all the team at East Gippsland! The staff and volunteers work tirelessly each day to provide the highest standard of care to the animals and go the extra mile to reunite pets and families. I am so proud to work for Animal Aid and I look forward to many exciting times ahead!

Corryn Mair

Operations Manager East Gippsland



THE YEAR IN REVIEW

CATTERY

I am so proud how far Animal Aid has come over the past 20 years, as an organisation, but more specifically in the ways we can support cats and enrich their lives while they're in our care.

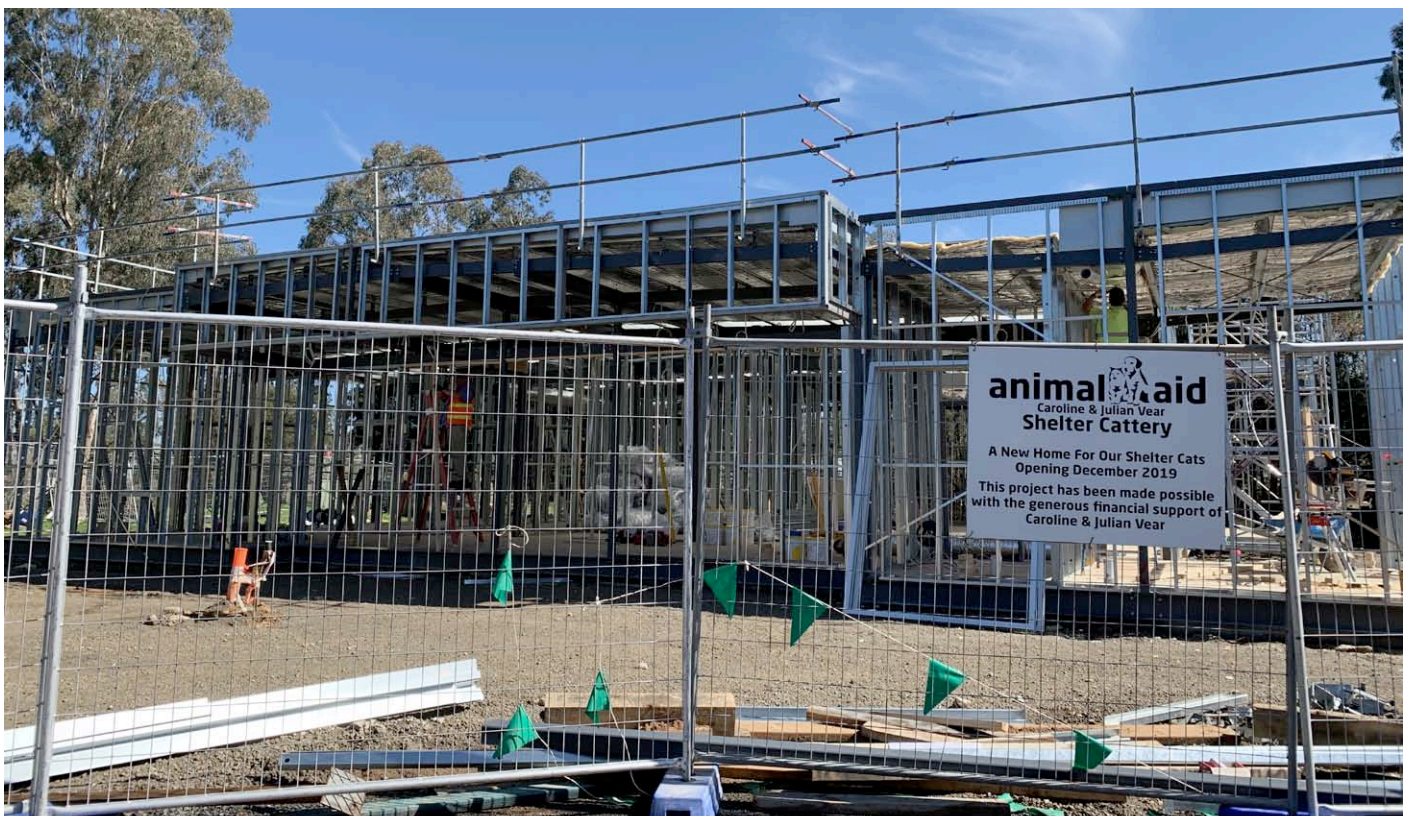
We can do so much more than ever before due to the commitment and expertise of our staff and volunteers, the resources available to us, the support from Animal Aid's Vet Clinic, and soon, the infrastructure upgrade of our brand new Cattery at Coldstream.

With the record number of cats and kittens coming into the shelter this past year we have had to rely on our foster carers more than ever. Our foster carers help us cope with our capacity, give extra special care to cats with health concerns, and of course help us manage the thousands of kittens that need socialisation and support before getting desexed. Our hearts go out to these wonderful families.



A special mention to our Cattery staff member Mel McLaren. Mel spends not only long hours at Animal Aid working with the pocket pets but also brings many pocket pets into her own home, to socialise or recover from surgery with some staying for more than 6 months! Thank you Mel for all your hard work and commitment to these tiny souls.

Our amazing veterinary clinic has also helped us change the lives of many cats in the past year. Our talented vets and the amazing new facility have opened up doors for our welfare cats like never before; we have been able to undertake many unusual surgeries. One particularly impressive case was an eye surgery on a cat named Keeta.



Keeta came to us with an old injury to her eyelid which was very painful and causing increasing damage to her cornea. Our experienced Veterinarian Dr Peter, successfully performed an intricate 3 hour surgery to re-form her eyelid by removing a piece of her lip and cheek. Upon completion Keeta lived with a beautiful foster family until she was healed. She was very quickly adopted upon returning back to the shelter - a very happy second chance for Keeta!

As we look to the future we can't help but acknowledge where we have come from. We spent many years managing difficult conditions because of our outdated infrastructure, but this is about to change! Our new Welfare Cattery will open its doors in a few short months. This facility will change everything, for the staff and volunteers at Animal Aid, and most importantly the cats that come to us.

Our extensive research has let us design a state of the art facility that will increase the enrichment, the health and happiness of the cats, it will allow for greater connection with our community and streamline our daily operations. We are eagerly awaiting the big cattery opening night in December 2019.

To our very generous donors, you have given us a space that will change lives and save lives, you have given us a space that we can be proud of. Thank you.

Until next year...

Lynn Bell
Cattery Manager



THE YEAR IN REVIEW

KENNELS

Another year has passed and on reflection I would say it has been another very busy and successful year for our department.

Our wonderful, compassionate and caring staff and volunteers have put in their all again. We laugh together and cry together but the important word here is 'together'. I feel very fortunate to do what I do, to work alongside such a dedicated team of people who work so hard to help each and every animal that comes through our doors. Together we can and do achieve great things!

The one thing we pride ourselves on is looking at each animal as an individual and endeavouring to do our very best to help make that animals time with us as comforting and stress free as we can.

This past year in particular we have had quite a variety of animals that have needed our help, from dogs and puppies to geese and pigs, birds and ferrets and each one of these have had the very best care offered to them, our staff and volunteers treat them as they would their own. Even though we have struggled with our aging kennels, bad weather and often very high numbers, everyone just gets on with the job and deals with what is thrown our way. The dogs still have that extra blanket, the warm coats at night, the love and the commitment made to them that we will do our best for them.

In this past year we have established a Wellness Program for our dogs with the aim being to ensure that those who are struggling the most receive the extra care to help them cope while with us and to offer them the dignity

and respect that they deserve. This program can only be offered through the support of a special group of volunteers who very generously help run this program under the guidance of our staff. The types of dogs that are placed on this program may have come from puppy farms, neglectful situations, suffered trauma or have simply come from a loving home but the stress of finding themselves in a kennel environment is just too overwhelming and they shut down.

I am extremely proud to say that I have watched each and every one of these dogs improve out of sight and make their way out on foster or up for adoption. I would like to say a HUGE thank you to those who help play such a valuable role in helping these animals. Helping shelter dogs is about taking the time to get to know them first.

We have grown our foster, volunteer and behaviour programs throughout the year and this all helps with our management and successful outcomes but despite all we do there are still certain animals that we just simply cannot achieve the outcomes we want.

We are all so very proud of the shelter kennels achievements over the past year and this can be attributed to having the right team of people with a positive attitude, the willingness to work hard and through having great programs in place.

We may not 'win them all' but we can and do give it our best shot!

Sally Miles
Kennels Operations Manager



OUT IN THE COMMUNITY

FEBRUARY

National Adoption Day

FEBRUARY

A Dogs Way Home Movie Night



MARCH

Knox Pets In The Park



APRIL

Adventure Dog



APRIL

Mad Catters Tea Party

APRIL

East Gippsland Field Days



MAY

Through My Eyes

JUNE

Trivia Night



AUGUST

Sale Trivia Night



OCTOBER

Animal Blessing, Whitehorse Spring Festival

NOVEMBER

Canine Carnivale & Food Van Fiesta

NOVEMBER

The Largest Rescue Gathering



DECEMBER

A Very Furry Christmas

28 APR 2019

THE MAD CATTER'S TEA PARTY

**Mary Eats Cake,
Montrose**

The Mad Catter's Tea Party filled a cat shaped hole in the Animal Aid event calendar. With 180 of our fiercest feline supporters we spent the afternoon indulging in lavish high tea delights and introducing some of Animal Aid's furry friends that were awaiting adoption. Tickets for the event were highly sort after with the first sitting selling out in only 12 hours. The Mad Catter's Tea Party will certainly be back in 2020 with even more treats in store.



25 MAY 2019

THROUGH MY EYES

**Bond Street Event Centre,
Sale**

Long standing Animal Aid volunteer Sarah Arthur delivered a stunning evening at the opening of her photo gallery of Animal Aid adoption animals. Our shelters see animals through their journey from homeless to happiness – Sarah's work beautifully captured this. It was an evening to reflect and connect with the added bonus of all profits from sales going directly to Animal Aid's Welfare Program.

15 JUN 2019

MUSIC TRIVIA NIGHT

Karralyka Centre, Ringwood

Our long-standing annual Trivia Night was reimaged in 2019. At the conclusion of the usual trivia component we added music and dancing to the latter half of the event. This changed the vibe of the event and brought a new energy to the evening. The 2019 Music Trivia Night was a sell out, with the help of our generous guests we raised \$28,000!





7 APR 2019

ADVENTURE DOG 2019 - A CROSS COUNTRY CHALLENGE

Wandin Park Estate

Adventure Dog 2019 delivered on its promises. It was bigger, better and much muddier than 2018! Our 653 participants helped us raised over \$58,000 making this Animal Aid's largest fundraising event ever. The Adventure Dog Event Village saw over 2,000 people enjoy food trucks, market stalls, a miniature agility zone, jumping castles and a full bar! The wind posed the biggest challenge on the day but our highly skilled and dedicated staff and volunteers ensured the event was free of accidents and that the event and participants were not impacted. Adventure Dog 2019 was an extremely successful event that has Animal Aid supporters excited for 5th April 2020 - the third annual Adventure Dog!

18 AUG 2018

TRIVIA NIGHT - SALE

Brewhouse 69

The Trivia Night in Sale was hugely successful, we had all the usual Trivia night festivities as well as an animal themed dress up competition. Our amazing volunteers put in so much time and effort to ensure this event raised significant funds for Animal Aid.

9 DEC 2018

A VERRY FURRY CHRISTMAS

**Animal Aid,
Coldstream**

For the very first time Animal Aid invited our community to bring their furry friend along and have their photo taken with Santa for a truly memorable keepsake. Over 120 animals including dogs, cats and even goats got their photos taken in the snow scape we created. A wonderful selection of Christmas toys and goodies were on offer to gift to dogs and cats.



10 NOV 2018

THE LARGEST RESCUE GATHERING - ANIMAL AID TURNS 70!

Jells Park, Wheelers Hill

2018 marked the 70th year of Animal Aid's work. To celebrate this milestone our goal was to invite rescue pets and their humans to set the record for the largest number of rescue animals in one location. A total of 152 rescue dogs, one rescue cat, and many more human and canine supporters came along to show their support and eat cake.



3 NOV 2018

CANINE CARNIVALE & FOOD VAN FIESTA

Howitt Park, Bairnsdale

The Canine Carnivale & Food Van Fiesta provided a fantastic family friendly evening complete with raffles, market stalls, our novelty Dog Show, food vans and interactive games for the whole family.

The Animal Aid team showcased their expertise with dog demonstrations, helpful information, our special Animal Aid Pupcakes and Bakery. This event allowed us to connect with our regional community and promote our services.

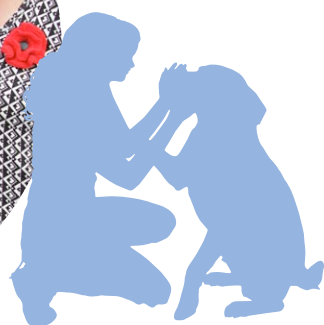


28 FEB 2019

ANIMAL AID AT THE MOVIES - A DOGS WAY HOME

Sun Cinema Bairnsdale

We enjoyed a fantastic night with friends, new and old when we gathered to see A Dogs Way Home. Our community watched this beautiful film and helped raise much needed funds for the homeless animals in our care.





THE STARS ALIGNED FOR PENNY AND SARAH

It isn't uncommon for animals to come into the shelter feeling stressed and unsure of their place in the world. This was definitely the case for Penny - she didn't trust humans. We couldn't know what experiences Penny had had up until she arrived in our care - but we knew we wanted her to have the best possible second chance. Sarah, one of our long term volunteers took Penny on as a challenge.

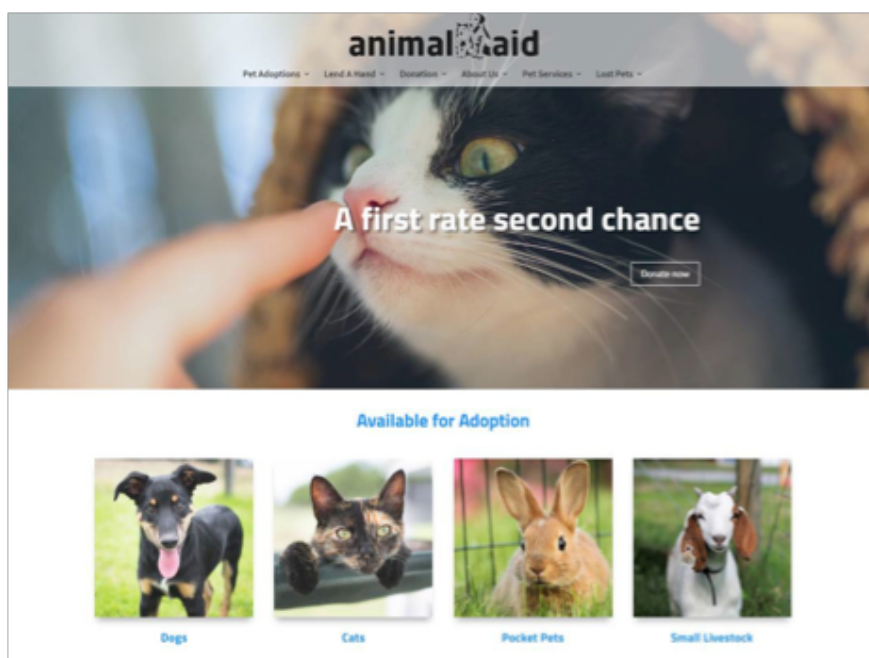
"I thought that if she could learn to trust me then she could learn to trust other people and it would make it easier for her to...find a new home" said Sarah. It didn't happen quickly but Sarah persisted, eventually Penny recognised Sarah when she entered the cattery and would call to her. The bond that developed between both Sarah and Penny was strong and beautiful.

Sarah spent years wishing she had the room to bring Penny into her home, but circumstances change! Sarah could finally give Penny the home she deserves. Since finding her forever home Penny has flourished. "She loves finding sunny spots to sleep. She loves my other two cats. And most of all she **LOVES CUDDLES!**" says Sarah.

Penny's story is one of hope. We give animals the time they need to heal, grow and find their perfect homes. We don't give up.

WEBSITE LAUNCH

We were pleased to launch our new website in March 2019. Featuring updated online donation capabilities, cleaner and clearer page layouts making things easier to find and new features such as lost pet reporting to help reunite pets and families faster. We'd like to thank Kate Hunt-Sharman from Ozzinet Web Design for helping us with this project.



INCREASE CAT IDENTIFICATION

FREE MICROCHIPPING PROGRAM

It is so important that your cat can be identified if they become lost. This means ensuring they are microchipped and that your details are kept up-to-date.

Animal Aid is actively addressing the number of unidentified cats in our community by offering FREE MICROCHIPPING for up to 2 cats/kittens to residents of Yarra Ranges, Maroondah, Knox, Whitehorse and Murrindindi councils.

Our experienced veterinary team delivers this quick and painless microchipping process within minutes, allowing those who take up this free offer the peace of mind knowing that should the worst was to happen your cat would soon be back at home.



Did you know that for every 10 cats that find themselves at Animal Aid, only 2 are reunited with their family?

HAPPY HOMES!

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.



WINNERS ARE GRINNERS

"Pearl (Was Barbie) rescued from the Illegal Puppy Breeding Farm in Gippsland has just been awarded 1st Place in her first Obedience competition, so very proud how far she has come.





Winter was surrendered to the Coldstream Shelter in September 2018. At that time she was in poor condition and infested with fleas and lice.

Long standing Animal Aid staff member Jodie, adopted Winter into her home and worked hard to get Winter into pristine condition. In March 2019 Winter took out first place as Champion Merino at Bunyip Agricultural Show!



THE COMMUNITY LENDS A HAND!



We received a very special Christmas gift from our friends at Yarra Ranges Council



6 year old Ebony held a garage sale - she sold some of her old toys and clothes. Ebony spent her takings on buying much needed wet food for our felines and delivered it to Coldstream.



A wonderful donation of dog food from Megan.



Thanks Greg and Annie Carter from Cockatoo Rise War Veterans Retreat for their annual donation.



Verve Electrical
"Hey Animal Aid thanks for the work you do, re-homing the best doggos ever. We got our fur baby from you 4 years ago, and it was the best decision ever."



\$132.00 was raised by Seville PS for their animal dress up day



SPECIAL THANKS TO OUR CORPORATE SUPPORTERS



CONTINUED SUPPORT FROM OUR COUNCIL BUSINESS PARTNERS



HEART FELT THANKS TO OUR GENEROUS DONORS

To the many kind generous people who gave donations to us regularly, by direct debit, through the post or on our website – you are our bedrock, you make it possible to give a first rate second chance to all the animals that need our help. And to the extraordinary people who left a gift in their Will – we are forever grateful for your kindness.

Thank
You

FINANCIALS

BALANCE SHEET	2019 (\$)	2018 (\$)
Assets		
Cash and cash equivalents	2,019,617	1,712,976
Trade and other receivables	184,946	185,208
Inventories	76,725	72,327
Other financial Assets	52,311	29,782
Other Assets	24,146	10,099
Property, Plant and Equipment	6,664,821	5,297,542
Total Assets	<u>9,022,566</u>	<u>7,307,934</u>
Liabilities		
Trade and Other Payables	703,180	381,809
Short and Long Term Borrowings	71,942	46,498
Current and Non-current Provisions	171,239	420,620
Other Liabilities	-	54,186
Total Liabilities	<u>946,361</u>	<u>903,113</u>
Net Assets	<u>8,076,205</u>	<u>6,404,821</u>
Equity		
Reserves	923,596	656,575
Retained Earnings	7,152,609	5,748,246
Total Equity	<u>8,076,205</u>	<u>6,404,821</u>
PROFIT AND LOSS	2019	2018
Operational Revenue	4,401,923	4,008,756
Bequests, Donations & Other Income	2,075,582	1,400,921
Operational Costs	<u>(5,073,142)</u>	<u>(4,532,324)</u>
Comprehensive Profit/(Loss) for the Year	1,404,363	877,353

The above financials were taken from the 2018-2019 audited financial accounts of the Victorian Animal Aid Trust. Not-For-Profits Commission Act 2012, for the year ended 30 June 2019.

The financials were independently audited by Rankin & Young Chartered Accountants (ABN: 86 655 394 502) in accordance with section 60.40 of the Australian Charities and Not-For-Profits Commission Act 2012, for the year ended 30 June 2019.

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

