



The Shelter Our Community Needs



Annual Report
2019-2020

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MISSION

Animal Aid works hard to be an organisation that our community can be proud of, one that will remain steadfast in the face of hardship.

We are dedicated to improving the welfare of all companion animals and passionately advocating and facilitating their adoption. We provide services that help people and pets; enthusiastically sharing our knowledge and expertise.

Animal Aid continues to be a place of refuge for the lost, unwanted and abandoned animals in our community.

CHAIRMAN'S REPORT

As I write our annual report for this year, our state is just entering the third week of lockdown affecting all sectors of our community due to the Covid 19 pandemic.



All disasters bring out the best and worst in people and institutions; this emergency has left none of us untouched. It has certainly brought out the best in our staff who have had to deliver care under difficult circumstances.

We have all been tested in ways we would not have previously considered possible. Our Animal Aid family, under the direction from our Board and the management of our CEO, have met these unique challenges with care and a quiet professionalism. We have continued to provide the highest level of support for our staff and the animals we care for. Sadly, we had to quarantine our dedicated volunteers. In doing so, we have gained a valuable insight into how much we depend on and appreciate the work of our volunteers as well as simply their presence.

These testing times have however served as a reminder that Animal Aid exist as a shelter to meet the needs of our community. Whether that be in providing emergency accommodation, caring for pets until reunited with owners or by providing veterinary care. Our staff have realised, as never before, the value of their work in serving the needs of the community and are eager to resume their roles in being able to provide the full suite of services once as a community we reach the end of this lockdown period.

While the extraordinary period of Covid19 has slowed down the redevelopment of our new boarding cattery, thanks to the very generous donations of benefactors, we proudly opened our new shelter cattery in early December.

It is a state of the art facility with innovative design of pens and play space that has earned acclaim from other shelters. Moving from the cramped and restrictive space of the original cattery has enabled us to provide not just a light, colourful and spacious environment, complete with specifically designed play equipment but also a dedicated space for our growing numbers of pocket pets. We even have a specially designed vegetable garden for them.

My thanks to our architect, Brian Spears for his continued belief in us and for producing leading edge design that embodies our commitment to providing the very best in Animal Welfare. To our builders, SJ Higgins and in particular our project manager, Scott Leggett who has become part of our Animal Aid family - we thank you.

It has been a very challenging year with Covid 19 casting a long shadow over our work. It has continued to restrict our ability to provide the range of services to our community that we are known for. Like all businesses we have had to concentrate our efforts into sustaining our core services and ensuring the safety of our staff. This could not have been achieved without the support and direction of our Board, the leadership and tenacity of our CEO and the dedication of our staff. I sincerely thank them all.

The Hon Fran Bailey
Animal Aid Chairman

CEO'S REPORT

Resilience is something our people have in spades.

This has been forged through years of experience and sometimes difficult situations. It has placed us in a strong position to ride out the bumps and deliver quality care to our animals and community, regardless of the circumstance that come our way.

Animal Aid, like many other businesses, has experienced its challenges during the Covid pandemic and Gippsland bushfire disaster in January. We continue to adapt in these constantly changing circumstances to be the shelter our community needs. So, in the Animal Aid way, we focus on the positives of the past year.



The first round of lockdowns in late March provided a significant upside in finding new homes for homeless animals. Our adoption teams have been working so hard. For the first time in Animal Aid's history we cleared our shelters and have continued to have low numbers since. People have been coming from all over the state to find their new pet. I know there will be some who are concerned about animals being returned post-Covid, but I have confidence in our Adoption Team's ability to find the best homes for each and every animal. Covid has provided the ideal opportunity for those who had been looking to adopt and knew this was a perfect time to bring a pet into their home.

East Gippsland was hit with devastating fires over the New Year period. While our shelter was safe, many of our staff and volunteers were directly impacted by fire. Despite personal challenges our East Gippsland Team rallied to provide emergency accommodation and assistance at evacuation centres to help people in need. With support from our other shelters and generous community, we were able to send vital supplies such as food, blankets, vet needs and containment crates to those displaced. I highly commend Corryn Mair and our East Gippsland team who excelled in coordinating these relief efforts.

Through the generosity of our community and benefactors, we have continued to improve our facilities, providing practical and comfortable spaces for our animals, our people, and our customers. It's remarkable to think that in just 12 months we have built 2 catteries at Coldstream, a cattery in Gippsland and developed wetlands, walking trails and enrichment for our dogs at Coldstream.

We celebrated significant staff milestones this year. I would like to thank and acknowledge Sally Miles (Shelter Kennels Manager), Lynn Bell (Shelter Cattery Manager) and Debra Boland for 20 years of tireless work and dedication to our cause. For over two decades they have helped countless animals find their way home or into a new loving home. They are true champions of animal welfare.

Our Sale shelter marked 10 years of Animal Welfare services to the Gippsland community. Deb Goddard commenced with Animal Aid when we opened; we also celebrate her milestone and thank Deb for her excellent leadership through the journey.

I thank our highly skilled and enthusiastic management team and our staff who support us with passion. Each year we get better and better at what we do, and it is your endeavours that continue to drive positive outcomes.

We have missed our volunteers over the past months and look forward to a time when you can safely return to support our work.

On behalf of all at Animal Aid, I thank our Board and Chairman Hon. Fran Bailey for giving their time and experience to Animal Aid.

We are privileged to be doing what we love. The animals we help bring us joy and a sense of pride that we are doing something good.

Until they all find a home,



Mark Menze
Chief Executive Officer

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.

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.

Animal Aid will continue to be a place of refuge for the lost, unwanted and abandoned animals in our community.



BOARD OF GOVERNANCE



Fran Bailey – Chairman of the Board

Hon Fran Bailey is a former Federal Minister, experienced in chairing and negotiating with industry associations nationally and internationally. Fran chairs and is a non-executive director of a number of Boards and is a keynote speaker. Her passion for the work achieved by Animal Aid is reflected in her commitment to the Board of Animal Aid.



Glenda Walker – Treasurer

Glenda graduated from the University of Melbourne with a B.Comm, B. Arts and MBA. Her career in Marketing spans 30 years, in which she has held positions such as: Marketing & Visitor Services Director for Zoos Victoria, Sales & Marketing Director Hallmark Cards and senior marketing positions at Qantas Airlines & Coles Supermarkets. Glenda believes that all animals have the right to a loving home.



Kirsty Watts – Trustee

Kirsty is a well rounded professional specialising in transformational change, leadership and innovation. She has experience as a Non-executive Director, a CEO and worked in the Professional Services as a leader across Strategy, Change Management and Business Development. She holds a Masters in Business Administration, Graduate Diploma and a Bachelor of Commerce. Kirsty is passionate that every animal deserves a second chance at finding a loving home.



Catherine Sim – Secretary

Catherine Sim has worked in finance for over 25 years. She is a Fellow of CPA Australia, holds double degrees in Law and Economics and works in the public sector. Having previously worked at Animal Aid, Catherine loves animals and is committed to see Animal Aid flourish.



Jane Wright – Trustee

Jane is a Marketing and Communications specialist with many years of experience in senior roles in the financial services, healthcare and local government sectors. Her board experience spans more than 10 years in Not for Profit organisations in positions including Public Officer and Chairperson. She is passionate about finding every animal a safe and loving home and currently shares her home with an Animal Aid adoptee.

HERE FOR THOSE IN NEED

The last financial year:

Our animal welfare statistics at a glance:

1556
Welfare Surgeries

1413
Microchips

819
Private Surgeries

14019
Veterinary consults,
health checks &
vaccinations

36199
Pet Boarding Days

672
Emergency
accommodation days

5304
Total Incoming



Incoming Animal Type	All Shelters Animal type
Dog	2320
Cat	2783
Pocket pets	116
Livestock	11
Birds	74
Total By Shelter	5304

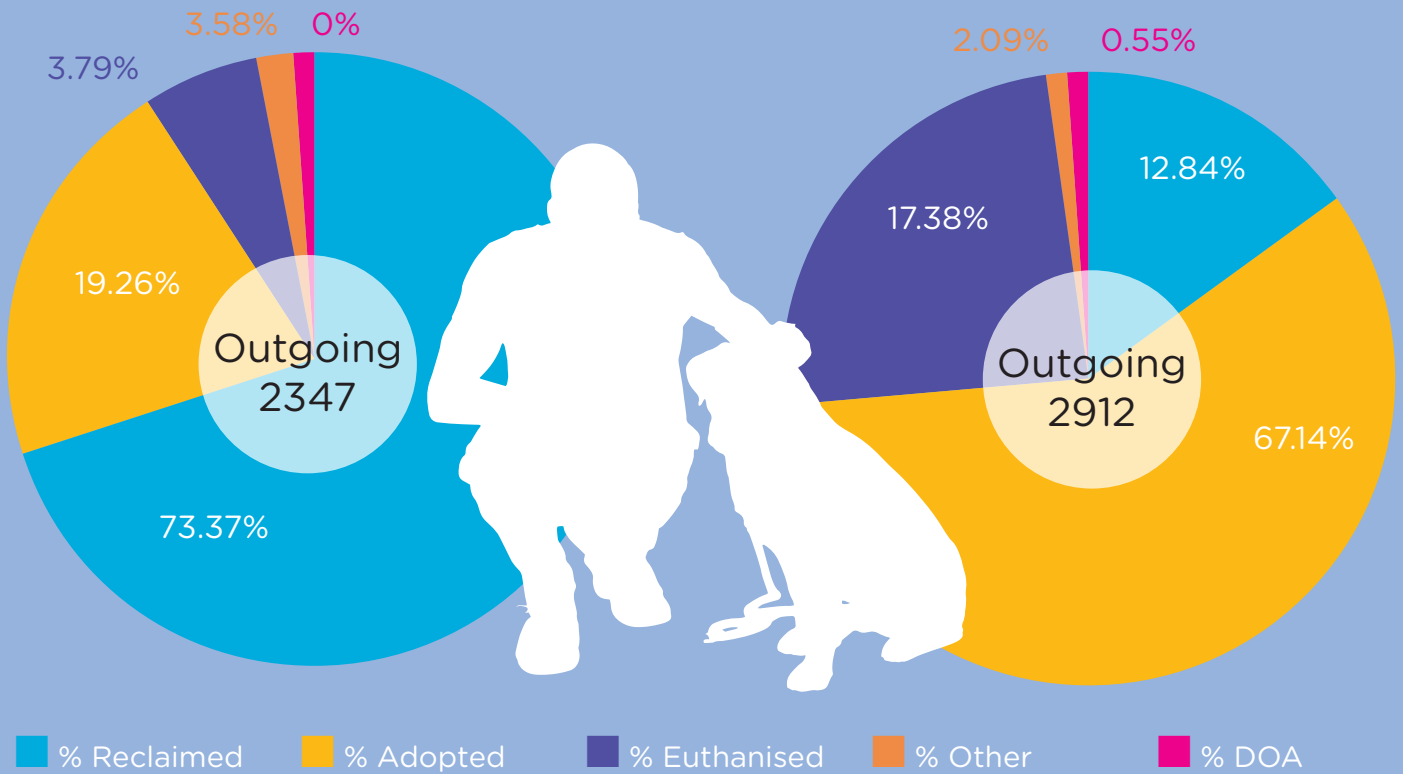
Arrival Origin	Total	% of Total
Council	3472	65
Stray	1064	20
Abandoned	4	0
Emergency Accommodation	47	1
Surrender	594	11
Returns	70	1
Shelter Offspring	50	1
Transfers In	3	0
Total	5304	

Outgoing Animal Type	Reclaimed or Returned	Adopted	Euthanised *	DOA or Unassisted Death	Transfer /Other	Total By Animal
Dogs	1722	452	89	0	84	2347
Cats	374	1955	506	16	61	2912
Pocket Pets	8	81	25	3	0	117
Livestock	1	7	1	1	0	10
Birds	3	54	16	1	1	75
Total By Category	2108	2549	637	21	146	5461

*Euthanised statistics exclude court and council ordered euthanasia

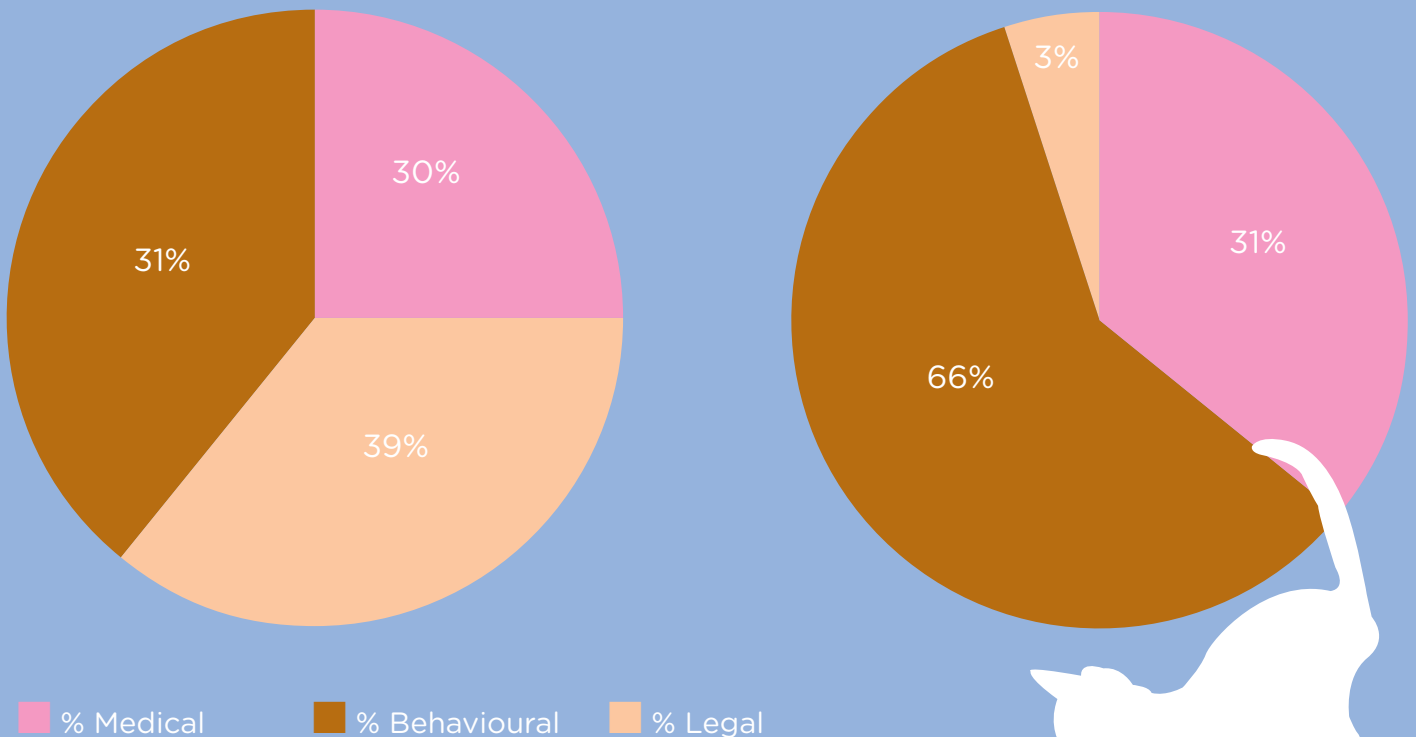
Save Rates Dogs 96.2%

Save Rates Cats 81.8%



Euthanasia Reasons Dogs

Euthanasia Reasons Cats



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 Our Community

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

Supporting Each Other

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

Having Fun

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



STAFF YEARS OF SERVICE MILESTONES

20
years

Debra Boland

Sally Miles

Lynn Bell

10
years

Debby Goddard

5
years

Jodie Merrett

Karyn Rayner

Melanie McLaren

Michael Vaughan



OUR VOLUNTEERS

Never before has the importance of volunteers been made more clear than during 2020. For the first time in the history of Animal Aid we have found our selves needing to operate without the assistance of our Volunteers. It has been tough. Throughout this year's challenges we have been so heartened by the amazing generosity of our volunteers who have offered their support while remaining safe at home. This includes our vital Foster Care Community.

We are eagerly awaiting the full return of the Volunteer workforce; both the Animal Aid Staff and the animals will be so glad for the extra care and cuddles.

19/20 Volunteer statistics

Total Volunteers	562
Total Hours	47,212
Value of Contribution	\$947,072.72

OUR FOSTER FAMILIES



1,254 animals were cared for by 197 foster care families



144
cats



924
kittens



93
dogs



23
puppies



68
pocket pets
& birds

Thank
You

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	30yrs
Joy Ashfield	20yrs
Pam Withers	15yrs
Bernadette Campbell	15yrs
Margaret Wellington	15yrs
Barbara Williams	15yrs
Justin Reid	10yrs
Carmel Henry	10yrs
Kellie Grover	10yrs
Bronwyn Clayton	10yrs
Bronwyn Saffron	10yrs
Tracy Menze	10yrs
Marian Birkett	5yrs
Valerie Edsall	5yrs
David Barker	5yrs
Linda Knewstubb	5yrs
Rosanne Mileto	5yrs
Rita Howes	5yrs
Ann Farnell	5yrs



VALE SANTO

Animal Aid lost a valued member of our community this year. Santo commenced volunteering in our Croydon Opportunity Shop in September 2011. Santo gave 5 days of his week to Animal Aid every week, he was one of our best - rarely missing a day and was always reliable. At over 7,500 hours, Santo holds the record for the most time spent volunteering of any individual past or present.

He has left a firm imprint in our hearts, and in the chair next to our sorting table where he sifted through donations each day, priced them and got them ready for sale.

Santo was always happy and enthusiastic about his work and was loved and respected by everyone at Animal Aid.

Each year we select a small number of very special volunteers to receive the Alexander and Stella Grierson award, named in honour of the founders of Animal Aid. To celebrate Santo's life and recognise his significant accomplishments and contribution to Animal Aid we have posthumously presented him this award.

Santo, we thank you for how much you've given to us at Animal Aid. You have truly made a huge contribution to Animal Welfare.

THE YEAR IN REVIEW

SHELTER KENNELS

The past year has certainly been a productive one here at Coldstream.

We watched with great excitement as our soggy and overgrown back paddock began being reborn into what is now such an amazing enrichment area for our dogs, our staff and our volunteers to enjoy. Having somewhere to take our dogs away from the noise and stress of the shelter is so wonderful and so important. The minute you walk out there and take in the gorgeous views while you walk around the lakes and paths, you instantly feel your stress go away. Imagine what this does for our dogs! Once summer comes this will be a fantastic place to take our dogs for a swim too, there will be a huge off lead area for them to run & play in the grass together with some training activities to keep their brains busy. A huge thank you from our team to all who helped make this come to life.

At Animal Aid we pride ourselves on focusing on our successes, seeing a dog learn and grow, become more confident and ultimately find an amazing new home brings us great joy. But this job does not come without its challenges. We are a dynamic team, always willing to challenge convention and expand our knowledge. We are flexible and always willing to work with the external support networks that we have available. We are extremely grateful for the help and support we are given by these groups and individuals.

I would like to put out a special mention to our wonderful kennels team for all their hard work and wonderful commitment, especially under the difficult

circumstances we have had to work within this year. Sadly we have not been able to have all our lovely volunteers in to assist us with the animals, we miss them very much. The staff have done an amazing job despite not having their extra help and I am very proud of how well everyone has dealt with it. Fortunately we have been able to adopt so many of our animals into very caring homes, doing our best to ensure that they are managed well into the future when all this settles down.

I would like to share with you some positive stories - these are just a couple of examples of dogs we helped over the past year that were quite complex cases with terrific outcomes.





FLARE



LOUIE



FLARE & LOUIE

Flare (Border Collie x Bull Terrier) was a 18mth old cheeky, smart girl with high drive and poor impulse control who lacked good social skills with other dogs but meant well. She showed us that while she really wanted to learn she just did not know how to express herself. In the shelter she would bark & jump in her pen, nip at clothing, grab leads, become over stimulated and very easily frustrated. After doing some in-house training we decided that getting to know her outside of the shelter would be best. At first she went on foster with one of our trainers before being transferred to a young lady with a keen interest in training and doing tricks, this was a huge success and a match made in heaven! Flare now has learnt so many tricks! She knows how to be calm and focus and is far more responsive to people. She shares life with another canine friend, we are very proud of how far they have both come together.

Louie (Small Bulldog x) was approx. 9 yo when he came into our care. Poor little Louie had a lot of health issues we needed to review. After lengthy investigations we discovered that sadly Louie had sclerosis of the spine and a mineralisation condition that causes degeneration of the vertebrae. This made simply rehoming him to the general public quite a challenge as we did not know what this meant for his future, how quickly he would deteriorate or if he would potentially suffer. The decision was made to look to our foster program and find a very special home to place him into care and aim to give him the best quality of care and support. Louie is still doing well in the hands of his wonderful carers and we receive regular updates which we all look forward to.

Sally Miles
Shelter Kennels Manager

THE YEAR IN REVIEW

CATTERY

In my 20 years as Cattery Manager at Animal Aid I have never before witnessed a year like this one.

Moving into our marvelous new Welfare Cattery has been a huge milestone. It truly is a must see. This new facility has improved the health and happiness for the cats, kittens and pocket pets as well as our staff. It is truly life changing.

We have experience significant challenges with the loss of our beloved Volunteers due to COVID-19. They are our back bone; they are the ones that keep us sane.

Our wonderful volunteers have previously done all the back of house cleaning, and all the little things that make the Cattery look spic and span. The time they spend socializing with the cats and kittens along with meeting and greeting clients, answering phones assisting with data entry is invaluable. We have been very busy trying to compensate for their absence.

I want to highlight especially the incredible work of our Foster Care Community. We have had foster parents bringing cats into their homes so our workload would be more manageable. Thank you from the bottom of our hearts we cannot do this work without you.

With the reduced manpower we have had to rethink the way we do things. With the Boarding department impacted we have been very lucky to have staff come over to the Cattery and assist. Our team have been able to share our best practices, with the team relearning and doing things differently in the welfare department.

And what a team we now are!

With the demand for cats and kittens recently, this team has come together to deliver world class animal welfare and incredible service to our customers, I can't thank them enough.

Adoptions have been just amazing. We have had new adopters lining-up at our front door on a Saturday at 8:30am willing to wait for hours just to be the first to adopt. 26 adoptions in one day is now our all-time record. No special adoption drives, no special advertising just people looking to adopt for many excellent reasons.

People worry that they will return the cats/kittens to the Cattery after the COVID restrictions are over. We have had 595 cat and kittens adopted in the period 1.3.20 to 30.6.20 and have had no returns to date.

Lynn Bell
Cattery Manager





THE YEAR IN REVIEW

BOARDING

The past year in Animal Aid's Boarding Kennels and Cattery has instilled in me an extraordinary respect for our staff, volunteers and the people who choose to work in the animal care industry.

We are empaths, highly emotional and receptive staff. We are devoted to our job, we commit ourselves but it can be hard, very hard. We care so much about the health and happiness of every pet that stays with us and treat them like they were our own.

The raw truth is that we cry. We cry for your pets if they pass, we spend our days off thinking and talking about the comfort of your pets, we lose sleep over your pets, we contact each other late at night or in the wee hours of the morning about ideas for your pet - because we care so much.

The Boarding Team is comprised of more than 80 staff and volunteers. The kindness and compassion these people give every day is unparalleled. The strong bonds we have between us allow us to work closely, under high stress and high emotional situations. We look out for each other and for the animals.

Every animal in our care is closely monitored. We record everything from what they like to eat, what their weight is, who their friends are, what bedding they like, where they like to play and how, what their behaviour and mannerisms they have...and we remember for the next time they visit.

This year we have had a focus on building the social component to boarding.

With multiple dog playgroups going great we were able to also launch a private holiday boarding Facebook group which allows us to better connect with pet owners and shows clients photos of their dogs and cats during their stay. The boarding team are loving the time we can take to enrich the animals and take photos for the owners and the page.

The final months of 2019 were exciting and so busy. Christmas exploded into Boarding! We were able to stage our corridor as a Christmas wonderland and held the Santa Paws Christmas photos with a great success and fun.

Between the devastating fires in January and the COVID pandemic the Boarding business has been greatly impacted. During these months of hardship we have seen an increased demand on our emergency accommodation services which assist the homeless, temporarily displaced persons, people with medical needs and the vulnerable in our community. We are proud to say we have assisted at every chance we could. Boarding has done an amazing job of helping these families and taking complementary care of their animals in an attempt to ease the burden that they are facing.

The boarding team at Animal Aid show unequivocal passion for their jobs, each team member has such a commitment to our furry clients. We build strong bonds with all of the animals. We aim to for perfection and for every animal to be healthy and happy.

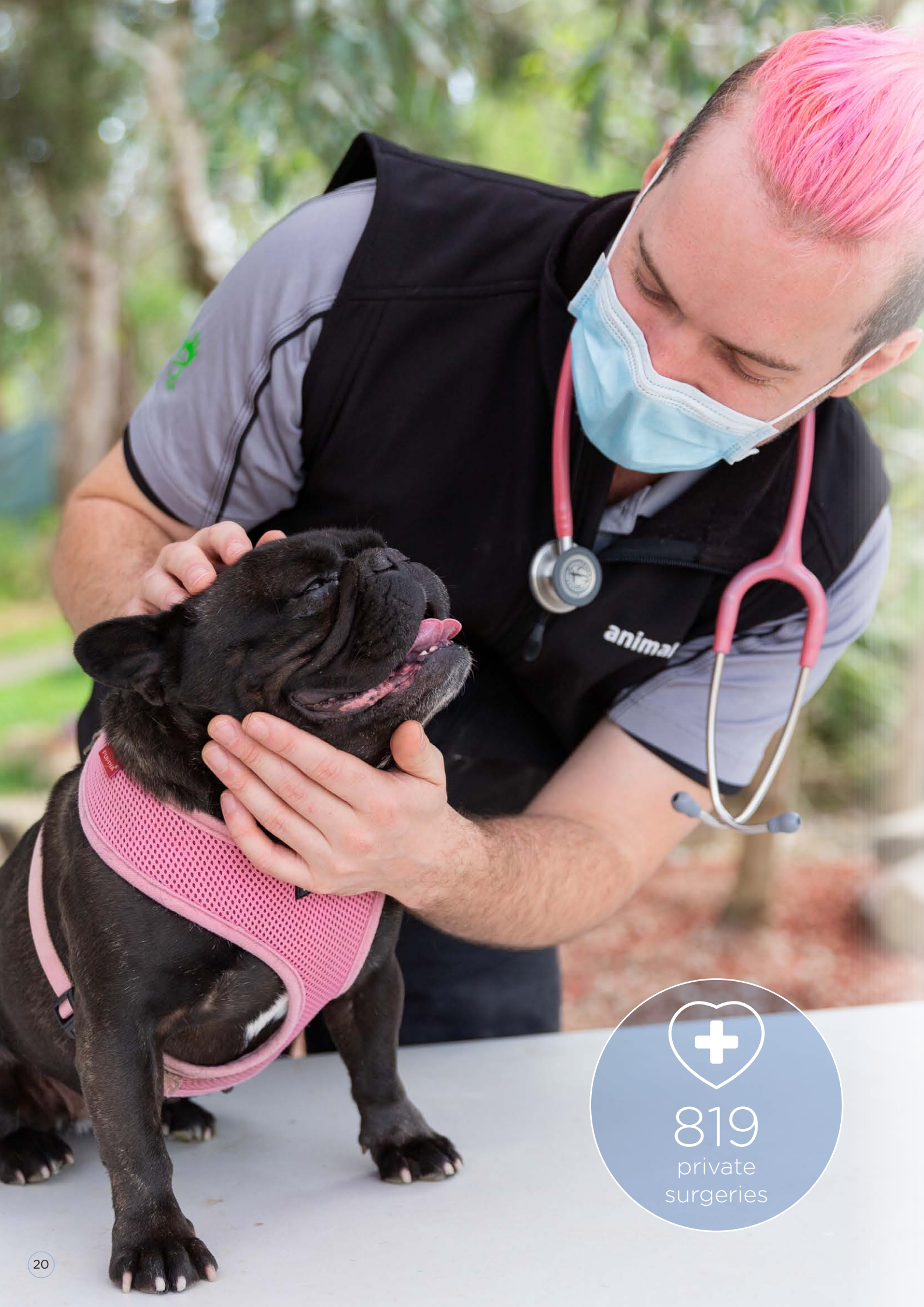
Tamika Fairgrieve
Boarding Kennels Manager



36199

pet boarding
days






819
private
surgeries



THE YEAR IN REVIEW

VET CLINIC

The last year at the veterinary clinic was one of changes and challenges for everyone. The team responded magnificently, taking everything in their stride.

We have taken many precautions to safeguard our ability to provide ongoing veterinary care for all our welfare animals and privately owned animals. The veterinary team was split in half. Each team worked for one half of each week only and was kept separate from the other so that, if someone was diagnosed with Covid, only one team would be forced to isolate for two weeks and the other team would expand their role to provide care for the whole of each week.

This arrangement effectively doubled the workload for everyone at the clinic as half the staff were now providing the full complement of care on any given day. This split was accompanied by “car park consulting by the vets and nurses to minimize the numbers of people entering the clinic to mitigate the risk of Covid. These changes once again placed significant pressures on our staff who rose to the challenge with good humour and determined resolve and maintained the high volume and excellent quality of care our veterinary clinic is known for.

Despite all these challenges, the volume of clients has continued to increase and, in response, our capacity to help more animals with a wider diversity and increased complexity of health problems has also expanded.

This has translated into save rates for animals which would be the envy of anyone in our industry and is a tangible testament to the energy, commitment and expertise of all our staff including all our volunteers.

Our volunteers are an essential ingredient in the recipe for success across all the Animal Aid departments. Without our volunteers the veterinary clinic would not be able to deliver the quality and quantity of care provided day in and day out, every week, every month, every year.

An exciting development is that we now have an increased array of orthopaedic tools and have had additional training to perform more orthopaedic surgeries. This has been largely as a result of a magnanimous donation from a single person.

Another significant individual person has been Scott, the building foreman, who has taken a special interest in the work of the practice and has made many tweaks to our existing infrastructure to optimize our ability to provide care.

Our new, purpose built veterinary clinic provides an optimized environment for a high level of animal care and has transformed the way this care is provided at Animal Aid but, even more important than this wonderful building, is the fabulous complement of staff within it. The expertise, endeavour and ‘can-do’ spirit of all our staff make this clinic a place of sanctuary, convalescence, healing and new beginnings for all the animals who enter here.

Nico Maritz
Veterinary Director

THE YEAR IN REVIEW

GROOMING

Each year the Animal Aid Grooming Salon moves from strength to strength. We have acquired some amazing staff members, met some wonderful new clients and continued to refine our skills and expertise. The more successful our Grooming Salon is, the more we can contribute to Animal Aid's Animal Welfare program.

Unfortunately the impacts of COVID-19 have been huge. It was with great sadness and disbelief that we closed the salon, reopened briefly in very restricted conditions before closing yet again. We wish that the decision makers could understand that for many animals, grooming is a vital aspect of animal welfare and the health and happiness of our four-legged clients.

We have trained our newest recruit - Nikki - to groom our feline clients and she has proven to be a natural! The demand for cat grooming this year has meant we needed another professional cat groomer on the team and Nikki put her hand up with gusto!

As usual in our expanded grooming family, we have had many lows and highs.

We have said goodbye to some of our dear pets and sadly, a few of their owners too. But it is never long before we are cuddling new balls of fluff or newly adopted pets to ease the pain.

We know that upon the reopening of our Grooming Salon, the demand on our services will be challenging, but we will be there, clippers charged, ready to tackle the wooly avalanche that will come our way!! And to repair the iso home grooming attempts!

Linda Shambrook
Grooming Manager





THE YEAR IN REVIEW

BAIRNSDALE

The past year has left an imprint on all our lives and hearts. A year in which staff, volunteers and our supporters have demonstrated such resilience and generosity not only to Animal Aid in East Gippsland but to the animals in our broader community. This is a year that will never be forgotten.

Black Summer - the December and January Bushfires forced thousands of people to evacuate the safety of their homes. Many lives, properties, businesses, buildings, and animals among other things, were sadly lost. As a leader in Animal Welfare our organisation responded swiftly and successfully in helping those in need.

Animal Aid officially appealed to our supporters for donations of goods, and additional volunteers. The response was simply overwhelming. A Bushfire Relief Coordinator was appointed to handle hundreds of daily inquiries and logistics, deliveries into the centre of our township or into remote areas by road or air. Forklifts, trucks, containers and storage units were required to handle over 50 tonnes of donations, all for those animals in East Gippsland that needed assistance.

We opened our doors for emergency boarding, for those animals that needed a break from the evacuation centres or for the ones that could not be housed in a tent or car.



Over 1,000 additional hours were volunteered to Animal Aid East Gippsland within those 8 weeks. The foster care program rapidly increased to assist with the animals in our care whilst waiting adoption.

The Natural Disaster was finally over, we were able to take a breath again to regroup, then the Pandemic times arrived. Uncertain times pushed us into uncharted territory yet again.

COVID-19 reached our doorstep and restrictions were quickly implemented. Volunteer and community programs were postponed until further notice... but the number of animal adoptions increased dramatically!

For the first time ever, our main cattery had no cats or kittens available for adoption. The kennels had no dogs available for adoption. Low numbers of animals were in our foster care program.

Pandemic times presented a window of opportunity for our kennel floors and walls to be sandblasted and resurfaced. This major facility improvement provides all dogs state of the art housing whilst in our care.

We persist, we seize opportunities and will serve our community no matter what comes our way.

Corryn Mair

Operations Manager East Gippsland



“Thanks again for running such a wonderful organization - it is not only life changing for the furry ones but for the humans as well.”

Words of
Dr Antionette Mowbray.

THE YEAR IN REVIEW

SALE

10 years of saving lives.

10 years sounds like such a long time, but it only feels like a few months ago that Animal Aid took over the lost and found services of Wellington Shire in Gippsland.

What a learning curve it was for everyone involved. We had a brand new Animal Aid workforce, a local laws team that needed to work with us, and the community of Wellington had a new resource to assist in their times of need.

It did not take long for us to get into the swing of things. We did our first dog adoption in the 2nd week of operation and our first cat adoption a couple of weeks later. We were uncertain how cat adoptions would go; we had been told that cats do not get adopted in the country, thankfully we were able to quickly prove that this assumption was incorrect. We had many challenges but forged ahead with the support and guidance of the rest of the team at Animal Aid in Coldstream.

With help from the community we have continued to improve the shelter facilities. We have built dog walking tracks with areas to sit, with help from Maffra Secondary College, built dog exercise yards with donations of fence panels from volunteers. We have been given a ride on mower to keep the grounds looking their best and safe to walk around in the summer. Donations of toys, treats, bedding and food flow in every day from our ever-supportive local community.

Just this February we opened our new cat adoption building that was fully funded by a bequest from the Mangan Family of Sale. We were also able to purchase a new vehicle with this money, much to every one's delight - our 1980s van was feeling its age. We even have a regular spot with our friends at a local doggy day care for those dogs that need time out. We couldn't do any of this without the continued support from our local vet team to keep our cats and dogs healthy.



We have the most amazing long-standing staff who have found their particular areas of interest within the shelter, giving Animal Aid Gippsland a great knowledge base to draw upon for the betterment of the animal's physical and mental health. The same is so for our volunteers, many of whom have been with us for years, they help to keep us moving forward. We miss them very much at this time. Staff and volunteers have come and gone over the 10 years but every one of them has contributed to the success of AAG.

We had many events planned for this year to celebrate our 10th anniversary with our local community but as with the rest of the world we have put them on hold till a safer time.

We would like to thank everyone who has been involved with AAG Sale for the support over the past 10 years.

We will continue to care for the animals and people of the Wellington Shire for many years to come with pride under the Animal Aid banner.

Debby Goddard
Operations Manager Gippsland



"Be like us...
Cat Crazy"

THE YEAR IN REVIEW

28 CATS

In the shelter we have many OMG moments but when you receive 28 cats all at once you cannot help but take a deep calming breath.

These cats had belonged to an elderly lady that had recently passed away. Her family were completely overwhelmed by the loss of their Mum and were at a loss at what to do with all of her cats. These cats had been very well looked after physically, but were not well socialised.

In the mix of cats there were adults, teenagers, and some kittens, males, females, all with different social needs. As we got to know them and put them through the adoption process, we realised that some were going to be harder than others to rehome. The staff worked very hard to match the right cat or kitten to the right family. Some found their homes quite quickly, but some needed a little more time to find families that were cat savvy and could manage a timid or aloof cat.

Gradually we found them all homes except for Oaklynn. A wide eyed 8-month-old female who did not want to interact with humans under any circumstance. We knew that she was going to be a challenge. Oaklynn did not see any value in us no matter what we tried. She would hide at the back of her enclosure with eyes the size of dinner plates, hissing and grumbling away, but she never bit or scratched. We were pretty confident that this was all for show and that she was unlikely to take it further.

We needed to get her out of the shelter asap and into a quiet home.

Then came Jill. Jill had seen her on our website and came along to meet Oaklynn. Upon seeing Jill with Oaklynn (who was doing her level best to scare Jill away), I had the feeling that we may have found someone for this cat. I asked Jill if she would like to foster Oaklynn for a week or so and see how it went...

...and here is what happened.

Jill and Oaklynn's Story

"When we first met Oaklynn whose name is now Annie she was very scared, hissed and growled every time I tried to get near to her. We decided to take her home on foster care for a few weeks.

She spent her first 48hrs in the laundry room sitting on the windowsill not coming down till the house was asleep. On the 3rd day she poked her head out and ate in the kitchen, then ran back to the laundry room.

Each day since she challenged herself, battling her fears and letting us pat, pick her up and play with her. She now sleeps with us, sits on the couch and asks for food by crying at the pantry door. As the weeks go on we will have a wonderful companion and friend in ANNIE."

You can never underestimate the amazing work a foster family can do for those animals that have lost themselves. Time, patients, and love will win the day.



A first
rate second
chance

BULLWINKLE'S PERFECT FIT - A LID FOR EVERY POT.

The saying "a lid for every pot" is a great metaphor for our mindset when rehoming animals.

Not every dog or cat is suited to every home. We don't work on the premise of first-in-best-dressed, we want to make sure we have found the best possible match for each animal we rehome. When animals come to us it is usually because they were not well suited to the living situation or environment they were previously in - we will do everything in our power to ensure their needs are met in their next home.

For most dogs and cats in shelters we just need to find the right fit, and the same for the family. Lucky for Bullwinkle, he was to find the most wonderful family because the staff at Animal Aid in Gippsland looked for his perfect match.

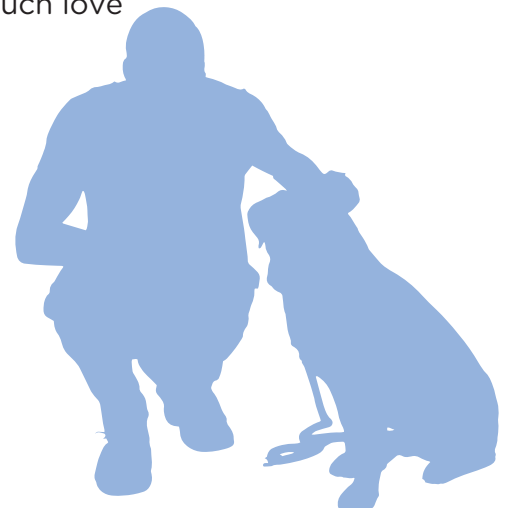
Bullwinkle is a large 3-year-old American Staffy. When he was bought to the shelter, he was a huge bundle of nerves and found shelter life very hard. We soon realized that we needed to find a family that could manage a large energetic dog that would need some strict boundaries, but probably more importantly, we were looking for a family that would have the understanding and love to mend a broken heart. This guy had led such a sheltered life; he worried about everything.

New people, people in different clothes, people with glasses, loud noises, different routes in and out of the shelter. You name it - Bullwinkle worried about it.

It was very sad for us to see him feeling lost in a world that he did not understand. Slowly but surely the staff started to help him find his way. He stated with quiet walks with Megan and Michelle around the shelter grounds and meeting other dogs. Every time we introduced him to new things, it was done with lots of kindness, treats and love. He then had short trips to the park and walks on the many dog walking tracks around Sale with his trusted support team. He soon looked like a different dog.

The team decided it was time to look for the lid for this pot. He did meet a few people, but it was never the right fit. Then along came Steph and her family. Michelle noticed the connection Bull had with Steph from the beginning. They took it slowly, she did not rush him, they took their time to get to know each other. Steph was prepared to come to the shelter and spend time with Bullwinkle every couple of days for a few weeks so we could be sure we were all making the right decision for Bullwinkle and the family. But when Bullwinkle met his new sister Luna, it was love at first site.

Bullwinkle has found the best home possible. He is cherished by this family as no other dog could be. This pot found his lid thanks to the love and devotion of the staff and volunteers at Animal Aid in Gippsland and a family that had so much love to give.



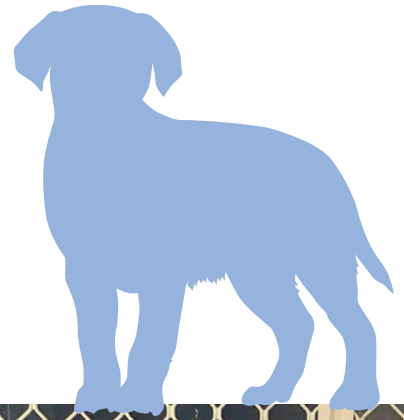


2,549
Animals
rehomed



HAPPY HOMES!

Animal Aid found homes for 2,549 animals this year! Nothing makes us happier than seeing these animals become integral members of their new families. Congratulations to all the amazing adopters who chose to open their hearts and homes!

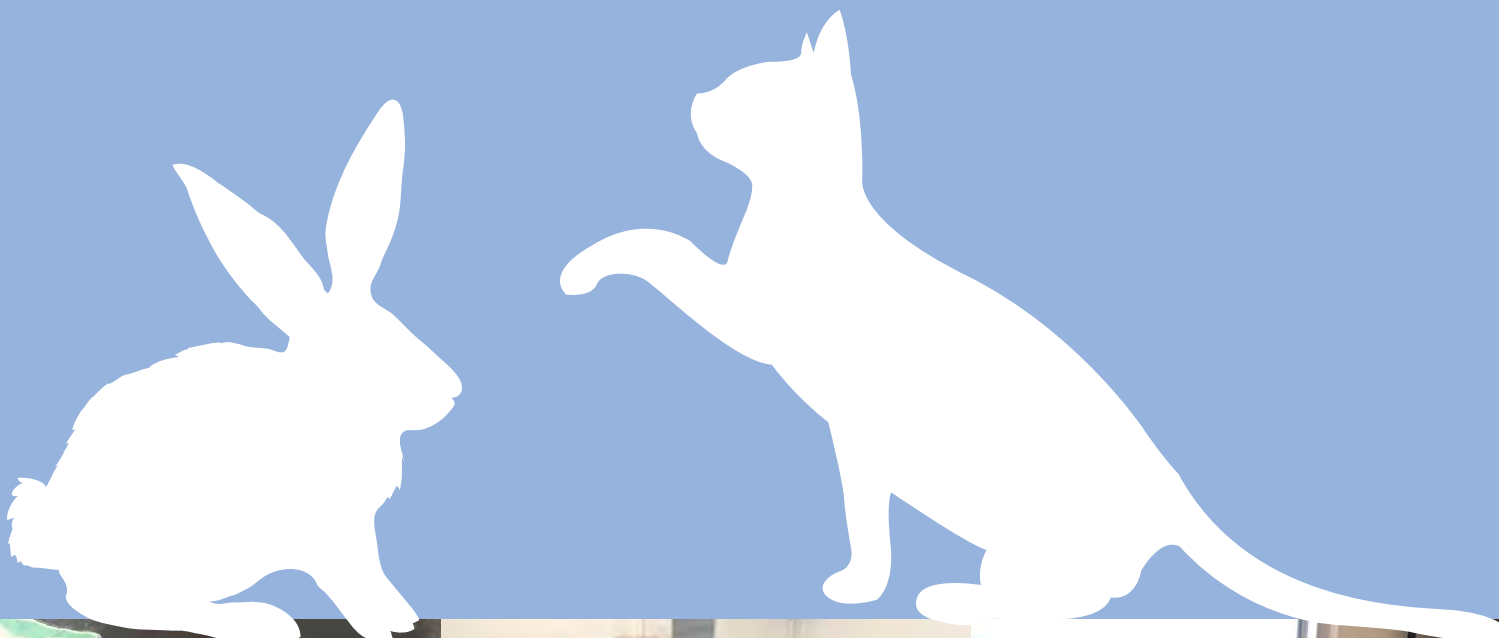




OUR COMMUNITY

The support we have received from our extended community has helped us through a very difficult year. In January we had teams of people helping us sort, pack and distribute animal supplies to fire affected communities. We thank the school groups that helped build our Welfare Cattery sunroom in Sale, the local businesses that have contributed to our cause. We thank the knitters, bakers, and craft people, we thank the children for saving their pocket money, and running stalls and fundraisers. This year has shown us just how resilient, generous, and unwavering the support is from our community.





CAPITAL PROGRESS

We have been hard at work to provide spaces that our shelter animals will thrive in.

SHELTER CATTERY - COLDSTREAM

This space was funded by our very generous donors, C and J Veer. It has been purpose built to provide an environment that is safe and engaging for our shelter cats, where they will be able to seek comfort, recuperate, grow, and explore. We have developed advanced systems for infection control and built a space that the cats and kittens truly love.



SHELTER CATTERY - GIPPSLAND

Previously our Gippsland shelter had very limited cat capacity, it was very difficult to quarantine cats or kittens that were at risk or unwell and they were often exposed to the barking of dogs- creating unnecessary stress. The amazing Mangan family left Animal Aid Gippsland a wonderful legacy gift which allowed us to construct this space. It has improved the health and happiness of the Staff and cats!



WETLANDS AND WALKING TRAILS

We have designed wetlands and walking trails to transform our previously vacant 5-acre paddock into a tranquil space that enriches the lives of our shelter dogs. This space gives the dogs respite from the kennel environment and lets us get a better understand of their personality and needs. Additionally, this project provides increased habitat for indigenous animals and vegetation to support the natural environment.





animalaid
Caroline & Julian Vear
Shelter Cattery



EVENTS



30 AUGUST 2019 SALE TRIVIA NIGHT

The Monsters and Mythical Beings Trivia Night was an evening to revel in the fantastical. Full of trivia, games and costumes we gathered together to raise considerable funds to support Animal Aid's Welfare Mission.



15 SEPTEMBER 2019 MAD CATTER'S TEA PARTY - EAST GIPPSLAND

We celebrated all things fabulously feline at The Mad Catter's Tea Party hosted by Aroma Eastwood. Attendees were served champagne, scones, lavish high tea delights and more! Adoption cats could be cuddled in the Cat Lounge adjacent to the café, a wonderful day was had by all.



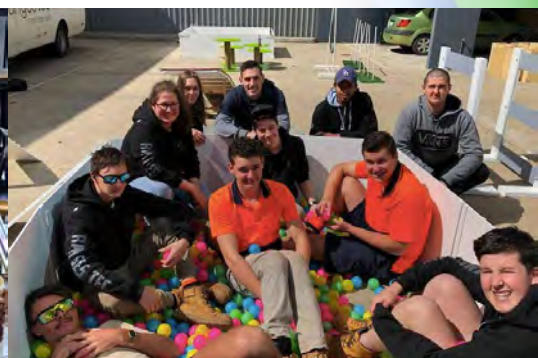
22 SEPTEMBER 2019 DISCOVERY DOG

Our inaugural Discovery Dog was an action packed day filled with canine mates, puzzles and activities to test speed, skills and smarts. We had over 200 participants racing to claim the prize of Discovery Dog Champion.



24 NOVEMBER 2019 A VERY FURRY CHRISTMAS

We invited our community to bring along their furry, feathered, and even scaly family members to have their picture taken with Santa. We photographed more than 100 families on the day and raised much needed funds.





12 DECEMBER 2019

THE QUEEN'S CORGI, ANIMAL AID AT THE MOVIES

An excellent evening was spent with our East Gippsland community. We came together for the premier of The Queen's Corgi at Sun Cinema. We raised our glasses, raised funds and celebrated the animals in our lives.



9 FEBRUARY 2020

FEBRUARY FESTIVAL

It had been 2 years since Animal Aid opened the doors and invited our friends, new and old, to tour our facility and see all the work we do. Since our last open day we had found homes for thousands of animals, built 1 Vet Clinic, 2 Welfare Catteries, we commenced the development of our new Wet Land Walking Trails and had begun the construction of our new Boarding Cattery! All three facilities welcomed the public to engage in activities for the entire family, listen to live music, enjoy a day out with their dogs and consider adopting a new furry family member!

We are very excited to bring back our usual suite of events in 2021, including Adventure Dog, Mad Catter's Tea Party - Montrose, Animal Aid's Trivia Night.



GIVING HEART AND SOLES

On 8 October 2019, Animal Aid employees and animal lovers - Emily, Aimee, Tamika, Jennifer and Elyse departed to commence a trek to Mount Everest Base Camp with the goal to raise funds for Animal Aid's Welfare Program.

The team totalled 139kms over 15 days, and completed their journey to Mount Everest Base Camp located more than 5000m above sea level. The extraordinary team that called themselves the 'Fur-Everests' successfully achieved their fundraising goal of over \$5,000!

The trip tested the team physically and mentally, they pushed themselves to their absolute limits and succeeded!

"The triumph and elation we felt when we reached Everest was well worth the challenges we faced. We know how important Animal Aid is in our community, we've seen the animals who need help. We wanted to do something big and raise funds for Animal Aid's Welfare Program!" says Tamika.



SPECIAL THANKS TO OUR CORPORATE SUPPORTERS



Proudly supported by
Your Local
Community Bank Branches



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	2020 (\$)	2019 (\$)
Assets		
Cash and cash equivalents	1,199,097	2,019,617
Trade and other receivables	342,352	184,946
Inventories	88,717	76,725
Other financial Assets	46,804	52,311
Other Assets	18,906	24,146
Property, Plant and Equipment	8,708,736	6,664,821
Total Assets	10,404,612	9,022,566
Liabilities		
Trade and Other Payables	632,276	703,180
Short and Long Term Borrowings	59,000	71,942
Current and Non-current Provisions	182,935	171,239
Other Liabilities	39,706	-
Total Liabilities	913,917	946,361
Net Assets	9,490,695	8,076,205
Equity		
Reserves	923,596	923,596
Retained Earnings	8,567,099	7,152,609
Total Equity	9,490,695	8,076,205
PROFIT AND LOSS	2020	2019
Operational Revenue	4,768,090	4,401,923
Bequests, Donations & Other Income	2,056,746	2,075,582
Operational Costs	(5,410,346)	(5,073,142)
Comprehensive Profit/(Loss) for Year	1,414,490	1,404,363

The above financials were taken from the 2019-2020 audited financial accounts of the Victorian Animal Aid Trust. Not-For-Profits Commission Act 2012, for the year ended 30 June 2020.

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 2020.

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
(03) 5152 1389

Sale

111 Hopkins Road Fulham
(03) 5144 5940

animalaid.org.au

