



Delivering Outstanding Animal Care

Annual Report
2020-2021

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



CHAIRMAN'S REPORT

The impact of lockdown and COVID restrictions on all areas of operation has created a very challenging year for Animal Aid. We have continued to provide dedicated, professional care to the thousands of animals that need our help.



Animal Aid works differently from many other charities. Rather than exclusively relying on donations to fund our work, we have developed animal-based services, where profits generated help deliver our welfare program. The challenges of COVID-19 have adversely impacted these crucial revenue streams with constant closures and complex trading workarounds. Boarding, grooming, dog training, our vet clinic and opportunity shops have all been affected, and the cancellation of fundraising events has reduced our incomes dramatically.

Our staff have shown their dedication and commitment to Animal Aid whilst dealing with the impact of lockdown stresses in their own lives. Every time the external situation changed, our staff adapted and created innovative solutions to keep us operating.

The veterinary team used the Bendigo Bank sponsored promotions tent to create a waiting room in the car park to ensure they were able to continue their private client and welfare care under COVIDSafe conditions.

Our shelter staff expanded Animal Aid's foster programs; our volunteers cared for our animals in their homes when they couldn't come to our shelters. The foster cat and kitten program was so successful that for a short time, the cattery was empty. I became the foster carer for a beautiful cat named Sarah and her four kittens; shortly after, I cared for four little orphan kittens. This experience let me see first-hand the dedication of the Cattery staff, our Veterinary team and foster volunteers.

The Shelter Kennel staff also manage foster programs with their team of volunteers as part of their dedication to helping every dog find a new forever home.

Our volunteers have always been valued members of our Animal Aid family. They were greatly missed during the lockdown. Some have taken on new off-site supporting roles, and we look forward to the return of all our volunteers.

The cancellation of Animal Aid's events has been disappointing this year. However, our online community and the development of our social media has become increasingly vital in our fundraising campaigns, and the launch of our online retail store is a new income-generating initiative.

The new Boarding Cattery was completed this year and will generate much needed operational funds. My thanks to the donors, Dave and the entire team at Rain City, our architect Brian Spears, our builders SJ Higgins and project manager Scott Leggett.

Thank you to my fellow directors for their commitment and dedication. Forward thinking and financially conservative plans have assisted us in managing the current challenges.

Thank you to our dedicated CEO, Mark Menze, for his leadership and resilience. Our staff, volunteers and supporters have enabled us to continue providing help to the animals in our care during this extraordinary year.

Glenda Walker
Chairman

CEO'S REPORT

“Compassion is the greatest form of love humans have to offer.”

- Rachel Joy Scott

Through these Covid tough times, Animal Aid has continued to deliver outstanding animal care. With snap and extended lockdowns, we have constantly been adapting to changing operational conditions. With great determination and personal sacrifice, our people have dug deep to safeguard the thousands of vulnerable animals who came to our doors in need of help.

My role as CEO is to ensure our good people have the means to deliver the best animal care. While many of our crucial revenue streams have been adversely affected by Covid, careful planning and financial management have allowed us to prevail during these difficult times. We have worked hard to

create a sustainable organisation. We will continue to ride out the bumps of Covid. It will be a happy day when we can return to business as usual.

With the generosity of Gifts in Wills, we are excited to start the next Coldstream redevelopment phase. By mid 2022 we will have new Shelter Kennels, reception and administrative space. Once completed, our shelter dogs will enjoy climate controlled kennels and plenty of run yards to stretch their legs.



It has been fun working with our staff, architect and builders to deliver a facility that allows us to provide the very best in animal care. See page 34 for a more detailed brief on building works.

Construction of a feline outdoor play space is underway at Animal Aid East Gippsland, with an expected completion date by the end of the year. Our cats will be able to run, jump, climb and lounge in a stimulating environment.

We have seen a reduction in incoming canine numbers over the past year, likely due to people working from home and spending more time with their dogs. Unfortunately, the same cannot be said for felines. Long term data shows no reduction in incoming cat numbers. To do our bit, Animal Aid is offering free cat desexing for those on healthcare or pension cards and free microchipping for all. Programs such as this are core to our animal welfare mission.

Sadly, we bid farewell to two fantastic people as they entered retirement.

I thank Lynn Bell for her 21 years of exceptional service to Animal Aid and the broader animal welfare movement. Lynn's knowledge, advice, leadership and friendship will be missed by all. I am grateful for Lynn's partnership in advancing Animal Aid over the past years.

In her 17 years of service, Linda Shambrook led the Animal Aid Grooming Salon and developed a very successful business. She has forged special bonds with staff, volunteers, dogs and customers over many years, with a groom count upwards of 20,000. Linda's energy will be missed.

We've also welcomed many new staff and volunteers over the last year.

Managing an organisation as large and diverse as Animal Aid is challenging but truly rewarding. I am fortunate to be surrounded by great people with a passion for our cause. Without the support and collaboration of our people, the job would be impossible, and the mission would not exist. To the suppliers, volunteers, staff, management team and Board of Animal Aid, my sincerest thanks to you. Your enthusiasm and efforts to deliver the little things that matter make us great.

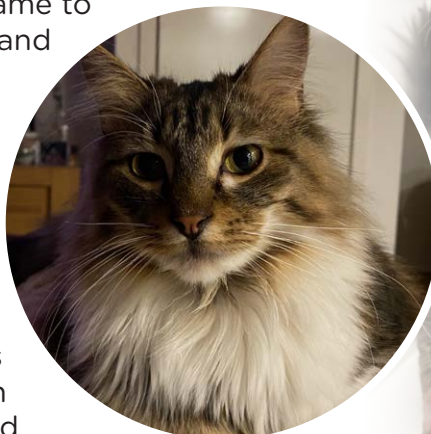
Most of all, thanks to our customers and donors for helping us help animals. We could not do this without you.

Until they all find a home,



Mark Menze
Chief Executive Officer

This year our family had the joy of becoming new adoptees. We welcomed Wombat into our lives; he came to our shelter in July 2020. He was gravely ill and covered in mange, one of the sickest cats I've seen. With great care, our veterinary team and cattery staff nursed him back to health. We took him on foster to ready him for adoption but failed miserably (in the business, we call this a foster fail!) Wombat is one special cat. I learnt much from this experience and have the utmost respect for our staff and volunteers who must get so attached to the animals in our care. He has the most adorable face and personality - we just couldn't give him up.



OUR MISSION

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.

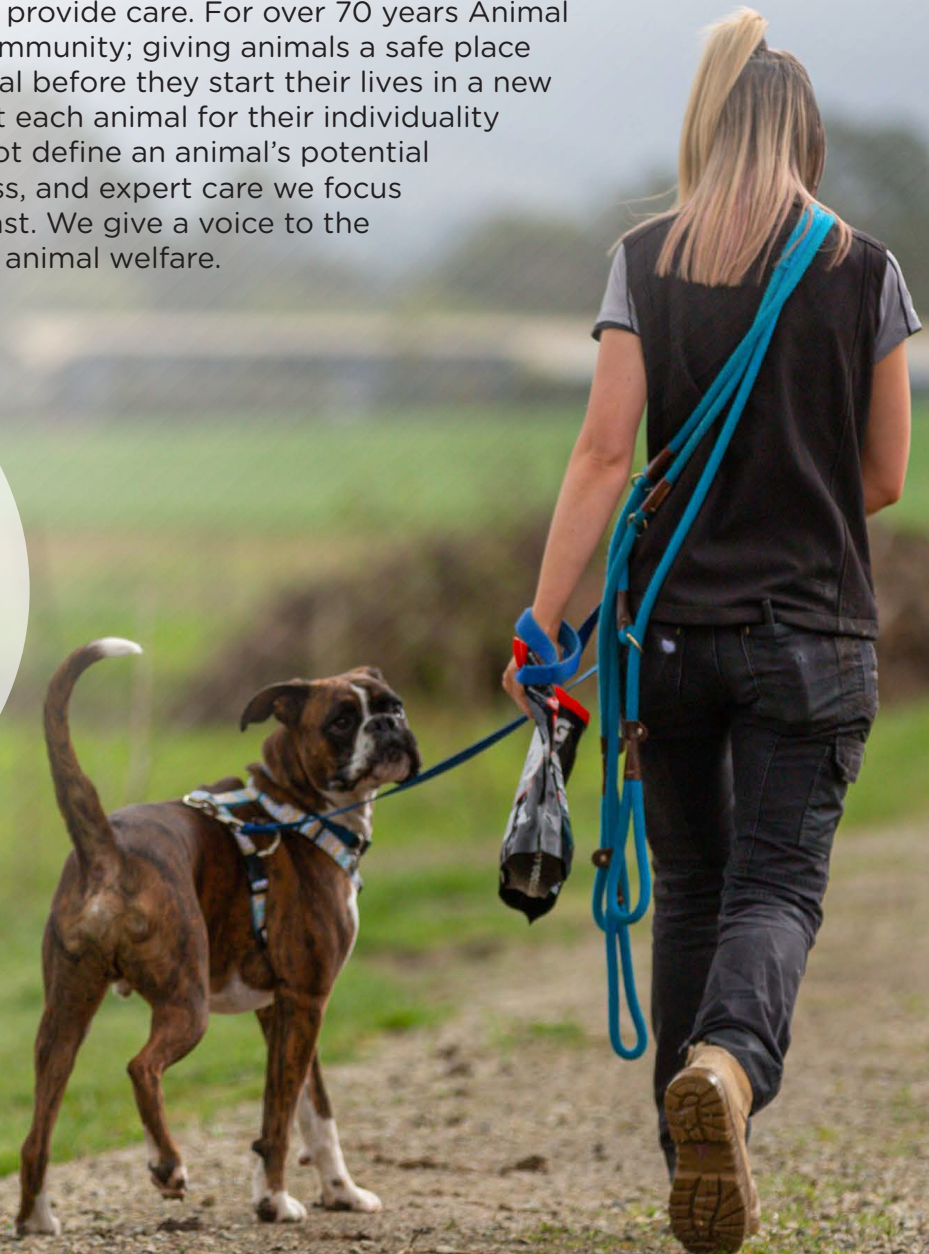
OUR VISION

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.

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.

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.



BOARD OF GOVERNANCE



Glenda Walker – Chairman

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.



Rosanne Mileto – Treasurer

Rosanne has over 20 years' senior executive and board roles experience in strategic planning, governance, compliance, financial and operational management. A Fellow of Governance Institute of Australia with a Business & Finance BTEC HNC from Coventry University, Rosanne has 2 rescue dogs and is a passionate volunteer at Animal Aid's Coldstream shelter working with dogs that need a little extra help before adoption.



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 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.



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:

- 1,347 Welfare Surgeries
- 1,461 Microchips
- 809 Private Surgeries
- 17,717 Veterinary consults, health checks & vaccinations

- 23,065 Pet Boarding Days
- 168 Boarding emergency accommodation days
- 4244 Total animals boarded

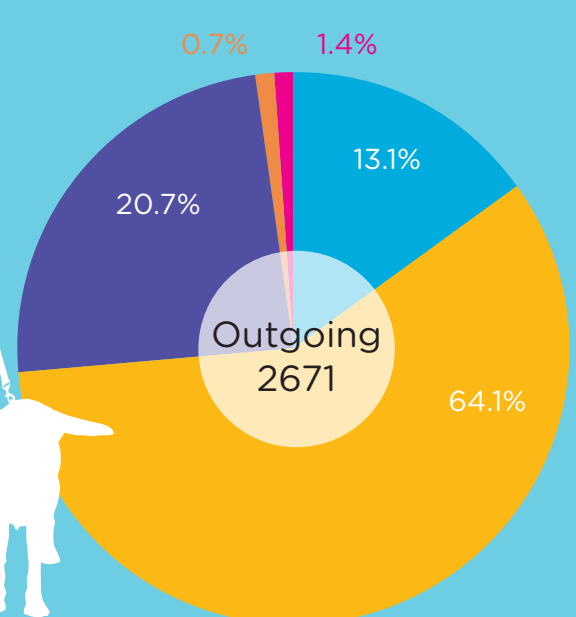
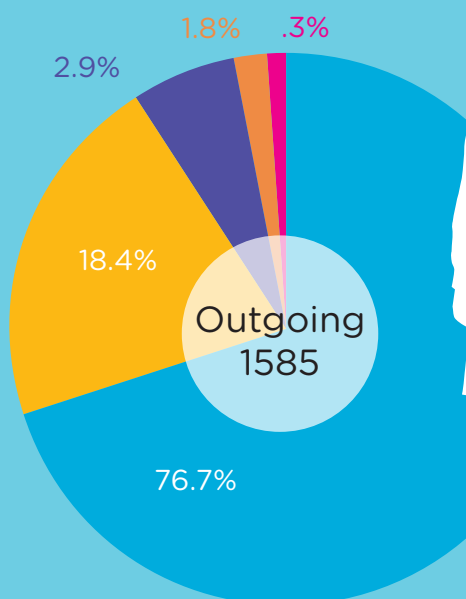


Outgoing Animal Type	Reclaimed or Returned	Adopted	Euthanised *	DOA or Unassisted Death	Transfer /Other	Total By Animal
Dog	1215	292	46	4	28	1585
Cat	351	1712	553	37	18	2671
Pocket Pet	5	40	11	3	1	40
Farm	10	10	1	0	1	22
Bird	5	30	8	2	0	45
Total	1586	2084	619	46	48	4383

*Euthanised statistics exclude court and council ordered euthanasia

Save Rates Dogs 97.2%

Save Rates Cats 80%



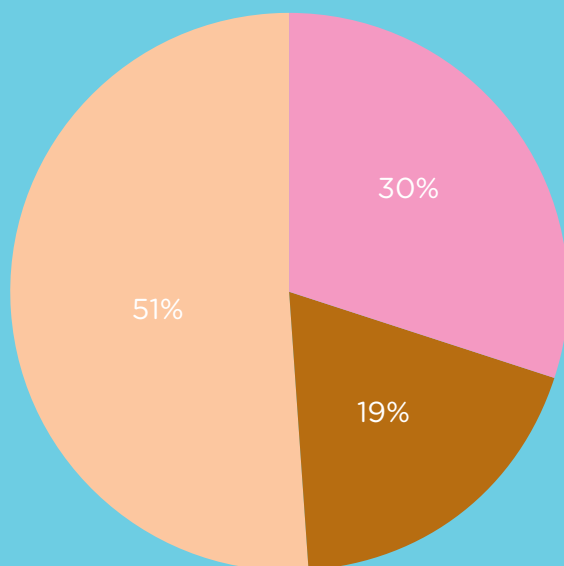
■ % Reclaimed ■ % Adopted ■ % Euthanised ■ % Other ■ % DOA



Incoming Animal Type	All Shelters Animal type
Dog	1636
Cat	2753
Pocket pets	65
Farm Animals	21
Birds	46
Total By Shelter	4521

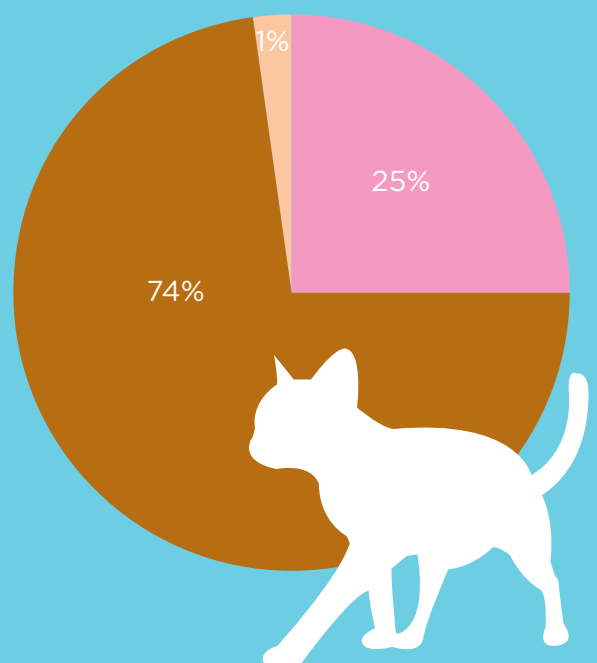
Arrival Origin	Total	% of Total
Council	2870	64
Stray	1059	24
Abandoned	1	0
Emergency Accommodation	8	0
Surrender	439	10
Returns	64	1
Shelter Offspring	57	1
Transfers In	23	0
Total	4521	100

Euthanasia Reasons Dogs



■ % Medical
 ■ % Behavioural
 ■ % Legal

Euthanasia Reasons Cats



TEAM VALUES

The Pawfect Principle aims to create an environment wherein 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.



STAFF YEARS OF SERVICE MILESTONES

5
years

Rhonda Garthwaite
Carolyn Warburton
Shannon Redding
Martyn Richmond
Tamsin Gower
Ariel Jennings
Katja Trump

10
years

Sharan MacDonald
Michelle Gallatly



OUR VOLUNTEERS

This year we have been amazed at the resilience shown by our volunteers. After they had been away for most of the financial year, it was such a joy to have our Volunteers back on site with smiling faces ready to lend a hand. The volunteer workforce returned to our shelters to find several adjustments in protocols, covid safety changes and a brand-new system, we have been heartened by the fact everyone is more than happy to learn and adapt with the needs of the organisation.

Through all these disruptions the wonderful Volunteers have remained upbeat; it has been a privilege to have them around, lifting everyone's spirits.

20/21 Volunteer statistics

Total Volunteers	448
Total Hours	29870
Value of Contribution	\$609,685.27

OUR FOSTER FAMILIES



1,371 animals were cared for by 277 foster care families



1261
cats/kittens



95
dogs/puppies



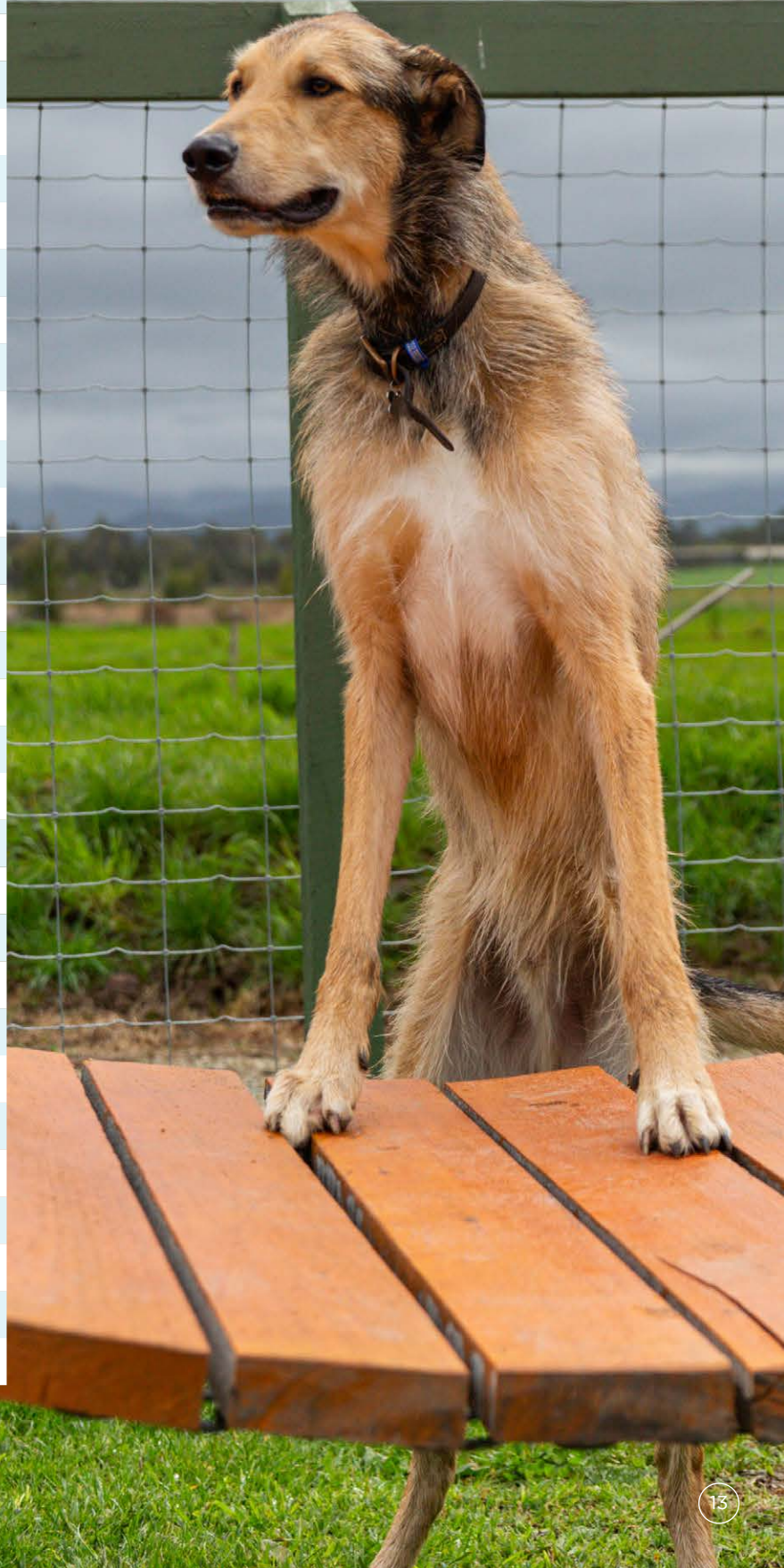
15
pocket pets
& birds

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.

Ian Watson	5
Patt Gagliardi	5
Sylvia Moyce	5
Brent Oklobdzija	5
Renate Boyle	5
Kayla Denner	5
Yvonne Elderhurst	5
Katinka Emmer	5
Michael Hurley	5
Ariel Jennings	5
Sharon Kershaw	5
Beth MacGregor	5
Ian MacGregor	5
Frances Mitchell	5
Joy Mobberley	5
Yvonne Smith	5
Amanda Teklenburg	5
Debbie Wales	5
Janice Gommers	10
Marlene Deen	10
Jim Craney	10
Christine Gilbert	10
Linda Lloyd	10
Cath Macdonald	10
Hilda Mayr	10
Ann Moore	10
Derek Thurgood	10
Julie Wells	10
Lynette Johnston	15
Mimi Kemp	15



OUR VOLUNTEERS

HOW TIME FLIES.... TEN YEARS AND 3 ANIMALS LATER.

While many things have changed at AAG over the past 10 years, some things have stayed the same. The staff and volunteers have been wonderful people to work with.

My association with Animal Aid started when I was a child in the 1970's. My family adopted a dog from the shelter at Kilsyth. Fast forward to 2010, and I was ready to adopt a dog as a companion for my other dog, and for me too of course. As fate would have it, I heard an interview on the radio saying that Animal Aid had recently opened near Sale. I went for a drive, found the shelter and found a dog. So, in November 2010, a staffy kelpie cross called Aggie came home with me.

The following year I decided I'd like to do some volunteer work and Animal Aid was the obvious choice. I started around June 2011. My first role was to walk dogs and was soon also cleaning cat pens and there was always washing and dishes to do! My second dog adoption came at the end of 2011, a little 4-month-old pup named Sasha joined Aggie at my home.

Animal Aid soon became my look forward to day of the week. I had changed to working 4 days which meant I was able to commit to a day a week at Animal Aid. There were always laughs and fun times with a great group of staff and vollies, and Wednesdays were fun! I still work 4 days so that I can have my Animal Aid day.

Over my time at AAG I started to learn how to 'process' the animals. Everything was done by hand back then and we had the large green books, one each for cats and dogs, where all the animals that came into and left to the shelter were recorded.



Eventually (thank goodness) that progressed to a computer-based system.

Now, doing admin is my main role here at AAG and I love it. I'm a bit of a geek so working on the computer comes naturally to me, but I still love it when I get asked to help with the animals. The tasks I do now on a Friday vary. I could be adding an animal onto sheltermate, designing a form, making a sign, checking emails, finishing paperwork from the day before to cleaning cat pens and doing the washing and dishes. I love it all.

And then there were 3.

I always thought of myself as only a dog person, but after being at Animal for several years, I 'weakened' and in 2015 I decided to adopt a cat. Her name is Minka. She is spoilt of course and is an inside cat but has a lovely big outside cat run. She is boss of the dogs as you would expect.

I have seen many changes over the years to the shelter, from concreting the inside of the shed (no more stones!) to watching the new cat adoption room be built. I'm a keen gardener and so I've tried (not always too successfully) to work on the garden beds here.



A long-held vision by staff and vollies was to build a dog track. I was lucky enough to be able to help organise this. We had some gravel donated for the track, and the VCAL students from the school I work at built seats, signs and a bridge. The dog walking track became a reality and I was humbled at the opening of the track that it was named in my honour.

I have been lucky enough to help Animal Aid out in other ways too. For many years, along with another

volunteer Sarah and staff member Megan, we organised and ran trivia nights. They have been successful in raising funds for the shelter. I have helped out at many local adoption days and local shows where we've had a stall. I will give anything a go and that is what volunteering at Animal Aid is all about... doing what you can to help.

Thankyou Animal Aid Gippsland for the opportunity to be part of your family.

Cath Macdonald



THE YEAR IN REVIEW

SHELTER KENNELS

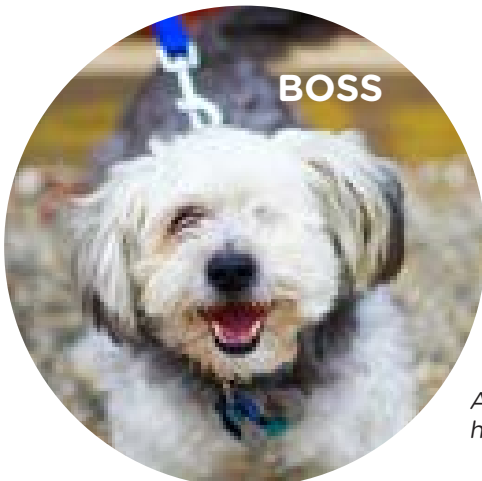
I think everyone will agree that the past year has been challenging; despite this, we have managed to focus on the job - taking care of animals and helping our community.

There were times when the number of stray animals significantly reduced, but we would see sudden changes with many incoming dogs as conditions changed and people returned to work, and their dogs found themselves at home alone.

With the closure of crucial support services, such as dog training, our role in the community became more important than ever. We support young families to find a dog that suits them, we help first-time dog owners, and we give advice to people trying to juggle their dog and their lives.

How do people & their pets adapt to changes? How can we best support our community?

We get creative, and we compromise. We talk for longer on the phone, and we listen, we show compassion and guide them where we can. I have spent many hours listening to people that are hurting, struggling and frustrated, some of whom cannot care for their dog anymore. They've lost their jobs; they need our help. So, we discuss what the options are, how can Animal Aid help.



After many months receiving training & extra support- she made her way up for adoption.

We refer to our trainers, do home visits where we can, suggest alternative resources, and ultimately take many of these dogs into our care, where we offer them everything we can.

Our staff & volunteers do a fantastic job helping to support the animals that find their way to Animal Aid. Our foster carers are vital. I would especially like to thank Heather & Graham, who have fostered 28 dogs over three years for us, a massive effort & commitment! We thank all our foster carers for their work in helping us and our animals.

We also have the Shelter Kennels redevelopment starting, and we cannot wait to see it all unfold. We truly have some terrific plans in place and look forward to offering our dogs a new & improved environment. A huge thank you to those that have given us the opportunity to start this project.

Sally Miles
Shelter Kennels Manager

After many months of medical support, surgery & foster, he now has a special home with one of our staff.



THE YEAR IN REVIEW

CATTERY

Changes have challenged us and helped us grow.

Extended lockdowns have had several notable impacts. We've had plenty of lonely folks looking for a cat or kitten to keep them company. So many moggies have gone off to happy homes! We've also had a marked increase in people needing to surrender well-loved pets due to either housing restrictions or job loss. Covid restrictions prevented any active trapping of known cat colonies giving us cause for concern as we move into kitten season.

After 20 years at the helm, Lynn Bell retired, though she is still coming in in a voluntary role. She left big shoes to fill, and I do hope I'm doing her proud.

We have made changes to our procedures which will help us to support as many cats as possible. We have implemented new protocols for ringworm cats/kittens that will allow us to observe their healing in-house. This care and treatment is in line with the best in Australia. We have a new protocol for our heavily pregnant queens being implemented this kitten season. At the time of writing this, we have two queens out on foster with newborns and another heavily pregnant queen currently awaiting her babies arrival.

We have struggled with wet food donations as our usual drop off points (the Op Shops) have been closed, and with travel restrictions, members of the public who would usually travel to donate food haven't been able to get to us. We have reached out to our online community and have received overwhelming support!

It's been an incredibly tough year for humans, but our cats and kittens have loved having their families home more.

On the 16th of June, we received two kittens via RSPCA; these two little white babies were about 3 1/2 months old. One was adopted very quickly, but it was evident that the other had severe problems with his eyes. We immediately consulted our senior welfare vet Adele. She conferred with our senior vet Nico - this kitten had no eyelids; this is a condition Nico had never seen before. Surgery was going to take at least two extremely tricky procedures over a couple of months. The first would involve flipping some live tissue from below the eye, upwards (making him blind for two weeks). This flap would then be used to create new eyelids for him. This incredible surgery was only possible because of the expertise of our talented vet team and a very dedicated foster carer willing to take on the monumental effort of looking after him for all these months. So far, this little trouper has had 18 vet appointments and three surgeries.

Cases like these demonstrate our commitment to each animal, we focus on their health and comfort. Animal Aid is the difference that these animals need.

Cooper will be cleared by our vets in the coming weeks and will be ready for adoption.

Suellen Marshall
Cattery Manager

COOPER



Before

After



1712

cats and kittens
adopted



THE YEAR IN REVIEW

BOARDING

I want to begin by extending a massive thank you to our wonderful Animal Aid family. We are incredibly grateful to our generous supporters who help us to provide premium care, and enrich the lives of our animals.

Without this support, we would not have been able to open our Boarding Cattery in late 2020. This brand new space was built exclusively for the comfort and care of our Boarding cats. We have state of the art Condos, Villas and Premium rooms available, with an assortment of fun play areas for the cats to spend their time lounging and playing. Our cats particularly love our outside (but fully secured!) playroom, with the fresh air blowing in their fur as they adventure through the obstacles, climb the tree or lounge in the sun.

In addition to the Cattery, we opened our new wetland and agility areas for our dogs. It has been a massive hit with dogs small and large alike. The scenic country wetland project provides a beautiful and engaging space for the dogs to stretch their legs, go for a swim, have a play or a sniff'n'smell adventure in the lush grass and walking trails.

These new additions are invaluable in enriching the lives of the pets we care for, particularly those boarding longer term, some of whom have owners facing tough times or crises. Our team prides themselves on being there for those in the community that need us most, those in difficult personal situations, escaping domestic violence or receiving care in hospital. We provide a safe space for pets, so their owners can get back on their feet or focus on getting better, knowing their pets are having a wonderful time with staff who treat them as if they were their own animals.

The Boarding team provided further community assistance during the aftermath of the devastating June 2021 storms, where many homes in the Yarra Valley were made unsafe for pets and their families. The team worked hard to make things as straightforward and flexible as possible, giving owners the comfort of knowing that their pets were safe, warm, and cared for while rebuilding their houses and lives.

I can't say thank you enough to the Animal Aid Boarding team for being absolute legends and rolling with the changes and challenges of this year.

Each of our team members is so understanding and resilient; it is impressive and means a lot to me as a new manager. The composure, empathy and professionalism they have shown over the last year positively affects the daily lives of each one of our animals. Our team has shown this repeatedly during the ever-changing COVID restrictions, which have dramatically impacted Boarding.

Due to these restrictions, we have lost the majority of our business during our peak periods, long weekends and school holidays. These busy times provide income that goes to our Shelters, so they can continue their outstanding welfare work, reuniting and rehoming pets. We are so ready for travel to reopen, so we can be busy doing what we do best. Although this year has been tough, it has been incredible to see what Animal Aid has achieved despite the challenges thrown our way.

I am looking forward to seeing what goals we can kick next year!

Emily Kent

Boarding Kennels Manager



23,065

pet boarding
days



THE YEAR IN REVIEW



809
private
surgeries





VET CLINIC

In the past year, the Animal Aid Veterinary Clinic has seen sustained growth in the numbers of patients treated, new patients registered, and the increasing complexity of cases we've treated. We are constantly pushing ourselves to provide a premium service to every animal, whether a private patient or one of our shelter patients.

This positive momentum is a testament to the energy and positivity of the people who work at our fabulous clinic. I am so proud of our team - from the volunteers to receptionists, nurses and vets, and our administrative support staff in other departments. The high quality of compassionate and meticulous care offered at our clinic has been achieved through hard work, unwavering dedication and a spirit of cooperation and teamwork. Our team have delivered in spades.

Generous financial donations to the clinic have funded the purchase of advanced diagnostic, therapeutic and treatment equipment. These items have progressed our complexity of care. We are able to treat more animals and attend more complex cases in-house rather than having to refer them elsewhere for the care they need.

The challenges and tribulations of growing our clinical service in difficult times with lockdowns and increasing economic uncertainty have been achieved for one simple reason - everyone who works at our clinic cares deeply about doing the best for all the animals, privately owned and welfare individuals, that are entrusted to our care.

I want to thank all our veterinary team and congratulate them on this outstanding achievement. I look forward to being part of the ongoing excellence of our clinic into the future.

Nico Maritz
Senior Veterinarian

THE YEAR IN REVIEW

GROOMING

The past 12 months have been like none other in Animal Aid's Grooming Salon. Opening and closing in line with Covid restrictions have been arduous, but our incredible community and loyal clients have strengthened us. It has felt like half our time was spent calling to reschedule appointments because of one lockdown or another, but our clients have been understanding, kind and patient. We thank every one of them for their continued support.

This year, there has been another monumental change in the Grooming Salon; June 2021 saw the last snip of the scissors for our Grooming Manager, Linda Shambrook. For 17 years, Linda worked tirelessly to build our Grooming Salon into what it is today. Her retirement is well deserved. Linda may not be grooming anymore, but her legacy continues here at Animal Aid through the skills she has taught us, the high standards she has set and the love and care that she always insisted we put into everything we do.

Our Grooming Team now consists of Tonnie, who's been grooming at Animal Aid for seven years, Nikki, who has worked and volunteered at Animal Aid for four years and Sara, who has been grooming for 22 years and brings a wealth of experience and knowledge as the newest addition to Animal Aid's salon. The groomers are supported, as always, by the phenomenal volunteers who donate so much of their precious time to ensure that our salon can contribute to Animal Aid's welfare efforts.

In the past year, our community has shown unwavering support, and we know, with their help, we can keep moving forward and doing the work we love.

Thank you.

Grooming Team





THE YEAR IN REVIEW

A SPLASH OF HAPPINESS!

Facility improvement at Animal Aid East Gippsland was on the agenda this year. It was time to give the Main Cattery a facelift! We have given homeless cats purpose-built spaces, an enriching environment and more comfort during their stay.

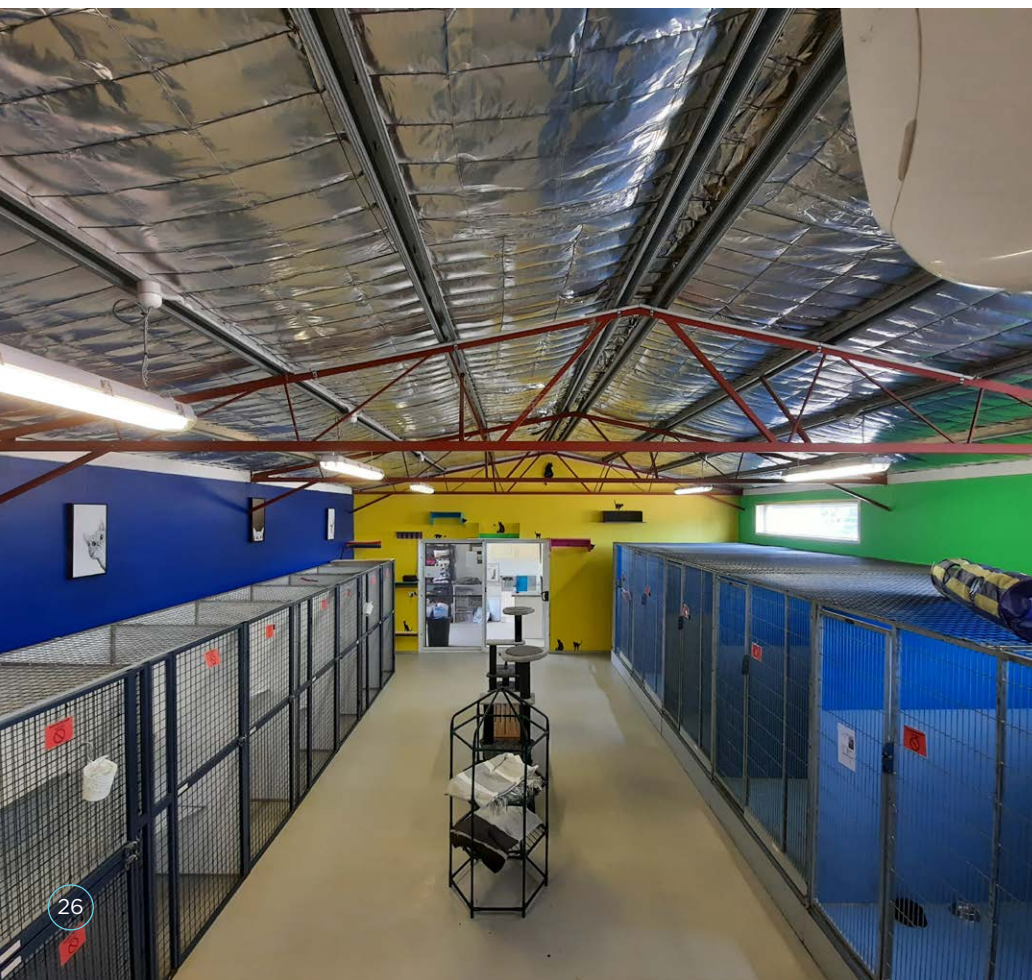
The East Gippsland team has been extremely busy rehoming cats and kittens, reaching the all-time highest number of cats and kittens adopted. For the first time, there were no cats or kittens available for adoption. This rare opportunity enabled staff and volunteers to unleash their creative imaginations and give the main cattery a facelift.

Our goals were to brighten up the lives of the cats and kittens. It was essential for us to ensure the main free-roaming cattery was a friendly, inviting area for people to visit. We wanted our

community to interact with the cats and kittens, observing their behaviour while playing and exploring before adopting. We intended to give our volunteers a cheerful, pleasant, and fun work environment whilst they dedicate their time cleaning and socializing the cats/kittens.

The team transformed the main cattery entrance with a splash of colour, new bright shelves to display retail stock with adoption packs, carriers, toys, and a new bedding wardrobe.

We installed fun decals, towels, beds, toys and roofing materials in every pen for different looks depending on the age of the kittens and cats. Three large shared pens were converted into several kitten pens, and three shared large pens were adapted for adult cats, six individual FIV adult/kitten pens.



The cattery was fitted out with new stepping shelves for the cats to climb and interact with each other. New cat paintings and cat clocks were installed on the main walls.

The inside of the cattery has been transformed, so now the next big exciting step - new facility improvements. Animal Aid East Gippsland was a successful applicant for an Animal Welfare Grant. This funding has been approved and allocated to a new feline outdoor enrichment area which will be attached to the existing main cattery.

Watch this space! Animal Aid East Gippsland is improving its facility and care every year.

Corryn Mair
Operations
Manager East
Gippsland



HOW MUCH CHANGES IN A YEAR.

I am grateful for a pet who thinks the world of me when I get home, who meows and purrs when the clock hits 9 pm to go to bed and then again at 6 am to wake up. A pet who has happily travelled long distances in the car with me, has gone camping with me, and whose purring (felt through my chest where she sits) and affectionate meows seem to fade the day's troubles away.

While on paper I rescued her, it appears to be mutual.

The beautiful thing about animals is their forgiveness, unconditional love, dwelling in the present more than the past or future and being thankful for loved ones and what they have. We have so much to learn from them. I am so thank you for a small picture of grace.

A.Mowbray



THE YEAR IN REVIEW

THE CHANGING FACE OF ANIMAL WELFARE

While reflecting on the past year, I couldn't help but think about how much things have changed in the Animal Welfare world.

When Animal Aid took on the contract for the Wellington Shire Pound in the year 2000, stray animals were facing a pretty grim reality. The legislation required shelters to keep an animal for no more than 28 days. This is no time at all when considering the work that goes into rehoming a pet. We found an effective workaround, however.

Thankfully animals at our Coldstream shelter found homes very quickly, and our regional shelters, Sale and Bairnsdale, could transfer our animals to Coldstream when their time was up. This way, they could start their 28 days again; we didn't have to face putting animals to sleep because of an antiquated rule.

I am so grateful that things have changed. The laws and the resources available demonstrate a shift in the Welfare movement and pet ownership more broadly. We have access to cutting edge ideas and are constantly learning.

We have seen incredible change in the care of neonatal kittens and the care of new mums. The lives of these creatures are being changed. We now rehome cats with FIV. New owners are given all the information needed to ensure

cats with the virus can lead a happy and healthy life. Ten years ago, this was unheard of.

Animal Aid use processes that give us a full complement of information on how each animal has, or in some cases, hasn't adapted to life in the shelter. These observations allow us to make more informed decisions about what and who, would make a good home for each cat or dog.

Our ability to take dogs offsite for walks in parks, along the beaches and bush tracks has vastly improved the outcomes for these dogs. Dog playgroups are used more and more in our shelter. They play in small groups together with supervision from staff - this is beautiful to watch and such a healing activity for dogs who have gone through such hardship.

At Animal Aid Gippsland, we have been fortunate to have had a progressive group of staff. Many have undertaken dog training and vet nursing courses. This has been a tremendous support to the health and wellbeing of all our animals. Together with our amazing volunteers, we will continue to search for the latest ideas and equipment to achieve the best outcome possible for everyone who comes to Animal Aid.

Debby Goddard

Operations Manager Gippsland

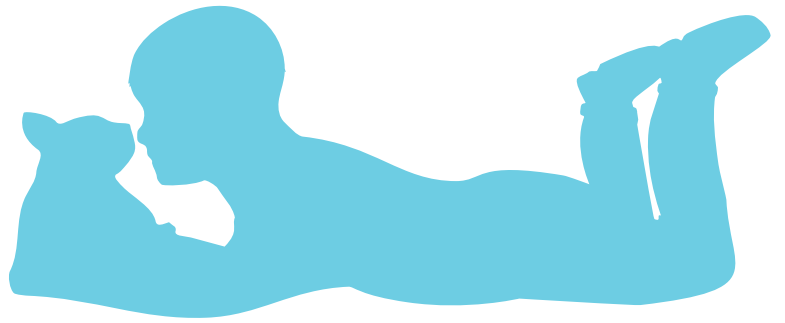




HAPPY HOMES!

Congratulations to all the amazing adopters who chose to open their hearts and homes!

This past year Animal Aid found 2084 new homes for homeless animals!



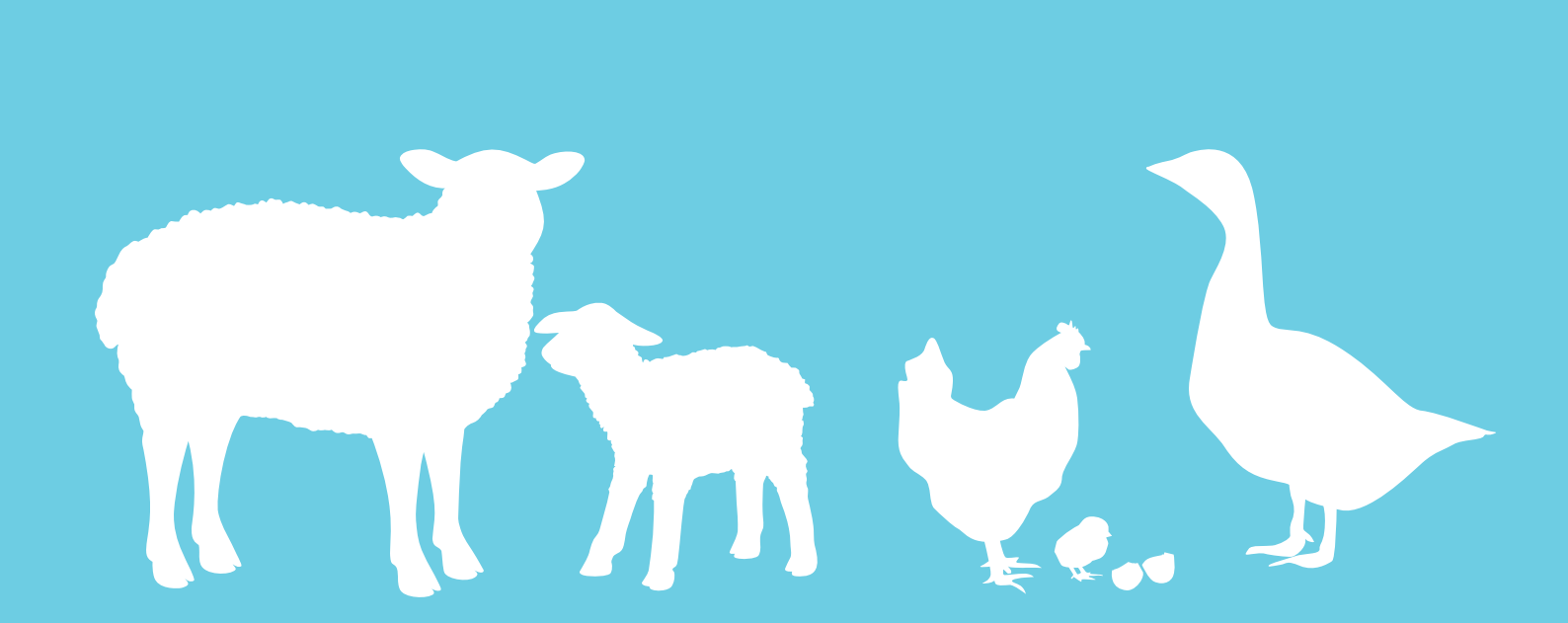


OUR COMMUNITY

Our work this past year was made possible through the support of our incredible community. We thank the knitters, bakers, and craft people, we thank the children for saving their pocket money and running stalls and fundraisers.

Never before has our community been quite so essential to our operations; we are so privileged to be supported by such beautiful people.





REDEVELOPMENT UPDATE

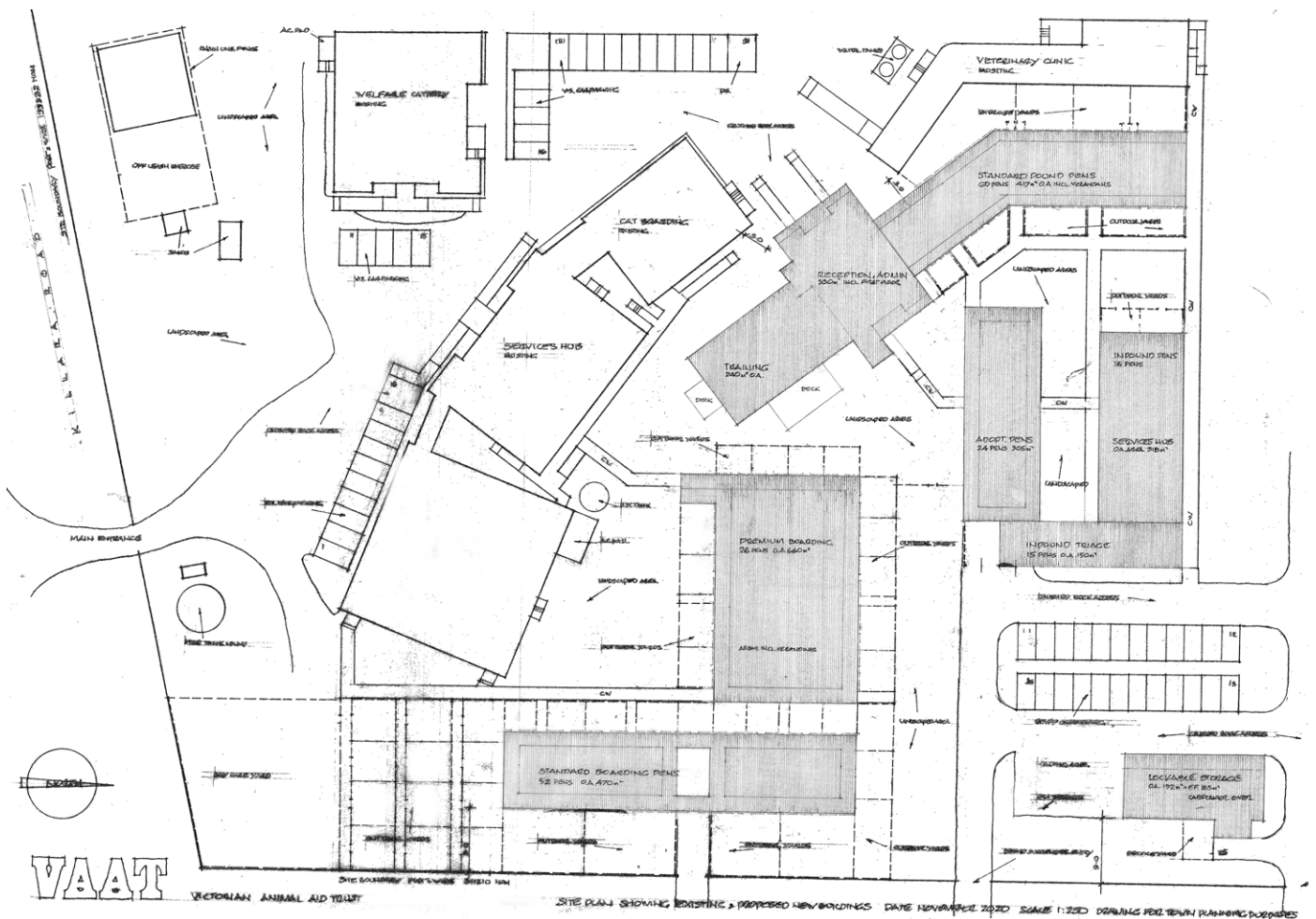
In 2017 we commenced a long term plan for the redevelopment of Animal Aid Coldstream. In just over 3 years, we have built new boarding facilities, veterinary clinic, shelter cattery and created beautiful wetlands and walking trails.

A master plan has been created and approved for the remainder of the property. This will see the renewal of our shelter kennels and outdoor boarding accommodation.

MASTER PLAN

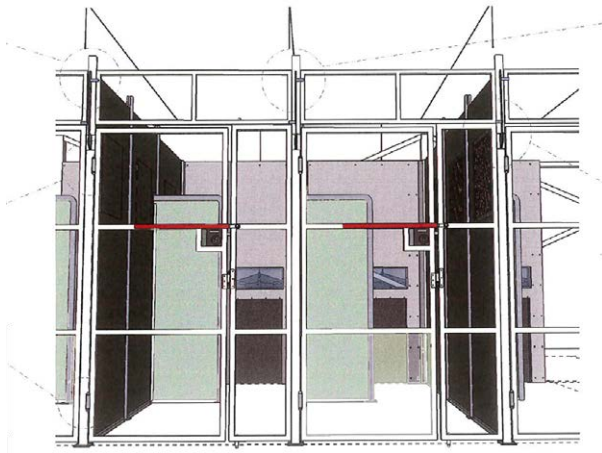
In January 2022 the first stage of shelter kennels work commences which delivers 58 kennels, shelter kennels reception and first-floor administration space. As we are building on an existing footprint, our shelter dogs will be moving into a segregated part of the boarding kennels. The kennels reception will be temporarily relocated to the old veterinary clinic.

We have partnered with a local company; Raincity Industries, for the design and manufacture of the dog kennels. Built from 100% recycled plastics, these kennels will last a lifetime. During those cooler months, our dogs will be kept warm with hydronic heating and chilled during summer with evaporative cooling. Sound absorption barriers will help keep our dogs calm and settled. Our dogs will have additional play spaces with the establishment of 8 running yards.



KENNEL RECEPTION

The kennels reception area will be a light filled space with increased work areas and room for our popular retail items. The ground floor has amenities and the Conference Room which will be used for board and other meetings. Our administration team will be housed on the first floor after many nomadic years and office changes. At a later stage, a 240SM multi purpose room will be added and used for large gatherings, functions, dog training and dog meets.

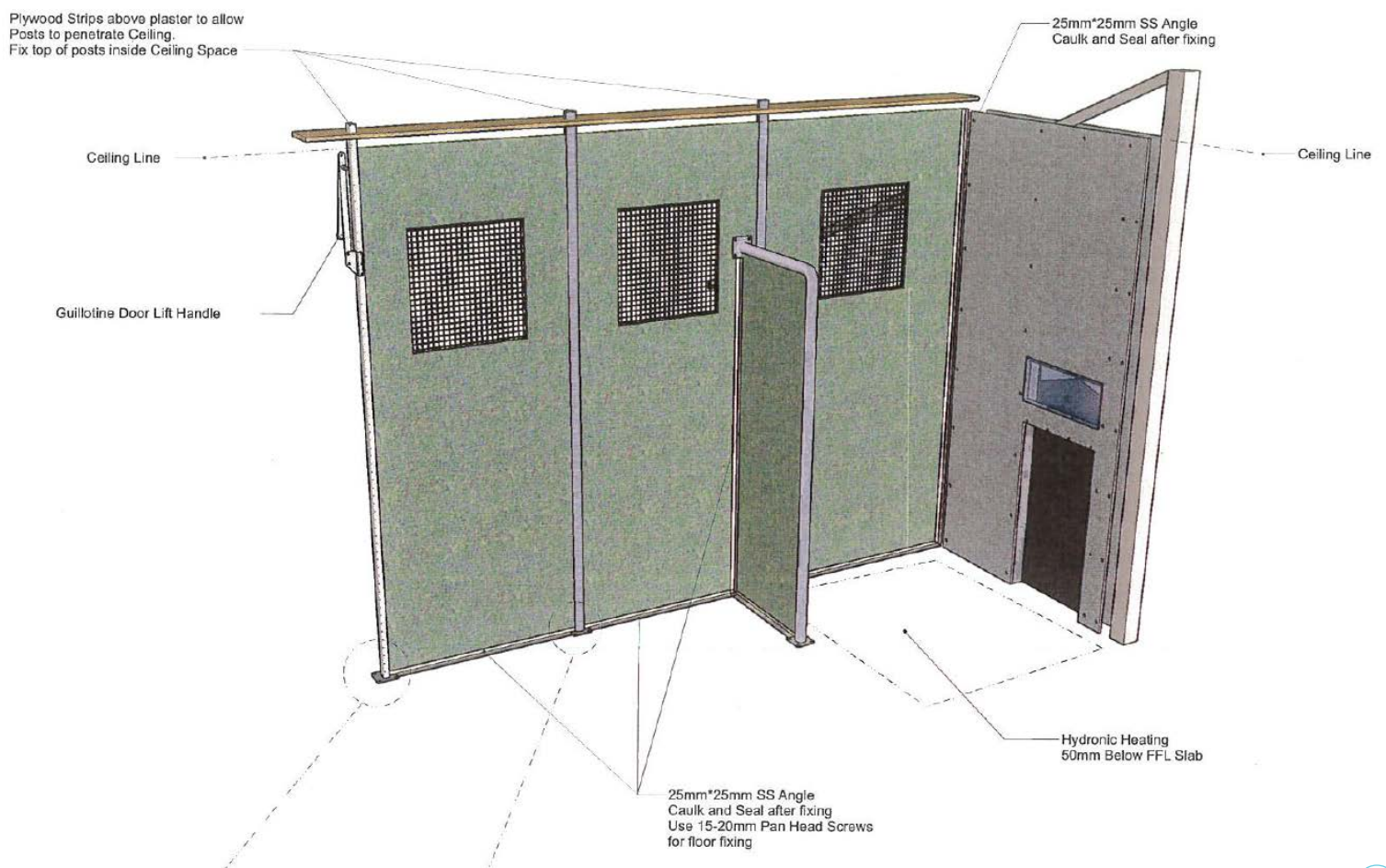


FLOORPLAN AND SCHEMATICS.

Beyond this stage, the Shelter Kennels Services Hub will be built. This space has 16 indoor kennels (including dedicated ISO kennels), laundry, animal kitchen, grooming room, storage, office and the “chill out room”; a space where dogs and people can hang out in a lounge like environment. With similar features of the current designs, our adoption kennels will be rebuilt. These kennels will be wider and feature an individual run yard for each animal staying with us.

The last stages of redevelopment will see demolition of the older outdoor boarding kennels and rebuilding a range of dog accommodation options and running yards.

Dividing Wall - Single Kennel



EVENTS

22 APRIL 2021

ADVENTURE DOG

We were extremely fortunate to have had the opportunity to run our flagship event Adventure Dog in 2021. We had more participants than ever before who raised a record breaking \$62,000 for Animal Aid's Welfare Program!



15 MAY 2021

MAD CATTER'S TEA PARTY EAST GIPPSLAND

We love having the opportunity to celebrate cats!

The Mad Catter's Tea Party was the perfect chance to unleash the cat lady in all of us. The food was fantastic, and the felines were fabulous and friendly. We also found homes for eight cats and kittens!



A day of lavish delights and feline friends awaits guests at The Mad Catter's Tea Party fundraiser for Animal Aid. Picture: MARK STEWART

JUST THE KITTEN'S WHISKERS

BOTTOMLESS scones and feline friends will take over a luxurious tea room in Melbourne's east.

Elle Ammann, a spokesman from Animal Aid, said The Mad Catter's Tea Party would allow guests to indulge in beautiful sweets while being introduced to homeless cats and kittens. "We wanted to put together an event that focuses on

our guests having a fabulous feline day," Ms Ammann said.

Guests can expect a high tea party with free flowing scones, unlimited

"Our guests will have the opportunity to move away from the dining space and pat the cats and kittens," Ms Ammann said.

"Cats or kittens we have there will

be available for adoption (and if) guests see a cat they love, they could become part of their family."

Last year Animal Aid cared for 6000 homeless cats and kittens coming from both people's homes and the streets. The event takes place on May 15 at Mary Eats Cake in Montrose and tickets start at \$75. Details at animalaid.org.au





SPECIAL THANKS TO OUR CORPORATE SUPPORTERS



Savourlife⁺
PREMIUM AUSTRALIAN DOG TREATS

Bendigo Bank
Wandin Seville **Community Bank[®]** Branch

advocate[®]

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	2021 (\$)	2020 (\$)
Assets		
Cash and cash equivalents	4,258,444	1,199,097
Trade and other receivables	241,076	342,352
Inventories	101,875	88,717
Other financial Assets	53,761	46,804
Other Assets	21,341	18,906
Property, Plant and Equipment	<u>9,407,619</u>	<u>8,846,508</u>
Total Assets	<u>14,084,116</u>	<u>10,542,384</u>
Liabilities		
Trade and Other Payables	749,543	632,276
Short and Long Term Borrowings	139,392	177,787
Current and Non-current Provisions	163,907	182,936
Other Liabilities	44,007	39,706
Total Liabilities	<u>1,096,849</u>	<u>1,032,705</u>
Net Assets	<u>12,987,267</u>	<u>9,509,679</u>
Equity		
Reserves	923,596	923,596
Retained Earnings	<u>12,063,671</u>	<u>8,586,083</u>
Total Equity	<u>12,987,267</u>	<u>9,509,679</u>
PROFIT AND LOSS	2021	2020
Operational Revenue	4,871,571	4,768,090
Bequests, Donations & Other Income	<u>2,085,386</u>	<u>2,066,675</u>
Operational Costs	<u>(3,479,369)</u>	<u>(5,401,291)</u>
Comprehensive Profit/(Loss) for the Year	<u>3,477,588</u>	<u>1,433,474</u>

The above financials were taken from the 2020-2021 audited financial accounts of the Victorian Animal Aid Trust. Not-For-Profits Commission Act 2012, for the year ended 30 June 2021.

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 2021.





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



SCAN HERE TO
DONATE



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

