



Ending Animal Homelessness



Annual Report
2021-2022

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With love,
kindness, and expert
care we focus on an
animal's future, not it's
past. We give a voice to
the voiceless and are
champions of animal
welfare.



CHAIRMAN'S REPORT

Creative problem-solving and unique initiatives have enabled Animal Aid to negotiate the negative impact of the Covid pandemic and have a successful year.

Our staff have maintained their high level of compassionate and professional care for all the thousands of companion animals we help.

Fortunately, we have been able to welcome back our dedicated volunteers. They are such highly valued members of our Animal Aid family. The extent of our volunteer support ranges across all areas, from assisting in the vet clinic, shelter kennels, boarding, grooming, Op Shops, gardening, administration, promotional activities, maintenance and more! They're just so important!

Reopening our income-generating departments has enabled a stronger financial result this year. The promotional events and fundraising initiatives have also recommenced, and we are very grateful for the response from our supporters and the community. We rely on these operational and promotional initiatives to fund our welfare services.

Donations, Bequests and Sponsorships are used to fund our major capital projects. We are all very excited by the



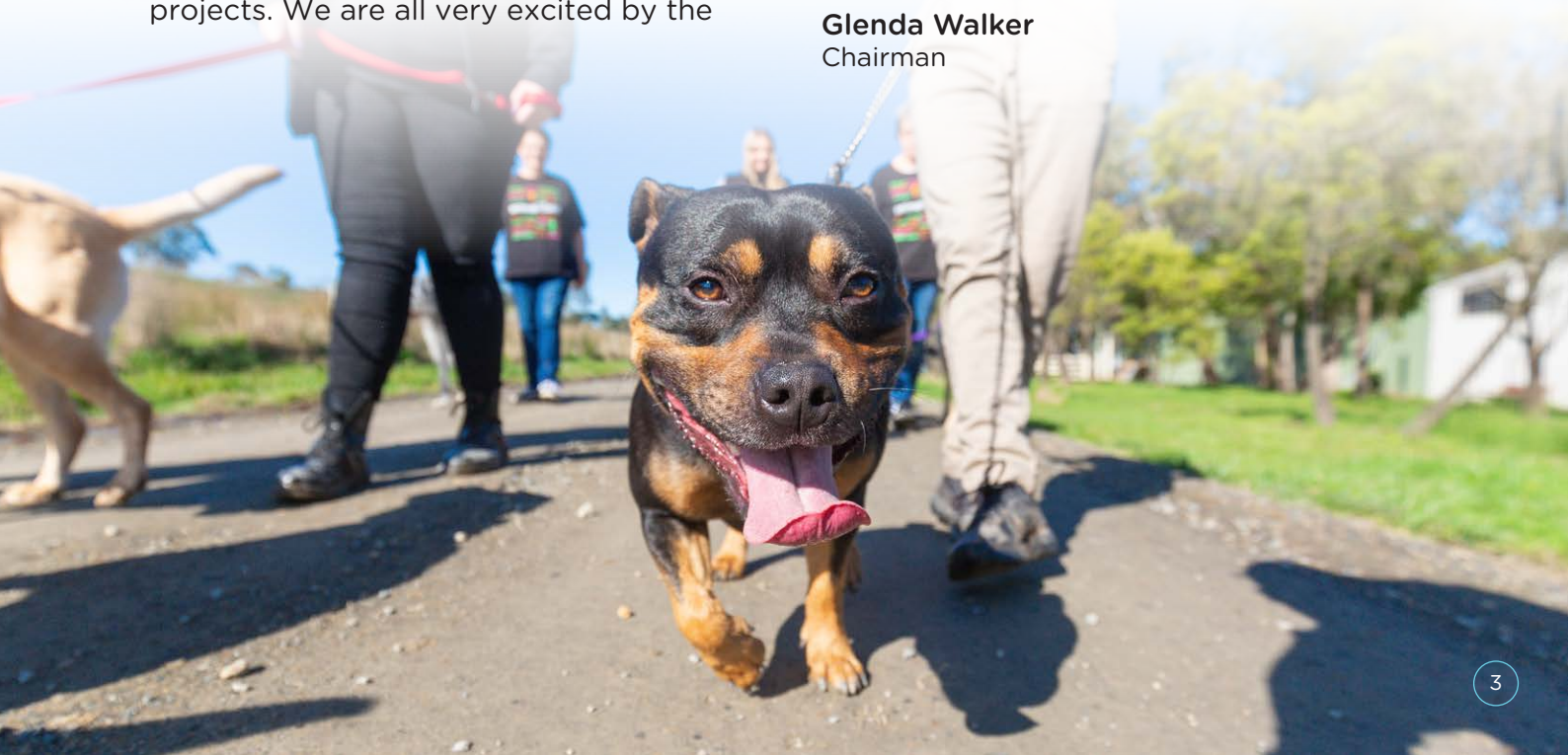
commencement of the building of the new Dog Shelter Kennels due to open later this year. This will enable us to significantly enhance the physical care we can provide the dogs and puppies. Our thanks to our architect Brian Spears and builders S.J. Higgins.

Enhancements to the wetlands area have continued with a new pavilion and stockyards. The dogs, staff and volunteers enjoy the walking trails and off-leash areas.

Thank you to my fellow directors for their time, energy and enthusiasm. Our financially conservative approach has again been necessary to maintain our services this year and support the Animal Aid family.

A special thank you to our extraordinary CEO Mark Menze for his passion for animal welfare, leadership skills and dedication.

Glenda Walker
Chairman



CEO'S REPORT

After a tumultuous couple of years, getting a line of sight on what business as usual now looks like is challenging. Our usually reliable animal statistics and financial data are skewed because of lockdowns and business interruptions.

We had been seeing a drop in the number of animals coming to our shelters, and the length of stay was down; unfortunately, this was a Covid anomaly. As our community returns to some form of normality, we are seeing a significant increase in lost and abandoned animals, compounded by a decrease in adoption interest. Capacity is the biggest challenge a shelter faces. As I write this report, we are full.

The types of dogs we are taking into our care are far more challenging now than they were five years ago. Many dogs needing our love and support are large breeds requiring socialisation and training. To assist us in getting these dogs adoption ready, we have employed a Canine Behaviorist whose role is to undertake behavioural assessments and set up training plans for our staff and volunteers to deliver.

We look forward to the positive outcomes this appointment will create.

I am very proud of our cattery teams and veterinary staff, who have lifted our feline save rates to 85%, a remarkable achievement and well above shelter norms. This has been attained through initiatives including extending our foster care placements, enhanced neonatal care and improved veterinary methods. Led by Dr Nico Maritz and a highly competent veterinary team, we can undertake complex surgeries and deliver the best care to animals in need.



We are constantly seeking ways to reduce intake, increase adoptions and minimise the length of stay.

Animal Aid's success would not be possible without our animal services enterprises. Our Boarding department accelerated post-Covid, and occupancy rates are at their height. Grooming is always busy, and our dog training classes are very popular. Our clinic is so well regarded it is difficult to keep up with private work demand.

Our four opportunity shops are great small enterprises. Solely operated by a dedicated team of volunteers, these shops generate mission-critical funds. We are thankful to everyone who gives their time and to the community that donates quality goods.

Beyond the income generated via our animal service businesses and op shops, we still need to raise significant funds through donations, appeals, monthly giving, and events to deliver our animal welfare work. Our small but mighty fundraising team punches above their weight, and our community supports us generously.

Our shelters continue to evolve. Animal Aid East Gippsland opened their new outdoor cat play space in December. Stockyards and a pavilion have been constructed in the Coldstream wetlands, and our new Shelter Kennels are rapidly advancing. It is heartening to know our dogs will be far more comfortable



during the hotter and colder months of the year. This is all made possible by our community, who support us through donations, events, using our services and leaving a gift in their will.

Thank you to our army of volunteers. Not having you during lockdowns has made us appreciate your importance and support even more. You are priceless.

Over the past year, our Board has grown to 9. We have excellent and diverse skill sets that underpin our mission to deliver exceptional animal care. I thank you for giving your time and advice. To our Chairman Glenda Walker, you are a great boss, an appreciated donor and a valued friend.

Caring for so many animals is challenging. While puppy cuddles and cat smooches are a fun part of the job, the work is physically and mentally demanding.

Our 80+ team of animal professionals are true heroes and make every day count.

Leadership is an action, not a title. Our management team is knowledgeable and dedicated, and they lead by example. Thank you for your partnership and advocacy for animals.

Next year is our 75th anniversary. We have saved the lives of countless animals over that time. I look forward to celebrating those achievements with our people and community.

Until they all find a home,

A handwritten signature in blue ink, consisting of several fluid, overlapping strokes.

Mark Menze
Chief Executive Officer

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.

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 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.



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.

BOARD OF GOVERNANCE cont.



Clive Catlow - Trustee

Clive entered the workforce with a role at Ford Motor Company of Australia but later accepted a transfer to Ford US. He graduated from the Detroit Institute of Technology in 1981 with a Bachelor of Science in Engineering Degree. In 1995 and back home in Australia Clive joined a company providing professional engineering services to industry and is still with them as their Board Chairman. He has many years of experience as a senior company executive, including that of Managing Director, and 30 plus years of experience as a company director having served upon a number of boards. Clive was a Fellow of the Australian Institute of Company Directors for 25 years. He is passionate about animal welfare and is an Honourary Life Member of the RSPCA and now a weekly volunteer at Animal Aid's Coldstream Shelter. Clive and his wife share their home with two elderly rescue dogs.



Emma Watts - Trustee

Emma joined the Animal Aid Board as a Non-Executive Director in July 2022, having held leadership roles within the not-for-profit, government and corporate arenas, heading up fundraising, communications and stakeholder engagement in the conservation, social services, and animal welfare sectors. Her current role is as Head of Fundraising for SecondBite. Emma is passionate about having a positive impact on the people and animals of the world who need it most. To this end, she has coupled her professional career with a strong volunteer history, primarily in animal welfare, for organisations such as Lort Smith Animal Hospital, Wildlife Victoria, Vets for Compassion, Dachshund Rescue Australia, Save-A-Dog Scheme and RSPCA Victoria. While she has held some wonderful roles throughout her career, her most rewarding is as Mum to her rescue dogs Lucy and Gemma.





Ross Kristinof – Trustee

Ross' career to-date has been in the engineering and infrastructure sector delivering major transportation, water and mining infrastructure projects across Victoria, Australia and New Zealand. He is a Fellow of Engineers Australia and Deputy President of the Victorian Division, a Chartered Engineer and a Graduate of the Australian Institute of Company Directors. Ross is passionate about professional excellence and standards, promoting workplace diversity, and of course animal welfare, which is what brought him to Animal Aid!



Fiona Webster – Trustee

BSc, Grad Dip App Psych, MBA, MPH, GAICD

With a career spanning over 35 years, Fiona has extensive experience as a Health Service Executive across both public and private hospitals. She has held executive roles in strategy, quality and service redesign for two of Melbourne's largest metropolitan health services before taking up the executive operating officer role at a large tertiary hospital including a period as acting CEO. She has held senior roles within the Victorian Department of Health and the English National Health Service as well as several years as a successful private consultant. She was the CEO of a large not for profit animal charity and has served as a Board Director and President of two not for profit charity animal charities. She is skilled in service planning, strategic planning and clinical governance systems and has had executive leadership in the implementation of significant clinical IT projects and building projects.



Nick Williamson – Trustee

Nick joined the Animal Aid board in July 2022, having come from a career of advocacy, strategy and stakeholder engagement, operations and corporate services, mostly with for-purpose operations and within healthcare and law. Nick is delighted to have joined the Animal Aid board, having grown up somewhere between a zoo and a vet school and having been surrounded by and caring for animals large and small for most of his life.

HERE FOR THOSE IN NEED

The last financial year:

Our animal welfare statistics at a glance:

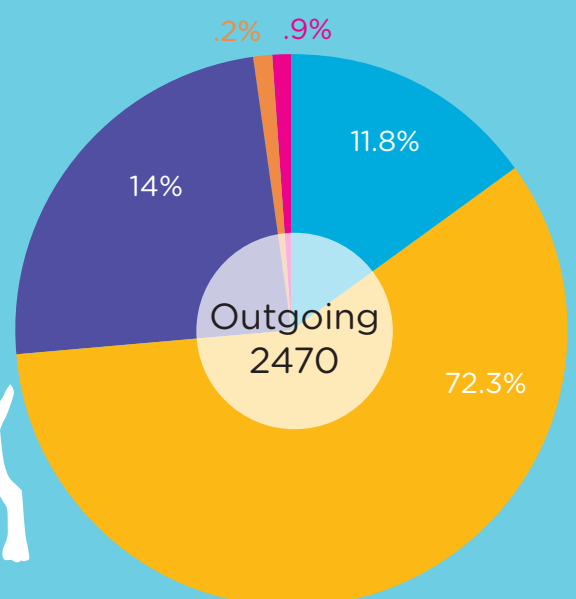
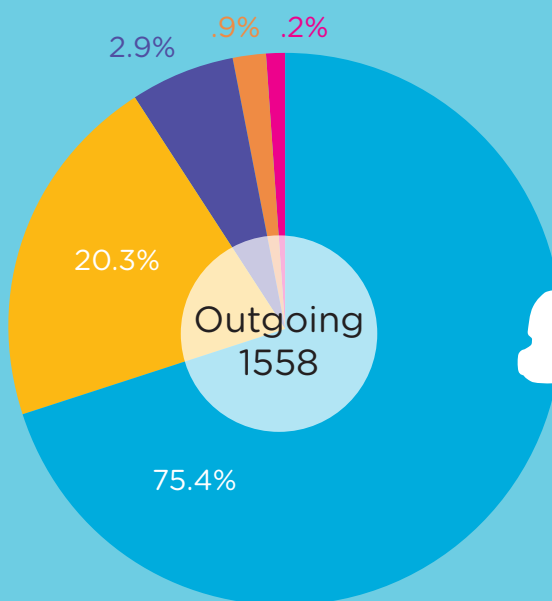


Outgoing Animal Type	Reclaimed or Returned	Adopted	Euthanised *	DOA or Unassisted Death	Transfer /Other	Total By Animal
Dog	1176	317	46	4	15	1558
Cat	292	1786	362	24	6	2470
Pocket Pet	1	61	6	4	0	72
Farm	4	9	0	0	1	14
Bird	1	24	11	0	1	37
Total	1474	2197	425	32	23	4151

*Statistics exclude 64 dog euthanasias, undertaken for legal reasons.

Save Rates Dogs 97.2%

Save Rates Cats 85.6%



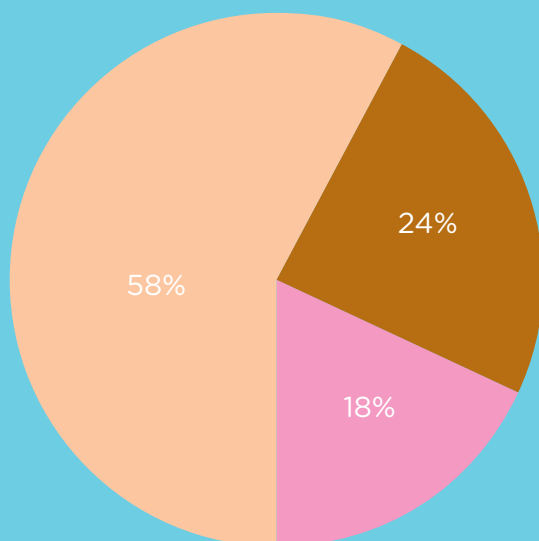
■ % Reclaimed ■ % Adopted ■ % Euthanised ■ % Other ■ % DOA



Incoming Animal Type	All Shelters Animal type
Dog	1629
Cat	2506
Pocket pets	71
Farm Animals	13
Birds	54
Total By Shelter	4273

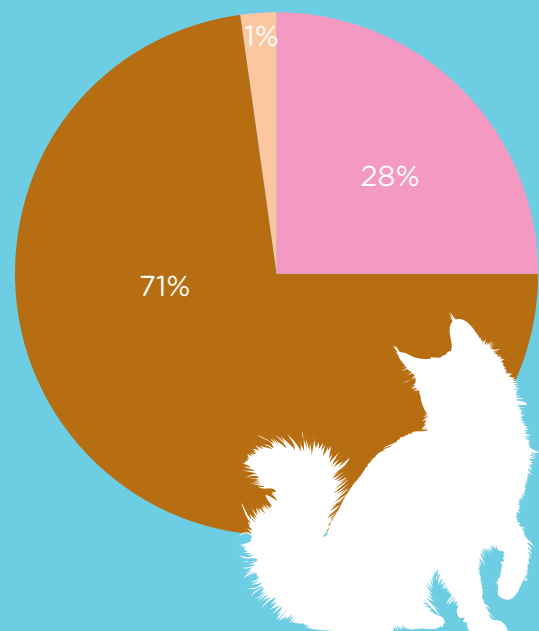
Arrival Origin	Total	% of Total
Council	2575	60.3
Stray	965	22.6
Abandoned	0	0
Emergency Accommodation	8	.1
Surrender	543	12.7
Returns	54	1.2
Shelter Offspring	98	2.2
Transfers In	24	.5
Total	4267	

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; 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

10
years

Narelle Stillwell
Hannah Luke

5
years

Jessica Miles
Nicole Jans
Elle Ammann
Emily Kent
Suellen Marshall



OUR VOLUNTEERS

21/22 Volunteer statistics

Total Volunteers	411
Total Hours	45229
Value of Contribution	\$993,684.20

OUR FOSTER FAMILIES



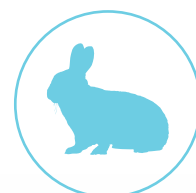
1,371 animals were cared for by 277 foster care families



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.

Helen Carter	5
Dana Dekkers	5
John Hayes	5
Ellen Kool	5
Julie Paydon	5
Janette Sfiligoj	5
Narelle Smith	5
Andrea Weston	5
Denise Orgill	5
Nikki Fraser	10
Kaye Kittelty	10
Michelle Neander	10
Shirley Paff	10
Melanie Ramsay	10
Phillipa Spits	10
Brenda Winter	15
Jack Wyllie	15
Diana Agius	15

Grierson Award Winners 2022

John Hayes

John has been with us for over 5 years working tirelessly in our ABK laundry. He has wracked up more than 1560 hours of volunteer work, he was nominated and awarded the Grierson Award due to his hard work and dedication to getting the laundry done in rain, hail and sunshine. He is a marvellous support for the boarding team.



Brent Oklobdzija

Brent has been with us for nearly 7 years and has also been extremely hardworking and reliable in the ABK Laundry and general help with clearing the bins and recycling. He was nominated and awarded the Grierson Award for his amazing assistance to the team at boarding, we are very lucky to have him.



Linda Lloyd

Linda has just ticked over to her 11th year of volunteering here at Animal Aid and has completed over 2000 hours on site! She comes in twice a week, one day covering off retail data entry, pricing and point of sale product set up and assisting the foster program with admin duties and on the other day she is assisting in the Welfare Cattery caring for the kittens, pocket pets and cats. She is also a very dedicated foster carer for the many kittens that come through our doors during kitten season, nursing them back to health and socialising them ready for their big adoption day. Linda is an incredible volunteer and is a very worthy recipient of the Grierson Award.



REDEVELOPMENT UPDATE

In March, we demolished our Shelter Kennels and Kennels Reception to make way for new buildings. Temporary shelter housing has been taken up in a segregated part of the boarding facility, with Reception temporarily located in our old veterinary clinic.

Our previous builds, including Boarding, Shelter Cattery and the Clinic, all ran to expected time frames and budget. The Kennels construction has been somewhat challenging with industry trade shortages impacting materials costs and availability. We will open 58 new kennels by Christmas, three months later than anticipated. The Kennels Reception and first-floor administration will be completed around April 2023.

Also contributing to cost and delays, Melbourne Water imposed new height conditions on our buildings due to flood overlays. This required us to amend all architectural drawings and engineering specifications to lift the floor level above ground to 2M in height.

The additional cost is impacting, but on the positive, the elevation makes for an interesting footprint. Dogs will now be able to see unincumbered from their kennels, as barriers are not needed to screen out other dog movements to pathways and run yards. Additionally, the blockwork forms walls for the run yards and provides extra security. The layout is linked by elevated walkways that enhance the environment and give aspect to our grounds and wetlands.



Post completion of the kennels, Reception, and administration, we plan to commence building the kennels services hub. This space has 16 indoor kennels, including isolation pens, a laundry, a salon, an animal kitchen, office, storeroom and a breakout room. Incoming dogs will be housed in triage pens and the elevated underfloor space used for bulk storage and workshop. We hope to have this building completed in late 2023.

The last stages of redevelopment will see:

- The older parts of our boarding facilities rebuilt with a range of dog accommodation options and play spaces.
- New adoption kennels.
- A multipurpose room.



THE YEAR IN REVIEW

SHELTER KENNELS

2022 has been a year of change.

The start of the year saw our Kennels redevelopment finally getting off the ground. This was exciting but also brought unique challenges.

Changes to our operations have been necessary to accommodate the temporary structures. Creative thinking and hardworking staff have made this possible even with the ever-present mud!

We began to see the other side of the coin from the COVID demand – the falling adoption rates with people returning to work and taking advantage of their newfound freedom to travel. We have skyrocketing surrender requests pouring in from across the state and as far away as Sydney. The dogs we see now are tremendously under-socialised, with no basic training or manners.

We hope that some of this burden eases with the change of seasons and (hopefully) weather. Spring has traditionally brought an increase in adoptions; with luck, this year will not be different.

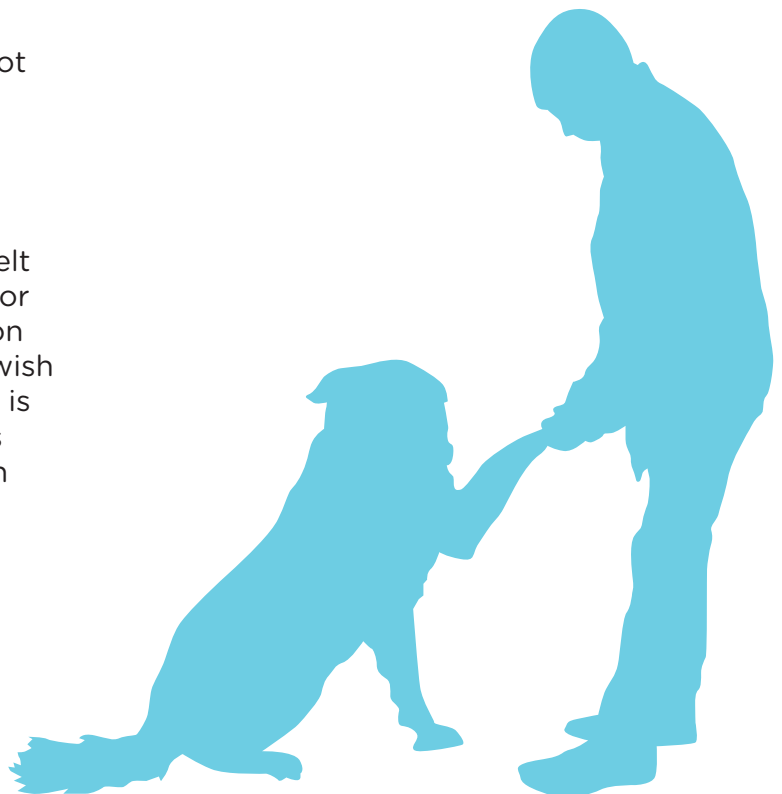
We said goodbye to long-term staff members, including the much-esteemed Shelter Manager of many years, Sally. Sally's absence will be felt keenly, and we are all very grateful for her many years of support, education and commitment to the cause. We wish her well for the future and hope she is very much aware of the role she has played within the department and in our lives.

In the meantime, we also welcomed new members into the fold – Behaviourist Georgia and new manager Vanessa. Hopefully, both have felt warmly welcomed, and we are eager to continue to grow with these new faces in the mix.

There are still many challenges ahead of us, but observing the progress of our new department contributes some light at the end of the tunnel.

Until then, we can only do our best to get through each day and the unique circumstances each seems to possess. Some will be harder than others, and where possible, we need to make sure we celebrate the successes we do encounter. Taking the time for a bit of laughter and fun, especially when it comes to doggy play dates, these do wonders for our mental health!

**Vanessa Kool-Rose
and The Welfare Kennels Team**





THE YEAR IN REVIEW

CATTERY

What a year it's been. Having been in the role for 12 months, I feel like I've gained so much knowledge and feel right at home. It's been a roller-coaster as the world comes out of the Covid life we were all living.

I am lucky to have some true cat whispers on my team, and with patience and consistency, we've worked incredibly hard on our new idea of "behaviour cats". It's a measured program we have implemented where as a team, we work with cats daily to help improve their ability to become happy cats that will enjoy their new domestic lives. Some cats require daily handling and lots of work. Each of these cats has its own behaviour plans and gets to know every team member as we work with them. We have weekly discussions about how each one is improving and what more we can do.

The past year has seen an enormous increase to surrender requests. This pandemic has caused so much financial hardship that people cannot afford

to look after pets, and some of the surrenders we've taken in have been heartbreaking. I have changed the way we accept surrenders so we can manage the intake.

We are so fortunate to have such a wealth of knowledge in our vet clinic. Dr Nico has been incredible in helping some of the trickier medical cases we have had. Having an expert veterinary team onsite means we can go the extra mile for cats and kittens that, in other situations, wouldn't get the opportunity to heal.

The future for us is looking bright but challenging. We will continue to work hard on increasing the number of cats we save and working with our behaviour cats. We challenge ourselves to improve how we work and what we do daily.

Here's to a safe, prosperous year ahead.

Suellen Marshall
Cattery Manager





1786

cats and kittens
adopted



THE YEAR IN REVIEW

BOARDING

Our boarding team will finish the year with a bang! We have been busier than ever, and it is a beautiful compliment that so many people in our community trust us with the care of their pets.

Our new cattery has been popular; we opened the facility during lockdown and are only now seeing it operating to its full extent.

Boarding also provides a safe refuge for animals when their families face hardship. We give these animals our all, bringing them to the tea room for lunch and squeezing in a few extra treats to make them feel extra loved.

Our newly launched Play Days program has been a reprieve for the behavioural challenges the community has faced as a result of dogs missing socialisation and training during lockdowns.

We have two special members of the Boarding family whose stories we would like to share.

Oli Kelly started coming to Day Care in 2021 with the goal of building confidence.

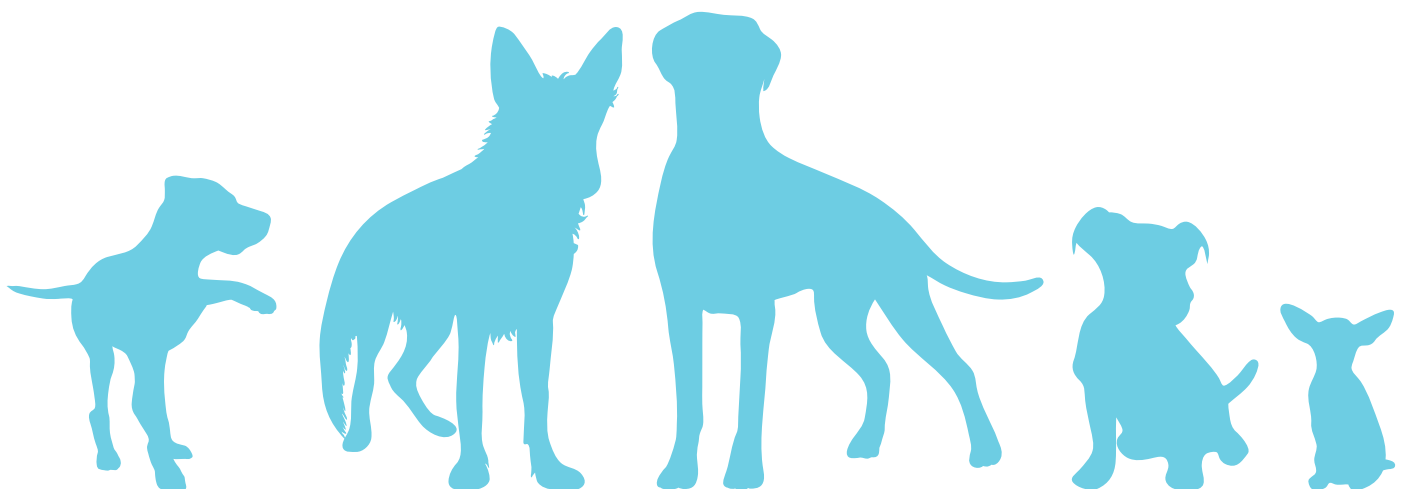
He was very unsure to start but soon flourished, becoming the success story that we tell people when talking about Day Care. Sadly, Oli has passed, but not before coming to say a final goodbye to us.

Ty Luke is another lovely dog who has been coming to us for the holidays. He was a very helpful pooch, often helping the team at reception to assess the comfort of dog beds. Our team was privileged when his family arranged to photograph him in our beautiful wetlands so they could have memories of him in one of his happiest places before he passed away.

We could write pages, filled with memories of our furry friends. Your pets may be gone, but they have touched our hearts and will be remembered.

We are incredibly proud of our fantastic team. Thank you so much to Laura, Jess, Jack, Sara, Lachie, Maddie, Cate, Kirsty, Mel, Aaron, Lisa, Jesse, Bianca, Jane, Shelby, Charlotte and Caitrin.

Emily, Laura, Jess





33,514

pet boarding
days



THE YEAR IN REVIEW

VET CLINIC

This year alone, we have provided 12,791 consults, 1,788 desexing procedures, 616 dental procedures, 913 other surgical procedures, and 13,012 vaccinations and gained 1,011 new clients. Quite an accomplishment for the team!

The Animal Aid Veterinary team has once again proven their flexibility, determination and expertise in the face of difficult circumstances. The veterinary industry has been in a state of crisis with a lack of staffing. Many industry professionals chose to exit the industry and pursue other career opportunities – this has made hiring new vets and nurses an extremely challenging task to accomplish and has put a significant strain on those that remain within the industry. Whilst people are leaving the profession, The Animal Aid Veterinary Clinic has never been busier. Additionally, our team has seen an increase in staff illness and positive COVID cases. Despite this, our clinical team have continued to push through and adapt to changes as they appear each day.

We have seen an increase in more complex surgical cases. With such knowledgeable mentors in the clinic, training opportunities have presented themselves, increasing the skillset of the clinic as a whole.

We have some fantastic plans for continued education within the veterinary team, which will help us provide an even higher standard of care for our patients and the ability to take on even more non-routine procedures within the clinic.

It is not uncommon for our staff to cover multiple roles or shifts throughout a single day; whilst this creates pressure for the team, they are all extremely passionate and adaptable individuals willing to work together to achieve the best outcome possible.

We have repeatedly proven that despite how daunting things may seem, even the most stressful of tasks can be achieved if we band together. The team should be incredibly proud of all they have achieved over the past year; every single member of the team has pushed themselves to new heights to assist in providing gold-standard care to both our shelter and private patients.

Animal Aid Veterinary Team

"It has been a delight to return to work part-time at the Animal Aid Veterinary Clinic. If only the public knew how well-organised the clinic is and the incredible love and care given to each patient. No shortcuts here. I am so impressed"

**Dr. Ivor Wolstencroft
(Veterinarian)**





Patient stories

Nicola was a three-month-old kitten transferred from our Bairnsdale Shelter to Coldstream with a swollen left hind leg on which she could not bear weight. In-house radiographs confirmed a fractured femur that was thought to have happened at a young age as there were already significant age changes and malunion with calcified callus.

Nicola was immediately admitted to our hospital and given some strong pain relief to keep her comfortable whilst the veterinary team discussed treatment options for her. Amputation of the leg was discussed at length due to the age and severity of the fracture – this choice would certainly be the easier option when compared to repairing such an advanced injury. However, in true Animal Aid Vet Clinic style, we picked the more complex option, which, if successful, would give Nicola every chance of living a

normal life with all four limbs attached!

Dr. Nico, lead vet nurse Mel, and surgical nurse Charlotte teamed up to perform this orthopaedic procedure using three pins to reunite and create stability in the fracture. The operation took two hours and was intricate due to tiny Nicola's size and how soft a young animal's bones are.

Kittens are often very resilient at that age, and Nicola proved that true. Upon recovery from her anaesthetic, Nicola was enthusiastically asking for food and cuddles.

After two months in foster with a strict physiotherapy plan, Dr. Nico medically cleared Nicola for adoption to her new home.



1529
surgeries

THE YEAR IN REVIEW

GROOMING

The past 12 months have been like none other! We are glad to say after an irregular couple of years, we are finally back into the swing of a predictable routine in the Animal Aid Grooming Salon!

We are continually grateful for our client's understanding with rescheduling due to staff shortages around mandatory quarantine. Scheduling has been disrupted at some points, with clients needing to reschedule and cancel appointments at the last minute.

In addition, we have had more young dogs presenting behavioural issues for grooming. Many have not been exposed to grooming, bathing, or even new people, an unfortunate consequence of COVID lockdowns early on in their lives. With pet's separation anxiety at a high, as they are not used to being apart from their owners, our team continue to work gently with these dogs. Taking it slowly and teaching the dogs what the grooming process is all about, it's lovely to see so many of these dogs improving in leaps and bounds with every groom. Our groomers aim to work with the owners to develop happy, settled dogs in the salon.

One of our greatest satisfactions as groomers is working with dogs and cats who have become overgrown, matted, and unkempt. Restoring them to a level of comfort is a gratifying job. This year we have worked with welfare to help several dogs with their coats before being adopted. It is always a heart-warming moment to see the freshly groomed dog happily walking out of the salon, tail wagging, free from discomfort!

This year we have noticed a substantial increase in the number of cats coming in for grooming and even guinea pigs!

It has been pleasing to see the rise in people's awareness of the need to groom cats and even pocket pets to keep them comfortable and free from matting. We have had many clients referred to us via social media by our current satisfied customers. It's always heartening to receive a referral from a happy client, which we genuinely appreciate.

This year we have welcomed many new clients and, sadly, have seen some exceptional long-term clients laid to rest. We have received quite a few beautiful letters and photographs from owners of these notable clients thanking us for our long-term care for their pets. In many cases, we have been seeing their pets every few weeks for years and consider them not only clients but also friends.

In the year ahead, we look forward to working with our valued volunteers to service our current clients and welcome many new clients.

Thank you.

Grooming Team





THE YEAR IN REVIEW

EAST GIPPSLAND

The most significant accomplishment at Animal Aid East Gippsland over the last year was the success of our Animal Aid Welfare Grant Application from the Victorian Government. This grant enabled Animal Aid to design and construct a state-of-the-art outdoor feline enrichment area that is connected to our main free-roaming adoption cattery. This area has climbing structures, roof walkways, sitting boxes, large hamster wheels, and ample sitting space for the cats and visitors.

The feedback on this facility improvement has been 10 out of 10. The cats are happier being able to watch the world from a high vantage and see the sun. Happy cats mean better physical and mental health for the staff, volunteers and cats. Our community loves the relaxed environment of the cattery, which enables people to have an enjoyable experience at Animal Aid East Gippsland.

Thanks to a large donation from a generous family in our community, we have transformed the back room of the shelter from a dark storage space to a new dog/puppy post-operative and veterinary room. Four large veterinary pens, a veterinary table, new cupboards and a new split system were installed. This bright, quiet area enables dogs or puppies to be housed whilst recovering from surgery instead of being housed in the busy mainstream kennels. This room is also designated for thorough veterinary dog/puppy examinations in a safe and quiet space.

This year has brought us an increasing number of cruelty and neglect cases in the cats/dogs admitted into our shelter. These animals are coming into our care not only with

behavioural issues, but their bodies are in horrendous condition requiring urgent veterinary treatment.

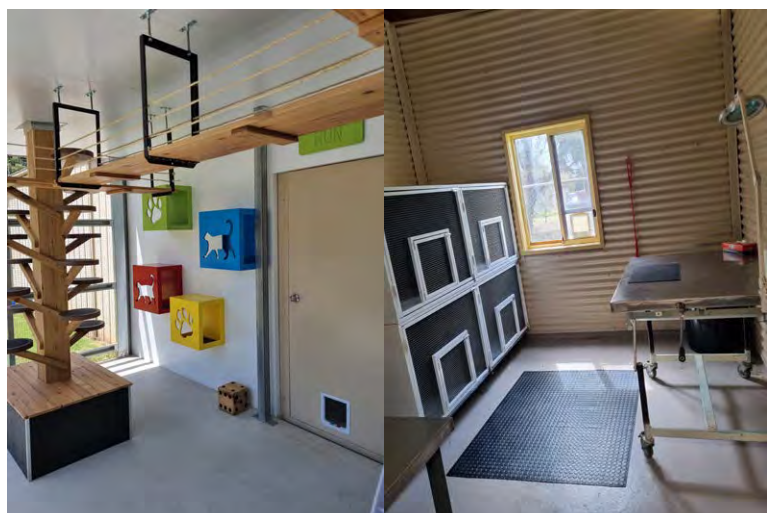
These cases keep staff and volunteers up at night in disbelief, tears and sadness. Our heartstrings are pulled; seeing animals in this state can be heartbreaking. The memory of their faces and the sounds of their cries are being replayed over and over again.

But we remind ourselves we can help them. Animal Aid has the resources to turn the outcome around. We can provide much-needed care at Animal Aid East Gippsland, at our welfare veterinary clinic, Coldstream, or our external vets at Main Street Veterinary Clinic.

Once treatment has been administered, and a veterinary/behavioural plan has been implemented, we are able to place this animal into our experienced foster care program to receive care in a home environment. These animals are monitored and vet-checked until they receive a veterinary clearance for adoption. When cleared for adoption and they go into their new loving homes, the most challenging moment turns into a moment of triumph.

Corryn Mair

Operations Manager East Gippsland



BOISE

We wandered in so unaware looking for the
dog we came to see,
And there she sat so unaware of what was
meant to be,
They say an animal chooses you it's not the
other way,
And as we walked out the door without a
dog, she began to pray,
"I wish it was me they came to see but I'm
not as cute as a Pug,
Sadly upon their heart strings I didn't
manage to tug,
I really really liked those humans but now
they've gone away,
Please come back I want more pats and I
have something to say,
My old home was cold and my humans
hearts were sadly just the same,
They didn't like me I don't know why, maybe
I'm to blame,
They made me have babies which made me
sad as they took them all away,
They fed me scraps and gave no pats for
twelve months I lived this way,
I was so sad and always hungry my ribs were
starting to show,
I trusted them with all my heart but now I
want to go,
The love I have I want to share for I have so
much to give,
But there I'd lay, sad and frightened
wondering if I'd live,
I don't understand what I did to be treated
in such a way,
But you look nice and I want so bad for you
to stay,"
Well the days ticked by and she was in our
thoughts, we started to wonder why,
The vision of her skinny body, her long sad
face and the sound of her whimpering cry,
We couldn't get her out of our thoughts her
plight it had touched our heart,
Her cries for love heard and her need for
care was very soon to start,
Her prayers were answered her choice was
made another bed and bowl were bought,
For she'd made her choice and found the
humans she so desperately sought.



THE YEAR IN REVIEW

GIPPSLAND

A small regional shelter like AAG Sale has many challenges, but we feel a key focus must be to continue our engagement with the local community. When you think of animal shelters, you think of animals, but they are as much about people. People are the lifeblood of the Gippsland Shelter. Staff, volunteers, foster families, adoptees and donors.

We are fortunate to have amazingly committed and informed staff.

- Michelle has worked at AAG for 12 years and is a qualified dog trainer; she has implemented many gold-standard training and enrichment programs.
- Megan has been associated with Animal Aid for 10 years; she 1st came to volunteer as a high school student before training as a veterinary nurse and then working with us; she is a pro.
- Laura holds an animal science degree and has been with us for 6 years; Laura is our quiet achiever.
- Kirsty is a qualified dog trainer, runs her busy training business, and has been with us for 3 years.
- Chloe is our newest staff member and holds an animal science degree; she is undertaking a dog training cause.

We are spoilt with a diverse group with a range of experience and knowledge.

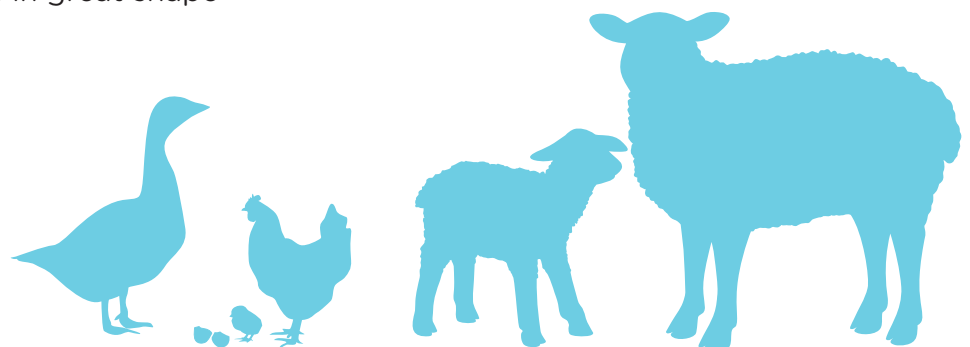
Our volunteers are extraordinary; our front counter is covered five days a week by our talented administration volunteers, Cath, Vikki and Renate. They keep our records in great shape and our phone busy.

We would be lost without our animal volunteers, the '2 Stevens', affectionately known as Dog Steve and Cat Steve, Bill, Peter, Jan, Janette, Maureen, Jenny, Tish, and Leanne, help us to keep our animals clean, fed and enriched every day of the year. The love and genuine concern they all show for the animals at Animal Aid in Gippsland is heart-warming.

Without the strong commitment of our foster families, we would be in dire straits during kitten season. We see numbers upwards of 150 kittens a year. Caring for them wouldn't be possible without the support of the Mandaletti family from Yarram, Dee and Chelsea, Jackie and her kids, Leanne McDonald, Sherrie, Leisha, and Maureen. All are happy to take kittens any time of the day or night and come back for more.

We have a steady flow of people looking for a new companion. Many are locals looking for that special one to add to the family. We work hard to be a friendly place where people feel comfortable to drop in and visit and ask for help or information on cat and dog care.

We work closely with the local doggy daycare, puppy school and dog obedience club to ensure that our new K9 families have all the resources they will ever need.



We have been incredibly lucky with the donations we have received over the 12 years we have been in the Wellington shire. From a bequest by the Mangan family that built our cat adoption building in 2019 to the fantastic portable off-lead dog yard, which has grown over the years from a 10m play area in 2013 to a 45mts in 2020. To the constant stream of people dropping off cat and dog food and bedding, to little kids who donate their birthday money. We are often stunned by the generosity of the locals.

Keeping engaged with the people of Gippsland will ensure we will always have the best staff, the best volunteers and foster families and loads of fabulous new adoption families beating a track to our door. It's a challenge we embrace daily and our most significant accomplishment.

We hope to be out and about a bit in the coming year; we will be trying a few new events to spread the word about the terrific work our team does for the domestic pets for Gippsland.

Watch this space.

There is lots of fun to come.

Debby Goddard

Operations Manager Gippsland



DAILY AND LILY

Two beautiful kittens arrived at AAG on 21.12.17 with the worst cat flu we had seen at the shelter ever.

Both had ruptured right eyeballs and were in a very sorry state. Both were operated on that afternoon to remove their affected eyes. With those issues dealt with, they still had terrible flu. We nursed them back to health but were advised by our vet that they were not out of the woods - if they were to have a recurrence of the flu, they could lose their other eye.

We hoped this would not happen, so we decided to put them up for adoption but were very careful to inform

potential families of what they may be facing. We had a few people interested, but they soon lost interest when they heard what could happen. We were starting to lose hope of finding a home for these two beauties then we met Kim and Sharon. They were as in love with the girls as we were. After talking to the vets at Coldstream, they never looked back.

The kittens have their own Instagram, which all staff at Animal Aid Gippsland follow religiously. They are adored by their family and have helped them manage the long periods of lockdown in Melbourne.

"Daily and Lily's love for each other continues to make my heart smile as I watch them sleep side by side, wash each other and endlessly chase each other around the house. Daisy is still athletic and uses the lounge room as her personal obstacle course. She is a gentle soul who hides when it rains and is easily scared by loud noises. Lily is tiny but mighty. She fearlessly tries to climb things and declares war on her tail every night before bed. Adopting Daisy and Lily is one of the best things I have ever done. They helped me get through the many days of isolation over the last few years. They were the perfect remote learning companions, making much-loved special appearances in video conferencing sessions with students. There is not a day that goes by without me declaring how lucky I am to have adopted them and to have them as part of my family."

Sharon - Adopter



OUR COMMUNITY

We are ever reminded of the enormous part that our community plays in making Animal Aid extraordinary. Our supporters are so incredibly generous, compassionate and unwavering - it is our network of donors, volunteers, knitters, bakers, and craft people, drivers, corporate supporters and so many others that let us continue our work.

THANK YOU



EVENTS

3 APRIL 2022

ADVENTURE DOG

2022 was the largest Adventure Dog yet!

With 824 participants we raised over \$84,000! We continue to grow our networks and give humans and their pets an opportunity to build connection and trust while having a blast. We are very excited for 2023!



28 MAY 2022

MAD CATTER'S TEA PARTY

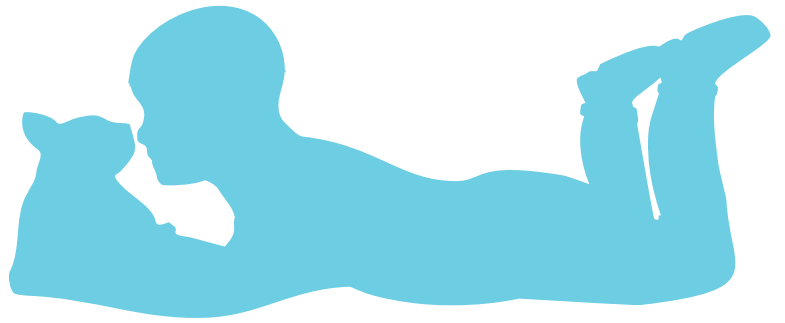
The Mad Catter's Tea Party remains the perfect event to celebrate all things fabulously feline.

With scrumptious high tea delights, bottomless scones, and bubbly! With our 180 guests we raised \$7,500 and helped purrfect kittens find their forever homes.



HAPPY HOMES!

Animal Aid found homes for 2,197 animals this year! We are so glad to know these animals have the comfort, safety and sense of belonging that they deserve.





SOCIAL MEDIA

It has been a great year for digital media, trying new avenues and continuing to improve our presence online.

Our social media reach has doubled on Facebook and quadrupled on Instagram in the last 12 months!

We have recently launched a TikTok account, giving Animal Aid the opportunity to reach a new audience.

Our digital media has helped support and promote Animal Aid's annual campaigns and events including our Christmas Appeal and Adventure Dog.

We are fortunate to have an engaged community on social media who respond quickly to our calls for action, including donations or sharing adoption profiles.

Our top performing post of the year so far was an Instagram reel of a bonded pair of kittens. It reached 258,382 people!

Video content has proven itself to be the most engaging type of content. We have the opportunity over the next year to invest in video production and equipment for content creation. It will help us continue creating great content that supports our overall marketing and communication goals.



SPECIAL THANKS TO OUR CORPORATE SUPPORTERS



Saviourlife⁺
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	2022 (\$)	2021 (\$)
Assets		
Cash and cash equivalents	5,498,861	4,258,444
Trade and other receivables	142,627	241,076
Inventories	122,606	101,875
Other financial Assets	46,104	53,761
Other Assets	23,037	21,341
Property, Plant and Equipment	9,949,473	9,295,281
Right of use asset	<u>86,903</u>	<u>112,338</u>
Total Assets	<u>15,869,611</u>	<u>14,084,116</u>
Liabilities		
Trade and Other Payables	751,556	749,543
Short and Long Term Borrowings	99,010	139,392
Current and Non-current Provisions	173,812	163,907
Other Liabilities	117,045	44,007
Total Liabilities	<u>1,141,423</u>	<u>1,096,849</u>
 Net Assets	 <u>14,728,188</u>	 <u>12,987,267</u>
Equity		
Reserves	923,596	923,596
Retained Earnings	<u>13,804,592</u>	<u>12,063,671</u>
Total Equity	<u>14,728,188</u>	<u>12,987,267</u>
 PROFIT AND LOSS		2021
Operational Revenue	4,650,173	4,871,571
Financial Income	-	14,320
Bequests, Donations & Other Income	<u>2,710,516</u>	<u>2,085,386</u>
Operational Costs	<u>(5,619,768)</u>	<u>(5,383,845)</u>
Comprehensive Profit/(Loss) for the Year	<u>1,740,921</u>	<u>3,477,588</u>

The above financials were taken from the 2021-2022 audited financial accounts of the Victorian Animal Aid Trust. Not-For-Profits Commission Act 2012, for the year ended 30 June 2022.

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 2022.

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
03 5152 1389

Sale

111 Hopkins Road Fulham
03 5144 5940

animalaid.org.au

