



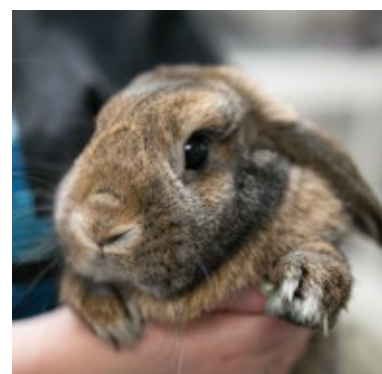
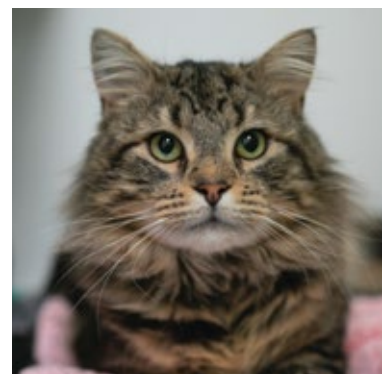
With Passion and Purpose Animals Thrive

A woman with brown hair tied in a bun, wearing a black V-neck shirt with the "animalaid" logo, is smiling and holding a large, fluffy tabby cat. She is also holding a blue and yellow patterned towel. The background consists of bright green walls with various papers and notices pinned to them. A white grid board is visible on the left.

ANNUAL REPORT 2022-2023

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Our Vision:

Animal Aid's vision is to be leaders in animal welfare. We are committed to proactivity addressing animal homelessness and reducing the number of unwanted animals in our community. We aim to provide premium services that deliver complete wellness for companion animals.

CHAIRMAN'S REPORT

This year marks Animal Aid's 75th year of committed action in animal welfare. It is auspicious that this year we proudly opened our new Shelter Dog Facility—a pivotal achievement that aligns with the vision of our founders, Stella and Alexander Grierson. The range of enhanced facilities built in recent years directly benefits the varied animals under our care, and activities in our wetlands area, including those with miniature horse Elmo and Gary the goat, continue to be a source of enjoyment.

Our major capital developments have been financed by bequests, donations, and sponsorships, while daily services depend on income from veterinary services, boarding, grooming, training, and opportunity shops. The support from our community and sponsors, especially for events like the Adventure Dog and Mad Catter's Tea Party, has been strong and very appreciated.

Volunteers are pivotal in every area of our operations, their enthusiasm and support essential. They are active at shelter sites, opportunity shops, and off-site events, providing invaluable assistance. Our staff's dedication ensures all animals at Animal Aid receive professional and compassionate care. It's demanding work, but finding animals their forever homes is incredibly rewarding.

Challenges persist, notably the annual surge of pregnant cats and unwanted kittens due to owners not desexing their pets. We will continue to promote responsible pet ownership and its benefits to the community.

Thank you to my fellow directors who are also volunteers. Their commitment, time and expertise is appreciated. It is a pleasure to work

"I have never ceased to be amazed and incredibly proud of all the members of the Animal Aid family..."



with Mark Menze whose leadership, unique problem solving abilities and dedication to Animal Welfare is outstanding.

I have personally been involved with Animal Aid for many years and on the Board since April, 2013. During that time I have never ceased to be amazed and incredibly

proud of all the members of the Animal Aid family who have shown their ongoing love of companion animals and commitment to improving animal welfare.

*Glenda Walker
Chairman*

CEO REPORT

Celebrating 75 years of unwavering commitment to animal welfare, we honour the vision of our founders, Stella and Alexander Grierson, and acknowledge the invaluable contributions of our predecessors—boards, management, staff, volunteers, and supporters. The journey from a modest beginning in 1948 to becoming a reputable charity, aiding thousands of animals annually, is a shared accomplishment, and every supporter should feel proud of our collective achievements.

Growing up in the Valley, my memory of Animal Aid was our shelter in Kilsyth. The Animal Welfare movement has made great progress in my lifetime, with vastly improved outcomes for unwanted animals. Pets, now integral parts of our families, enrich our lives. Long gone

are the days of staff and volunteers smuggling out animals that exceed their legislated maximum stays of 8 days!

This is also a milestone year for me, my 10th anniversary with Animal Aid. My initial plan was to give 3 years in the role of CEO, (hopefully) get things on track, then move on. The fact that I'm still here 10 years later is indicative of working in animal welfare. There's always something more to be done!

I've witnessed our community's boundless dedication and empathy. The constant pursuit for improvement and the relentless drive to do more underline our every action, and it's this passionate momentum that has propelled significant advancements over the decade.

As we cast our gaze forward, contemplating the advancements and changes the next 10, 20, or even 75 years might herald, our ultimate mission remains clear—to render our roles obsolete by eradicating animal homelessness, neglect, and abuse. We will do this through:

- Enhanced programs that advocate animal welfare, desexing, training and enjoyable pet ownership, leading to a reduction in unwanted pets.
- We will grow our profit for purpose businesses and fundraising streams that are essential to delivering our welfare work.
- We will expand our geographical influence where there is a sound case to do so.



"We are a collective of change for the betterment of animals and society."



- We will invest in software, systems and ways of working that streamline workflows, improve animal care and buy back precious time that can be reinvested.
- We will increase the skills of our staff and volunteers through regular and relevant training.
- We will continue to improve our facilities to benefit our people and the animals we care for.

Our actions will be informed and directed by the 'Heart of Animal Aid,' a foundational initiative designed to encapsulate our identity, guide our conduct, and define our principles and values:

- It will serve as the cornerstone of our culture.
- Unite us to support each other, our animals and our community.
- It builds on our passion, goodwill and collective vision
- And it guides our actions and behaviors, empowering us to succeed and be a strong and respected voice in animal welfare.

My thanks, appreciation, and congratulations to everyone that works, volunteers and supports us. We are a collective of change for the betterment of animals and society.

Until they all find a home,

A stylized, handwritten signature in black ink, appearing to read 'Mark Menze'.

Mark Menze
Chief Executive





A FIRST RATE SECOND CHANCE

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

Our Mission:

Ending animal homelessness and providing a first rate second chance.

Our Priorities:

- End Companion Animal homelessness
- Grow our influence to help more animals.
- Grow services to support our work
- Provide fit for purpose facilities to support our teams and improve animal care.
- Maximise operational effectiveness.



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.



Nick Williamson — *Deputy Chairman*

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.

Emma Watts — *Secretary*

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 — *Company Secretary*

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*



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.

Kimberley Lamden — *Treasurer*

Kim joined the Animal Aid board in February 2023, with a background in Finance and Technology and with strengths in analytics and process improvement. Kim has worked predominantly in the infrastructure sector spanning electricity, gas and water and having grown up with and around animals, is a passionate animal welfare supporter. Kim has a degree in Finance and Accounting, is CPA and MBA qualified and a Graduate of the Australian Institute of Company directors.



NUMBERS BREAKDOWN

ANIMAL STATISTICS

Outgoing Animal Type	Reclaim or return	Adopted	Euthanised*	DOA or Unassisted Death	Transfer /Other	Total
Dog	1175	346	98	7	23	1649
Cat	335	1689	482	43	29	2578
Pocket pet	6	61	13	0	18	98
Farm	1	7	3	1	1	13
Bird	4	34	6	1	0	45
Total	1521	2137	602	52	71	4383

* Statistics exclude 40 dog euthanasias undertaken for legal reasons.

Arrival Origin	Total	% of total
Council	2993	65.9%
Stray	923	20.3%
Abandoned	3	0.1%
Emergency Accommodation	14	0.3%
Surrender	408	9.0%
Returns	88	1.9%
Shelter Offspring	111	2.4%
Transfers in	5	0.1%
Total	4545	

Incoming Animal Type	All Shelters
Dog	1744
Cat	2639
Pocket pet	97
Farm	12
Birds	53
Total by Shelter	4545



Animal welfare statistics:

1,788

Desexing Surgeries

728

Private Surgeries

1,528

Welfare Surgeries

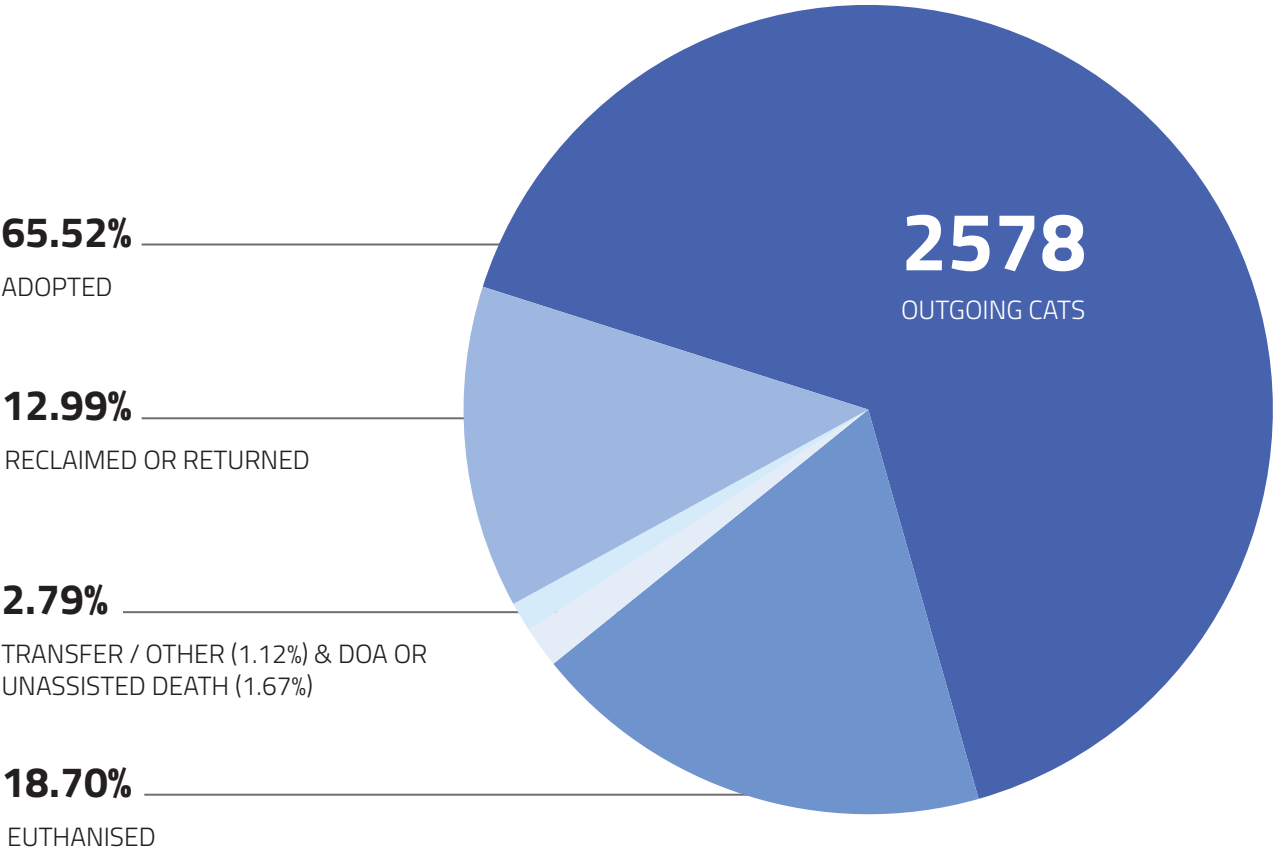
48,617

Pet Boarding Days

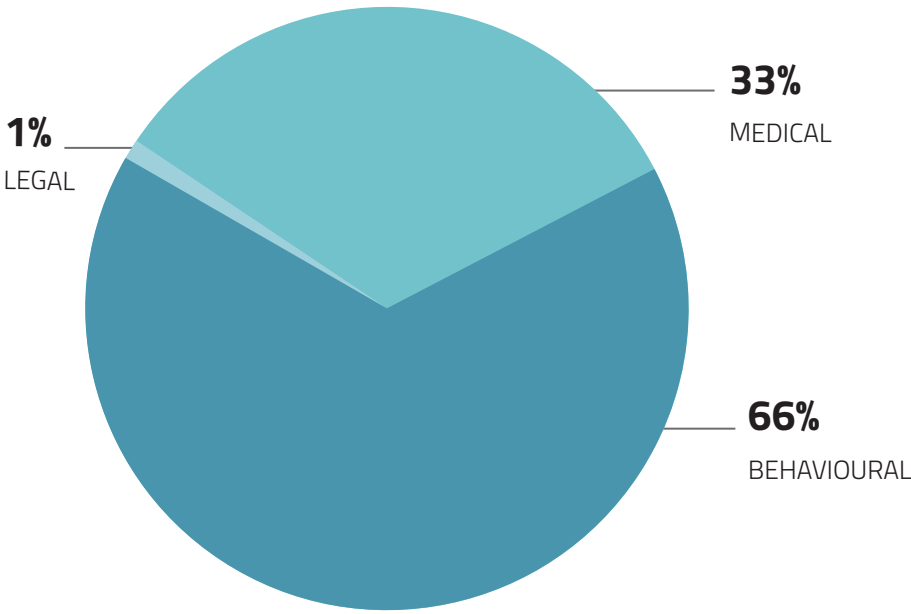
9,910

Vaccinations

CAT STATISTICS



EUTHANASIA REASONS



DOG STATISTICS

71.26%

RECLAIMED OR RETURNED

1.81%

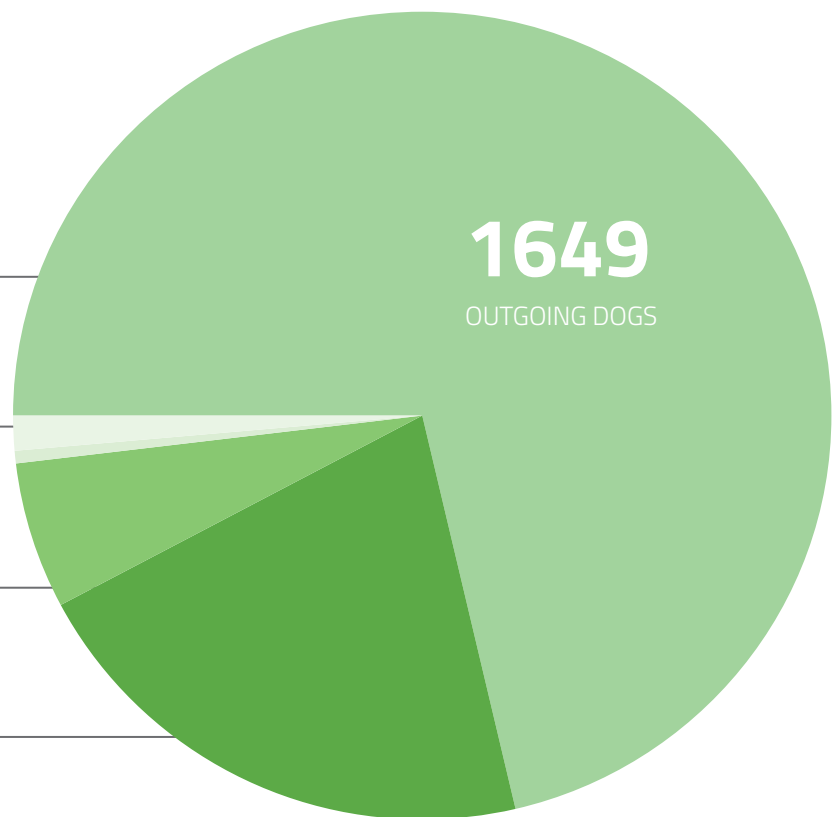
TRANSFER / OTHER (1.39%) & DOA OR
UNASSISTED DEATH (0.42%)

5.94%

EUTHANISED

20.98%

ADOPTED



EUTHANASIA REASONS

29%

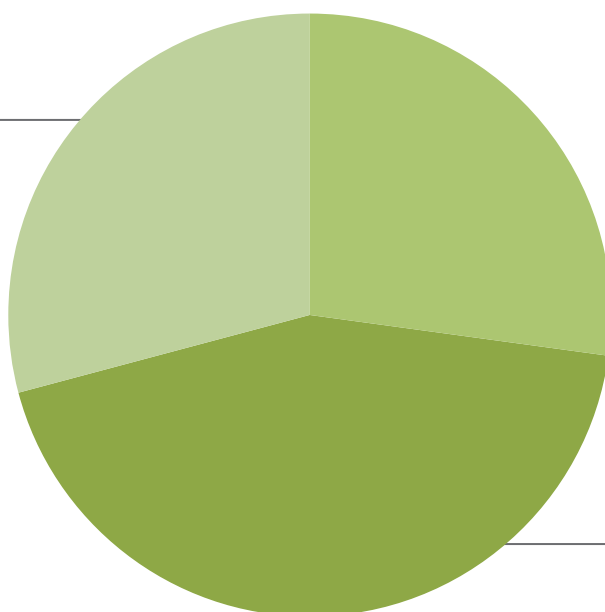
LEGAL

27%

MEDICAL

44%

BEHAVIOURAL





THE HEART OF **animalaid**

GETTING TO THE **HEART** OF THE ORGANISATION

The Heart of Animal Aid is a foundational initiative designed to be the cornerstone of our organisational culture. It unites us to support each other in our important mission, guide our actions and behaviours, empowering us to succeed; and builds on our passion, goodwill and collective vision. This is achieved through the 5 attributes: Helping, Excellence, Action, Respect and Transform.

H is for Helping

We provide safety and support for our animal, community and colleagues by positively partnering with and engaging our community to improve the wellbeing of animals; showcasing to both animals and people that they are not alone.

T is for Transform

We create meaningful and positive change by giving animals the opportunity to thrive through our passion and purpose. This purpose can inspire others to join us in our mission, and together, we create a world where all animals are treated with dignity and care.

E is for Excellence

We strive for excellence in everything we do by approaching challenges with confidence and adapt when confronted with uncertainty, complexity, and change in the pursuit of our cause.

A is for Action

We are purposeful in our actions to make an impact. We offer our presence, both physically and emotionally, to inspire, comfort, empower and support people and animals, embodying a spirit of advocacy and resilience.

R is for Respect

We value and trust our people, treating them and others with kindness, empathy and consideration.



LENDING A HELPING HAND

A SPECIAL THANKS TO OUR VOLUNTEERS

The spirit of compassion and dedication shines brightly through the efforts of our incredible volunteers. Animal Aid's success story is written by these unsung heroes - our volunteers. Their commitment to our cause is unwavering, and their generosity knows no bounds. From the smallest gestures to the grandest acts, they have embraced their roles with enthusiasm and love.

Behind the scenes, our volunteers work tirelessly to ensure that every aspect of our organization runs smoothly. Whether they are caring for animals in need, assisting with office tasks, or helping in our beloved Op Shops, their contributions are immeasurable.

It is not just the glamorous moments that define our volunteers' commitment. They stand strong through every situation, whether it's lending a hand in disaster relief efforts or answering the call during busy kitten seasons. Their dedication is truly commendable and inspires us all.

We take great joy in witnessing our volunteers flourish, both individually and as a cohesive team. Our new volunteer t-shirts, designed with creativity and flair by the talented Callum, have become a symbol of unity and pride. When our volunteers wear them, they embody the essence of our collective purpose and the joy that comes from working together.

To all the wonderful volunteers at Animal Aid, we express our deepest gratitude for the positive

impact you create each day. Your passion for animals and your commitment to their well-being is the driving force behind our organization's accomplishments.

As we continue this journey, we are committed to providing a nurturing and inclusive environment for our volunteers. Together, we will continue to spread compassion and make a lasting difference in the lives of the animals we care for.

With heartfelt appreciation we thank all our volunteers for their gift of time.

Volunteer Statistics:

Total Volunteers:

427 Volunteers

Total Hours:

50,346 Hours

Value of Contribution:

\$1,264,188.06



Volunteers Years of Service:

Alyce Arthur	15
Carola Bland	15
Zoe Davies	15
Janine Leyshan	15
Susan Cue	10
Jennifer Davies	10
Julie Davies	10
Dennis Hare	10
Geraldine Vanlangenberg	10
Janet Vickers	10
Glenda Walker	10
Victoria Aitken	5
Sandra Brooks	5
Annee Cochrane	5
Wayne Connell	5
Cynthia Ellis	5
Donnd Macminn	5
Boonchoo (Al) Pearce	5
Sharon Raju	5
Libby Young	5

GRIERSON AWARD WINNERS

Glenda Walker

Glenda's tireless work behind the scenes is truly awe-inspiring. As a volunteer Board Member, she wholeheartedly supports our organization, generously donating her time, skills, and invaluable advice.

Together with her family, Glenda funded transformative projects like the Elizabeth Walker Centre and the Wetlands, leaving a lasting impact on animal welfare.

Glenda's involvement dates back to 2007 when she became a donor. In 2012, she joined the Board, and in 2022, assumed the position of Chairman. Her visionary leadership drives a collaborative culture within our organization.

What sets Glenda apart is her unwavering willingness to support Animal Aid. Her dedication knows no bounds, consistently going above and beyond to help our organization thrive. Having dedicated over 10 years, Glenda's passion has shaped Animal Aid into what it is today. We're forever grateful for her invaluable support.



Congratulations on the Alexander & Stella Grierson Honors award, Glenda. Your dedication and generosity are exceptional.



Cheryl Saliba

Cheryl's volunteering journey began at our Animal Aid Cattery in 2013. From day one, her devotion to our furry friends was evident. As a foster carer, she provided crucial support, going above and beyond for their well-being. Cheryl's dedication extended to our Blackburn Op Shop, where her exceptional leadership contributes to its success.

Approximately two years ago, Cheryl took on the challenging role of shop manager, showcasing her remarkable leadership skills and unwavering dedication. In the cattery, she tackled numerous responsibilities, leaving a lasting impact on our organization. Cheryl's efforts in fostering deserve special recognition. Her remarkable care and skill have saved countless lives, giving vulnerable animals a second chance.

Her commitment to the Blackburn Op Shop has been nothing short of extraordinary. From managing daily operations to handling customer service, Cheryl's dedication shines through.

In total, Cheryl selflessly devoted a staggering 3647.11 hours to Animal Aid. Her contributions have not gone unnoticed, and we are incredibly grateful for her tireless efforts, kind heart, and unwavering dedication. Cheryl, thank you for making a difference in the lives of countless animals.

Ann Wheeler

Ann's journey with Animal Aid began in 2014, and since then, she has become an integral part of our Shelter Kennels team. Her dedication and commitment to our organization are truly commendable. In her role, Ann takes on vital reception duties that play a crucial role in the smooth operation of our shelter.

With a total of 1112.92 volunteer hours, Ann's contributions have made a lasting impact on our staff and the animals we care for. Her calm demeanour, kindness, and professionalism are qualities we highly value. Ann's presence brings tranquillity and reassurance to our team, fostering a harmonious environment where everyone feels valued and supported.

In the fast-paced world of animal rescue, Ann's unwavering commitment to her responsibilities as a volunteer is truly remarkable. Her dedication serves as an inspiration to all who work alongside her. Ann's professionalism and attention to detail have earned her the respect and admiration of her peers, making her an invaluable member of our team.

Ann, on behalf of Animal Aid, our staff, and the animals whose lives you have touched, we extend our warmest congratulations



on receiving the Alexander & Stella Grierson Honors award. Your calm presence, kindness, and unwavering professionalism have made a significant impact on our organization, and we are incredibly grateful to have you by our side.

Zoe Davies

Zoe's enthusiasm and professionalism shine in every task she undertakes. As a brilliant advocate for Animal Aid, she effortlessly engages the public, garnering support for our cause with her passion and dedication. Not only is Zoe an advocate, but she's also a paperwork ninja! Her meticulous attention to detail and organizational skills are unmatched. From handling lost reports to managing vaccination records and vet appointments, Zoe ensures smooth operations.

Her knowledge, honesty, and incredible work ethic make her an invaluable member of our team. By efficiently handling incidental tasks, she allows others to focus on their primary responsibilities—her dedication saves precious time. Furthermore, Zoe generously shares her expertise by training new volunteers, fostering an inclusive environment where everyone feels valued and supported. Since Zoe began volunteering with us in 2008, she has dedicated an astounding 3581.33 hours to Animal Aid. She embodies the heart and soul of our organization, and we are incredibly fortunate to have her on our team.

Renate Boyle

Renate has been volunteering at the Sale Shelter for over 7 years now and is such an integral part of the team there, her volunteer work at the shelter is a shining example of selflessness and kindness. Her tireless efforts in caring for and advocating for our furry friends have brought comfort and hope to countless animals in need.

Her unwavering dedication have not only improved the lives of the animals at the shelter but have also touched the hearts of everyone she meets. Her positive attitude and willingness to go above and beyond make her an invaluable asset to the Sale Shelter and the community at large.

We are truly fortunate to have Renate Boyle as a volunteer at our shelter, and her legacy of compassion will continue to make a lasting impact on the lives of animals for years to come. Thank you, Renate, for your incredible contributions and the love you bring to our shelter and the animals we care for.

YEAR IN REVIEW

SHELTER KENNELS



Since stepping into my role in August 2022, my learning in the realm of animal welfare has been incredibly rewarding. There has been lots to learn and lots to love. The ongoing surrenders of dogs have been challenging and enlightening, underscoring the dire need for immediate and empathetic interventions, especially in sensitive situations. These revelations underscore the profound impact of our work, opening avenues for every animal to experience love and care, regardless of their past.

The journey of assembling and managing a newly-formed team was filled with challenges but ultimately fruitful. The rebuilding phase of the team culminated in the formation of a more resilient and passionate team of whom I am very proud! This phase,

spearheaded in collaboration with our HR Manager, was an opportunity for growth and learning, fortifying our resolve and unity. This year has marked a significant period of transformative change and advancement. The seamless transition to our newly established kennels concluded just before Christmas in 2022, revealing modernised facilities with a comprehensive array of 56 pens. These pens are each equipped with single and double pens, designed to meet our diverse needs.

Each of our upgraded pens is equipped with amenities like hydronic floor heating, air conditioning, bidirectional doors, lockable features, skylights, and all on an elevated footprint, providing our dogs with

improved visibility of our beautiful environment. To supplement this, we have four well-appointed exercise yards to ensure our canine friends experience the best care and attention. Executing this significant move demanded a cooperative and meticulous effort from the entire team, facilitating a smooth and orderly relocation and transition for the dogs.

In the midst of multifaceted challenges, this year has been a time of positive change and revitalisation. The introduction of the new kennel space coupled with the invigorated new team, has paved the way for an optimistic and productive journey into 2023/2024.

*Vanessa
Shelter Kennels Manager*

YEAR IN REVIEW

SHELTER CATTERY



In a year filled with boundless compassion, ingenuity, and resilience, our team at Animal Aid Shelter Cattery has facilitated the adoption of 1,235 animals into loving homes. This outstanding achievement allowed 46 bunnies, 552 kittens, 15 guinea pigs, and 662 cats to find their forever homes, each met with the warm, sincere smiles of their new human companions.

However, we continue to see unique challenges. Economic pressures, such as rising mortgages and living costs, have impacted pet owners' capacity to care for their animals. This has led to an increase in surrender requests and incoming stay cats and a decrease in reclaim rates. The most trying period was during Easter, where the influx of animals significantly outweighed the outflow, testing our capacity limits.

Confronted with this critical situation, our team's unswerving resolve and ingenious problem-solving abilities prevailed. Instead of turning away animals in need, we rallied to devise an innovative plan, mobilising our compassionate Animal Aid community. We circulated an email appeal for help, offering to waive adoption fees for any cat over six months old in return for a donation. The response from our community was overwhelming, with 106 adoptions taking place over 10 days, leaving us deeply moved and revitalised.

Our dedicated and talented veterinary team continually went the extra mile to provide utmost care to our animals, regardless of the costs or complexities involved.

"Every animal, however daunting they appear, can find happiness and love with time and dedication."

A significant case was Lamal, a cat surrendered back into our care due to an expensive injury. After extensive treatment and over 12 vet visits, Lamal found his new forever home in a nursing home, bringing joy to the residents. Likewise, the story of the Furminator, a large and initially intimidating cat, showcased our team's remarkable patience and dedication. Through continuous care, we uncovered his softer side, allowing him to find a new loving home with another FIV cat, Sully. These inspiring stories epitomise our mission: proving that every animal, however daunting they appear, can find happiness and love with time and dedication.

As we approach another kitten season, we remain resolute in our mission to secure the best possible outcomes for every animal in our care. We're passionate about elevating animal welfare and believe in proactive measures, such as desexing vouchers and rehoming colony cats, to disrupt the breeding cycle. Through partnerships with organisations like the RSPCA, we are devoted to addressing problems with compassion and understanding, never assigning blame but instead offering tangible solutions.

Each day presents new challenges and opportunities. Whether it's helping a scared cat

learn to trust again, aiding an owner in getting their cat desexed, finding a home for a long-term adoption cat, or simply lending a sympathetic ear, we are fervent about making a difference. The day when incoming numbers reduce or when fewer kittens come in will be a tribute to our collective effort, rendering every struggle along the way worthwhile. After all, we believe that each small victory contributes significantly to the lives of the animals we cherish.

Suellen
Shelter Cattery Manager



YEAR IN REVIEW

GIPPSLAND

The reverberations of the Covid pandemic continue to be felt in ways we hadn't anticipated. Shelters, with their dedicated staff and volunteers, are grappling with its unexpected aftershocks. The number of animals surrendered has surged dramatically. As families resume work and embrace the freedom of travel post-lockdown, many pets are left without a home. The spirit of volunteering has also seen a shift since the pandemic, affecting shelters' capacities.

At our Sale facility, we've witnessed our canine residents double in number compared to two years ago. Cats, on the other hand, have been most impacted by the decline in adoptions.

Last October, we encountered the poignant story of Skyla and Baily, two young dogs brought into a world during lockdown. Despite receiving ample attention, they missed out on essential developmental milestones like puppy school, social training, and familiarizing with diverse environments.

Their arrival at the shelter was marked by confusion. Having had limited exposure to the world beyond their home, the shelter's bustling environment was a maze for them. But every journey starts with a single step. Their initial hesitation gradually gave way to trust. Those tentative, fearful glances transformed into wagging tails and relaxed demeanors during morning greetings. Treats were accepted, and walks became joyous outings. With patience and perseverance, they opened up to our volunteers, turning



short interactions into meaningful engagements.

However, finding the right home proved to be a challenge. While Skyla and Baily put in their earnest efforts, not every family was the right fit for them. The staff, undeterred, knew there was a perfect match waiting out there.

Skyla was the first to find her haven. With Phoebe and her family, she discovered the right balance of patience, attention, and love. Now, Skyla thrives in the company of her human companions, relishing days at the beach and time at doggy daycare.

Baily's journey to her forever home took a bit more time. It wasn't until she met Kathryn

that she found a place she could truly call home. Their bond strengthened over visits, culminating in Baily's sheer joy and acceptance of Kathryn's home as her own.

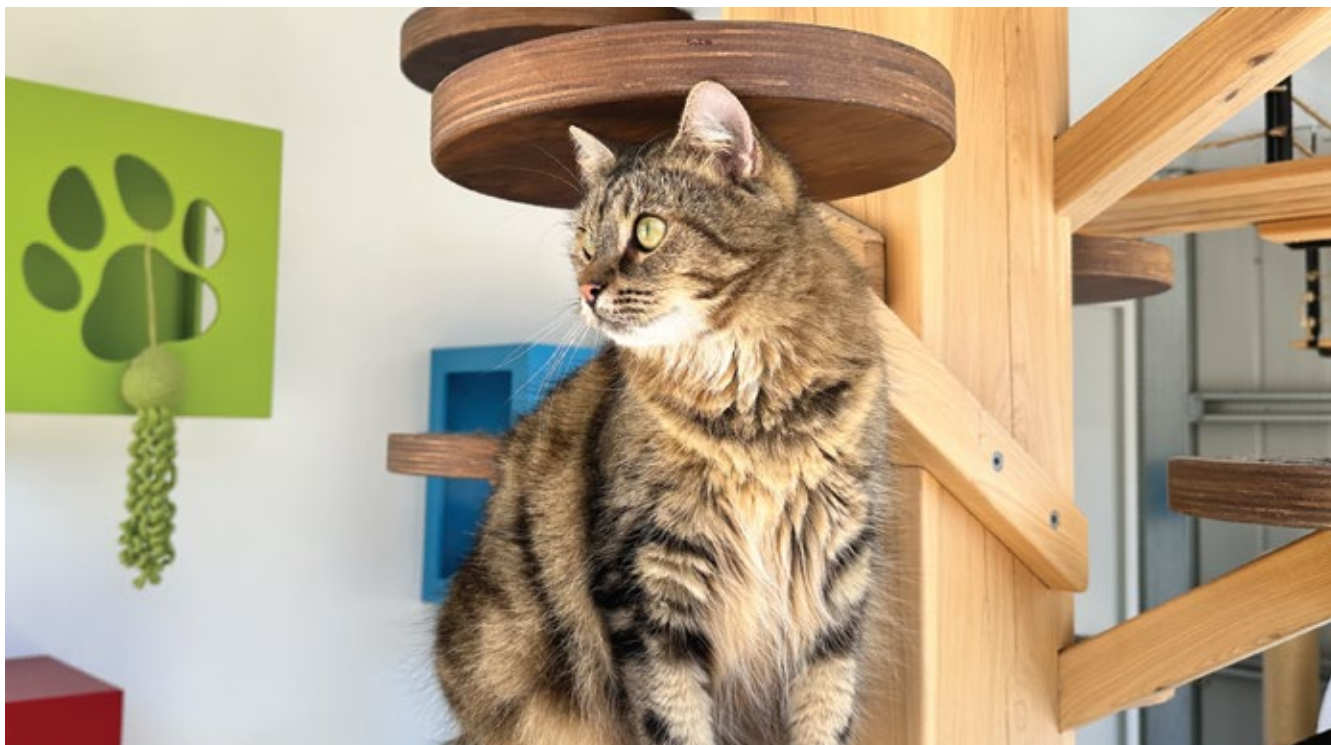
Both Skyla and Baily are now basking in the warmth of homes that understand their unique needs and quirks.

It's heartwarming to acknowledge the unwavering dedication of our staff and the immense support from our volunteers, both longstanding and new. Without them, the triumphant tales of Skyla and Baily, and many others like them, wouldn't have been possible.

Debby Goddard
Shelter Operations Manager

YEAR IN REVIEW

EAST GIPPSLAND



When I reflect on the past year, I sit back, look around me and it makes me smile. Our facility has made considerable progress, advancing year after year. The spaces and environment we've cultivated allow us to give the animals in our care the gold standard of treatment, setting the stage for them to find their forever homes.

While we take pride in what we've achieved, our aspirations know no bounds. Every day, I'm privileged to see transformations—the journey of an animal from their arrival to their departure, marked by both behavioural and medical milestones. This place is always abuzz with heartwarming activity. From the staff and volunteers to the foster carers, donors, and those looking to

adopt, the love and commitment are palpable.

We've truly evolved in our community's eyes. Animal Aid East Gippsland has transcended its perception from just a "council pound" to a haven for those animals in need. Our community recognizes us as champions for the voiceless, as a beacon of hope and care.

The outpouring of support from various facets of our community has been overwhelming. Be it local businesses, educational institutions, individuals, or families—their generosity, whether in the form of funds, supplies, or invaluable time as volunteers, has been our pillar of strength. The decision of many to adopt from us, regardless of distance, further amplifies this sentiment.

This year presented unique challenges, with the socio-economic ramifications of COVID-19 leading to a surge in both humans and animals seeking our assistance. Our commitment remains unwavering, though capacity constraints have, at times, presented logistical challenges. It's our ardent hope that the near future brings an opportunity for us to expand our premises.

The horizon looks promising. With each sunrise, we're greeted with new challenges and new opportunities, with fresh faces eager to lend a hand or open their homes. Here's to the adventure that lies ahead!

Corryn Mair
Shelter Operations Manager

BILLY'S INSPIRING RECOVERY

A TESTAMENT TO DEDICATION AND HOPE

In September 2022, we welcomed a Maremma named Billy to Animal Aid East Gippsland. His arrival was under somber circumstances, bearing noticeable injuries from an embedded electric collar. The severity of his front left paw's condition initially led us to believe amputation might be the only solution.

However, with the combined expertise of our dedicated veterinarians from Main Street Veterinary Clinic, Bairnsdale, and Animal Aid Coldstream we devised a plan. Through their concerted efforts, Billy underwent successful surgeries that not only saved his leg but remarkably restored its functionality. Billy's post-operative journey was one of commitment and perseverance. At Animal Aid East Gippsland, he embraced a comprehensive rehabilitation and behavioural program. With each passing day, we saw improvements, and after months of meticulous care, Billy was cleared and deemed ready for a new chapter in life.

Fortune smiled upon Billy as he found his forever home on a scenic cattle property in Gippsland. Today, he revels in his new surroundings—exploring vast landscapes, assisting in garden duties, and enjoying serene walks alongside his loving adoptive family. Billy's story stands as a beacon of hope and a testament to the dedication of our Animal Aid team. His transformation, from a wounded soul to a joyful and valued family member, underscores the positive impact of collective care and resilience.

*"Billy's story stands as a beacon of hope
and a testament to the dedication
of our Animal Aid team."*



VETERINARY CLINIC

This past year at our veterinary clinic has been a testament to our unrelenting commitment and collaborative spirit, with a focal point on providing unparalleled care for the animals in our community, emphasizing those seeking refuge at Animal Aid.

Sharan Macdonald, assuming the Practice Manager role last May after over a decade of service, has been a beacon of positivity and efficiency, adeptly navigating the multifaceted demands of our dynamic practice. Meanwhile, Melissa McKay has returned to her passion—surgical nursing, enriching our operational bandwidth with her unwavering dedication.

The clinic has experienced transitions with the welcoming of new expertise and the return of seasoned professionals like Dr. Adele Scannell as Head Welfare Vet. The introduction of the dedicated welfare mobile phone by Adele has impeccably streamlined communication pathways, allowing more focused interaction with our private clients.

In the wake of post-COVID demand surge, our clinic continues to flourish, however, staffing remains a national concern. Our united spirit remains resilient, contemplating fortified offerings and envisaging expansions in sync with staffing realignments.

Our collective accomplishments this year resonate not just in the

numbers—11,930 consults or 1,819 desexing procedures—but in the harmonious bonds we've nurtured and the transformations we've witnessed. We're poised for the future, powered by our shared passion, bonded by our ethos, and driven by our pledge to transcend in providing care to our non-human companions.

Our journey, blended with laughter, compassion, and camaraderie, reflects our united vision to be the silent advocates for those without a voice. It's our conjoined passion and purpose that ignite our spirits to aspire for more and to deepen our impact in the forthcoming years.

Animal Aid Veterinary Team



REGGIE

OUR PATIENTS - THEIR STORY.

Reggie is a stray Labrador puppy who arrived at the shelter earlier this year at only 8 weeks old. He first presented to the veterinary clinic with a large swelling over his left knee and a wound in his adjacent groin region. Radiographs of his knee did not show any fractures.

The wound near his groin, extending towards his knee, was severely infected. It was surgically explored, cleaned, and flushed, and left to heal as an open wound. The healing of this wound was regularly monitored and showed good healing and contracture; however, it subsequently led to problems with his left knee turning out and swelling.

This swelling was investigated with further radiographs, revealing changes consistent with infection in the bone likely stemming from the original injury and wound on arrival. This required a longer course of stronger antibiotics and continued monitoring for clinical and radiographic improvement over time.

Reggie has been in foster care during this time and has continued to grow and develop. He is now 6 months old and moves around well. He still has some thickening in his left knee, and this left hind leg will always be slightly shorter than his right due to the injuries he sustained as a puppy, but it doesn't affect his walking or running.



PENELOPE

OUR PATIENTS - THEIR STORY.



Every year, hundreds of kittens like Penelope find refuge at the shelter, each one undergoing a health check within the first few days of arrival. During Penelope's initial check-up, a significant abnormality was detected: a severely luxated patella, or kneecap, that could not be maneuvered back into the knee's groove.

Penelope was lame on this leg, and without treatment, she would have experienced continued discomfort, pain, and progressive joint degeneration.

Given Penelope's tender age and diminutive size, the standard surgical approach for her condition wasn't feasible. A modified surgical technique was thus implemented to release the muscles around the knee and reposition the patella back into its rightful position. Robust material was employed to secure the patella, with the goal of developing the groove it should sit in as Penelope grew and developed.

Throughout her recovery, Penelope was sheltered in a foster home and had bi-weekly check-ups with the veterinary team to monitor her progress and verify the patella's position.

There remains a possibility that her patella might luxate and shift out of the groove in her future, but for now, it is securely in place, and Penelope is joyful and agile.

YEAR IN REVIEW

GROOMING

The Grooming Salon has experienced a vibrant and transformative year in 2022-23! Our resilient team navigated numerous modifications and innovations, enhancing our client base in the process.

Our salon is privileged to have witnessed an influx of new clients, overturning last year's trend of intermittent closures during cooler months. The steady stream of appointments even during the winter and the growing wait list signify the escalating demand for our exemplary yet affordable services. Our team, fortified by committed volunteers, places paramount importance on cultivating personal connections with our clients, ensuring personalized services to every patron.

This year, we've extended our warm welcome to dogs, cats, rabbits, and guinea pigs alike, and bade farewell to some longstanding patrons while embracing new ones into our salon family.

The hallmark of our progress this year was the incorporation of a computer-based booking system, unveiled in January of 2023. Despite initial minor setbacks, this system has advanced significantly, elevating our salon's efficiency, professionalism, and service quality. Transitioning from manual to digital has been a liberating journey, eliminating the hassles of maintaining physical records and altering paper diaries. Anticipating the obsolescence of our conventional filing system, we are excited about the prospect of



a more organised and spacious salon in the near future.

Looking forward, our resolve is to uphold our legacy of offering top-tier services to the community. With the increasing patronage, especially during the colder months, we aim to expand our clientele base in the warmer seasons. The department stands as a beacon of constant interaction with our clients, building trust and recommending Animal Aid's diverse services. Our bi-monthly interactions with our clients allow us to foster profound relationships within the pet community, a connection we cherish deeply.

The upcoming year promises continued growth, driven by personal recommendations and

our loyal clientele. Our volunteers, the cornerstone of our operation, continue to enrich our environment with their dedication and joviality. Their weekly contributions in cleaning, bathing, drying, and bringing laughter make our salon a hub of camaraderie and joy. These friendships formed within the salon are the heart of our operations, marked by unending jokes, laughter, and occasional bouts of singing and dancing!

The Grooming Team: Sara, Tonnle, Nikki, and Jess – along with our remarkable volunteers, the linchpins ensuring our salon's seamless functioning.

YEAR IN REVIEW

BOARDING



Every time I start an Annual Report, I want to start with "What a whirlwind of a year! I could not be more proud to be a part of Animal Aid, our Boarding team and community, with what we have accomplished". Every year this sentiment only becomes more true.

Our Boarding Team toils so hard and puts in 110% every day, giving so much love, care and hard work into looking after your pets. From providing care for pets in hardship situations to pooper scooping our play yards, I would like to shout out every action no matter how small, as our team puts their hearts fully into each moment. Our days, months and the year often blend into one and reflecting on the year that has been, really puts these seemingly small moments into a larger perspective. It's with pride and gratitude that we acknowledge each member of our team who have put in so much over these last 12 months. Thank you to our supervisors Jess, Lachie and Sara for their relentless dedication each day. Thank you to the current and former staff members of our team; Ashlea, Bianca, Caitrin, Cate, Charlotte, Holly, Jack, Jai, Jane, Jemma, Julian, Kirsty, Kylie, Laura J, Laura P, Lisa, Mabel, Maddie, Shelby and Rob for your hard work. Lastly, but not least, our amazing volunteers for giving us the valuable resources of time and love.

Our community and their demand for our pet services only grows. The year has been nothing short of spectacular, thanks to the unwavering trust from our community, who have repeatedly chosen us as their preferred destination for pet boarding. All

*"The year has been nothing short of spectacular,
thanks to the unwavering trust from our community."*

proceeds from our Boarding work goes to improving the lives of our Shelter animals and supporting our overall animal welfare mission.

The biggest compliment our community gives us is the increasing word of mouth recommendations and new members we receive each day. We have made some big changes to our booking system to keep up, with options to book online as our phones are so busy. The consistently high number of boarders each day surpasses what we saw pre-Covid, even with a reduced number of kennels due to our Shelter renovations. This is a testament to the trust our community has

in us and the quality of care we provide.

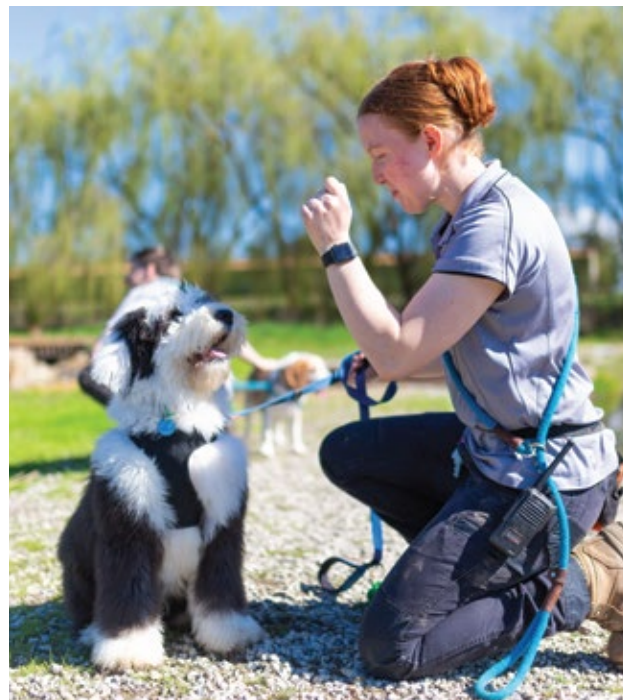
Our team provides care for animals who's owners are on holiday, pets who need a fun day out and also those who are in hardship situations. We do our very best to support those animals in need in our community by providing safe and secure accommodation while their owners recover in hospital or get back on their feet.

There are many hardships the team weather throughout the year, like feeling the loss of long term animals as if they are our own, but I am continually impressed that the dedication of

our team to your animals remains unwavering. Their resilience and genuine love for the animals are the bedrock of our department's success.

I am excited to see what the next year brings, as I can only imagine how full my heart will be to see yet another year of challenges overcome, goals kicked and love given to the animals in our care. Thank you again to our team and our amazing community for their ongoing support.

*Emily
Boarding Kennels & Cattery Manager*



DOG TRAINING

The Behaviour & Training Team are like dogs with two tails! We could not be happier with our progression over the last twelve months and hold great excitement for upcoming projects in our department.

This year brought us three new Behaviourists' and Trainers' who each bring rich backgrounds to the team, including Shelby, Elleke and Sandra. Their experiences range in group instruction, private consulting, and shelter behaviour.

The excitement of these new additions shone through in the growth of our group dog training programs. We made changes to the delivery of our Basic Manners course, and introduced a Recall Mastercourse that was both successful and incredibly

fun, with more Mastercourses on the horizon. An Australian Kelpie, Opie, particularly improved in leaps and bounds, for when he started this course, he would become so overstimulated that he spent the first couple of lessons working outside the training yard, but by graduation was unbreakably engaged with his owner, Trevor, and practiced beautiful recall skills. Such an achievement for an adolescent puppy!

We continue our mission in providing the community with solution focused training that ensures a positive experience for all involved, with animal wellness at the heart of our approach.

One of our training volunteer's Charlotte has shown a burning

passion for learning a scientific approach to behaviour modification. We feel privileged to be able to offer a safe and often vulnerable space for owners and their pets to develop a mutual understanding and strengthened bond through modern techniques.

The next year is going to be just as big; of this, we're sure!



YEAR IN REVIEW

EVENTS



Events are vital to Animal Aid, serving not just as fundraisers but as vital platforms for community engagement and awareness. They offer unique opportunities to celebrate our shared passion for animal welfare, deepen community ties, and foster a culture of compassion and support. Each event, from the lively Adventure Dog to the elegant Diamond Gala Ball, plays a crucial role in funding our initiatives, from rescue operations to adoption programs. More than just gatherings, they embody our mission, bringing together individuals and groups who share our vision of a better world for animals. Through these events, we not only raise essential funds but also build a network of advocates, volunteers, and supporters who are instrumental in driving our mission forward.

Adventure Dog - 7 April 2023

Adventure Dog is a celebration of the spirit of canine companionship and adventure. The event was more than a physical challenge; it was a day of bonding and enjoyment for dogs and their owners, promoting the joys of active, outdoor life with our canine friends. The event village buzzed with activities, offering a space for everyone to relax, refuel, and celebrate the day's achievements with an array of food and drinks. Adventure Dog epitomized the essence of Animal Aid's commitment to fostering the human-animal bond, all while raising crucial funds to care for animals in need. This event, with its blend of challenge, fun, and community spirit, has set a new benchmark for what it means to celebrate and support animal welfare.

*"More than just gatherings, they embody our mission,
bringing together individuals and groups who share our vision..."*



Back to Our Roots Trivia Night - September 2022

Held at the Coldstream Community Hall, this outback themed trivia night on September 10, 2022, was a nostalgic nod to our rural roots. Embracing the spirit of the Yarra Valley, attendees enjoyed a night filled with trivia, auctions, raffles, and the camaraderie of our wonderful community. The event emphasized our local heritage, bringing together friends and supporters in a celebration of knowledge and fun.



Mad Catter's Tea Party - May 2023

The Mad Catter's Tea Party, held on May 21, 2023, was a delightful fusion of high tea and feline affection. Participants indulged in scones, teas, and an array of sweet treats while mingling with adoptable cats and kittens. This event not only provided a luxurious experience but also highlighted our ongoing commitment to feline welfare and adoption.



Diamond Gala Ball - June 2023

Our Diamond Gala Ball marked 75 years of dedication to animal welfare. This black-tie event was a night of elegance and celebration, featuring live music, delectable cuisine, and a showcase of our history and achievements. Attendees enjoyed a night of dancing and glamour while contributing to our mission to end animal homelessness. This event symbolized our journey from humble beginnings to a pivotal role in animal welfare, inviting supporters to continue making a difference with us.

YEAR IN REVIEW

DIGITAL MEDIA



Our journey through the world of digital media has been nothing short of extraordinary!

Together, we've witnessed our community flourish and engage like never before, making a significant difference in the lives of animals in need.

Our social media platforms have become powerful catalysts for change, proudly facilitating adoptions directly from heart-warming posts. Beyond adoptions, our digital media played a pivotal role in supporting our wider marketing strategy. We raised awareness, reached new audiences, and inspired others to join our cause, our online community is a compassionate force that made an unforgettable impact.

Incredible milestones were achieved in 2022! We doubled our reach and engagement on Instagram, witnessed a staggering 300% surge in video views on Facebook, and garnered more than 7.3 million impressions on the platform!

As we reflect on this remarkable year, your support and love for our furry friends have warmed our hearts and brought immeasurable joy to these precious beings. Every click, share, and kind word really does make a difference.

Thank you for being an integral part of our journey. Here's to an incredible year ahead!

Jessica
Digital Media Coordinator

YEAR IN REVIEW

COMMUNITY ENGAGEMENT

Reflecting on this year, I'm in awe of the monumental strides we've made in fundraising, owing much to diverse events and heartfelt community engagement.

The ingenuity of our community never ceases to amaze me. Whether it's the unique papier-mâché dog art exhibitions, the cozy pyjama days in schools, or the vibrant fundraisers at local pole fitness sessions, every effort is a testament to our collective creativity and drive.

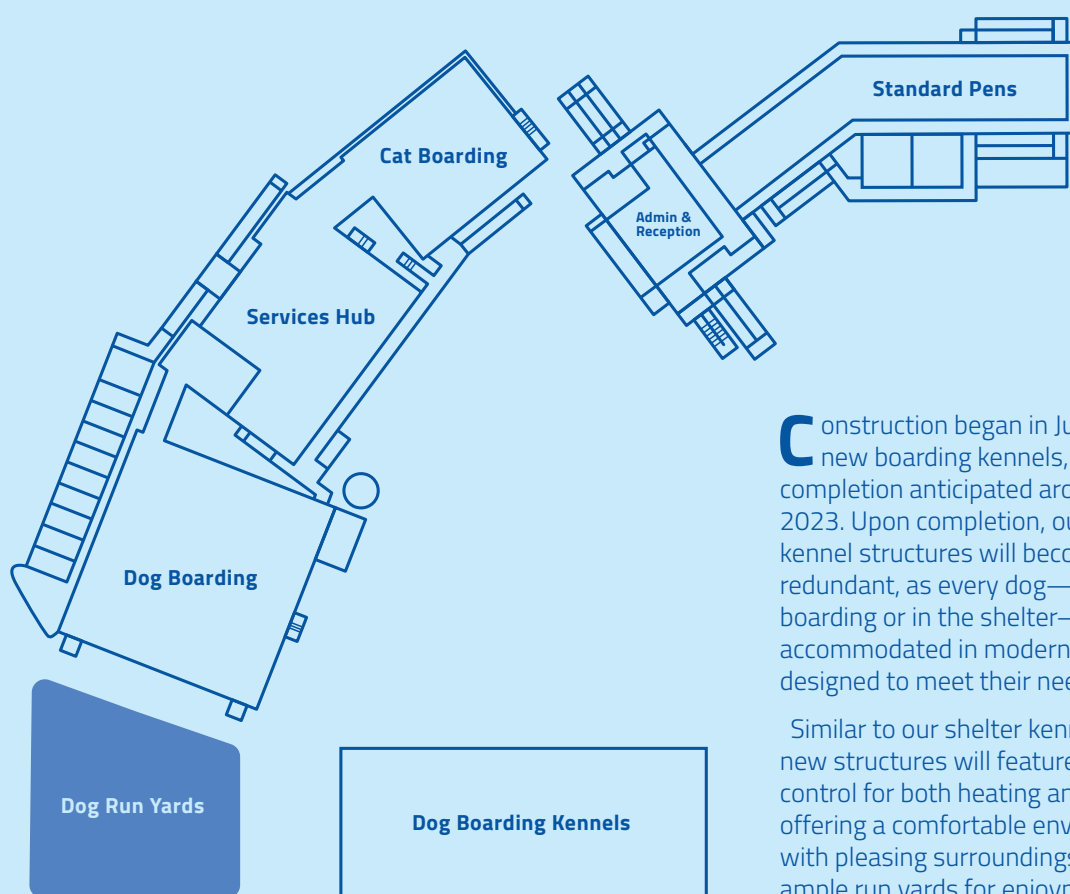
The dynamism and dedication of our team have left me deeply inspired. Highlights include our most successful Adventure Dog event, the enchanting Mad Catters Tea Party, and the phenomenal generosity of our community.

Every day I'm filled with gratitude to be a part of such a trailblazing and passionate team.

Beth
Donor Relations Coordinator



BUILDING UPDATE



Construction began in June on 52 new boarding kennels, with completion anticipated around March 2023. Upon completion, our existing kennel structures will become redundant, as every dog—whether boarding or in the shelter—will be accommodated in modern facilities designed to meet their needs.

Similar to our shelter kennels, these new structures will feature climate control for both heating and cooling, offering a comfortable environment with pleasing surroundings and ample run yards for enjoyment.

FINANCIALS

Balance Sheet	2023 (\$)	2022 (\$)
Assets		
Cash and cash equivalents	3,641,220	5,498,861
Trade and other receivables	142,325	142,627
Inventories	136,569	122,606
Other financial Assets	48,854	46,104
Other Assets	35,955	23,037
Property, Plant and Equipment	13,498,772	9,949,473
Right of use asset	61,468	86,903
Total Assets	<u>17,566,163</u>	<u>15,869,611</u>
Liabilities		
Trade and Other Payables	752,487	751,556
Short and Long Term Borrowings	49,429	99,010
Current and Non-current Provisions	184,467	173,812
Other Liabilities	100,000	117,045
Total Liabilities	<u>1,086,838</u>	<u>1,141,423</u>
 Net Assets	 <u>16,479,780</u>	 <u>14,728,188</u>
Equity		
Reserves	923,596	923,596
Retained Earnings	15,556,184	13,804,592
Total Equity	<u>16,479,780</u>	<u>14,728,188</u>
Profit and Loss		
Operational Revenue	5,324,500	4,650,173
Financial Income	-	-
Bequests, Donations & Other Income	2,843,101	2,710,516
Operational Costs	(6,416,009)	(5,619,768)
Comprehensive Profit/(Loss) for the Year	<u>1,751,592</u>	<u>1,740,921</u>

The above financials were taken from the 2022-2023 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 Australia Charities and Not-For-Profit Commission Act 2012, for the year ended 30 June 2023.



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

