



ANNUAL REPORT
2024-2025

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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.

CHAIRMAN'S REPORT

ROSS KRISTINOF

Change is a certainty in life, and FY25 has been a year of enormous change for Animal Aid.

When I wrote on these pages a year ago, I commented on the difficult operating environment for not-for-profit organisations such as ours, and the need to ensure that we sustainably transform our organisation to meet those challenges head-on. Whilst our welfare mission must always come first, it can only be successfully delivered when the organisation is run sustainably and efficiently. I am delighted that in the past 12 months we have done just that. We have completed an upgrade of our boarding facilities and streamlined how we operate our op shops, both of which are aimed at improving our bottom line with all revenue directed towards providing the best care we can for our shelter animals.

This year we successfully renegotiated several council contracts, ensuring that these better recognise the cost of the services we provide. We have also on-boarded new board members (all of whom are volunteers!), building resilience in our governance structure. Together with the ongoing generosity of our donor community, we are pleased to be able to again report a net surplus for FY25.

With several organisations strategically exiting the shelter services sector to support animal welfare in other ways, Animal Aid continues to provide an essential community service supporting councils to care for and rehome lost or abandoned animals. For the first time in many years, Animal Aid will be expanding its geographic footprint, supporting Monash City Council with their shelter services from FY26 onwards.

This important change means that we can assist in the rescue and care of more animals than ever before and build on our welfare mission. To ensure we can deliver on these new services without compromising our care standards, we have bolstered our capacity through additional resources, including our Pathways Support Partner and Welfare Operations Manager roles.

As we move into FY26, Animal Aid will continue to invest in measures that improve the welfare outcomes for our animals, including building and expanding our foster care network. We will also continue to invest in the organisation to support our staff and volunteers. This includes much needed IT infrastructure and cyber security upgrades and staff training. Resourcing will continue to be monitored by the board as our services grow, and we will continue to invest in staff and volunteers as necessary to ensure our care standards remain high.

We cannot possibly do the good work that we do without an engaged, caring community. Whether that be staff, volunteers, donors or simply those who use our vet, grooming, training or boarding services, your contribution is vital to ensuring that Animal Aid can continue our 77-year mission to end companion animal homelessness.



ROSS KRISTINOF
CHAIRMAN



CEO'S REPORT

MARK MENZE

This year marked a significant step forward in delivering the goals of our five year strategy. Our commitment to expanding services that strengthen animal welfare outcomes, support our community, and build long term sustainability has guided our direction and decisions. A key achievement in this work was securing the Monash City Council animal services partnership, which positions us to help more animals and broaden our impact.

Not only does this create an opportunity to help more animals, but it also allows us to strengthen the way we provide care. With an expanded team of animal attendants, operational and pathways support, veterinarians and vet nurses, we are better positioned to advance our strategic priorities, including reducing homelessness, enhancing early intervention, and ensuring every animal that comes to us receives the highest standards of welfare.

As with any period of growth, change invites both optimism and adjustment. I am grateful to the many people who embraced the vision, recognised the value of aligning more closely with

contemporary sheltering practice, and supported the direction we are taking. Your commitment has played a vital role in ensuring we remain a trusted organisation that delivers strong and measurable outcomes for animals in need.

I also extend my appreciation to our existing council partners for their trust and steady support. Their commitment to reducing unnecessary intake, wherever impoundment can be avoided, continues to make a meaningful difference. This approach not only eases pressure on shelter capacity but contributes to more compassionate and effective community outcomes.

Beyond our day to day work with animals and people, Animal Aid remains engaged in the broader welfare sector. Over the past year, I have been proud to represent our organisation across several committees and working groups, including the Pet Rehoming Taskforce, which advises the Victorian Government on key issues shaping proposed amendments to the Domestic Animals Act. Seeing strong reforms progress, with clearer protections for companion animals, has been encouraging.

Our efforts have been recognised by Animal Welfare Victoria, who continue to support us through the Animal Welfare Grants Program. This year, we were fortunate to receive \$214,000 in funding which enabled us to:

- Establish new dog running yards at our Sale and Coldstream Shelters.
- Purchase updated x-ray equipment for our veterinary clinic.
- Deliver 150 low-cost feline desexing procedures for our community.
- Receive general-purpose funding under the Pet Rehoming Grants Program.

We sincerely thank Animal Welfare Victoria and the Victorian Government for making these projects possible.

In what remain challenging economic times, it is both grounding and motivating to be surrounded by people who care deeply about animal welfare. I extend my heartfelt thanks to our dedicated staff and volunteers, the customers who adopt and use our services, our generous donors, my committed management team and our Board for their oversight and integrity.

A special thank you goes to our Chairman, Ross Kristinof, whose leadership and steady guidance have been invaluable. I remain committed to leading Animal Aid with optimism and purpose, and look forward to the opportunities ahead.

Until They All Find a Home,



A stylized, handwritten signature of Mark Menze in black ink, consisting of several fluid, overlapping strokes.

MARK MENZE
Chief Executive





ENDING ANIMAL HOMELESSNESS

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.

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
- Maximise operational effectiveness.

Our Vision:

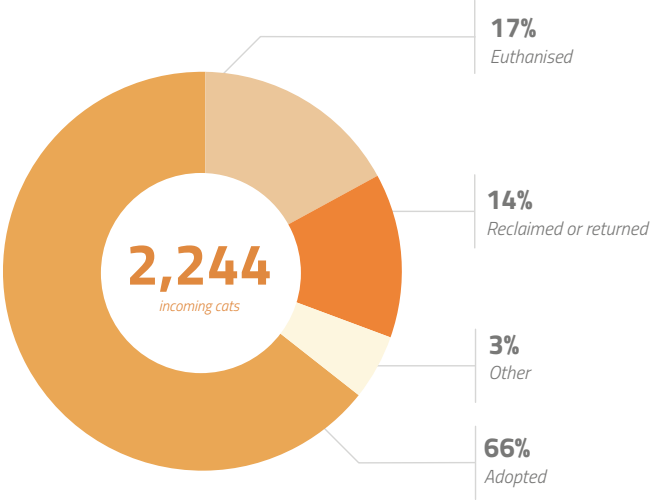
Our vision is to be leaders in animal welfare; proactively addressing animal homelessness, minimising the number of unwanted animals in our community; and providing premium animal services that deliver complete wellness for companion animals.

Our Board of Governance:

- | | | |
|--------------------------------------|---|----------------------------------|
| • Ross Kristinof - <i>Chairman</i> | • Michael Fitzgerald - <i>Treasurer</i> | • Dr Ted Whitem - <i>Trustee</i> |
| • Emma Watts - <i>Vice Chairman</i> | • Fiona Webster - <i>Trustee</i> | • James Wood - <i>Trustee</i> |
| • Nick Williamson - <i>Secretary</i> | | |

SHELTER STATISTICS

Cat Statistics:



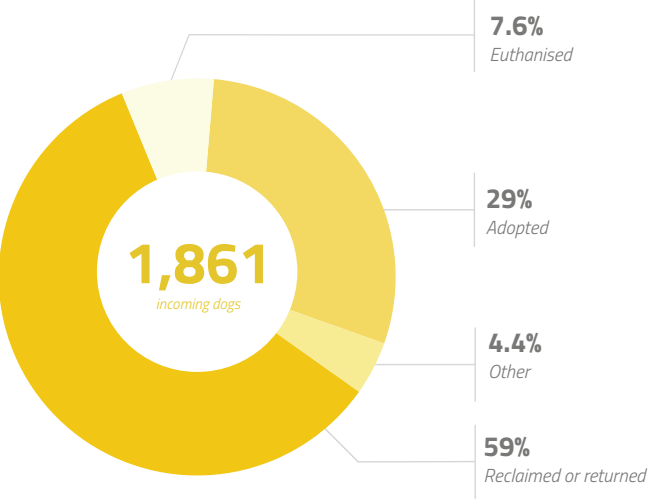
Save Rate:



Euthanasia Reasons:



Dog Statistics:



Save Rate:



*50 dogs euthanised on legal grounds excluded in above statistics.

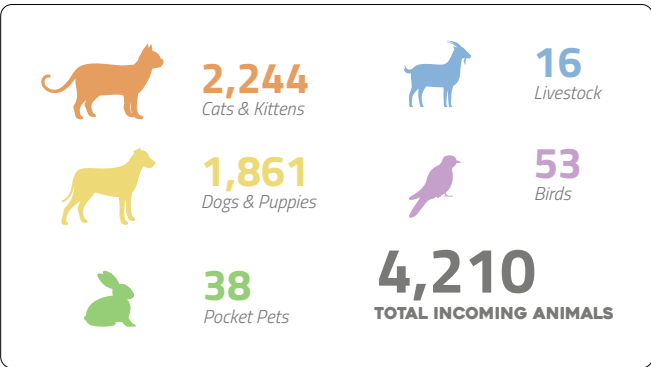
Euthanasia Reasons:



Incoming Animals 2024/2025 FY:

Arrival Origin	Total	% of Total
Council	2,893	68.7%
Stray	769	18.2%
Surrender	355	8.4%
Returns	113	2.7%
Shelter Offspring	57	1.3%
Emergency Accommodation	15	0.3%
Transfer In	8	0.2%
Abandoned	4	0.1%
TOTAL	4,210	

Total Animals 2024/2025 FY:



Outgoing Animals 2024/2025 FY:

Outgoing Animal Type	Return or Reclaim	Adopted	Euthanised	DOA or Unassisted Death	Transfer/Other	TOTAL
Cat	308	1,481	385	19	90	2,283
Dog	1,117	543	183	2	24	1,869
Pocket Pet	2	25	4	1	2	34
Livestock	5	10	0	0	2	17
Bird	4	33	15	0	2	54
TOTAL	1,436	2,092	587	22	120	4,257

OUR TEAM

STAFF AND VOLUNTEERS

Every day, our people bring warmth, skill and an unwavering commitment to the animals and community we serve. Whether they're working directly with animals or supporting each other across our sites, their effort shapes the heart of Animal Aid. With a team of **68 staff members** and **577 volunteers**, the strength of our organisation truly lies in the people who show up with purpose.



Volunteer Statistics:



443
Volunteers



44,499
Hours



\$1,199,713.26
Value of Contribution

OUR TEAM

CONTINUED

This year, we continued to **focus on building a workplace where people feel respected, connected and able to thrive**. That shared effort has created an environment where kindness and professionalism sit side by side.

We also farewelled our HR Manager, Sharon, who returned to Queensland after 18 months with us. Her steady presence and thoughtful guidance supported our teams through a full and demanding year, and we remain grateful for all she brought to the organisation.

Across Animal Aid, we celebrated meaningful milestones. Sharan, our Vet Clinic Practice Manager, and Debby, our Fulham Shelter Manager, reached an extraordinary 15 years of service; a reflection of their deep knowledge, dedication and love for the animals who come into our care.

We were also proud to honour this year's standout contributors through our awards program:

Grierson Volunteer Award Winners:

- Clive Catlow
- Colin Miller
- Ellen Kool
- Kayla Barker
- Vikki Male

HEART Award Winners:

- Helping: Val Wallis (*Boarding and Grooming*)
- Excellence: Tonni Pereira-Williamson (*Boarding and Grooming*)
- Action: Cate Pettifer (*Boarding and Grooming*)
- Respect: Yvonne Elderhurst (*Welfare Cattery*)
- Transform: Debby Goddard (*Sale*)

These individuals embody the spirit of Animal Aid - steady, generous, and driven by a genuine commitment to helping animals and people. Everyone who walks through our doors, no matter their role or tenure, adds to the fabric of Animal Aid. It's this shared spirit that creates the supportive, purposeful environment that carries our work forward.

OUR VALUES

THE HEART OF ANIMAL AID

At Animal Aid, our values of Helping, Excellence, Action, Respect, and Transformation - known as The Heart of Animal Aid - are the foundation of our organisational culture. These values build on our passion, goodwill, and collective vision, uniting us to support one another in our important mission. They serve as the cornerstone that guides our actions and behaviours, empowering us to succeed in providing every animal with a compassionate second chance.

Each year, we recognise a team member who brings these values to life through the Whole Heart Award. This award celebrates someone who shows up every day with kindness, integrity, and the drive to make Animal Aid the best it can be. In 2024, we were thrilled to honour Sara Brick from our Boarding team. Sara's journey with us began as a volunteer, and through dedication, hard work, and heart, she's a key and respected member of the organisation.

"Sara is a shining example of how to treat others with kindness, trust, and respect. Her leadership is exceptional, and her positive attitude is truly contagious. She's a vital part of our future and continues to inspire everyone around her." - Emily (Boarding Manager)

Sara's warmth and reliability make a lasting impact on both people and animals. She leads by example, lifts up the team, and reminds us all what it means to give your whole heart, every single day. Congratulations Sara!



YEARS OF SERVICE

Volunteer:

3 Years:

Melissa Paydon
Janelle Cross
Leanne Harris
Pam Ball
Dianne Brownlie
Brittany Carrol
Jill Cook
Melanie Davies
Rosie Duncan
Sue Faircloth
Wendy Hall Craig Irvin
Emilia Irvin
Johnathon McLay
Janene Nicholson
Gill Page
Amber Schilling
Denise Stagg
Jessica Taylor
Sharen Tyzack

5 Years:

Lynne Williams
Heather Fenwick
Judyann Buckler
Clive Catlow
Alyssa Hunkin
Colin Miller
Steven Noller
Lyndsey Shaw

10 Years:

Marian Birkett
Leanne Hare

20 Years:

Julia Russell

Staff:

3 Years:

Jacquelyn Stump
Letisha Plew
Shelby Thorn
Julie McCullough
Lynn Bell
Sara Brick
Simon Reardon
Jessica Walley

5 Years:

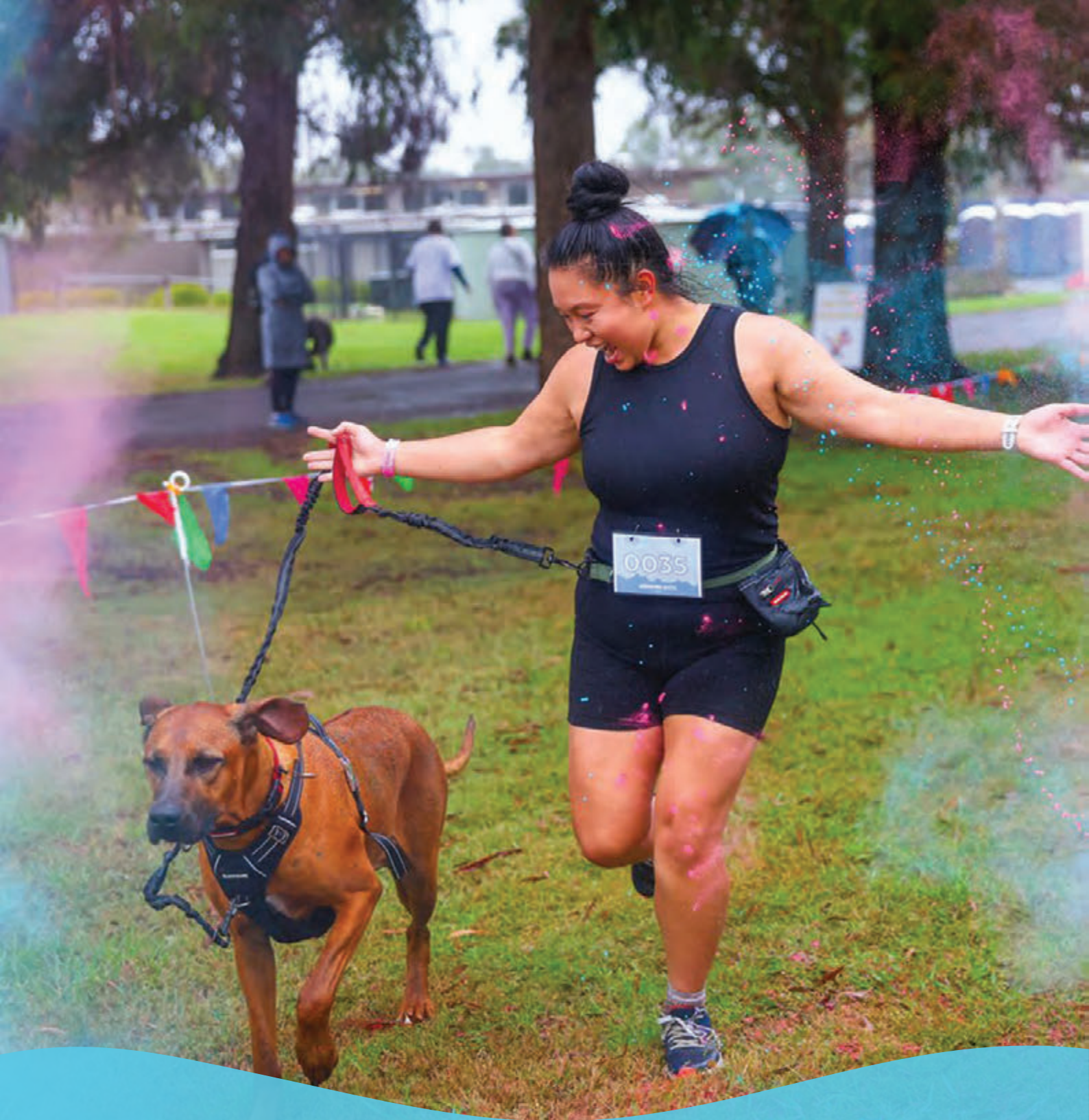
Karly Turner
Cate Pettifer
Nikki Keane
Melissa Stark
Laura Lee
Charlotte Krueger
Corey Bowman
Sara De Geus
Adele Scannell

10 Years:

Jodie Merrett
Karyn Rayner
Michael Vaughan
Carolyn Warburton

15 Years:

Deborah Goddard
Sharan MacDonald



MAKING A DIFFERENCE TOGETHER

FUNDRAISING, COMMUNICATIONS & COMMUNITY ENGAGEMENT

At Animal Aid, our impact is built on connection, between people, animals and a shared belief that we can create something better, together. This year, that belief was on full display. Adventure Dog and Mad Catters Tea Party brought colour, energy and plenty of laughs to the calendar.

Strengthening our connection with our community and donors has been at the heart of this progress, and it has shaped so many of the moments we shared throughout the year. We are deeply grateful for the way people showed up, supported us and brought such heart.

At Adventure Dog in particular, one moment stands out so clearly. A joyful Labrador flopped into a particularly smelly muddy bog and absolutely refused to move. His person simply chuckled and said, "He's having his best day ever." That moment, messy, silly and full of heart, perfectly captured the spirit of our events and the joy animals bring into our lives.

Our digital community was just as engaged. Whether we called out for help for adoption animals, kitten formula, or foster carers, your response was powerful and immediate. It's a reminder that our work is powered by a village of everyday heroes, quietly and consistently showing up when it matters most.

We're especially moved by the kindness of those who support us regularly, and by those who choose to include Animal Aid in their will. These deeply personal decisions speak to a generosity that reaches beyond the present, a belief in the enduring value of our mission and the lives it touches. Their quiet compassion leaves a legacy of care that carries forward with every animal we help.

This year we also leaned further into education. Through social media, fundraising campaigns, and community outreach, we've continued important conversations about desexing, microchipping, training, and what it means to be an extraordinary pet guardian. Awareness leads to action, and we're seeing the shift.

To everyone who gave, whether it was time, money, enthusiasm or voice, we thank you. Your support helps keep tails wagging, whiskers twitching, and hearts full. Because of you, Animal Aid continues to be a place where hope lives.

- *Elle*, Head of Brand, Partnerships and Giving.



A black and white dog with a stethoscope around its neck, sitting in a veterinary clinic. The dog is looking up and to the right, with its mouth slightly open, showing its teeth. The background is a blurred veterinary clinic setting with various medical equipment and supplies.

14,175
consults

VETERINARY CLINIC

A YEAR IN REVIEW

Over the past year, our veterinary clinics have remained at the heart of Animal Aid's work, supporting both our shelter animals and the wider community. Each day, our dedicated team performed essential procedures such as desexing, dentals, radiographs and blood tests, ensuring animals in our care received the treatment they needed to thrive.

This year also brought change and growth within our veterinary team. In August, Dr Carolyn Warburton commenced maternity leave to welcome her third daughter, Scarlett. During this time, Dr Elise Anderson returned to Animal Aid, bringing valuable expertise from her previous roles with us as both shelter vet and practice manager. Elise along with welfare director Dr Adele Scannell have been instrumental in the clinic and in the community, including her work on the Murrindindi desexing project, delivering a pop-up service in Yea for microchipping and vaccinations. In early 2025, we welcomed Dr Jennifer Lau, and in June, Dr Madison Fletcher joined as a graduate veterinarian. Madison now supports both shelter and private practice work, allowing us to extend surgical hours and conduct health checks more efficiently. On the nursing side, Julie Stewart, Codi Coper, and Renae Randall have also joined the team, strengthening our capacity with their skills and commitment.

Earlier this year, our cattery experienced two incidents of community-borne illness in cats. **Thanks to our team's quick action and strong safety measures, both situations were contained safely and efficiently. Thorough cleaning, quarantine protocols and daily health checks helped stop the illness from spreading.**

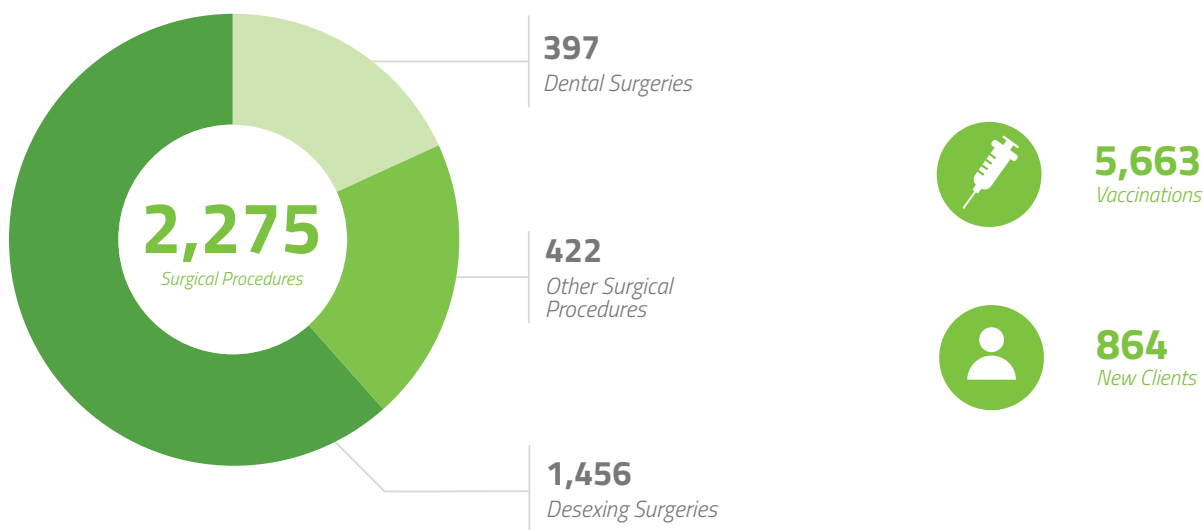
To reduce any risk between shelter animals and private clinic patients, we temporarily scaled back elective surgeries during these periods. We also strengthened our vaccination policy, with every cat now vaccinated as soon as they arrive, giving them added protection against community disease entering the shelter.

We were also proud to participate in National Desexing Month in July, an initiative warmly received by the community that highlighted our commitment to accessible, responsible pet care. Among the many patients we treated, one who left a lasting impression was Rain, a three-year-old Shar Pei who arrived emaciated, anxious, and suffering from multiple health issues. **With time, careful treatment, and surgery for her eyes and ears, Rain transformed into a healthy, confident 22kg dog.** She now thrives in a loving new home, a shining example of the difference our clinics make every day.

Together, our shelter and private clinics embody Animal Aid's mission: delivering first-rate veterinary care for animals in need while serving our community with compassion, professionalism and hope for the future.

- **Sharan**, Practice Manager

Veterinary Clinic Statistics:



WELFARE KENNELS

A YEAR IN REVIEW

The past year has been an exciting one for our Welfare Kennels, with both our reclaim and adoption rates increasing. At one point, we were down to just 27 dogs in care, a wonderful milestone that reflects the dedication of our team and community.

1,861

incoming dogs

Among the many dogs who found new homes, two stories stand out. Firstly, Rebel, who underwent extensive behaviour modification before being adopted into a loving family, a testament to the perseverance of both staff and volunteers.

Another story is that of Shar Pei Rain, who arrived in extremely poor condition, requiring over \$5,000 worth of medical treatment and surgeries. Her recovery and eventual adoption highlight the extraordinary outcomes that are possible when care, expertise, and community generosity come together.

Looking ahead, the new financial year brings the exciting addition of the Monash City Council contract. This means new networks, new faces, and most importantly, the chance to help even more dogs find safety and second chances.

A heartfelt thank you goes to our amazing volunteers, who continue to play an invaluable role, helping us with walking dogs, sorting donations, and with day-to-day tasks from dishes to laundry.

To our Welfare Kennels team: **your passion and love for each dog as if they were your own is what makes these results possible.**

Finally, I'd like to share a special photo of Juno, beautifully captured by our volunteer Allen. It perfectly reflects the spirit of the kennels, **where dogs who grow brighter every day thanks to the care and commitment of those around them.**

- *Sharni, Kennels Manager*

▼ Juno - adopted August 2025





2,244

incoming cats

WELFARE CATTERY

A YEAR IN REVIEW

Stepping into this role, I was immediately struck by the variety of skills within the team. Some members are new and bring fresh perspectives, while others have years of experience and an incredible depth of knowledge. Together, we form a dynamic team with a shared determination to do the very best for the cats who rely on us. I've also been inspired by our volunteers, whose dedication is truly irreplaceable.

Their diligence shapes the rhythm of the cattery each day. The comfort, consistency, and kindness they offer has a direct impact on how safe and settled our cats feel, and we simply could not provide this level of care without them. One of the strongest qualities I've seen is the team's resilience. 2025 brought challenges and difficult moments, yet the staff and volunteers chose to band together, support one another, and move forward. **That determination to stick together has been remarkable and has given us a solid foundation to step into a new era; ensuring the best outcomes for the cats, and strengthen our ability to offer the community a safe, welcoming space where people feel supported too.**

We've opened up new communication channels, creating more opportunities to share updates, ideas, and feedback. By going back to basics and doing the simple things well, while also modernising policies and procedures, the team has struck a balance of simplicity, transparency, and growth. These touches have lifted spirits and reinforced that we are creating a brighter chapter for staff, volunteers, and cats alike.

This year has also seen exciting collaborations with our vet clinic through a controlled intake approach. In some cases, cats can remain in their familiar environments a little longer, while receiving vaccinations, desexing, and home quarantine before admission. These trials have already shown promising results, and we look forward to seeing their impact on intake and outcomes in 2025/26. Looking ahead, the team has created a "dream board" that reflects our shared ambitions, from expanding community programs and enrichment routines, to developing behaviour programs and growing our foster network. What excites me most is the passion and investment from the whole team to make these ideas a reality - creating the safest, most nurturing environment possible for the cats and the people who love them.

As we move forward, my commitment is to be a consistent and transparent leader, supporting both the team and the wider community. By building partnerships and adopting modern sheltering practices proven successful around the world, I believe we can continue to transform the lives of animals and the people who love them.

- *Shelby, Welfare Cattery and Small Animals Manager*



A Papillon dog with white and brown fur is running across a green grassy field. The dog's ears are large and fringed, and its mouth is open in a happy expression. In the background, there is a blurred image of a black dog and some trees.

42,487
days stayed

BOARDING

A YEAR IN REVIEW

Each year, we're reminded how fortunate we are to have such an incredible team and community behind us. Compassion, dedication, and resilience continue to define our staff, who deliver outstanding care for every animal that comes through our doors. But it's your support, from our loyal regular clients to the many new faces we welcome each year, that makes this possible.

Every stay in our Boarding facility directly contributes to Animal Aid's mission and helps fund our welfare programs for animals in need. After several unpredictable years, our Boarding numbers have begun to stabilise. The post-COVID highs have eased, bringing a more consistent rhythm for our team and clients alike. While overall bookings have softened slightly, reflecting the wider cost-of-living pressures faced by many households, our focus remains steadfast: providing exceptional, personalised care for every pet who stays with us.

In November, we opened our new Deluxe Open-Air Kennels, designed to match the standard of our state-of-the-art welfare dog facilities. These 28 kennels combine the best of both worlds, the comfort of our indoor spaces with the freshness and freedom of open-air living. With heated floors, evaporative cooling, fresh air, and views over our play yards and the surrounding farmland, they offer the peaceful retreat our guests deserve. We look forward to completing the next stage of this redevelopment soon.

Our Boarding team also embraced new sustainability initiatives this year. Through the "Can-Do" program, staff and volunteers collect eligible 10c containers, with proceeds going directly back to the animals in our care. We've also introduced a fabric recycling program to ensure materials no longer suitable for use are repurposed rather than discarded, small but meaningful steps toward a more sustainable future.

Beyond our day-to-day work, the team continues to provide emergency and crisis accommodation for pets whose families are experiencing hardship. From hospitalisation to homelessness and domestic violence, we're proud to offer a safe haven that keeps pets and people connected during difficult times. Reuniting families with their animals after these challenges is one of the most rewarding moments of all.

With the continued support of our community, our dedicated staff, and our generous volunteers, we look to the year ahead with optimism, ready to meet every challenge with compassion and care.

- *Emily, Boarding Manager*



A close-up photograph of a brown, curly-haired dog, possibly a Cocker Spaniel, being groomed. A person's hands are visible, holding the dog's head and a grooming tool. The background is blurred, showing a grooming salon environment.

3,372
animals groomed

GROOMING

A YEAR IN REVIEW

This year our grooming salon has continued to grow, welcoming more animals than ever before as demand for professional pet grooming surged across our community. We saw a significant increase in new clients and worked hard to refine our booking systems and expand our team to meet this need.

To provide continuity for our clients, we made key staffing changes, including moving one casual employee into a permanent part-time role and welcoming an additional permanent part-time groomer. These changes have strengthened our team and allowed us to offer more appointments, while ensuring every animal receives gentle, skilled and attentive handling.

We are delighted that many of our clients now embrace regular grooming as part of their pet's wellbeing, with some families booking their pets right through to the end of 2026 to secure their six-weekly visits. Our usual Christmas peak began earlier than ever before, with appointments booked solid from early November. Even our traditionally quieter winter months disappeared, with May, June and July fully booked.

Looking ahead, our focus will be on increasing appointment availability, maintaining a fair and competitive pricing structure, and continuing to build a team of kind, talented professionals and volunteers who share our commitment to animals.

Volunteers remain at the heart of our salon. Each shift is filled with energy and connection, as friendships are built, new skills are learnt, and teamwork keeps the salon running smoothly. Their contribution ensures the positive and welcoming environment that defines Animal Aid continues to flourish.

We were thrilled to celebrate the outstanding contribution of Kayla Barker this year, who received a Grierson Award in recognition of her tireless dedication. Kayla gives two full days each week to the salon and is always ready to step in whenever needed. Her efficiency, warmth and willingness to mentor new volunteers make her an invaluable part of our team.

This year also marked a milestone for our senior groomer, Tonnie Pereira, who quietly celebrated more than a decade of dedicated service. Her skill, professionalism and devotion inspire both her colleagues and clients. It was particularly special to welcome our newest team member, Chelsea, who began her journey with us as a volunteer inspired by Tonnie, and now shines in her own right as a groomer with a growing base of loyal clients.

As we look to the year ahead, we are excited to meet more animals and their families, and to send each one home looking their best, feeling comfortable, and smelling wonderful.

- **Sara**, Grooming Manager



A black and white cat with yellow eyes is sitting on a light-colored carpet. The cat has a white patch on its face and chest. The background is blurred, showing what appears to be a wooden floor and some furniture.

800

incoming animals

GIPPSLAND

A YEAR IN REVIEW

Another busy year, 2024 to 2025 has been a whirlwind of progress, teamwork and steady growth. As Animal Aid Gippsland marks its 15th year, we're taking a moment to recognise the incredible effort of our staff, volunteers and wider community who remain the heart of everything we do.

Together, we've celebrated meaningful wins and strong outcomes for the animals who needed us most. At the same time, we continue to see rising numbers of incoming dogs, reminding us how vital this work remains. Thanks to the support of a Victorian Government and Animal Welfare Victoria grant, we were able to build new dog yards, giving our dogs valuable space to relax away from the noise and bustle of the shelter building.

Our large open site has also been enriched with the planting of nearly 200 trees in recent months. These trees will provide shade, shelter, and endless opportunities for sniffing and exploration, while softening the environment around the shelter. This project was made possible thanks to the generosity of long-time supporter Cath MacDonald, with additional help from a team of corporate volunteers from the local RACV branch and our very own resident tree expert, Jackie!

On the cat adoption front, our partnership with Petstock has been a revelation. With support from the Sale and Traralgon stores, we have been able to find even more loving homes for cats in our care, connecting them with families across the region.

Our adoption dogs have also enjoyed some special experiences this year. Over the warmer months, several were given time away from the shelter, whether at local parks and lakes, along Gippsland's beautiful Ninety Mile Beach, or even enjoying some down time on Scott's couch.

These outings, made possible by staff members Jackie and Scott, provided much-needed quiet time and one-on-one love. The joy they brought to both dogs and people was clear, smiles all around.

As we reflect on the year, we are proud of the progress made and grateful for the staff, volunteers, supporters, and partners who continue to make a real difference for animals in Gippsland. With strong foundations and exciting partnerships, we look forward to another year of growth and positive change.

- *Debby, Gippsland Manager*



EAST GIPPSLAND

A YEAR IN REVIEW

This year marked several significant achievements for our shelter, reflecting our team's strong commitment to animal welfare and community service. Adoptions have been a particular highlight, with many animals finding loving homes.



775

incoming animals

Our expanded social media presence, newspaper features, adoption events, fundraisers, and local business partnerships all played a vital role. **It has been especially rewarding to hear stories from families adopting for the first time, as well as those returning after many years.**

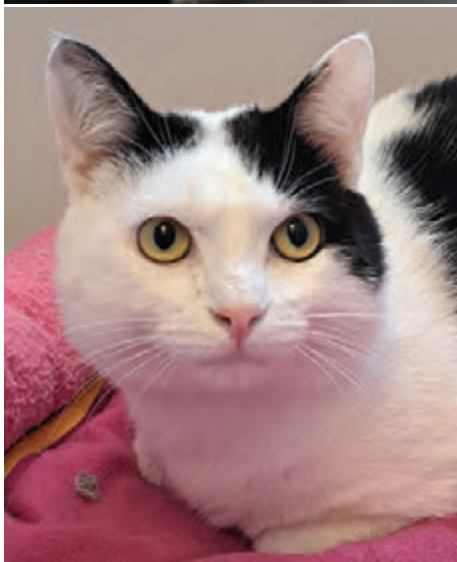
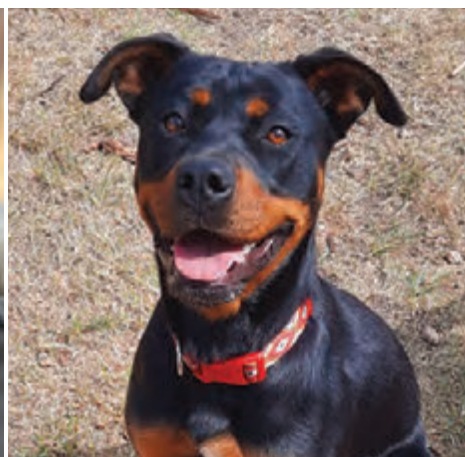
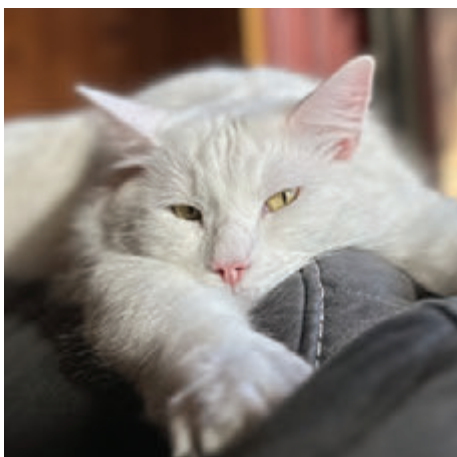
We also improved our save rates thanks to enhanced medical support from Main Street Vet Clinic, additional behavioural resources, and an expanded foster network. Our volunteers and foster carers have been invaluable, with the base growing by 25 per cent this year. Their contributions, from enrichment activities to transport, have been instrumental in ensuring animals receive the best possible care. Facility upgrades to our intake and isolation areas have further reduced disease transmission and stress for incoming animals.

While there were many achievements, the year was not without challenges. Overcrowding placed pressure on staff and resources, particularly during the winter months when intake numbers peaked. The number of animals requiring complex medical treatment or specialised behavioural support also grew, stretching our veterinary and enrichment teams. With resilience, teamwork, and strong community engagement, these challenges have been met positively and have created the foundations for a supportive, productive environment.

Looking ahead, we see exciting opportunities for growth. Expanding our foster program, particularly for senior animals, those with medical needs, and large-breed dogs, will help reduce overcrowding and improve outcomes. We also plan to invest in staff training and wellbeing, while expanding community education initiatives such as pet care workshops and school partnerships. These efforts will help build a more informed and compassionate community.

Despite the challenges, the achievements of our East Gippsland team this year reflect the dedication and resilience of our staff, volunteers, and supporters. We are proud of the lives we have saved and the communities we have served, and we look forward to another year of progress and positive impact.

- **Karly**, East Gippsland Manager





RAIN'S SECOND CHANCE

When Rain, a three-year-old Shar Pei, arrived at Animal Aid, she was heartbreakingly underweight at just 13 kilograms. Her eyes were inflamed from entropion, her ears were infected, and her coat was dull and thin. X-rays later revealed old, fractured ribs, silent evidence of a difficult past.

Understandably, Rain was nervous and hesitant to trust.

What happened next was the result of remarkable teamwork. Our veterinary and kennel teams worked together to give Rain the intensive medical treatment and patient handling she needed. She underwent delicate eyelid surgery to relieve her discomfort and major ear canal surgery to restore her hearing and quality of life. Every day, staff spent quiet moments by her side, hand feeding, gently reassuring, and showing her that she was safe.

Slowly, Rain began to change. She started to lift her head, wag her tail, and greet her carers with growing confidence. She's a healthy 22 kilograms, her coat gleams, and she's enjoying life in a loving new home!

Rain's journey reflects what makes Animal Aid special: the collective care, skill, and determination of our people.

Every transformation like hers reminds us why we do what we do: to give every animal a first-rate second chance.

FINANCIALS

Balance Sheet

Assets

	2025 (\$)	2024 (\$)
Cash and cash equivalents	803,613	940,811
Trade and other receivables	226,271	166,108
Inventories	120,303	135,232
Other financial Assets	-	49,852
Other Assets	39,415	39,753
Property, Plant and Equipment	16,063,934	16,034,954
Right of use asset	112,446	67,319
Total Assets	<u>17,365,982</u>	<u>17,434,029</u>

Liabilities

Trade and Other Payables	784,183	876,100
Short and Long Term Borrowings	151,642	121,820
Current and Non-current Provisions	263,606	224,353
Other Liabilities	-	54,750
Total Liabilities	<u>1,199,431</u>	<u>1,277,023</u>

Net Assets	<u>16,166,551</u>	<u>16,157,006</u>
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Equity

Reserves	923,596	923,596
Retained Earnings	15,242,955	15,233,410
Total Equity	<u>16,166,551</u>	<u>16,157,006</u>

Profit and Loss

Operational Revenue	5,767,137	5,435,503
Financial Income	-	-
Bequests, Donations & Other Income	1,443,598	1,259,659
Operational Costs	(7,201,190)	(7,017,936)
Comprehensive Profit/(Loss) for the Year	<u>9,545</u>	<u>(322,774)</u>

The above financials were taken from the 2024-2025 audited financial accounts of the Victorian Animal Aid Trust. Not-For-Profits Commission Act 2012, for the year ended 30 June 2025.

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 2025.



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