# Annual Report 2016-2017



# **About Us**

Animal Welfare League NSW believes that all companion animals deserve a safe and loving home. We provide a safe environment where surrendered, neglected and abandoned animals can feel comfortable and nurtured, and we do our very best to match each pet to a suitable home.

We have animal welfare shelters, a veterinary hospital, behaviour team, foster care network, and volunteer branches around NSW. We have a team of Inspectors on the ground protecting animals, providing emergency rescue and enforcing the Prevention of Cruelty to Animals Act.

#### How you can get involved

- · Adopt one of our beautiful animals
- Open your home to become a foster carer for an animal who needs extra care outside of the shelter environment
- Make a donation to support the pets in our care
- Volunteer with us .
- Leave a bequest to Animal Welfare League NSW in your will
- Become a corporate partner
- Board your pet with us .
- Bring your pet to our veterinary hospital for a check-up or treatment

For more information on how you can help our animals, please contact us on 02 8899 3333 or visit www.awlnsw.com.au



# **From the President**

It is with pleasure that I present the AWL NSW Annual Report for the financial year 2016-17.

Animal Welfare League NSW has had a challenging but rewarding year, and our shelter staff and branch volunteers have done an absolutely magnificent job in saving animals' lives across the state. Our shelters rehomed an impressive 1,419 animals, aiving them a second chance for happiness, while our dedicated volunteers operating in the

branch network rehomed 1,053. Some of these, like beautiful Charlie the Poodle, came from truly shocking backgrounds of neglect, and it makes me very proud that we have our inspectorate (one of only three agencies in the state authorised to enforce animal cruelty laws) to rescue animals in need. Our behaviour team is another very special and unique part of our organisation, with our talented and highly qualified staff using their knowledge and experience to improve the behaviour and mental wellbeing of animals who might otherwise not be suitable for rehoming. Beyond our shelters, the work that our volunteer branches do is fabulous and has an enormous impact on animal welfare in NSW. Throughout the 2016-17 financial year, our branches helped to desex more than 7,000 animals. When you consider the cumulative effect of this over the years, given that one cat can give birth to many litters of 4-6 kittens, this hard work will prevent tens of thousands of unwanted pets being born. As we look forward to our 60th year in 2018, I feel confident that Animal Welfare League NSW is on the right path to continue growing as the major voice for animals in the state, and I am very grateful to all our wonderful, passionate members for supporting us on our journey.

#### **Christine Richardson** President

"Our shelters rehomed an impressive 1,419 animals, giving them a second chance for happiness, while our dedicated volunteers operating in the branch network rehomed 1.053."



# Key initiatives in 2016-2017

- When the fatal cat virus panleukopaenia plagued Sydney, we worked proactively to protect the cats in our care, and help other pounds and shelters deal with the outbreak. We worked closely with feline specialists from Sydney University to create a plan to halt the spread of the virus, and introduced a targeted vaccination protocol and cleaning regime. Our Head Vet Dr Simone Maher advised multiple council shelters on how to minimise the impact of the virus on their cats, and participated in a panel discussion for cat rescue groups.
- Our vet clinic employed 2 part-time receptionists for the front desk this year, to make sure that our vets and nurses can focus on the important work of saving lives, and to make sure service is provided quickly and with a smile! Private vet clients are a source of revenue for our organisation, and all profits go back to helping shelter animals, so it is important to provide great customer care.
- We ran our first on-site bottle baby care classes to train foster carers on how to properly feed and care for neonate kittens and puppies. These carers will now be confident and ready when we have young orphaned animals that need to be bottle-fed – this will be especially useful during kitten season!

- New food storage equipment was purchased to allow for better pest control, and more efficient usage of resources in the shelter.
- Shelter staff had the chance to expand their skills and work together as a team more effectively with a new staff appreciation system. Team members get to vote for each other to win a reward in recognition of their hard work, with prizes including the chance to spend time in different departments (Inspectorate, vet clinic, behaviour team). This improves understanding between teams, supports staff for their hard work, and broadens the shelter team's knowledge.
- We entered into a partnership with Richmond TAFE, who are now taking cats and kittens over 12 weeks of age into their care. Students from the Animal Studies course get the experience of socialising and caring for the cats, who are kept in two beautiful cat parks. This allows us to take in more animals, gives the cats a change of scenery, and increases adoption opportunities.
- We have continued to work closely with numerous veterinary clinics, particularly Mona Vale Vet Hospital, who have supported AWL NSW immensely in caring for animals on the Northern Beaches.

"We ran our first on-site bottle baby care classes to train foster carers on how to properly feed and care for neonate kittens and puppies... this will be especially useful during kitten season!"



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# **Treasurer's Report**

In Financial Year 2016/2017 loss was \$1,104,710 (2015/16 Profit \$3,201,144). The main reason for the loss is due to less bequest income received in 2016/17 \$3.1M compared to \$6.6M in 2015/16. The five year average on bequest income is \$3.9M, see following table.

#### Bequests & Legacy received

3,879,812
3,186,609
6,650,808
3,041,447
4,226,574
2,293,622

### **Financial Goals**

The most important goal is to have sufficient cash flow to allow the League to continue to provide a high level of animal care and have sufficient cash buffer to weather future uncertainties. Unfortunately this goal wasn't met in 2016/17 financial year due to the level of bequest income received. The Board is working on creating a sustainable financial model with cash flows to support operations to move away from relying heavily on bequests and legacies.

#### Income

2017 was a challenging year for fundraising, bequests and legacies. Other than bequest income, the main sources of income during 2016/17 was from fundraising 16.2%, vet fees 9.3% animal placements or animal adoptions at 7% of total income. Over the year total income from all sources was well over \$6.8M. If we deduct the overhead cost of fund raising and corporate office then we can proudly say that 68% of all income was directed to the caring of animals. Although this is a commendable achievement, it is the goal of both the Board and Management to ensure continuous improvement in this area so that an ever increasing percentage of funds raised is directed to animal care.

Income 2017	(\$)	(%)
Bequests & Legacy received	3,186,609	46.5
Fundraising	1,108,344	16.2
Animal placements	481,314	7.0
Boarding	315,867	4.6
Donations	205,697	3.0
Grants	168,910	2.5
Interest income	226,210	3.3
Memberships	19,875	0.3

Income 2017 (cont.)	(\$)	(%)
Merchandise	82,102	1.2
Microchips	8,259	0.1
Op-shop	111,474	1.6
Vet fees	636,073	9.3
Gain on Sale of Assets	2,289	0.0
Other income	305,505	4.5
TOTAL INCOME	6,858,528	100

#### Expenditure

Expenditures increased by \$857K from the previous year, the expense line items with the largest change were depreciation at \$612K, legal and professional fees at \$195K and employee provisions expense at \$192K. Cost control remains a priority for the Board and Management, with the underlying goal of providing the best possible care as economically as possible.

Expenses 2017	(\$)	(%)
Advertising and promotion	61,814	0.8
Consumables	360,450	4.5
Contract fees	209,826	2.6
Depreciation	1,002,955	12.6
Food and Board for Animals	98,201	1.2
Fundraising expense	125,046	1.6
Legal and professional fee	434,319	5.5
Motor vehicle expenses	42,795	0.5
Repairs and maintenance	100,076	1.3
Employee provisions expense	3,679,225	46.2
Superannuation	329,102	4.1
Telephone	87,228	1.1
Vet Fees		
- Branches	544,507	6.8
- Shelter external	53,336	0.7
Other expenses	834,358	10.5
TOTAL EXPENSES	7.963.238	100

I want to thank the staff, volunteers, branch members and supporters for their commitment and passion.

David Hope

Director / Treasurer

# **Abridged Financial Statements**

#### **Statement of Financial Performance**

	2017	2016		2017	2016
INCOME	(\$)	(\$)		(\$)	(\$)
Bequests & Legacy received	3,186,609	6,650,808	Cash & Cash Equivalents	1,119,597	1,923,434
Fundraising	1,108,344	1,171,762	Receivables & Prepayments	160,753	70,045
Animal placements	481,314	455,332	Financial assets	12,929	13,387
Boarding	315,867	357,499	Investments	8,717,618	8,759,084
Donations	205,697	389,809	Property, Plant & Equipment	8,911,106	9,445,854
Grants	168,910	75,000	TOTALASSETS	18,922,003	20,211,804
Interest income	226,210	193,285			
Memberships	19,875	14,376			
Merchandise	82,102	63,330	Trade & Other Payables	419,376	588,026
Microchips	8,259	1,596	Provisions	267,480	283,921
Op-shop	111,474	134,368	TOTAL LIABILITIES	686,856	871,947
Vet fees	636,073	686,750	NETASSETS	18,235,147	19,339,857
Gain on sale of assets	2,289				
Other income	305,505	112,968	MEMBERS' EQUITY		
TOTALINCOME			Reserves	3,379,084	3,379,084
	2017	2014	Retained Profits	14,856,063	15,960,773
EXPENSES	(\$)	2016 (\$)	TOTAL MEMBERS' EQUITY	18,235,147	19,339,857
Advertising and promotion	61,814	68,106			
Consumables	360,450	372.890			
Contract fees	209.826	358.629			
Depreciation	1.002.955	390.315			
Food and Board for Animals	98,201	53,814			
Fundraising	125,046	414,883			
Legal and professional fee	434,319	239,200			
Motor vehicle expenses	42,795	42,430			
Repairs and maintenance	100.076	90,761			
Employee provisions expense	3,679,225	3,487,219			
Superannuation	329,102	304,252			
Telephone	87,228	66,371			
Vet Fees	07,220	00,371			
- Branches	544,507	473,558			
- Shelter external	53,336	475,558			
Other expenses	834,358	699,043			
TOTAL EXPENSES					
TO TAL EXPENSES		7,105,739			

(Loss)/Profit before income tax (1,104,710) 3,201,144

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# **Stories**

#### Mia

Mia, a young Pomeranian, presented to our veterinary clinic in a coma. She was diagnosed with pregnancy toxaemia; sadly, her owners' situation meant they could not provide her with the care she needed and Mia was surrendered. We stabilised her blood glucose, performed an emergency desexing and she remained in intensive care over the next few days. The duration over which she was comatose left her with some neurological damage - most distressingly, vision loss. This sudden descent into a world of darkness left her having frequent extreme panic attacks; fortunately, she developed an attachment to the clinic staff and we were able to soothe her through these episodes. We held our collective breath over the following days and were ecstatic to find her sight returning. With some excellent nursing care in the finance office, Mia eventually recovered to start a new life with her adopter in northern New South Wales.



#### Paisley

After being mauled by dogs and left for dead in a park, little Paisley the Chihuahua cross came to our veterinary clinic in immense pain. As our vet staff got her pain under control, they gradually gained her trust and she became quite the clinic favourite. Our Chief Veterinarian Dr Simone Maher would often think Paisley was missing from her cage, only to find her burrowed into a pile of blankets like a little wombat! Her journey to recovery was long and included orthopaedic surgery, traumatic hernia repair and intensive physiotherapy - all done inhouse at the vet clinic, and paid for by AWL NSW, thanks to the support of our donors and members. In collaboration with Queensland Chihuahua Rescue, Paisley was flown north and now resides happily in Brisbane where she delights in pulling the stuffing from her teddies.



#### Salem

The fabulously feisty Salem entered the shelter as an injured stray on the 25th July 2016 and, once he passed our medical and behavioural checks, was sent up to the adoption floor. Unfortunately, after failing to attract any potential adopters, Salem was beginning to grow tired of the shelter environment and became a little naughty with the staff, swiping their leas and biting their arms. He was desperately in need of some time out in a home environment, and luckily, our shelter Team Leader Jess had room to take him in. With Jess' help, Salem learned how to be a real cat and how to love both humans and other felines, bounding around with the other cats in the home and becoming very affectionate. After his stint in foster care, Salem was sent back to the shelter and was soon adopted with his best mate Ronald on the 9th July 2017, just 16 days short of reaching his one year shelter anniversary. Salem is an amazing cat who just needed a bit of behavioural help and someone to take a chance on him, which is what we try to provide for all animals at our shelters.



#### Stories (continued)

#### **Beans and her babies**

We rescued Beans, a Bull Arab who had just given birth to ten puppies. A shelter is not an ideal place for a new mum and litter of puppies, but who on earth would take 11 dogs? A wonderful foster carer named Zoe put her hand up for the task, and our Foster Care Coordinator and Behaviourist transported the whole canine family to her home and set it up to be puppy-proof. Zoe spent all of her free time teaching the pups to wean, and later teaching them to sit and toilet outside, and also took Beans out and about to give her a break from motherhood. Our vet team did house visits for vaccinations and check-ups, as it was far easier to send our vets there than ferry around 11 dogs. After her family was ready, Beans returned to the shelter and her amazing personality landed her a family right away. Eventually, all 10 puppies found homes as well. This was one of the biggest foster cases AWL NSW has ever dealt with, and it took a village to make it happen but the end result was worth it -11 less homeless dogs in the world!



### Boss

The handsome Boss was surrendered to the shelter because his family had no time to care for him. This 'teenage' Great Dane showed high levels of dog reactivity in his behavioural assessment, and due to his size and strength, it was important to place him on a Behavioural Modification Program to enable him to be managed in the shelter. He responded very well with the training, which included loose lead walking and practicing calm behaviour around other dogs - at first at a great distance, and then closer up. Our behaviour team was able to get Boss to a point where he could meet another dog on lead, nose to nose, and still have well-managed behaviour. After extensive rehabilitation, Boss was reassessed and passed for rehoming, finding his home only five days after going up for adoption!





### Charlie

After receiving a tip off from a member of the public, our Inspectorate rescued Charlie the poodle from a filthy, cockroach infested apartment in September 2016 and rushed him straight back to the vet clinic. With almost 2kg of matted fur weighing him down, our vets weren't able to identify what breed Charlie was until he was fully shaved - a process that took two hours. Underneath the fur, they also discovered that Charlie had an old untreated fracture in his hind limb, which could be operated on, but would require six weeks of postoperative physiotherapy. Luckily, a volunteer at the vet clinic was willing to put her hand up for the task and ended up adopting Charlie after his foster period! He now lives happily with his human family and a Bull Arab, who loves to play gently with him despite the size difference.



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#### Stories (continued)

#### **Zeus and Athena**

These two five-year-old Siberian Huskies first entered AWL NSW as emergency boarders due to the owner's husband passing away. After two weeks of boarding, the owner sadly realised that she could not look after the dogs by herself, and reluctantly chose to surrender them. While Athena passed her behaviour assessment, Zeus failed due to resource guarding, leaving the shelter with a difficult choice on how to proceed. Wanting to give the duo a chance at being adopted together, the shelter decided to reach out to rescue groups who may be better placed at rehabilitating Zeus, all the while continuing to work on improving his resource guarding behaviour. Through AWL NSW's association with SAFE WA, we were able to secure flights through Jet Pets so the two dogs could go to Husky Rescue WA for foster care then rehoming. As a breed specific rescue, Husky Rescue WA were very



familiar with the challenges of dogs like Zeus and Athena, and were able to provide the specialised care they needed. All the staff at AWL NSW felt pleased that they were able to help out a person and their animals in their time of need, and help them make a new start.

## **Corporate Sponsors**



Donating food to help keep our shelter pets tummies full



Providing our Inspectors with legal support



Contributing significant funds to us via their Helping Hands program



Encouraging customers to donate to AWL NSW and helping us rehome cats and kittens through the year





# **The Branches**

#### **Eastern Suburbs**

Eastern Suburbs Branch had a successful year, increasing their desexing rate to 79 animals all up (77 cats and 2 dogs) and helping more people with treatment costs for their pets. They also cared for six kittens, who were then rehomed through Animal Welfare League NSW shelters, and assisted local people involved with managing free living cat colonies. Thanks are owed to the small number of active members in the Branch for all that was achieved this year.

#### Eurobodalla

For Eurobodalla Branch, the 2016-2017 financial year was all about working together as a team and continuing to promote their good name in the Shire of Eurobodalla. This has resulted in the local community and visitors to the area attendina branch events and fundraisers in increasing numbers. In addition, the branch helped to desex 459 animals in this financial year. and rehomed 95 animals. The branch treasurer has worked on a new structure for desexing subsidies, based on available funding in line with recent public demand, that will begin in 2018.

### Hawkesbury Valley

Hawkesbury Valley Branch began the 2016-17 financial year with a completely inexperienced and all new Committee. The branch was confronted with many challenges, the most daunting being the enormous amount owed in vet bills. Thankfully, the new President, Secretary and

"The Moree branch's biggest achievement in the past financial year was undoubtedly the massive number of dogs that were saved ... there were 310 dogs rehomed, and 45 cats." Moree Branch

Treasurer worked out a plan to reduce the debt owed while still being able to rescue, rehome and assist animals in the Hawkesbury area. By the end of the financial year, the branch was in a much better position and has also forged some excellent working relationships with local vets. Other achievements include refurbishing the branch trailer as transport for fundraising and education events in the future, raising the branch's profile on Facebook, and reducing bills due to the success of two food donation bins in local Coles supermarkets. 225 cats and 60 dogs were desexed with the help of the Hawkesbury Valley branch in 2016-17, while 135 cats and 3 dogs were rehomed.

#### Narooma Dog Training Club

Narooma Dog Training Club (NDTC) is a unique branch of AWL NSW, with a core focus on the role of canine and community education. The branch offers weekly classes in obedience training for companion dogs, as well as agility training and Rally O programs. During the 2016-17 financial year, more than 100 handlers registered for obedience training, which teaches positive reinforcement and gentle handling techniques to dog owners. Six volunteer instructors were engaged in training this year, and two visiting instructors also brought their expertise to the program: Jeff Chivall from Victoria, and Barry McDonald from Wagga Wagga. NDTC held its inaugural Annual General Meeting on 15 July 2016, and

since then, branch membership and management has consolidated under the leadership of President Steve Genner. On 1 April 2017, the club held its first Open Day at the Nata Oval, which was a free public event and resulted in several dog owners signing up for obedience and agility programs. The friendly and supportive learning environment, fostered by NDTC, has resulted in a growing camaraderie between dog owners within the local community, all of whom share the common goal of responsible pet ownership.

### Moree

The Moree branch's biggest achievement in the past financial year was undoubtedly the massive number of dogs that were saved, vet checked. rehabilitated and rehomed. In an effort to raise more funds without having to engage in lengthy fundraising activities, the branch began to bulk buy airline approved pet crates online then on-sell them to adopters who were having their pets flown to them. The profit is around \$40 per crate, which adds up to around \$12,000 per year. In addition, there were 310 dogs rehomed throughout the year, and 45 cats. Moree branch has two full-time dog carers, four casual puppy carers and two full-time cat carers, to help them care for animals while they await homes.

### **Far North Coast**

After losing five long-term, experienced and knowledgeable members in the second half of the year, the Far North Coast branch

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#### The Branches (continued)

managed to pull together and successfully fulfil the aims and objectives for the year. Generous donations from supporters enabled the branch to install a new outside kitten enclosure, landscape and makeover the adult cat enclosure, and make improvements within the cat adoption centre. The branch also set up a new email address to improve liaison with the public. 179 dogs and 137 cats were desexed, and 50 animals found new homes thanks to the hard work of the branch.

#### **Far South Coast**

The biggest change to the Far South Coast branch this year has been coordination with the local RSPCA branch, who agreed to rehome cats in the area, while the AWL NSW branch would rehome dogs. The branch still helps with desexing for both dogs and cats across the area. In addition, the branch teamed up with the RSPCA to write a joint letter to real estate agents in the Shire requesting that they review their blanket 'no pets' policy to reduce the number of animals surrendered. Far South Coast branch also applied for a number of grants and received financial assistance to help with special needs surgeries. Their Calendar of Second Chances and Santa Paws events continued to generate income, while the creation of new food bins in five local shopping areas was also a great addition. The branch desexed 174 animals, and rehomed 71 dogs and 21 cats during the financial year.

#### Western Suburbs

Reducing unwanted cat litters through desexing was the main focus for the Western Suburbs Branch in the 2016-17 financial year, with 3183 animals getting the procedure with their assistance. The branch also worked with Blacktown Pound to improve methods of educating the community on animal welfare, and began to create online desexing vouchers to reduce the workload on volunteers. 140 cats and kittens found their homes with the help of 30 foster carers, and the branch's volunteer network.

#### **Great Lakes & Manning**

The Great Lakes & Manning branch held three desexing drives throughout the year in July, November and February, helping 328 dogs, 294 cats and three rabbits. They held two have been inducted, and slotted in very well. The branch looks forward to achieving bigger and better things in 2018.

#### Illawarra

The Illawarra branch of AWL has continued to promote responsible pet ownership during the last 12 months. Their focus is subsidised desexing for residents on low incomes. After many years of talks and discussions with local councils they at last joined forces with Wollongong and Shellharbour Councils to promote subsidised desexing of female cats. This was in conjunction with the

"The biggest change to the Far South Coast branch this year has been coordination with the local RSPCA branch, who agreed to rehome cats in the area, while the AWL NSW branch would rehome dogs." Far South Coast

microchipping drives (at Taree and Forster), working with Mid Coast Council who provided the chips, and also worked with local vets to provide free vaccines for parvovirus resulting in lower cases of the illness in Forster. The branch had 129 animals in their care throughout the year, and their Op Shop continued to run smoothly, thanks to the hard work of their volunteers.

#### **Central Coast**

This year the branch experienced some ups and downs with the departure of some key office bearer roles. Their subsidised desexing and financial help to the community programs are running smoothly, helping companion animals and their owners on the coast.The op shop has been doing very well, with lots of changes implemented over the past year and a positive response from customers. Many new volunteers Department of Local Govt who provided much of the funding. A significant step forward in getting bureaucracy to recognise the importance of desexing - the starting point in reducing the numbers of unwanted animals that fill shelters across the state. Responding to calls about

animals in distress and taking surrenders is also a significant part of the work the branch does in the Illawarra. These tasks fall mainly to one person, Jacki Schroeder, who never ignores a cry for help from an animal.

The branch has been going for over 40 years now thanks to the tireless work of founding members Marion Hough and Jacki Schroeder who continue to play an important role in operations on a daily basis.

#### The Branches (continued)

#### Shoalhaven

2016-17 was a challenging year for the Shoalhaven branch of Animal Welfare League NSW, however they still did amazing work in the community. The branch has continued to rehome and desex animals in the area and help families care for their animals, however they have also began to help homeless people and their pets. Two local veterinary practices have become involved - North Nowra and All Creatures - and the branch does outreach to the homeless on a monthly basis, offering free desexing, vaccination, worming, tick and flea treatment. Free microchipping and free registration is offered by the Nowra RSPCA for desexing animals. In two sessions of approximately three hours, the



"The branch has continued to rehome and desex animals in the area and help families care for their animals, however they have also began to help homeless people and their pets on a monthly basis, offering free desexing, vaccination, worming, tick and flea treatment." **shoalhaven Branch** branch helped 27 animals and 18 with their donation collection

branch helped 27 animals and 18 owners. Next year, this branch will be celebrating 50 years of service to the Shoalhaven: originally started as a wildlife rescue operation, the group began caring for companion animals along the way and has been a great asset to the community.

#### St George

The St George Branch desexed eight dogs and 39 cats in this financial year. They raised funds with their donation collection tins and by having stalls at two markets. The branch is quite small, and they are striving to gain more members. They hope in the next 12 months to get more involved in the community and assist more with subsidised desexing.

We are very happy to advise that two new branches are coming in the New Year: Tamworth and Jervis Bay-Shoalhaven.



### Kemps Creek Shelter & Veterinary Hospital

1605 Elizabeth Drive, Kemps Creek NSW 2178

### **Branch locations**

- Central Coast
- Eastern Suburbs
- Eurobodalla
- Far South Coast
- Great Lakes & Manning
- Hawkesbury Valley

For contact details of Branches, visit:

#### www.awlnsw.com.au

Call us on O2 8899 3333 or visit www.awlnsw.com.au

- North Coast
- Illawarra
- Shoalhaven
- Narooma Dog Training Centre
- Western Suburbs & Hills District

Report animal cruelty by contacting AWL NSW Inspectors: 02 8899 3333

• St George Sutherland Shire

• Moree

