



# Impact Report

2022/2023

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**Animal Welfare League of South Australia Inc.**  
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Visit our website at [awl.org.au](http://awl.org.au)

Call us on 08 8348 1300

Send an email to [support@awl.org.au](mailto:support@awl.org.au)

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# Our Board

## Chair

**Ms Katherine Bartolo** FAPI CPV GAICD

## Deputy Chair

**Ms Lisa Bielby** LLB (with Hons) and BA (Hons) (Psych)

## Board Members

**Ms Michelle Williams** MBA

**Ms Cate Gaston** BA GDipTour GDipMgt FGLF17 GAICD

**Dr Jo Powell** BSc DVM BEd (Adult Ed) DipMgt CIVTAE

**Mr David Sanders** FCA FGLF

**Mr Hamish McLeay** BCom (Mktg) GDipFin MBA

**Ms Penelope Moore** BA (Hons) MBA DBA GAICD



# Note from our Chair

**It's been nearly one year since I stepped into the role of Chair of the Board of this wonderful organisation. I am proud of how far we've come in recent times, and I am excited by the prospect of continuing that journey and executing the goals in our Strategic Plan.**

Of course, none of this would have been possible without the leadership of the previous Chair, Steven Weinert, who stepped down from the position after six years at the helm. I am so grateful for his tireless efforts during that time, and I cannot thank him enough for the work he did in helping to ensure Animal Welfare League remains a voice for vulnerable animals, now and well into the future.

I'd also like to take this opportunity to thank our wonderful staff and volunteers. It is you who ensure that we're able to continue our mission to connect pets, people and community through a lifetime of love and memories.

A thank you is also in order for former Board members Dr Rob Rahaley and Louise Miller-Frost for their hard work during their time on the Board. I would like to welcome new members Dr Penelope Moore, Hamish McLeay and David Sanders, who join the Board during an exciting period for AWL. I can't thank them enough for dedicating their time to such a worthwhile endeavour.

*It brings me great pleasure to report that we are two years into our Strategic Plan and we are on track to meet the 2024 targets for our goals laid out in 2021. This also means we are closer than ever to our vision of a South Australia where every pet has a loving home.*



The Executive team has been instrumental in helping AWL grow over the past 12 months, and the addition of Deborah Heithersay to the role of CEO gives me great confidence that growth will continue. In welcoming Deborah, it would be remiss of me not to thank our former CEO Dr Julie Bellamy, who navigated AWL through a tremendous period of transformation and put us in the strong position we're in today.

Thank you all.

A handwritten signature in black ink, reading 'K Bartolo'. The signature is fluid and cursive, with a large 'K' and a stylized 'Bartolo'.

**Ms Katherine Bartolo** FAPI CPV GAICD  
AWL Chair

# Note from our CEO



**With 80 animals on average needing our help each week, it filled me with pride to see the AWL community come together and do what we do best: save the lives of animals in need.**

Thanks to the hard work of our staff and volunteers, plus the selflessness and compassion of the South Australian community, another 2,714 pets are in loving homes and 706 more were reunited with their relieved families. These numbers reflect the hard work, kindness and compassion of everyone involved, and cap off an incredible year that wouldn't have been possible without the efforts of my predecessor, Dr Julie Bellamy – thank you Julie.

As you all know, community support is crucial to our work here at AWL, and our supporters are some of the most passionate I have ever been lucky enough to work with. Thankfully, we were able to give them an intimate, behind the scenes look at Animal Welfare League through For the Love of Pets. Each episode showcased stories that exemplify the day-to-day efforts of everyone involved with this organisation and gave viewers the chance to see the raw reality of what it's like to work in this industry and the peace of mind to know that their kindness and support is going where it's needed most: the animals in our care.

This peace of mind carried over to our second ever annual Giving Day, when the South Australian community came together and raised over \$320,000 to provide food, shelter, vital vet care and most importantly, love for animals doing it tough.

Unfortunately, as many of you will be aware, we were forced to shut our doors to intake of animals for an extended period of time for the first time ever. An extended kitten season combined with the continued cost of living and rental crises meant our shelters were at capacity. The welfare of the animals in our care will always be our top priority, and this closure meant we could focus our resources on finding loving homes for as many as possible.

We also know that responsible pet ownership is crucial when it comes to ensuring as many people as possible are able to keep their pets during these hard times,

which is why we launched campaigns to educate pet owners on the importance of desexing, microchipping, training and behaviour, pet nutrition and regular checkups last financial year. We are confident that if more people have the tools and knowledge to be the best pet owners they can be, we will see more pets in loving homes, fewer pets in shelters and most importantly, fewer pets on the streets.

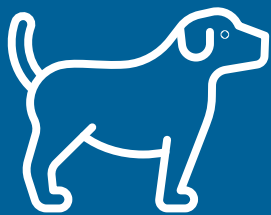
I am also thrilled to report that after some extremely valuable feedback from the community, we were able to return to our pre-COVID dog adoption process and welcome potential adopters through the doors to meet dogs without having to apply online. This has made it easier for many people to give a loving home to a dog in need, and as a result we have seen many smiling faces, human and dog alike.

Finally, I'm sure you can all agree that without our dedicated team of volunteers across all aspects of the organisation, AWL wouldn't be able to do the work it does. During Volunteer Week in May, we were lucky enough to be able to hold our very first Volunteer Week event at Wingfield to celebrate our volunteers and thank them for their tireless efforts. I am proud to say that we are increasing our focus on volunteers within the organisation, and our updated volunteer portal on the website has helped connect us with likeminded animal lovers to donate their time and experience to creating a better life for pets all over South Australia.

Thank you to everyone who contributed to AWL in one way or another over the past 12 months. Your kindness and compassion have ensured lives full of love and happiness for thousands of animals in need. From the bottom of my heart, thank you to the senior leadership team and all AWL staff members, our wonderful volunteers and the wider South Australian community for your support.

**Deborah Heithersay**  
Chief Executive Officer, AWL

# Here's how we helped pets and people through 2022/2023



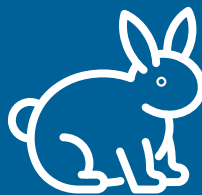
**426**

dogs/puppies  
rehomed



**2,069**

cats/kittens  
rehomed



**49**

rabbits  
rehomed



**0**

other animals  
rehomed

**570**

dogs/puppies  
reunited

**134**

cats/kittens  
reunited

**2**

rabbits  
reunited

**2**

other animals  
reunited

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*"I adopted my little boy from AWL last month and I'm so glad I did. I love him to the moon and back!" - Bella*

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**223,250**

animal care days



**633**

is the average  
number of  
animals in  
care per day



**19,288**

vet consults

**2,489**

desexing surgeries

**85,505**

hours spent in the  
vet clinic for the year

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*"Forever grateful for the work that you do." - Mel*

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Main image: Daphne now.  
Inset image: Daphne when  
she first arrived at AWL.

## Best practice animal care, opportunities, treatment and rehabilitation

### Daphne was hungry and alone when she came to AWL.

A kind member of the public found Daphne happily frolicking around an oval by herself. After realising how skinny she was, they brought her to AWL where the vet team quickly realised she was extremely emaciated and flea-ridden.

Dr Michelle and her team performed tests to determine if Daphne had any underlying diseases, which all came back negative. They dewormed her and immediately put her on a feeding plan to help her get back to a healthy weight.

Thankfully, Daphne responded very well to her new diet! She gained weight over time and blossomed into a beautifully-natured dog who was ready to start the next chapter of her life.

Daphne has since found her new family, who have renamed her Tara. She is settling in well to her new life full of cuddles, yummy treats and an endless supply of love and her family reports that she is a “very beautiful girl”.

## Improved cats' and dogs' lives in the community

### Why microchipping your pet is so important.

Losing your pet is a scary feeling. Thankfully, there's a really easy way to increase your chances of being reunited with them if they ever do go missing: a microchip!

If your pet is microchipped and they go missing, a council, vet practice or animal shelter can scan the chip and contact you using the details on your pet's chip.

This exact scenario happened to Sailor the cat back in November, who had sadly been missing for three years. Her family had given up hope of ever finding her, until a good Samaritan found her wandering the streets and brought her to AWL, where her microchip was scanned.

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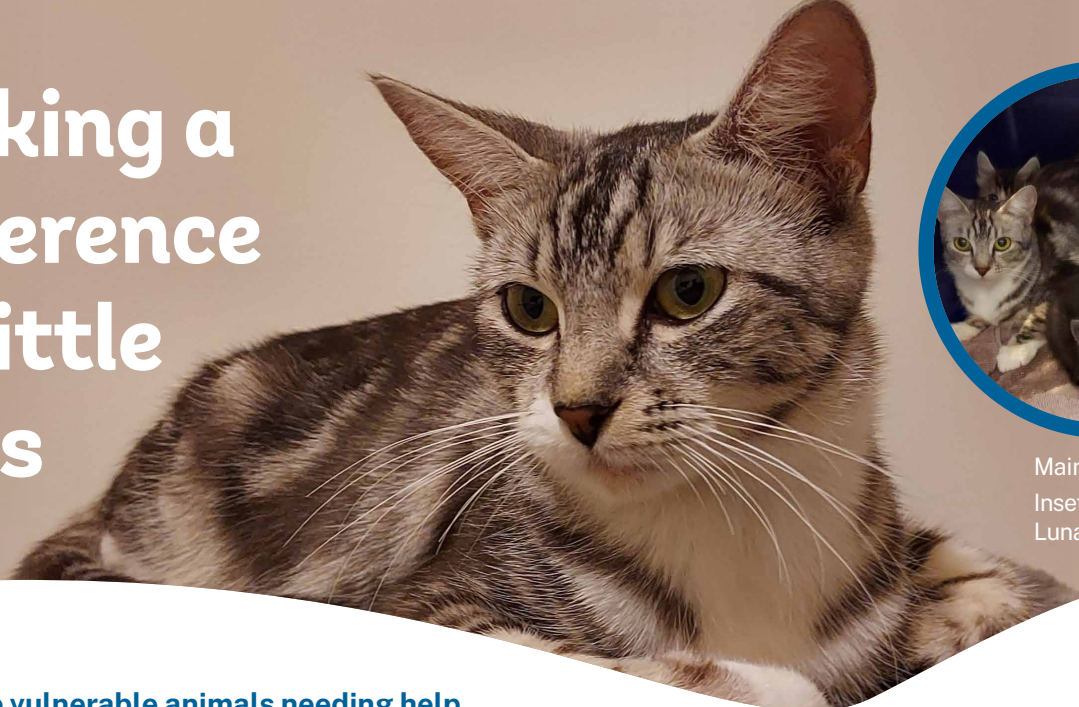
“After it got past the six-month mark, I kind of started to fear the worst,” said Richard, Sailor's owner.

“I'm feeling very lucky today – whoever's been looking after her, whoever's been feeding her, thank you – I appreciate it a lot.”

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Even though she had been missing for three years, Sailor's microchip ensured we could reunite her with her family. If she wasn't chipped, Richard would still be wondering where she was and if he'd ever see her again.

# Making a difference to little lives



Main image: Luna.  
Inset image:  
Luna with her kittens.

**With more vulnerable animals needing help every day, the Animal Welfare League Foster Care Program remains as important as ever.**

AWL Foster Carers are nothing short of heroes. They open their hearts and homes to some of South Australia's most vulnerable animals, helping them venture out of their shells and learn how to love.

One of those compassionate carers, Mark West, decided to become a Foster Carer after he and his wife lost their cats of 18 years.

"We said goodbye to our beloved Birman brothers last year and the house was feeling very empty," Mark said.

"We heard about AWL fostering through a work colleague and discovered how well supported you are as a Foster Carer and we thought we'd give it a try and get some paws back in our lives."

According to Mark, nothing beats the rewarding feeling of knowing you've helped an animal in need.

"We love welcoming young kittens into the house and helping them go from scared little bundles of fluff to confident, playful and loving kittens who are ready for their next step in life," he said.

"Although it can be hard to say goodbye, it is made all worthwhile when you see the "adopted"

marking on the AWL website and you know you've made a difference to a little life. It's also great being part of the Foster Care and Volunteer community at AWL."

Saying goodbye isn't always necessary though, and Mark and his wife recently adopted two beautiful AWL foster cats.

"We completely fell in love with Fred and George and decided we couldn't say goodbye – we had to adopt them," he laughed.

Even though he now has two extra mouths to feed, Mark says the rewarding feeling that comes with helping an animal come out of its shell is too good to give up.

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**"It takes a lot of time and patience to gain the trust of a timid cat, but with lots of treats, silly voices and play, it is made worthwhile once they start to trust you and look to you for attention."**

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"There's nothing more rewarding than getting that purr motor running for the first time!"

**3.1 million**

views of our website  
content to learn about  
adoption and pet care

**2.2 million**

engagements via social  
media to learn about pet care,  
adoptions and AWL services

**51,073**

foster care  
days donated

**1,305**

animals  
fostered



# Increased support of AWL's work

Our second annual Giving Day was a huge success, with the South Australian community coming together and giving over \$320,000 to feed, house and support animals in need.

This year's heartwarming Giving Day success story was Casper the dog, a pooch who came to us in an emaciated state after doing it tough for quite some time. Casper had the can-do attitude that so many AWL animals have in spades, and thanks to the generous support of the AWL community was able to pull through and eventually begin his rehoming journey.

This year's Giving Day result was even more successful than the previous year, showing just how much compassion the South Australian community has for vulnerable animals.

Their generosity showed every animal in care at AWL that they're loved, they matter and they deserve a second chance at life, giving them a glimmer of hope for a future that once seemed so bleak.



**24,773**

boarding pen days which is an occupancy of 90.5%

*"They are amazing there. I've had my mastiff there twice - he's a big sook and hates to leave me but he loves it there! They give him the time he needs to feel comfortable."* - Natasha



**11,818**

private pet cremations

*"I sent my Charles to AWL and they were so respectful and caring."* - Bett



**\$350k**

in sales revenue of second hand goods at our Thrift Shops

*"Beautiful and friendly volunteers. A good range to browse through. You can't go wrong."* - Rita



**22,120**

Volunteer hours donated

*"I just love the animals I meet as well as the good friends I've made along the way."* - Sue

Every lost, sick and abandoned animal in our care relies on the hard work of our boarding, cremations and op shop staff and volunteers. Their efforts provide food, shelter and love to animals in need while they wait patiently to find their forever homes.





## Our people

### A Day in the Life of an AWL vet

**We spoke to Dr Andrew Lobb, AWL's new Chief Veterinarian, to find out what a day in the life of an AWL vet looks like.**



Described by Dr Andrew as challenging, rewarding and fulfilling, the work of AWL's vet team is crucial when it comes to rehabilitating and rehoming the animals who come through our doors.

No two days (or two tails) are the same for our team, and the unique nature of their work keeps them on their toes while they ensure the health and wellbeing of every single animal in our care.

A typical day begins with morning rounds, giving the team a chance to discuss animals' health and medical progress and re-examine any animals currently receiving care to assess their progress.

After their rounds, the AWL vets perform full medical examinations on each new animal upon arrival to assess their overall health and tend to their basic needs. This could include vaccinations, deworming and diagnostic tests to ensure that every animal is given the treatment they need to help them find their forever home.

The team will also perform any surgeries that are required, with a focus on desexing, dentistry and other minor surgeries that animals might need prior to being adopted by their new families.

A huge part of being a vet at AWL includes creating unique treatment plans for individual animals in our care to address their personal health issues. These plans may include aftercare, nursing, medication, special diets, rehabilitation, physiotherapy and progress monitoring, and are passed on to whoever is lucky enough to adopt the animal.

Being a shelter vet is demanding work that requires a combination of medical expertise, compassion, and the ability to work in a fast-paced and emotionally charged environment. Shelter vets play a crucial role in our community in improving the lives of both animals and people in need and helping them to find forever homes.

### Celebrating our volunteers



**Sue Murphy celebrates 20 years of dedication to animals in need.**

Sue loves dogs and wanted to try something different, so she started volunteering with AWL. Now, 20 years later, she's still volunteering in the Boarding kennels with the same passion for animals that spurred her on all those years ago.

"I just love the animals I meet – it's great seeing the same animals coming back regularly," she said.

"You can tell they remember you're the person who takes them out for a walk."

Sue said of all the special moments during her time with AWL, she'll never forget what it feels like to earn the trust of a timid animal.

"I have many special and magic memories of scared and timid dogs who came to trust me, like Poppy the German Shepherd – she's still nervous but she'll play a little game with me – or Bundy, a Cocker Spaniel who is so beautiful and sweet," Sue said.

"If you're thinking of volunteering, do it for the animals – they all need some love!"

Thank you to Sue and our other volunteers who dedicate their time and effort across the organisation every day.

# Financial Report

## Statement of Profit or Loss and Other Comprehensive Income

AWL's operational income improved compared to last year by \$1.98m, predominately due to increased revenue in Pet Boarding (\$290k), Pet Cremations (\$612k), and donations and fundraising activities (\$1.15m). Legacies and Bequests received from our generous supporters exceeded expectations by \$7.77m thanks to one very generous bequest received for \$7.6m. This is testament to the reputation AWL has in the community and helps to fund our vital work in protecting the welfare of animals.

Occupancy of our boarding facility increased due to higher levels of demand resulting in 100% occupancy for dogs and 91% for cats.

The Pet Cremations enterprise achieved a record number of 11,818 private cremations and continues to maintain its market share, while our Op Shops are attracting more patronage with sales of \$350k for the year.

## Statement of Financial Position

AWL's financial position continues to remain strong and financially sustainable with net assets of \$47.98m, low level of current liabilities and no debt.



## Statement of Profit or Loss and Other Comprehensive Income

Revenue	2022/23 \$	2021/22 \$
Operational income	9,194,633	7,217,673
Legacies and bequests received	11,522,663	3,749,245
Other income	88,450	147,009
Fair value movement in financial assets	34,931	-307,923
<b>Total Income</b>	<b>20,840,677</b>	<b>10,806,004</b>
<b>Expense</b>		
Employee expenses	-7,377,088	-6,721,646
Other expenses from ordinary activities	-7,118,874	-6,795,014
<b>Total Expense</b>	<b>-14,495,962</b>	<b>-13,516,660</b>
<b>Net current year surplus/(deficit)</b>	<b>6,344,715</b>	<b>-2,710,656</b>
Changes to Asset Revaluation Reserve	-500,971	3,315,000
<b>Total comprehensive income for the year</b>	<b>5,843,744</b>	<b>604,344</b>

## Statement of Financial Position

<b>Assets</b>		
Current assets	15,664,379	8,554,379
Non-Current assets	33,995,095	34,871,118
<b>Total Assets</b>	<b>49,659,474</b>	<b>43,425,497</b>
<b>Liabilities</b>		
Current liabilities	-1,485,446	-1,700,449
Non-Current liabilities	-191,271	-87,006
<b>Total Liabilities</b>	<b>-1,676,717</b>	<b>-1,787,455</b>
<b>Net Assets</b>	<b>47,982,757</b>	<b>41,638,042</b>
<b>Equity</b>		
Accumulated surplus	7,906,676	8,407,647
Reserves	40,076,081	33,230,395
<b>Total Equity</b>	<b>47,982,757</b>	<b>41,638,042</b>

**AWL is 100% community funded, meaning we need to raise all of the money required to operate each year. Despite the financial hardship faced by many this year, our generous donors continued supporting the cats and dogs in our care. We're deeply grateful for the many Gifts in Wills, donations and in-kind contributions that have helped us keep our doors open.**

**There are many ways to support:-**

- Make a donation
- Buy a lottery ticket
- Fundraise for us
- Donate items to or shop at our Op Shops
- Use our social enterprises – AWL Boarding and AWL Cremations
- Volunteer your time

