



Annual Report

2020/2021

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Our Board

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Ms Cate Gaston BA GDipTour GDipMgt FGLF17

Ms Louise Miller Frost B App Sc MA MPH MBA FAICD

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

Dr Rob Rahaley BVSc MVSc PhD DACVP MANZCVS GAICD

Ms Michelle Williams MBA

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Note from our Chair

This year we moved into our purpose-built Animal Care Centre and set the standards of care for shelters across Australia.

We marked the momentous opening with a weekend of tours and celebrations shared between our team, volunteers and supporters. We were delighted to have His Excellency the Honourable Hieu Van Le AC, Governor of South Australia, officiate our opening ceremony. His Excellency opened our new centre alongside our Board, CEO and Jasmine, a dog adopted from AWL.

Our new centre has raised the levels of care we're giving to every pet coming through our doors. The fear-free design features, noise-reducing structures, separation of species, and upgraded living areas all make each pet's journey through our centre less stressful. We're providing better medical support to sick and injured pets from the new purpose-built veterinary clinic. Plus, the enhanced layout supports improved infection control and reduces the spread of infectious diseases between sick animals.

Our new centre is a testament to the vital support we receive from our kind community. Its development was entirely donor-funded by generous bequests, fundraising and donations. We're privileged to be putting these gifts to use by giving better care to cats and dogs in need.

Throughout 2020-21, the Board and senior management team reviewed our document management framework and the organisation's policies and position statements to better align with AWL's beliefs and objectives. This work helped structure the rollout of new standard operating procedures and work tools across the organisation, ensuring efficiency and best practices across all departments.

The close of this financial year marked the end of AWL's 2018-2021 strategic plan. During this time, we joined pets in need with caring, safe homes through our rehoming programs. We encouraged and supported responsible pet ownership through our educational activities. Plus, we helped the community understand the value of pets through our work with local governments, policymakers and other animal-centric organisations.

In preparation for our new strategic plan, we consulted with various stakeholders to inform our priorities for the coming three years. We've since compiled this gathered data, and now we're in the final stages of developing our 2021-2024 strategic plan. I'm looking forward to what the future brings.

The financial and social impacts of COVID-19 have affected businesses worldwide. While our social enterprise services have felt the knock-on effects, our generous donors have continued to support our work. I'm proud to say that despite the adversity faced during 2020-21, we rehomed and reunited 3700 pets. AWL's good governance, strong standing and engaged staff and volunteers will see our organisation through this challenging economic environment, so we can keep helping homeless pets in need.

Thank you to our generous donors, dedicated volunteers and staff, and many supporters in the community. AWL could not operate without your tremendous efforts, donations and backing. Together, we'll keep connecting pets in need with safe and happy homes.

Steven Weinert BA(Acc), MCom, FCPA GAICD

Chair, AWL Board





Volunteers

A word for each of our Volunteers

You have to be a very special person to put animals lives before your own. Words cannot express how grateful we are to have a dedicated team of volunteers behind us again in 2021. AWL volunteers are the personification of our values; compassionate, optimistic and reliable.

Forever helping with a smile, these heroes put the lives of animals before their own, driven by a devout passion to help animals in need. Our volunteers are the glue that kept us together in 2021 as we continued to face another year of new challenges.

During the past year, our team of 246 volunteers provided a massive \$1,126,130 worth of work – along with some play, we're sure. These very special people gave us 26,455 hours of fun, sweat and tears to help us fulfill our mission. That's over a thousand days of service, or a whopping 3-years-worth of hard work. A colossal effort from our dedicated volunteers, who continue to give us invaluable time from their everyday lives.

From the laundry to the thrift shop, our heroes don't just work with the animals. They're behind the scenes maintaining our gardens, serving you in our thrift shops and pet shop, sorting out goods, and everywhere in-between.

Let's celebrate the wonderful people that help AWL achieve our mission.

Dewali's dog days are over

Wandering alone on the street, Dewali was lost and terrified. It was just when she wasn't sure where to turn next, that an officer from the local council spotted her. Coaxing her into their van, they knew she needed somewhere warm and safe to stay.

When she got to AWL, Dewali didn't recognise anyone around her. Everything was new, filled with strange smells and sights. But, the people were kind and they told her that everything would be okay. They said that she would get a loving home.

Over the next five months, Dewali went on to get desexed, vaccinated and microchipped. She also underwent a series of specialised tests and was diagnosed with a rare blood disorder. While she felt fit and healthy, her blood clotting issues could go on to become a problem in the future. So, she needed a very special home.

On a fortuitous Friday in March, this down-trodden dog who'd been through so much met Ang. Ang and her family had been searching for a new pet for months, but they hadn't been able to find the right match. Then, when she saw Dewali, it felt as if Ang's life had clicked into place.

"She just had such a sincere little face. I knew from the moment I saw her that she was going to be the dog for us," Ang says.

That moment marked the beginning of Dewali's new chapter in life. Now, in her new home, she's loved, comfortable and happy.

Ang says that Dewali adores spending time outside in the sun. "Dewali even walks to the corner each day to wait at the bus stop when the kids go to and from school," she laughs.

"We manage it within our family with short walks, backyard play, general contact and company, familiar bedding, toys with knots in them, SBS Chill and overlapping of family members, so that she is never alone for long," Ang says.

"Dewali has been with us for less time than she was with you at AWL but we can assure you that she remains very settled, happy and comfortable. She is going so very well with us and loves her life in our home. Thank you for our beautiful dog."



A note from our CEO

This year, 122 lost, stray and abandoned pets came through our doors each week. We were here to feed them, look after them and give them the care they needed.

During 2020/21, organisations worldwide started to feel the long-term effects of the global pandemic. COVID-19 has disrupted daily life, business, the economy and more.

That's why I'm proud to say that despite these hurdles, we were still here every day looking after pets who needed us.

In the past twelve months, we rehomed 2,772 pets into safe and happy homes. Plus, we also reunited 928 lost pets with their loving families.

Another fantastic success was moving into our purpose-built Animal Care Centre. On September 5 2020, we opened the centre's doors and took our next step into the future of animal care. After years of anticipation, opening our new centre was a high point for us all.

Operating from the new facility has paved the way for some exciting changes in our animal operations. Improved infection control capabilities have allowed us to rehabilitate more sick and infectious pets.

Changes to our adoption methods have helped find better matches between pets and their new adoptive families. Plus, altered intake practices have given more pets better health and wellbeing support upon entry to our centre.

I'm also pleased to report that our shelter audit in mid-2021 confirmed that we're operating at a high animal welfare standard. The audit undertaken by an independent body is part of our commitment to ensuring AWL is always giving pets in need the best possible care. Our fantastic results were a great credit to our team.

As a result of COVID-19 state restrictions, our boarding and thrift shop social enterprise services suffered closures and revenue dips in the past 12 months. However, these services recorded exceptional results for the year of a \$47k net profit and a 32% increase in net profit respectively. Our cremations business was not impacted by COVID-19 and continued to grow from strength to strength recording a 13.8% increase in revenue for the financial 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.





I'm incredibly thankful for our donors, volunteers, partners, staff, customers and supporters, who have all made our lifesaving work possible for another year.

Dr Julie Bellamy BVMS

Chief Executive Officer, AWL



Here's how we helped pets and people through 2020/2021

	 Dog/Puppy	 Cat/Kitten	 Rabbit	 Other
Rehomed	456	2,256	52	8
Reunited	798	121	5	4

2.2mil

visitors learned about adoption and pet care on our website

125,041

animal care days for our little residents

73,000

people learned about pet care and adoptions via social media

19,960

days donated by all our foster carers to help pets in need

12,343

pen days pampering pets at our boarding facility

8,180

hours of work donated by our volunteers

2,772

pets found their new home through adoption

1,078

pets had time to grow and recover in our foster homes

928

animals reunited with their families (including 798 dogs)

Our new Animal Care Centre

We're leading the future of animal care from our Australian-first Animal Care Centre



3,736

cats have benefited from our new low-stress accommodation

10,310

vet consultations and surgeries were performed in our new vet clinic







285

x-rays have helped pets get the care they need

13,399

hours spent in our new vet clinic getting vet care





342

animals in our care on average each day

Financial Report

AWL's financial position continues to remain stable, with a surplus for the financial year of \$1.75m and net assets climbing to \$41.0m.

Statement of Profit or Loss and Other Comprehensive Income

COVID-19 has significantly impacted AWL, both financially and operationally. Our boarding and thrift shop social enterprise services both experienced operational disruptions and revenue dips. However, these services picked up and recorded an exceptional result for the financial year. Fortunately, thanks to the Job-Keeper grant, coupled with investment gains, AWL has achieved a result consistent with last year.

Statement of Financial Position

After receiving approval in 2018-2019, construction of our new Animal Care Centre in Wingfield was completed in September 2020. This 20 million-dollar investment was courtesy of drawing down on the AWL investment portfolio.

With the completion of our new Animal Care Centre, this past year has been one of adjustment and excitement. AWL's new strategic plan will enable further improvements to our processes, so we can continue to connect people, pets and the community.

And AWL's pet cremation service continues to maintain its market share, growing its financial contribution to our organisation. The take up of new products and service offerings for private pet cremations has also been very positive.

Legacies and bequests from our generous supporters continued to fund our vital work, with AWL receiving \$4.7 million for the financial year. This continued support will hopefully enable us to proceed with stage 3 of our master plan, and propel us forward into the future.

Statement of Profit or Loss and Other Comprehensive Income

Revenue	2020/21 \$	2019/20 \$
Operational income	6,400,948	6,142,960
Legacies & bequests received	4,720,803	5,760,441
Grant income	1,868,492	1,065,175
Other income	828,265	(220,972)
Total revenue	13,818,508	12,747,604
Expenses		
Employee expenses	(6,533,135)	(6,543,622)
Other expenses from ordinary activities	(5,536,167)	(4,501,241)
Total expenses	(12,069,302)	(11,044,863)
Total comprehensive income for the year	1,749,206	1,702,741

Statement of Financial Position

Assets	2020/21 \$	2019/20 \$
Current Assets	8,194,889	6,509,785
Non-Current Assets	34,384,309	34,575,238
Total assets	42,579,198	41,085,023
Liabilities		
Current Liabilities	(1,487,791)	(1,702,197)
Non-Current Liabilities	(57,709)	(98,334)
Total Liabilities	(1,545,500)	(1,800,531)
Net assets	41,033,698	39,284,492
Equity		
Accumulated surplus	35,941,051	21,191,845
Reserves	5,092,647	18,092,647
Total equity	41,033,698	39,284,492

The above financial information is an extract taken from the Audited Financial Statements for the year ending June 30, 2021. A full copy of the audited financial statement is available upon request.

*Note: Fair Value movement of financial assets was included in 'Other Expenses' in the last annual report (2019/2020), however they have been included in 'Other Income' for this annual report.



Thank you for making your mark

Our deepest appreciation to the people on this list who left AWL a generous donation in life and death. Your legacy will live on in the animals you save.

Audrey Tomkins Estate,
Audrey Ward Estate,
Bernice Wood Estate,
Betty Oats Estate,
Bradley Darling Estate,
Colin Price Estate,
Colleen Marcos Estate,
David Aiston Estate,
Dean Townsend Estate,
Denis Robinson Estate,
Diana Williams Estate,
Donald Branford Estate,
Doris Margaret Kelley Estate,
Edith Simpson Estate,
Ewa Inglis Estate,
Garry Manser Estate,
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Peter Alderson Estate,
Phyllis Anna Cross Estate,
Sandra Burki Estate,
Sheena Roberts Estate,
Timothy Kenny Estate,
Trevor John Smith Estate,
Valda Dorothea Graefe,
Valerie Berry Estate,
Valerie Joyce Dibbens Estate,
Victor Pius Orman,
William Sperber Estate.

A hand for the Companions Club

The Companions Club celebrates our major donors and philanthropists, whose passion for animal welfare cannot be understated.

Diana Fabijan,
Fiona McCallum,
Helen Bowden,
Joann Llyod,

Leonie Martin,
Stephen Newlyn.

