Annual Report
2016/2017
Also assisting AWL in its endeavour to encourage and support responsible pet ownership are the students from the University of Adelaide. Our partnership with the University has enabled us to analyse follow up surveys from people who have adopted dogs and cats from the AWL. This study aimed to assess the degree of satisfaction among individuals who had adopted a cat or a dog. The average satisfaction for dogs was 14.0/15.0 and average satisfaction for cats was 14.6/15.0. It was pleasing to see that individuals in general have a high degree of overall satisfaction with their cat or dog adoptions from us. We cannot emphasise how important the provision of this post adoption advice and support is for all AWL clients, and we thank the University for partnering with us in this initiative.

Developing strategies to help return pets to their owners, and more quickly at that, is key to our work. This year in May we launched the Connect & Protect Microchipping Program in conjunction with City of Playford. It was the start of many similar events aimed at pet owners who hadn’t yet identified their pet with a microchip and the program has proven to be very popular with 678 pets ‘chipped’ so far.

We are pleased to report that the AWL Foster Program continues to grow. Working in conjunction with our Foster Carers, this program, which plays a vital role in animal care, sees over 100 animals nurtured by volunteers at their own home at any one time. The program is particularly important in raising kittens, and is a major contributing factor to the increase in cat adoptions.

Ensuring that we have sufficient space for animal treatment and rehabilitation is a crucial component of AWL’s development program. And so we were proud to see the Cattery refurbishment with new temporary buildings completed two weeks ahead of schedule in November 2016.

All of the activities mentioned have played a part in our ability to achieve our target of 4,000 adoptions for the 2016/17 year — 4,018, which is 1,001 more than the previous year. This 33% increase can also be attributed to the improved treatment and management of cats, and behaviour modification programs for dogs.

The Board played its role in setting the expectation of the AWL Education & Awareness Program and supported the development of a suite of education curricula that commenced over the Christmas period. This suite has
included working with local government on several matters of joint interest, such as:

- identifying target areas for impounded dogs in order to assist people with pet retention
- rolling out responsible pet ownership strategies; and
- developing cat welfare strategies.

The AWL Education & Awareness Program has also developed school holidays programs, educational programs, external community education, and assisted the Port Adelaide Enfield Council with their new 2020 plan and associated Animal Management Plan.

We have been busy out in the community over the year, doing ground work of value and substance; from assisting aged care facilities and their residents to keep and obtain pets, forming agreements with local government Councils, working with other animal organisations as well as experts in the veterinary field, right through to the master planning for the redevelopment of the Wingfield facility.

We played an active role in Animal Welfare League Australia (AWLA), with some staff attending the inaugural AWLA Member Conference in May. The association between AWL and AWLA has greatly assisted national cooperation across many areas of training and engagement, one most notable is the coordination of workplace giving programs.

Our new look website was launched in late November, providing a much improved tool for information. The update included a council portal enabling online listing for all impounded dogs and a ‘pet match’ function giving the ability for anyone to filter their adoption search and save this information so as to receive alerts by sms and email. As with all our web functionality this can also be done with ease on mobile devices at awl.org.au.

Looking inward, our volunteer Board has also had a busy and productive 12 months. The Board’s work this year began with the important governance related task of managing the transition of trustee of the estate of May Annie Sarah Hodge, from Australian Executor Trustees to AWL. The meaning of this, is that AWL, as trustee of the estate, has sole ownership of the land at Wingfield. In doing so, AWL remains committed to ensuring the obligations of the Trust are fulfilled.

The Board reviewed a number of governance functions, including the Board evaluation process and consideration of its skills and succession planning, culminating in the Constitution changes approved by members at the 2016 AGM. The four sub-committees revised their respective Terms of Reference ensuring the provision of a framework that is current, relevant and manageable, and reviewed all policies and organisation structure. During the year the Board reviewed the ICT strategy, oversaw the Auditor tender, appointed new members and went paperless, in order to improve effectiveness and decision making. After 9 years of service we fare welled Julian Carbone from the Board and this year in May welcomed Dr Robert Rahaley. Joining Board committees were Jo Powell (Animal Welfare Sub-Committee) and Dr Julia Nicholls (Risk and Governance Sub-Committee).

Master planning for the remaining development work has been progressing alongside the two initiated projects, those being the cattery upgrade (completed in November 2016) and the new crematorium (completed in August 2017). The Board endorsed the master plan for Wingfield in May and is in the process of planning the staged approach to achieving a new animal care and rehabilitation model.

We recognise that supporting and encouraging collaboration between AWL’s own people is fundamental to creating positive workplace culture. Our new wellbeing program has been well received by staff and volunteers and to help us communicate better internally, we launched a new intranet that aids to spread our important messages organisation wide.

Still on the people front, the Board approved the introduction of two new positions to aid AWL’s organisational requirements. Overseeing our Clinic is the Veterinary Services Manager and supporting the CEO to oversee corporate and commercial services is a General Manager. As a consequence, the CFO position, held by Colin Roberts, became redundant, and we speak for everyone involved in this organisation in thanking Colin for his passionate and dedicated service to AWL.

We also regretfully farewelled long time AWL volunteer Lena McEachran who advised the Chairman that she would be retiring from her position as Manager of the AWL Tranmere ReTAILS Thrift Shop. Lena has dedicated much of her time to the AWL for the past 26 years. She has been a Board member, wife to AWL’s caretaker (at the time) Gordon, and as mentioned, Manager of the Tranmere Thrift Shop. Lena’s contribution to, and passion for, the AWL reflects the magic of our people, who underpin why the AWL continues to be able to do what we do.

Through reflection on this past ‘year of collaboration’, we recognise and acknowledge how well supported AWL is as an organisation, and we look to 2018 invigorated and inspired to achieve further in the field of animal welfare and related services.

Luci Zwarycz, Chair and Richard Mussell, Chief Executive Officer
I am pleased to report that AWL remains an organisation built upon sound business strategy and strong financial governance. Our Investment Portfolio is well managed with industry leading expertise.

Net Assets have increased by 12.8% year on year, reflecting the significant investment in new State of the art Pet Cremation facilities at Edinburgh North. This business remains a critical income source for the organisation, and supports the wide variety of charitable services provided by AWL to the community. The investment in new facilities and services will help AWL maintain its competitive advantage in the Adelaide Animal Cremations market.

The Income Statement for the 2016/17 financial year reflects continued investment in improved animal care services at our Wingfield and Edinburgh North locations, including upgraded veterinary clinic resources, foster programs and support services. Whilst this investment has driven a 15.9% increase in expenditure, it has also supported a 33% increase in pet adoptions year on year. That’s around 1,000 extra pets to have been successfully re-homed - a fantastic return on investment!

Legacies and bequests from our generous community continue to underwrite the future of our charitable mission. In the past year, AWL received almost $5.2 million in bequests, almost double the previous year. This amazing support allows us to plan for future strategic investments with greater confidence. Concept planning for much needed renewal of ageing animal care infrastructure and systems is well advanced.

With adequate reserves, robust planning and governance systems in place, AWL is well placed to continue delivering on the vision of ‘Connecting people, pets and community’ in a financially sustainable manner.

Mark Gray
General Manager, Corporate and Commercial Services
The driving force behind staff and volunteer motivation is ensuring every animal that arrives at the AWL has the opportunity to have a second chance at a new life wherever possible. It isn’t an easy task working in an animal shelter and the role of the People, Culture and Safety team is to provide the best possible working environment. This is achieved through ensuring the creation and recruitment to vital new roles, opportunities and providing ongoing training where needed.

In the past year with the introduction of new programs and the expansion of existing ones there has been a 17% increase in staff, with 107 employees now working at the AWL. In the past year, comprehensive staff training programs have included courses such as Low Stress Veterinary Animal Handling, Defensive Animal Handling, Customer Service, Emergency Warden, WHS refresher courses and Low Risk Defensive Driving.

The AWL continues to work with Job Active Providers with the Work for the Dole program and has had many successful placements over the course of the year. There are even several Work for the Dole clients who have gone on to volunteer their time after their placement has finished.

Our dedicated group of volunteers continue to increase and we have seen a 20% increase in active volunteers for the 2016/2017 year. These wonderful people volunteer their time at least once a month in many different roles. Volunteer training has continued thanks to the grant received from the Department of Communities and Social Inclusion. Our active volunteers have now reached 400, which does not include the network of foster carers (see Foster Report). As an organisation, we are so fortunate to be able to rely on so much voluntary help.

On average, 400 volunteers contribute approximately $130,000 worth of time to the AWL every month. This equates to almost a $1.5 million contribution for the year, which is an outstanding result. Our thanks and appreciation goes out to all our volunteers.
The vision of the AWL is to connect people, pets and community and every program we do stems from this vision. To help us achieve this we:

• Encourage and support people to be responsible pet owners
• Connect pets with caring and safe homes through adoption
• Create a community that embraces and values pets through education.

Every day the staff and volunteers at the AWL continue to work with this vision in mind, and this is reflected in our achievements throughout the year. It is with a great sense of accomplishment that we are able to report that our statistics are heading in the right direction; be that up or down. One near record figure that we don’t mind going up, is the amount of lost animals returned to their owners. With the continuing rollout of our affordable microchipping service in the coming year, we hope to see this figure increase even further by next year.

The AWL continues its pledge to assist people to keep their pets rather than have to surrender them due to personal situations. People often find themselves in what is a temporary situation so the AWL offers emergency pet boarding, as well as assistance with medical and food costs where possible. Keeping animals in their own homes is much less traumatic for both the pets and the owners, especially where children are involved. Reaching the 4,000th adoption for the year on June 30 was a fantastic achievement of which all staff and volunteers should be proud. The Shelter adoptions were kept open until 7pm with a social media campaign promoting the push.

To assist with our goal of rehoming as many animals as possible, the AWL initiated a “pop up” off site centre at Port Adelaide in August 2016. Over the past year a grand total of 351 cats and kittens have been adopted. PETstock retail outlets have also been very successful in promoting off site adoptions and this service is set to expand across other stores in the coming months.
The preparation of the AWL annual report gives us all time to sit back and think about how compassion, generosity, understanding and support are the driving forces behind everything we do.

Small businesses, schools, individuals, volunteers and corporates have all shared the responsibility with AWL over the year to care for every dog, cat or rabbit that, for whatever reason, has found themselves abandoned and taking shelter at the AWL.

This care is the force that not only drives the AWL but also binds the organisation, its staff and our supporters together in a shared vision of “Connecting people, pets and community”. With exceptional support over this last year we have been able to do exceptional things.

**Connect & Protect**

Another resounding success during the past year has been the introduction of our Connect & Protect low cost microchipping program, which has been operating in different communities across SA. Partnering with Councils including the Lower North, City of Playford, City of Adelaide and City of Port Adelaide Enfield, the program will be continued throughout the coming year, focusing on different areas.

This program, which was successfully funded through “Fund My Community” Grants Program, has provided low cost microchipping to over 618 dogs and we hope that its success will continue with microchipping events planned for the South East, Riverland and more events in the City of Playford.
Education & Awareness Program

Olga Vidoni, our Pet Education Specialist, joined our team a year ago and has a background training people as well as pets and is a welcome addition to our staff taking on the role of researching, developing, establishing and facilitating our exciting new program - Education & Awareness.

The aim of our Education & Awareness program is to increase the understanding of responsible pet ownership, with the aim of reducing the number of animals arriving at our Shelters each year and to promote the work of the AWL through a variety of fun, informative and engaging activities.

We offered two hour excursions and one hour tours for school, tertiary, community and business groups at our shelter; presentations held at work or education sites; workshops for primary age students and school and tertiary support for research projects.

The beginning of the year was focused on researching, developing and establishing the programs with the pace picking up in the second half of the year resulting in us hosting 20 excursions, conducting 12 tours, organising 2 events, facilitating 8 workshops, initiating 2 educational pops up in the community and supporting a number of students with assignments and projects. In total, we reached over 1,000 individuals with the message of responsible pet ownership and raising awareness of what the AWL offers our community.

This year we aim to extend the program to include a pet reading buddy at the Shelters, expanding our Pet First Aid Course and initiating a junior volunteering program.

“Both the children and staff loved our visit to your facility! Olga was fantastic at keeping the children engaged for the full 2 hours... her communication, behaviour management strategies and friendly manner was really effective with the child audience. We appreciated that our session was extremely interactive as well as very educational. The children also felt proud that they could help the animals by making things for them to play with”.
Mia staff member, YMCA Craigmore

Children at Parfield Gardens R-7
“The best part was holding the 4 week old kittens”. Samantha

“Holding the kittens was the best and the whole tour was awesome”!
Charlotte

“I really enjoyed looking at the animals and learning about what goes on at AWL”. Jasmine
Community Fundraising

The plethora of fundraising activities across the corporate community is also inspiring, with our corporate partners continuing to assist our work.

JB HiFi continue to support our work caring for and rehoming dogs, puppies, cats and kittens through their national Workplace Giving program. This is a program linked to the Animal Welfare League Australia Foundation and we greatly appreciate the ongoing generosity of JB Hi-Fi.

Our partnership with pet retailer PETstock, has grown over the past year by hosting adoptions to cats and kittens at their Melrose Park store. While this project only commenced in May 2017, 11 cats and 1 kitten were adopted by the end of June so while it was only a short few weeks, we felt it was a success. Staff are trained to assist potential new owners with finding their perfect match; they chat with people about what they are looking for and talk through their responsibilities of owning a cat. Work has already commenced on expanding this exciting new venture to many of other PETstock locations across the Adelaide metropolitan area.

Last November, our annual dinner with Mr Riggs was held at the Hilton Hotel, raising over $2,000, while Mark Trumble owner of the Photographyroom is part of our program called “Donate for a Difference”. The Photographyroom commits to donating $20 per pet photo shoot and this has raised over $5,000! Well done to Mark who has again been named Pet Photographer of the Year in 2017.

Our ongoing program “A Pet’s Breakfast” provides our supporters the opportunity to fundraise from family, friends and school by holding a breakfast to raise funds for the animals. This has raised over $1,000 in the past year.

Businesses who kindly take our donation tins also need our heartfelt thanks. Over 200 businesses willingly display the tins on their counters and one in particular, Leabrook Quality Meats has chalked up their 10th year of support. Over this time, approximately $10,000 has been raised, which is a fantastic sum of money and goes towards helping the animals in our care.

We have found increasing support for AWL ReTAILS thrift shops. They are one of our key fundraising initiatives and raise the significant sum of $255,000 per year. They continue to be an excellent drop in point for many people in the community, where they can donate goods or make a monetary donation, dog or cat food, treats or volunteer themselves.

The AWL lotteries also continue to connect us and provide us with community engagement opportunities. People happily support our work through this fundraiser and they have been another important fundraiser for the organisation, raising in the vicinity of $300,000 per year.

The generosity of the South Australian community continues to support us in our quest to care for over 10,000 homeless, surrendered and abandoned animals each year. The thanks we receive from new pet owners is so rewarding too, knowing that if the AWL hadn’t been able to take them in, the outcome could be very different. This ongoing support and generosity changes lives, and for that we are very grateful.
**Boarding**

The AWL Boarding service continues to be a popular spot for pet holidays. Over the past 12 months, 3,531 pets were boarded with us, which comprised primarily dogs and cats with the average stay being 3.5 days. The boarding team also cared for some birds and two rats were our special guests... they stayed for a month and both needed weekly bathing!

**Grooming**

The AWL Grooming Centre provides professional grooming services for pets. Highly experienced in all types of grooming, pets receive the special care that they deserve.

Over the past year, the grooming team have been busy with:
- 243 small dog clips
- 35 medium dog clips
- 28 large dog clips
- 65 strip out double coated dogs
- 75 bath and brush only
- 16 nail clips.

This is a total of 461 pampered pets passing through the AWL grooming service.

**AWL Dog Training**

Training is one of the best things you can do for your dog, not to mention yourself. Why? Because having a well behaved, socialised, fun dog means you can take them to more places, you have a stronger bond and it allows you to understand your dog more. It could actually save your dog’s life and you get to socialise together too, and these are just a few great reasons to train. Overall, you both get to live a happier life together!

The AWL run training classes to help dog owners for exactly these reasons, and to get the most out of their relationship. Adopters feel supported knowing there is immediate help at hand if a specific behaviour problem develops.

During the past year we have had 300 dogs with their owners attend training and we are seeing so much more interest with the introduction of a variety of new classes. The classes we have held include Mutts with Manners; Puppy Manners; Really Reliable Recall; Scent Work; Reactive Rover and Social Skills.

There have been:
- 265 dogs attended Mutts with Manners or Puppy Manners classes
- 12 dogs in Reactive Rover class
- 10 dogs in the Really Reliable Recall class
- 10 dogs in Scent Work class
- 3 dogs in the Social Skills class.

In addition we have conducted over 50 private consults. These are a one on one session with owner and dog, and we have had quite a few of our adoption dogs go through these courses too.

Clinton and Clarence were two adoption dogs who thrived in these courses and had a lot of fun with their owners. Zapper was one of our longer term residents and he also attended our Mutts with Manners Class with staff and became the class star within a few weeks.
The AWL’s Foster Program continues to grow with the benefits felt by the AWL team and of course the families choosing to foster. We had a record 1,100 foster care placements during the last financial year. Fostering animals is a truly incredible experience and the benefits to the dogs, puppies, cats, kittens (and rabbits) from living in a warm, safe home are enormous. While staff do their very best to provide constant environmental enrichment activities for the animals who are in the Shelter kennels or cattery, there is “no place like home” and our wonderful foster carers provide that temporary home.

We are grateful to the families and individuals who offer to take animals not ready for adoption into their homes. They do such an important job in socialising and building lifelong skills in so many dogs and cats, puppies and kittens who would otherwise be spending a lot more time in the Shelter. The results are pets who settle into their forever homes much more easily, which makes foster care one of the most important programs the AWL undertakes in our efforts to rehome animals.

Kittens represented the highest number of animals going into foster homes, with 854 placements in the past year. This number was followed by puppies with 102 in foster homes. We had 89 cats in foster care and 40 dogs. We even fostered out 13 rabbits and two pocket pets. The average stay in foster care was 32 for cats and 30 for kittens with puppies and dogs averaging about 21 days in care. Rabbits made themselves at home for approximately 26 days.

We greatly appreciate all the hard work done by our foster carers which helps ensure even more animals find their special home.

Note: 82% of kittens placed in foster care have been adopted with a further 9.5% still in foster care, surgical recovery, available for adoption or transferred to a rescue group for adoption.

During the past year, a goal to purchase a transportable building to extend the veterinary clinic was achieved. The extension comprises 14 deluxe, modern cat condos and has allowed us to provide intensive treatment for cats and kittens suffering from infectious diseases that require isolation from the other cats in our care. These cases are monitored regularly by the veterinary team, and this initiative has allowed for an increase in cats available for adoption. As these cats and kittens stay with us for a much longer period of time, the extra luxury accommodation reduces their stress while they recuperate.

Another welcome development has been the recruitment of an experienced vet nurse which has enabled more surgeries to be undertaken at the Edinburgh North Shelter.

The AWL Veterinary team also extended its consultation work to include after-hours care for foster animals in emergency situations, in addition to regular consulting for boarding, post-adoption and regular foster care clients. Providing this after hours care has also meant that some staff from both the veterinary and shelter teams assist with fostering in their own homes for the more intensive cases, particularly for orphaned kittens.

During the past year, the AWL has desexed:
• 1,235 dogs (929 last financial year)
• 2,867 cats (1,277 last financial year)
• 70 rabbits (49 last financial year)

In addition:
• 3,413 shelter animals were microchipped, which represents a 25% increase on 2015/16
• 6,491 animals were vaccinated
Losing a beloved family pet can be devastating and the team at AWL Pet Cremations has been helping people through their grief for over 40 years. The AWL’s well grounded and compassionate reputation has been built on professionalism, respect and dignity for both pets and their owners.

So it is with a great sense of achievement and pride that this service, which has proven to be so vital to South Australian pet owners since the 1970’s, has been upgraded and expanded during this past year.

Our new purpose built, state of the art Crematorium hosts a series of unique single chamber units for animals of all sizes, so pet owners will be able to trust that the ashes returned to them are the ashes of their pet. When the ashes are returned to the owner they receive a “Certificate of Cremation” which guarantees they are the complete ashes of their beloved pet. In a first for South Australia, the

Grand Opening of the AWL Port Adelaide Adoption Centre

The Port Adelaide Pop Up Adoption Centre was officially opened on August 6, 2016 with the Centre showcasing the beautiful cats and kittens to the public. Celebrating the opening as part of the Port Adelaide Fair Day, there were giveaways, a BBQ, adoptions, and all the fun of the fair. During the past year the Port Adelaide Adoption Centre has adopted out:

136 cats + 215 kittens = total 351

This grand total indicates that potential owners enjoy the opportunity to sit and interact with the cats and kittens in a more relaxed setting and we hope that the success of off site adoptions continues to grow.
new facility can also offer a very special personal experience of having a private viewing of your pet’s cremation. In yet another first for South Australia, horses will now be able to be cremated in a single chamber unit too. This will provide the horse loving community with a much needed service, as in most Council areas, it is now illegal to bury a horse.

“Some members of our clinic attended a tour of the new crematorium facilities. We were all blown away by both the professionalism and friendliness of the staff and the state of the art facilities. Was great to see first hand how things are handled and can now report back to clients with absolute confidence that the ashes they are receiving back are 100% their own pet. Very impressed and biggest congratulations on the new facilities. It was very obvious to all how passionate and caring each and every staff member is about their job.”

Skye Evans, The Vet Clinic, Angaston

The AWL Pet Cremations team comprises of nine staff and during the past year the team worked with 97 valued vet customers, with the three AWL vans clocking up approximately 73,000km. With an average of 356 collections each week, these figures are an indication of just how much this service is needed.

The most common animal cremated was dogs (around 15kg) and in addition to our vet customers there were 562 direct customers that we assisted through this service.

The new equine cremator bulk load capacity can take up to 1,500kg, which would accommodate a horse the size of a Clydesdale.

We thank South Australians for their past support through using the AWL Pet Cremations Service and the cremation team is looking forward to providing customers with their same caring service but in a new state of the art facility.
Share your story...
contactus@awl.org.au

Facebook
facebook.com/awlsa

Instagram
@awl_sa

Twitter
@awlsa

“Just thought I’d send in an update of Cooper whom I rescued in March. He is one happy, naughty, cheeky boy” – Hannah

“I’m delighted to report ‘Turtle’ is doing great! She is full of life and very friendly with everyone. I love her very much” – Michelle

“We adopted Felsy earlier this year, he’s having a great life and steals food directly off the BBQ if he can” – Kieran

“Frankie Meow Meow and my daughter have formed a special bond, he is very much loved, spoilt and happy” – Danica
“He has settled in so well, due to our 3 cats we were hesitant but he has been very friendly. I couldn’t ask for a more well mannered, obedient dog” – Jess

“Gustav just loves all his cuddles” – Grace

“Monte
“He ran straight up to us with his toy and from that moment on he has continued to melt our hearts” – Matt & Simone

“Onyx
“She is an absolute darling cat! So glad I brought her home!” – Brown Leigh

“Sunday
“It’s been 6 years now and she is very much a part of our family, recently gaining a new cat friend” – Helen

“Harry
“Here’s Harry who we got from AWL Wingfield around 2 years ago. He is best friends with our pug Daisy” – Michelle

“Zuko
“He has settled in so well, due to our 3 cats we were hesitant but he has been very friendly. I couldn’t ask for a more well mannered, obedient dog” – Jess
### Income Statement

<table>
<thead>
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<tr>
<td>Income from operations</td>
<td>6,608,757</td>
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<td>Income from investments</td>
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<td>Operating income</td>
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<th>Expenses</th>
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<tbody>
<tr>
<td>Employee expenses</td>
<td>(5,499,349)</td>
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<tr>
<td>Other expenses from ordinary activities</td>
<td>(3,198,386)</td>
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| Surplus / (deficit) from operations | (1,376,293) |

| Legacies and bequests received  | 5,171,414 |
| Transfer from reserves in relation to depreciation | 8,823 |
| Net profit/(loss) from disposal of plant and equipment | 2,707 |

| Net Surplus after legacies, bequests and gain on disposal | 3,806,651 |

### Balance Sheet

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| Net Assets                    | 42,191,472      |

### Equity

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<td>Total Equity</td>
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The above financial information is an extract taken from the Audited Financial Statements for the year ending June 30, 2017. A full copy of the Audited Financial Report is available to financial members upon request.