

# ANNUAL REPORT2023-2024



# At AWI NSW, we don't just rehome animals - we change lives.

#### **OUR VISION**

at becoming a cherished companion.

#### **OUR STRATEGY**

Building Momentum for 'A Better Journey'.

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- Animal Welfare League NSW's Purpose

#### Through our Hope to Love Journey, we strive to give every animal the best chance

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## KEY IMPACT STATISTICS 2023-2024

## PRESIDENT'S MESSAGE



### Inspectorate

2,685 Attendance for Cruelty **Reports, Compliance Visits** & Other Activities 370 **Ambulance Jobs** Animals Seized

3,433+ **ANIMALS ADOPTED** TO NEW HOMES

1,154 **ANIMALS FOSTERED** BY FOSTER NETWORK



## Medical

84

13,332	Animal Health Checks:
7,275	Kemps Creek
3,437	Branches
2,620	Animal Care Truck
5,096	Financially Supported De-Sexing
1,600	Kemps Creek
3,437	Branches
59	Animal Care Truck (Dubbo only)
5,294	Vaccinations:
3,093	Kemps Creek
2.201	Animal Care Truck

**ANIMALS EUTHANISED** FOR BEHAVIOURAL REASONS

9

1,445 **AWL NSW** MEMBERS

940 **AWL NSW VOLUNTEERS** 

Animal Care Truck

Since February 2023: >17,000 Kilometres Travelled

30 **Rural Cities & Towns** Visited Across NSW

20 **AWL NSW BRANCHES** ACROSS NSW

#### LINDA GEDDES PRESIDENT AWL NSW

Reflecting on a year of progress & resilience at AWL NSW

As we look back on another year at Animal Welfare League NSW, I want to express my sincere gratitude to CEO Stephen Albin and the Executive Leadership Team for their outstanding leadership. Stephen's vision and guidance have been instrumental in advancing our mission and setting us on a path to lasting impact.

The year began with the release of AWL NSW's new three-year strategy-'A Better Journey.' This ambitious plan focuses on enhancing the 'Hope to Love Journey' for every animal under our care, ensuring they receive the best possible path from surrender to adoption.

#### Our strategy unfolds in three key phases:

Year 1 - Stabilisation: Laying a solid foundation.

Year 2 - Consolidation: Strengthening our progress.

Year 3 - Growth: Increasing the number of animals in our care.

#### I am proud to report that 92% of our strategic tasks were completed within the first financial year, a remarkable achievement that highlights the dedication of the entire AWL NSW team.

This progress is even more commendable given the external pressures we've faced. Rising living costs have contributed to increased surrenders, slower adoptions, and a reduction in donations as families focus on essentials. Despite these challenges, our team's resilience ensures that we remain on track to deliver on our mission.

On behalf of the Board members, I wish to extend heartfelt appreciation to all our staff and volunteers. Your hard work and dedication have not only helped us navigate these tough times but have also ensured that we continue to provide essential services to animals in need. Your unwavering commitment and passion for animal welfare make a real difference in the lives of countless animals and their families.

We truly appreciate the hard work you put in every day. These achievements reflect our commitment to improving animal welfare in our communities and align with our strategic goals. I am excited about what lies ahead and look forward to continuing this important work together.

Lastly, I would like to acknowledge my fellow board members for their stewardship of AWL NSW. Your insights and dedication play a crucial role in shaping our strategies and policies, and I am grateful to work alongside such a passionate and committed group.

Together, we are making a difference - and I am grateful to be on this journey with all of you.



## CEO'S MESSAGE

#### **STEPHEN ALBIN CEO AWL NSW**

Driving Impact Through Compassion: Advancing Animal Welfare & Creating Lasting Connections



CEO Stephen Albin with the Commonwealth Government's Minister for Climate Change and Energy, The Hon. Chris Bowen, MP during his visit to our Kemps Creek Shelter.

This year marked a pivotal moment in AWL NSW's 66-year history with the introduction of our three-year strategy, A Better Journey. This plan redefines how we care for animals, guiding them from surrender to becoming cherished companions.

Thanks to the hard work of our exceptional team, we achieved 92% of our strategic objectives in the first year. This success not only our strengthened operations but also resulted in a \$1.13 million surplus – our first in six years.

It hasn't been without challenges. The surge in animal surrenders and slower adoption rates tested our capacity. However, with additional NSW Government funding, we doubled the size of our Inspectorate team, allowing us to support more animals and respond swiftly to cruelty cases.

Despite these pressures, we rehomed 3,433 animals, and the average stay at Kemps Creek dropped from 47 days to 41. Surrender wait times also improved – from 9 months to 1-2 weeks for cats, and 18 months to 1 month for dogs. At times, cruelty cases occupied nearly half of our kennels, as we ran the largest Inspectorate program to date. What is even more remarkable is that we achieved this with the lowest euthanasia rates in our history.

Our Animal Care Truck (ACT) has exceeded its three-year target in just two years. In 2023/24, the ACT visited 30 towns across NSW, providing health checks to 2,620 animals. Of these, 2,200 were vaccinated, 1,114 microchipped, and 59 de-sexed.

While many organisations saw a drop in fundraising due to cost-of-living pressures, our Marketing and Fundraising team not only grew revenues but also expanded our supporter base. Through strategic campaigns and targeted partnerships, they secured vital funds directly impacting animals in our care.

However, new challenges are emerging. Although surrender rates from the COVID aftermath and rising living costs are easing, adoption rates are slowing as people struggle with the costs of pet care. Some shelters have begun offering animals for free, but we believe this is not a sustainable solution. If someone cannot afford to acquire an animal, they may struggle with long-term upkeep.

We expect more animals to be returned to shelters, even as adoption demand softens. AWL NSW remains committed to our approach of responsible rehoming, prioritising the long-term wellbeing of every animal even if it means longer stays in care.



Looking ahead, we plan to double our capacity with the new Precinct for Animal Welfare (PAW) at West Hoxton. This facility will be purpose-built for inspectorate animals, offer domestic violence respite, and support the rehoming of research animals.

With 20 branches and over 900 volunteers – the largest network of any animal rehoming organisation in NSW - our volunteers rehomed more animals than our Kemps Creek Shelter this year. They also provided over \$1.3 million to low-income pet owners to help with desexing and vet fees. I want to extend my heartfelt thanks to our volunteers for their incredible contributions.

This remarkable year would not have been possible without the dedication of many. I'd like to personally thank Linda Geddes and the AWL NSW Board for their guidance and commitment.

To all the staff who go above and beyond every day – thank you for creating the best possible environment for our animals to complete their journey from Hope to Love.

CEO Stephen Albin with the NSW Government's - Minister for Agriculture, The Hon. Tara Moriarty, MLC during her visit to our Kemps Creek Shelter.

### **OUR STRATEGY**

# Building Momentum for 'A Better Journey'

Over the past 12 months, AWL NSW has made significant strides toward the priorities outlined in our three-year strategy. 'A Better Journey 2023–2026'. This plan reflects our commitment to improving every step of the Hope to Love Journey, ensuring that every animal under our care experiences the best possible transition from surrender to adoption.

#### The strategy is structured into three phases:

Year 1 - Stabilisation Year 2 - Consolidation Year 3 - Growth

With 48 strategic actions completed during the first year, our achievements demonstrate the dedication of our team in bringing this vision to life. Some of the most impactful efforts focused on:

- Enhanced Branch Network
- Intergrated Animal Welfare Services
- Proactive Animal Welfare
- Marketing and Revenue Streams
- A Sustainable Operating Model

#### With Key Milestones;

- The expansion of our mobile animal care services across regional areas, made possible by a grant from the NSW Department of Primary Industries, through our dedicated Animal Care Truck team.
- The establishment of new regional Inspectorate hubs in Orange, Glen Innes, and Bega, supported by the NSW Office of Local Government grant.
- The introduction of a comprehensive Branch Operating Manual, updating our policies and procedures to enhance efficiency.
- Strengthening our partnership with Channel Ten's Dog House Australia, significantly boosting AWL NSW's brand visibility.

Despite challenges such as rising living costs and increased animal surrenders, we have remained committed to continuous improvement in all areas of our work during the year.

As we move into 2024/2025, several key initiatives will continue to take shape:

Precinct for Animal Welfare (PAW) - West Hoxton: Supported by the NSW Government, this new facility will feature three key centres:

- 1. Inspectorate Command Centre: Coordinating animal welfare operations statewide, with regional hubs in the Far South Coast, Central West, and Northwest NSW.
- 2. Respite Centre for Victims of Domestic Violence: Providing temporary care for pets while owners seek refuge.
- 3. Research Animal Rehoming Centre: Helping research animals transition to loving homes through our care programs.

Regional Expansion: New animal welfare centres will open in Bega, Glen Innes, and Orange with grant support from the Office of Local Government.

Mobile Services: Increased outreach via the Animal Care Truck, funded by the NSW Department of Primary Industries.

Financial Sustainability: Upcoming campaigns, including the 'Pledges for Pets Corporate' day, 'Valentine's Day' initiative, 'Love to Hope Walk', and 'AWL NSW Raffle', will help diversify our revenue streams.

These accomplishments are a testament to the dedication of our staff, volunteers, supporters, & partners, all working toward a future where every animal finds a safe & loving home.

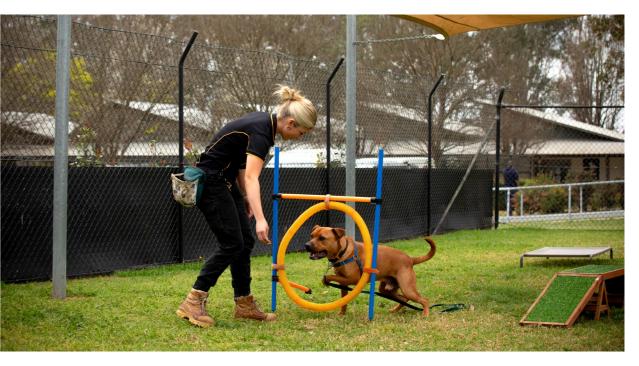
## OUR PEOPLE & OUR CULTURE

## AWL NSW is defined by its diverse & passionate team of professionals & volunteers, all united by a shared purpose to rehome as many animals as possible.

The journey of helping animals recover from neglect or mistreatment is both demanding and rewarding, requiring resilience, compassion, and expertise. Across our state-wide organisation, from our inspectors to our veterinary staff, every decision prioritises the animals' well-being.

Our strong network of 20 NSW Branches, powered by more than 450 volunteers, plays a pivotal role in rehoming more than 2,000 animals annually. These dedicated volunteers provide hands-on care and support, extending the reach of AWL NSW across the State. They also administer subsidised vet vouchers, encouraging pet owners to access veterinary care for their animals, helping to promote animal welfare in local communities.

Our Inspectorate Team across the State plays a vital role by investigating cruelty reports with a compassionate, animal-friendly approach, raising awareness about responsible pet ownership and rescuing animals from harmful situations.



In our Veterinary Hospital at Kemps Creek, dedicated staff provide exceptional care, addressing both the physical and emotional needs of animals to give them the best chance of recovery.

At the Kemps Creek Shelter, our adoption, foster, and behavioural teams (both paid and volunteer) work together to prepare animals for new homes, ensuring each receives personalised care and enrichment.

Beyond the shelter, our 435 strong foster network provides essential support, offering temporary homes where animals can heal and grow, ultimately increasing their chances of finding permanent families.

The success of AWL NSW is also a testament to the management team and the vital contributions from marketing, fundraising, accounts, finance, administrative, and grounds staff, who work tirelessly behind the scenes. Their expertise, coordination, and support enable every part of the organisation to function smoothly, ensuring that every campaign, operation, and service runs efficiently. These teams play a pivotal role in raising awareness, securing resources, and maintaining the infrastructure that allows our mission to thrive.

## 2024 ORGANISATIONAL HIGHLIGHTS

#### INSPECTORATE

Throughout 2023-2024, the AWL NSW Inspectorate demonstrated its ongoing commitment to animal welfare, handling 1,542 complaints related to alleged cruelty under the Prevention of Cruelty to Animals Act 1979 (NSW).

Additionally, 620 follow-up visits were conducted to ensure compliance with regulations.

Inspectors also carried out 435 routine inspections & responded to 88 general dispatch requests, resulting in a total of 2,685 attendances.

The Inspectorate's ambulance officer contributed significantly by attending 370 new jobs, assisting inspectors, shelters, and Branches across NSW. While much of the team's work is reactive, there has been a continued focus on increasing proactive inspections to strengthen enforcement of the Prevention of Cruelty to Animals Regulations.

With the expansion of inspectors based in key locations such as Orange, Bega, and Glen Innes, AWL NSW now provides even greater coverage across the state. Enhanced training and new safety equipment have further empowered the team to operate at higher standards than in previous years.

To extend outreach, the Animal Care Truck visited regional parts of NSW, accompanied by inspectors, raising awareness and promoting the department's services in remote communities.

This proactive approach highlights the organisation's dedication to protecting animals and ensuring compliance with welfare standards throughout the state.

#### **VETERINARY HOSPITAL**

The past financial year has been one of stabilisation, problem-solving, and resilience-building for our AWL Veterinary Hospital. Our commitment to delivering highquality veterinary care remains unwavering, guided by our core values of compassion, excellence, and service.

Over the last 12 months, our hospital has focused on providing the best medical care to over 7,000 shelter animals and those brought in by our Inspectorate, while also serving the local community through general veterinary practice.

Additionally, through our Animal Care Truck, we extended free basic veterinary care to 30 rural communities across NSW assisting more than 2,500 animals. Our euthanasia rate is one the lowest on record at below 1.5% with 92% for critical quality of life medical reasons.

We welcomed two new veterinarians and several skilled veterinary nurses to meet the demands of our growing workload. Professional development remains a priority, with ongoing education ensuring our team stays informed on the latest advances in veterinary medicine.



The financial challenges of the past year have led to a rise in injured strays, increasing pressure on our hospital's capacity. At the same time, the cost of veterinary supplies and medications has risen sharply. Despite these challenges, we remained committed to keeping our services accessible and affordable—often absorbing extra costs to ensure no animal went untreated.

We also recognised the emotional demands of veterinary care and prioritised mental health support. Management participated in wellness training designed to prevent burnout and promote long-term job satisfaction, fostering a healthier and more sustainable work environment.

Our expanding team of experienced, compassionate, and versatile professionals has been instrumental in helping animals recover, thrive, and find forever homes. Their dedication to AWL NSW and the animals we serve is inspiring, making a tangible impact every day. Together, we continue to create meaningful change, providing animals with the care they need and the futures they deserve.



#### **ANIMAL SHELTER - KEMPS CREEK**

The 2023-2024 period was both rewarding and demanding for the shelter team. Internal promotions allowed valued staff members to step into more senior, challenging roles, while the addition of new team members brought fresh perspectives and enhanced expertise in animal care and welfare.

The surge in surrender requests has been overwhelming, reflecting the ongoing financial crisis, housing challenges, and the shift back to in-office work, making it difficult for many to care for pets acquired during the pandemic. Additionally, we've seen a rise in requests from individuals experiencing homelessness and domestic violence, as well as an influx of animals with behavioural challenges — particularly those brought in by our Inspectorate or denied by local councils.

Despite these pressures, adoptions have remained steady, although they fluctuate throughout the year. Cat adoptions have proven more successful, likely due to financial and housing constraints that make cats more accessible and cost-effective to care for compared to larger dogs. In contrast, large dog adoptions remain challenging, particularly for those requiring additional behavioural support and training.

#### In FY 23/24 the shelter saw:

- 1,776 animals come into their care
- 1,154 were fostered
- 1,388 adopted out

In response, we have refined both our adoption and surrender processes, streamlining them to improve efficiency and user experience for both customers and the shelter team. These processes will continue to evolve as we assess outcomes and make further enhancements. While the year has had its difficulties, the team's culture has grown stronger, driven by a commitment to transparent communication and an open-door policy that fosters trust and encourages staff to share concerns or feedback openly.

#### **ANIMAL CARE TRUCK**

Under the leadership of our Veterinary Hospital Team, our Animal Care Truck – our mobile veterinary clinic – achieved outstanding success this financial year, exceeding projections by delivering twice the anticipated number of consultations.

Early in 2023, we were proud to receive a significant grant from the NSW Department of Primary Industries, securing funding to support the truck's operations across NSW for the next three years. This backing enabled us to expand our reach and maintain our momentum throughout the year.

Over the course of FY 23/24, under our new corporate livery we covered more than 18,000 kilometres, visiting 30 regional towns and cities to provide vital veterinary services to animals and their owners. In Dubbo alone, we facilitated 59 de-sexing procedures, helping to reduce the population of unwanted animals.

#### In total, the truck performed:

- 2,620 Animal Health Checks
- 2,201 Vaccinations
- 1,114 Microchips

We are immensely grateful for the support from the NSW Government, which has enabled us to make a meaningful impact on animal welfare in both urban and rural communities. With two more years of funding secured, we look forward to continuing this vital work, ensuring animals across the state receive the care they need and deserve.



## 2024 ORGANISATIONAL HIGHLIGHTS

CONTINUED

#### **ANIMAL FOSTER PROGRAM**

Our foster care program remains vital for animals requiring additional attention, socialisation, and recovery in loving home environments. In FY 23/24, 475 dedicated foster carers opened their hearts and homes. providing essential care for 1,154 animals, allowing them to flourish.

We are deeply thankful for our foster carers, whose commitment is integral to our mission. As we look ahead, our focus is on enhancing and expanding the program to amplify our impact through:

- Enhanced Training & Support: We will provide new resources and tailored education to foster families to elevate the quality of care offered.
- Increased Awareness & Recruitment: We aim to broaden our outreach efforts to attract more foster carers and highlight the fulfilling experience of fostering.

# Together, we strive to create brighter futures for even more animals.

We are excited to continue this important work and invite others to join us on this journey.

#### COMMUNITY AND CORPORATE SUPPORT

Our dedication has fostered a strong community of animal lovers who amplify our mission, alongside the support of committed corporate partners.

Nestlé Purina provides high-quality nutritional food for all AWL NSW animals. The **NSW Government**, through the Department of Primary Industries and the Office of Local Government, provides financial support for our Animal Care Truck, Precinct for Animal Welfare, and regional inspectorate offices.

We are also supported by **Network 10** through The Dog House Australia productions, PetCircle with essential pet products, and **Elanco**, which supplies veterinary medicines. Additionally, Chambers Russell Lawyers has recently joined us as a financial sponsor, helping us continue our work.

#### THE HOME OF THE DOG HOUSE AUSTRALIA

AWL NSW is proud to be "The Home of The Dog House Australia," with the hit TV show filmed at our Kemps Creek Shelter.

Now in its fifth season, this partnership highlights our commitment to animal welfare and community engagement. The series showcases the care provided by our staff, from animal attendants and veterinary professionals to inspectors rescuing animals in need.

At the heart of the show is our Hope to Love Journey, which aligns with our mission to create meaningful connections between people and pets. By bringing these stories to life, the series raises awareness about AWL NSW's work and encourages more adoptions, building a broader support base for animals in need.





#### MARKETING AND FUNDRAISING

At AWL NSW, we don't just rehome animals — we change lives.

treatment, behavioural therapy, and personalised rehabilitation.

Our foster program plays a key role in this process, offering temporary care and socialisation until animals find their forever homes. Each adoption is carefully managed to ensure the best match, whether the animal is joining an individual, couple, or family, fostering lifelong connections.

As we continue to grow, new campaigns like our Corporate 'Pledges for Pets', the "Valentine's Day' initiative, 'Hope to Love Walk', and the 'AWL NSW Raffle' will help us sustain and expand our impact.

Every success story changes not only the life of an animal but also enriches the lives of those who welcome them, forging lasting bonds and joyful new beginnings – ultimately changing lives forever.

Image courtesy of Network 10

### Through our Hope to Love Journey, we strive to give every animal the best chance at becoming a cherished companion. From the moment an animal enters our care, they receive comprehensive support, including medical

#### **20 AWL BRANCH LOCATIONS:**

- ARMIDALE
- BATEMANS BAY DOG TRAINING CLUB
- DUBBO
- EASTERN SUBURBS
- EUROBODALLA
- FAR SOUTH COAST
- GLEN INNES
- GREAT LAKES & MANNING
- GUNNEDAH
- HAWKESBURY
- ILLAWARRA
- JERVIS BAY / NOWRA
- MOREE
- NAROOMA DOG TRAINING CLUB
- NORTH COAST
- NORTHERN BEACHES
- ORANGE
- SHOALHAVEN
- TAMWORTH
- WESTERN SUBURBS **& HILLS DISTRICT**

#### **SUMMARY - FY 23/24**

With 20 Branches across NSW, over 450 dedicated volunteers and foster carers have provided vital services to regional communities, from taking in surrenders to fostering animals and securing over 2,000 adoptions through social media and local events.

Collaborating with local regional veterinary hospitals, our Branches ensure every animal receives the medical care needed to recover & thrive.

This year, our incredible Branch volunteers rehomed more animals than the Kemps Creek Shelter and provided over \$1.5 million to help low-income pet owners through:

- Companion Animal Desexing Service (CADS): To supplement desexing costs, helping pet owners in financial hardship reduce unwanted litters.
- Companion Animals Assistance Scheme (CAAS): Offers financial aid for life-saving surgeries, ensuring pets of struggling owners in regional areas receive critical veterinary care.

#### **FUNDRAISING & COMMUNITY OUTREACH**

Op Shops in Armidale, Great Lakes & Manning, and Hawkesbury remain important fundraisers, recycling goods and supporting animal welfare despite economic challenges.

Branch support was integral to our Animal Care Truck tours, which visited seven Branch communities this year.

Together, our regional Branches continue to transform animal welfare and foster lasting connections across NSW.



#### ARMIDALE

This year, the Armidale Branch made a significant impact on local pet welfare. On April 10, the AWL NSW Animal Care Truck visited, providing free services to 92 pets — 68 dogs received C3 vaccinations, 17 cats got their F3 shots, & 33 were microchipped for easier identification.

Our dedicated Branch members supported the team by helping with registrations, selling desexing vouchers, and distributing donated dog coats for the winter. We sold 213 subsidised desexing vouchers, assisting low-income residents in de-sexing their pets. Our Cat and Dog Welfare Officers, Celia Smith and Julie Crozier, tirelessly matched animals with loving homes, resulting in 61 cat adoptions and 55 dog adoptions this year.

Our engaging "Pat n' Chat" cat adoption days and dog adoption stalls at monthly markets showcased adoptable pets, creating meaningful connections with potential owners.

The Op Shop raised a substantial amount of money for companion animal welfare, despite tough economic times, while our volunteers recycled pet gear at bargain prices for the local community.

We also secured a \$5,000 grant from the Transgrid Community Partnerships Program, funding essential items to enhance our operations.

Together, these efforts exemplify our commitment to improving animal welfare in Armidale and supporting our community.

Image courtesy of Network 10

#### CONTINUE

#### **DUBBO**

Dubbo has had another successful financial year, thanks to our dedicated small team.

Despite a shortage of volunteers, we rescued and rehomed 117 dogs and 49 cats. Our regular adoption days have facilitated these adoptions while also benefiting the Petbarn complex by bringing in additional foot traffic.

With access to two local veterinary clinics, we receive essential support for desexing and consultations. The generosity of Janet and Ken Rose, who provide their farm for fostering, is crucial to our operations, enabling us to care for many of our animals.

While we face challenges in securing permanent foster carers, our existing team ensures efficient operations. Despite the cost-of-living crisis over the past year, we remain committed to finding homes for as many animals as possible and look forward to continuing this success in the coming year.



#### EASTERN SUBURBS

In 2024, the commitment & dedication of our members made a meaningful difference in the lives of companion animals across our area.

The tireless efforts of Welfare Officers Colleen and Bev, along with Treasurer Sue, were instrumental in achieving these outcomes. Without their continued hard work, none of this would have been possible.

While this year showed some improvement for the Branch, attracting new active members and foster carers remains a critical challenge. Our long-serving vet, Steve Cooney, retired, but essential services – such as desexing, veterinary advice, assistance with treatments, and food support continued uninterrupted.

A total of 26 animals were desexed (9 males and 17 females), reflecting our ongoing commitment to animal welfare.

Thanks to the Welfare Officers, we have successfully secured a new vet and are now in the process of establishing this partnership.

Although we have yet to secure a permanent fundraising base or market, we have sustained operations through small but consistent donations, along with memberships, CADS remittances, and adoption fees.

Looking ahead, we are preparing for a Branch relaunch, which will position us to expand our efforts and provide even greater support to companion animals in the Eastern Suburbs.



#### **EUROBODALLA**

The Eurobodalla Branch has had an eventful year, marked by community engagement and successful fundraising efforts.

Our Tailwaggers Fundraiser in September, featuring chef and TV presenter Paul West, brought joy to attendees despite declining participation over the past five years, leading us to discontinue the event in 2024. However, we will continue our Car Boot Sale in March, which will include an AWL NSW stall and a sausage sizzle.

In the lead-up to Christmas, our Branch created delightful memories at the Moruya Markets with a Santathemed event, where photos with Santa and dogs were highly sought after, generating valuable funds for our work.

Additionally, our stall at the Narooma Oyster Festival proved successful despite less-than-ideal weather, with generous donations and raffle ticket sales.

Throughout the year, we successfully adopted out 40 dogs & puppies, as well as 44 cats & kittens, showcasing the dedication & passion of our members and carers.

Image courtesy of Network 10

While we are grateful for their support, we welcome more individuals to join our efforts in making a difference

for animals in need.

#### FAR SOUTH COAST

During 2023/24, we successfully rehomed 114 dogs & puppies, along with 127 cats & kittens — a significant increase from last year.

We also transferred seven dogs to other rescue groups and assisted small animals, including guinea pigs, rabbits, and chickens.

In September 2023, we welcomed our CEO, Stephen Albin, to discuss inspection progress and other key issues. Additionally, Branch members Olivia Forge and Alison Daneeli attended the Branch Conference in Sydney and a Welfare/Sheltermate course at Kemps Creek, enhancing our skills and knowledge.

Our partnership with Purina continues to provide vital monthly food supplies. 2EC and PowerFM support our adoption efforts with

fortnightly radio segments, while local outlets, including the Bega District News, promote our "Pet of the Week" and pet enclosure initiatives.

We connected with the community through events such as the Candelo Show and Volunteer Week, resulting in several adoptions. Our fundraising efforts, including the Trivia Night, Calendar of Second Chances, Hope to Love Walk Challenge, and Santa Paws, were enthusiastically received.

Generous funding included \$5,000 from Bendigo Bank for cat enclosures and another \$5,000 from the Royal NSW Canine Council Health and Welfare Charity to support special needs animals, alongside local donations.

This year, we welcomed new team members: Alison Daneeli as Welfare Officer (Dogs), Susan Harrison as Treasurer. and Alicia Dunning as Secretary. Their contributions have been invaluable. We also thank Glen Curry, who excelled as Welfare Officer (Cats) and will be missed as she steps down. Olivia Forge has provided exceptional support to our welfare team and managed grant programs for Wallaga Lake and Farm Cats.

Special thanks go to our inquiry phone team – Helen Hall, Beth Moore, Jane Scott, and Liz Brown - for their professionalism and compassion. Although we bid farewell to Lyn Mott this year, her contributions are deeply appreciated.

We are incredibly grateful for the dedication of all our volunteers, whose hard work has driven our success. We look forward to building on these achievements in the year ahead.



#### **GLEN INNES**

Despite a decrease in fundraising this year, we achieved remarkable results through our weekly club raffles, thanks to the efforts of Jenny Mills, Margaret Jones, George, and myself. We also received valuable support from Purina and donations through our donation bins and markets. Our dedicated welfare officers have worked tirelessly, enabling us to ...

Rehome 15 dogs, 22 cats, & 106 kittens from July 1, 2023, to June 30, 2024.

We also transferred around 19 cats and kittens to the AWL NSW's Kemps Creek Shelter in Sydney and successfully placed seven dogs in the "In the Doghouse" event, showcasing their potential.

Special thanks to our foster carers, who rehabilitated timid and neglected animals, providing them with a chance at a better life. The recent visit from the AWL NSW Animal Care Truck on April 9, 2024, served 123 animals - 36 cats and 87 dogs - offering free vet checks, vaccinations, and microchipping, and was met with very positive feedback from the community.

We utilised the Companion Animal Desexing Scheme (CADS) to desex 29 cats and 8 dogs between April and June 2024, aiding responsible pet ownership in our community.

Additionally, we began a partnership with Barnyard in Inverell, successfully rehoming six kittens since July.

We continue to receive reports of neglect and cruelty cases in our area, encouraging individuals to contact our local inspector or the AWL NSW Cruelty Line. However, we face a pressing need for more volunteers and foster carers, and we're thrilled to welcome new members from Inverell and Ashford.

Finally, a heartfelt thank you to Helen and Melissah for their unwavering support. Together, we strive to make a positive impact for the animals in our care.

#### **GREAT LAKES & MANNING**

The Great Lakes and Manning Branch has achieved a successful year in cat adoptions, while dog adoptions faced challenges due to a shortage of carers.

We are grateful for the support from Mid Coast Vet in Tuncurry and Windan Sea Vet in Forster, who provide affordable veterinary care and facilitate surrenders and adoptions for our cats. Scotty's Pet Barn also assists with adoptions at no cost.

Our partnership with Forster's local media has been instrumental in promoting our animals, helping them find loving forever homes.

This year, we successfully desexed 151 cats and 92 dogs using CADS and utilsing the CASS (Companion Animal Assistance Scheme) supported 73 health consults, 34 surgeries, 6 tick bite treatments, 8 dental procedures, and 7 euthanasia's, showcasing our commitment to animal welfare.

We are proud to have received over \$8,500 annually from the Regional Australia Bank's Community Partnership Program, recognising our efforts in the community. Our Op Shop continues to thrive, thanks to the dedication of our volunteers, whose hard work is invaluable.

We look forward to another year of positive impact and continued success in our mission to rehome animals and support our community.



CONTINUE

#### **GUNNEDAH**

In 2023/24, we've experienced outstanding adoption success with a total of 121 animals - 82 dogs and 39 cats - finding their forever homes. A warm thank you to our foster carers for their exceptional love and care, which ensures our animals are healthy, happy, and well-adjusted.

As we gather for our second AGM, we reflect on a fantastic 17-month journey with AWL NSW. However, we face challenges with the increasing number of animals in our care, as many rescue groups and pounds are at capacity. Housing issues are forcing families to surrender pets, and the lack of desexing contributes to unwanted litters.



Looking ahead, spring is upon us, bringing kitten season, so we must prepare for the influx. Our garage sales have been successful, thanks in part to a volunteer who bakes delicious treats for our tables. We're excited to partner with Pets Domain for a dog and puppy adoption event on the October long weekend to celebrate their second anniversary.

With three new volunteers – Brie, Gordon, and Michael – joining our team, we have much to accomplish. Thank you to everyone in our Fur Baby family for your dedication. Let's make the next 12 months impactful together!

#### HAWKESBURY

The Hawkesbury Branch has enjoyed a busy and successful year, thanks to our dedicated volunteers.

Our Retail Hub at South Windsor has completed its first year of trading, thriving with strong community support. The shop has become the hub we envisioned, where locals can seek pet advice, assistance, and sometimes just a friendly chat.

In June, we hosted our second subsidised vaccination day, providing free health checks, microchips, and vaccinations for approximately 70 dogs and cats. While we faced some constraints due to cat vaccine availability, we're pleased to report that our order has arrived, allowing us to plan our next clinic.

Subsidised desexing remains a core function, with nearly 2,000 vouchers issued this financial year. For the first time in years, we also participated in National Desexing Month.

We took in 101 cats and kittens for fostering, including several neonates, as well as 3 dogs and 1 goat. Two dogs and the goat have been rehomed, while one dog remains in care due to health issues.

## Dur volunteers are the backbone of our Branch

Foster carers, retail staff, fundraisers, and everyone working behind the scenes to keep our mission on track. Thank you for your unwavering commitment!





#### **ILLAWARRA**

The Illawarra Branch has had a productive year, marked by process improvements, new volunteers, and experienced additions to our Executive Committee.

# as a top priority.

This year, we engaged actively with the local community through adoption days, pet events, and information stands. Social media and newsletters have kept supporters informed, showcasing the dedication of our volunteers.

In total, 363 cats and kittens entered our care, including 135 surrenders and 228 rescued by good Samaritans. Among them, 41 were neonatal kittens requiring intensive care, with five sadly not surviving. We successfully adopted out 325 cats and kittens, thanks to advertising on the AWL NSW website, Pet Rescue, and social media. Special thanks to Donna Ashelford for managing our adoption process.

Early in 2024, we partnered with Petstock Albion Park Rail to display cats in their adoption pod, leading to three successful in-store adoption days and greater local awareness.

Funding was secured through a \$20,000 grant from the Office of Local Government and \$25,000 from Wollongong City Council, enabling the desexing of 124 community cats and care for rescued kittens.

Our fundraising efforts included our first Bunnings sausage sizzle and multiple adoption stands. Petstock also introduced a "Round Up" donation option, further boosting funds.

With over 40 foster carers, our volunteer network continues to grow. We thank former Treasurer Karina Gardner and Welfare Officer Lysabeth Blanchett for their contributions and welcome Marni Janssen as Treasurer, along with Cristina Sacco and Debra Doyle to our foster management team.

Our volunteers show unwavering compassion, ensuring every cat receives the care they need. Special thanks to Lauren Thompson and Liz Price for writing animal bios, and to Elaine Duncan, Cristina Sacco, and Victoria Richardson for capturing beautiful photos that help these cats find forever homes.

Dur focus remains on rescuing & rehoming surrendered, stray, & unwanted cats & kittens, with community cat desexing

#### CONTINUED

#### **JERVIS BAY/NOWRA**

We extend our deepest gratitude to our dedicated carers and volunteers for their exceptional support and hard work at the Branch. Their commitment is vital as we continue to face challenges with a shortage of carers compared to the increasing number of animals entering our care.

Our collaboration with local veterinarians has been invaluable over the past year, enhancing the level of care we provide. The partnership with Fins Fangs n Feathers has also yielded positive results, contributing to over 100 cat and kitten adoptions in 2022-2023 and approaching similar numbers for the current year. Working together has truly been a rewarding experience.

This year, we took in 120 kittens and 26 mature cats. Remarkably, we successfully adopted out all the kittens and 22 adult cats, with only a few remaining as overflow into the next year. Despite the emotional toll experienced during the vaccine shortage, we are relieved to have moved past this hurdle.

We issued approximately 160 desexing vouchers for dogs and 53 for cats to the public, alongside desexing our own surrendered kittens and cats. These efforts have prevented countless animals from experiencing homelessness.

Additionally, we facilitated the transfer of one Border Collie to the Far South Coast Branch and took in three dogs from rural pounds: two elderly Pomeranians and a Boston Terrier, the latter of whom has now been officially adopted by their carer. Two Dachshund X dogs were also adopted by our Welfare Officer.

Dur assisted rehoming program continues to succeed, furthering our mission of finding loving homes for animals in need.

Through grant applications, we secured \$1,000 from the Veolia Mulwarree Trust to purchase a neonatal incubator, which will enhance our ability to care for vulnerable animals.

In the coming year, we are excited to participate in two community events aimed at educating the public about the importance of desexing pets and potentially expanding our foster carer base. We have also embraced modern technology with the implementation of Sheltermate and online desexing vouchers.

We wish all Branches continued success in their endeavours and look forward to a year of positive impact and growth.



#### MOREE

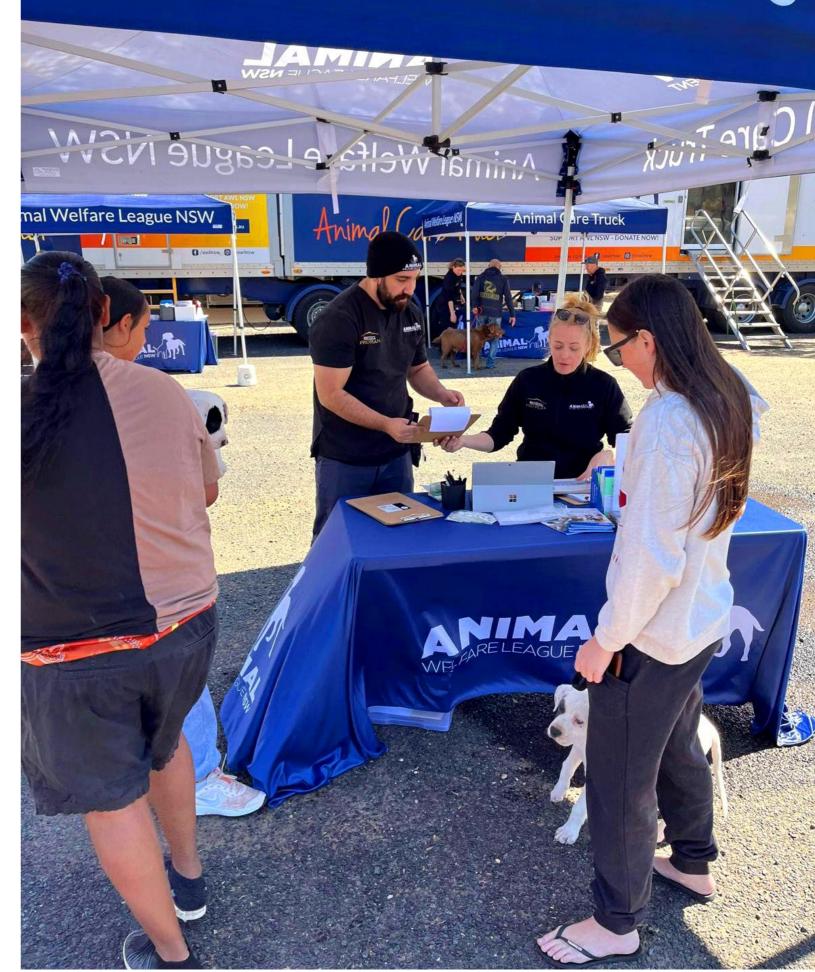
In the last 12 months, our Branch has shown remarkable resilience and determination. We have not only survived but thrived!

During this time, we successfully took in & found loving homes for 22 dogs & 23 puppies.

Additionally, we transferred 2 dogs and 4 puppies to another rescue, further extending our impact.

We also welcomed 27 cats and kittens into our care, all of whom found new families.

Our dedicated team, though small, has done an outstanding job, proving that together we can make a significant difference in the lives of these animals. Thank you for your hard work and commitment!



# vvellare

#### CONTINUE

#### NAROOMA DOG TRAINING CLUB

The 2023/2024 year began with a full complement of officers, except for the President's role. We extend our thanks to Val McCauley for stepping in as Vice President and taking on the President's duties until Wayne Perry was co-opted. Wayne also attended the 2023 State Conference, where he gained valuable insights and made meaningful connections.

Special acknowledgment goes to Chief Instructor Kathryn McKellar, whose leadership alongside Kay Davidson — ensured the smooth continuation of the dog training program. Their guidance has been essential to the success of the volunteer instructors and the training activities.

The 2023 Dog's Christmas Party was a bittersweet event, marked by the passing of Yve Robinson, the club's founder and matriarch. Yve's warmth, wisdom, and extraordinary ability with dogs made her unforgettable, and she will always be honoured as a guiding force for the club.

We express gratitude to Carol Hellmers for her outstanding management of the Branch's administration and for her invaluable assistance in his role as President. Thanks also to Peter Nelipa for managing the finances, which continue to strengthen. A Volunteer Grant funded the purchase of a laptop, printer, and hard drive for efficient record-keeping.

A Quota fundraiser raised \$1,500 toward the PAWS Project, with the Narooma Men's Shed committing to fit out the new facility upon completion.

The Branch held monthly meetings at the Men's Shed, where recent improvements enhanced the space. Efforts continue to secure a permanent location at Nata Oval for equipment and archives. Wayne, along with Peter and Carol, is actively working with Council and AWL representatives to move the project forward.

Public engagement remains vital, with the Woofer Newsletter, Facebook updates, and flyers playing key roles. We look forward to the year ahead, confident in the Branch's progress and future success.

#### NORTH COAST

The past year has been busy with surrenders, re-homing's, and adoptions. Tracey and Heidi manage shelter spaces and foster care, ensuring smooth transitions for animals. Our three weekly adoption shifts are run by six dedicated volunteers, with special thanks to Heidi for her care of the cats.

Flood-related insurance repairs remain unresolved due to a change in property ownership. In the meantime, we handle small repairs and store extra items at volunteers' homes. Jenine secured the shelter after a break-in attempt, adding Perspex for extra protection.

The Companion Animal Desexing Scheme (CADS) supported 165 dogs & 45 cats through 18 local vets. With a \$10,000 DIG grant and Branch funds, we desexed 67 dogs, 35 cats, & a rabbit.

We also thank Byron Shire Council for \$10,000 to cover vet costs for rehoming flood-affected cats.

Fundraising is essential to meet rising vet bills and rent. The November Street stall was a success, and additional funds were raised at Bangalow's Furry Friends Day. We also provided volunteer opportunities for three high school students.

Recruiting new volunteers remains challenging, but we've welcomed several committed people. Thanks to Head Office for Purina's food sponsorship and CAAS support for vet treatments.

We appreciate Jenine for managing our newsletter and thank the Executive Committee, volunteers, foster carers, and Mullumbimby Vets for their efforts. We look forward to continuing our mission in the year ahead.



#### **NORTHERN BEACHES**

After several months of preparation, the Northern Beaches Branch proudly relaunched in June 2024, marking a significant milestone in its mission to serve the local community.

Although the Branch does not operate a shelter, it has concentrated on impactful services such as the Companion Animal Desexing Scheme (CADS) and a comprehensive foster care and adoption program.

Since its inception, the Branch has successfully established strong partnerships with several veterinary clinics and training organisations, actively participated in council-run seminars and community events, and developed a robust network of foster carers.

Collaborations with local retailers have also been vital in sourcing pet foods and resources, further enhancing our support for animals in need.

Embracing technology is a key focus as the Branch aims to improve efficiency and outcomes. Initiatives include collaborating with the Kemps Creek team to trial a new online system for CADS, implementing a stock management system for donated goods, and using an evaluation tool to assess the benefits versus costs of events and fundraising opportunities.

The Branch is committed to building its profile and raising awareness of its services through dedicated social media efforts and public relations initiatives that target local media and community organisations. To expand its role on Sydney's Northern Beaches, the Branch is actively seeking more volunteers.

In just under one month following the relaunch in FY 2023/24, the Branch has already experienced a notable increase in community interest and activity.

#### We look forward to sharing a full year of impactful achievements next year.

Here are the statistics since the Northern Beaches Branch relaunch in June 2024:

- Total number of animals into care: 4
- Total number of animals into foster care: 4
- Animals desexed under CADS: 1

#### **SHOALHAVEN**

This year marked another impactful year for our Subsidised Desexing initiative, successfully assisting a total of 170 animals: 141 dogs, 27 cats, and 1 rabbit. Our efficient online voucher system has streamlined the process, with only a few minor hiccups along the way.

Special thanks go to the dedicated staff at the Shoalhaven Animal Shelter for their invaluable support in checking microchip and pension details and weighing animals. This collaboration has been crucial in ensuring accurate approvals for online voucher requests.

The Shelter's generous offer of free cat desexing also significantly benefited the community, leading to a reduction in the number of cats desexed through our Branch.

We extend our gratitude to the local veterinary practices for their unwavering support in our Subsidised Desexing program. Their commitment has been essential in helping us make a difference in the lives of these animals.

This year, we assisted 2 animals under the Companion Animal Assistance Scheme. While these numbers were lower than expected, it can be attributed to the introduction of Community Service Assistance available through each Branch.

During the 2023-24 financial year, our Community Service Assistance program successfully helped 29 animals (20 dogs and 9 cats). The range of assistance included preventative vaccinations, urgent surgeries, and, in unfortunate cases, euthanasia for those with severe health issues.

The appreciation expressed by pet owners was heartfelt, particularly given the financial difficulties many in the community face. We are grateful to our local vets who have provided essential support for these animals, allowing us to extend a helping hand to those in need.



Image courtesy of Network 10

#### TAMWORTH

As we approach the end of our first year with the Tamworth Branch, we extend our heartfelt gratitude to Jenny Campbell and the members of our Executive Committee for their warm welcome and support.

This year has presented challenges as we navigated the intricacies of AWL Branch operations, and the financial reporting required in the Treasurer role. Special thanks go to Alexis Swift from the Kemps Creek accounts team for her continuous guidance and support, which has been invaluable in this learning journey.

In March, our Branch made a significant operational change by shifting the payment of vet bills from our local bank account to the Kemps Creek accounts team, allowing for direct payments to vets. This transition has not only ensured prompt payment of bills but also simplified our accounting processes and reduced administrative burdens at Kemps Creek.

Maintaining our own Branch bank account allows us to deposit donations and fundraising income while efficiently managing the Square e-payment method, which has proven particularly effective at fundraising events like Bunnings BBQs, where over 50% of payments are made through this system.

We have launched several fundraising initiatives and are committed to participating in regular market day appearances to bolster our bank balance. Our team is actively seeking donations and new volunteers to further enhance our fundraising capabilities. One of our new initiatives, the Return & Earn Campaign, aims to raise \$1,000 over the next 12 months.

This assistance program has provided vital support for owners to help cover the cost of desexing their animals. For FY24, we desexed 14 dogs and 27 cats.

This scheme has been essential for providing financial assistance for animals needing surgeries and hospital care. This financial year we covered emergency surgery and procedures for two dogs.

Together, we look forward to building on this foundation to support the animals in our community and enhance our Branch's impact in the coming year.

#### WESTERN SUBURBS

In the face of unprecedented challenges, our small but dedicated team has made a significant impact on animal welfare in our community this past year.

Despite the growing demand for surrenders and the overwhelming need for support, we have achieved remarkable outcomes:

- Rescued and rehomed 155 cats, kittens, and dogs, giving them loving forever homes.
- Distributed a record number of desexing vouchers, helping reduce unwanted litters and stray populations.
- Introduced an online voucher system, streamlining processes and enhancing service delivery.
- Provided essential support to pet owners in hardship, offering a lifeline during difficult times.
- Maintained a strong foster network, nursing sick and challenging animals back to health.
- Continued critical fundraising efforts, ensuring the sustainability of our Branch operations.
- simplified our accounting processes and reduced administrative burdens at Kemps Creek. Delivered community education and support, offering guidance and compassion to those in need.

Through the dedication of our volunteers, from administration to direct animal care, we've touched countless lives — both human and animal. Our efforts not only save animals but also strengthen the human-animal bond, fostering a more compassionate community.

## Together, we are making a meaningful difference for animals and their owners.



Image courtesy of Network 10

## TREASURER'S REPORT 2023-2024

I am pleased to present the Treasurer's Report for the financial year ending 30 June 2024. Animal Welfare League NSW recorded a surplus of \$1.2M(2023: deficit \$0.4M). This represents a positive turnaround on the prior year of just over \$1.6M. Total income received during the financial year was \$13.5M and total expenses were \$12M.

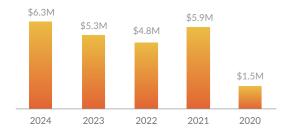
#### **FINANCIAL GOALS**

This year marks the second phase of our three-year strategic initiative aimed at developing a financially sustainable operating model. Our objective is to adjust revenue streams to meet or exceed the operating costs necessary for a high level of animal care. I am pleased to report that we have successfully achieved our strategic goal in the plan's second year.

#### INCOME

Bequest and legacy income continue to be a significant component representing 46.8% of total income. The five-year average tracking of bequest income is \$4.8M per annum, as indicated in the table below:

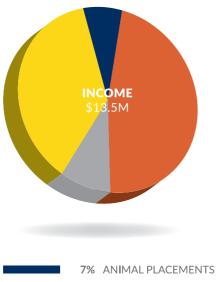


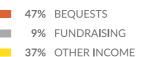


The year ended 30 June 2024 was another challenging year for fundraising with the impact of inflation on disposable income. Despite the adverse economic climate, fundraising revenue has grown by 3% over the previous year.

If we deduct the overhead cost of fundraising and corporate office, 74% (2023: 72%) of all income was directed to the caring of animals. The Board and Management remain committed to maximising the percentage of funds raised which are directed in this way.

#### **INCOME (CONT.)**





#### **EXPENDITURE**

Total Expenditure was \$12M (2023: \$10M) an increase over the previous year of \$2M. The largest line item increase over the prior year was Salaries, Wages and other employee benefits at \$1.1M. Several new positions were created during the year as well as salary review increases both for award and salaried staff. \$0.3M in additional vet fees paid by Branches for increases in payments towards the Companion Animal Desexing and Assistance Schemes.



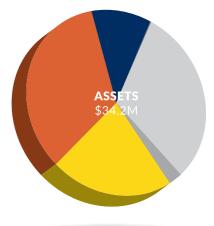
#### **STATEMENT OF FINANCIAL POSITION**

Members' equity balance for the year ended 30 June 2024 was \$27.7M (2023: \$26.6M) representing an increase of \$1.1M from the previous year. Total Assets were \$34.2M and Total Liabilities were \$6.5M, with \$5.2M for Contract Liabilities for unutilised portion of Government grants received as at 30 June 2024.

I want to thank the staff, volunteers, branch members and supporters for their ongoing commitment and passion for Animal Welfare League NSW.

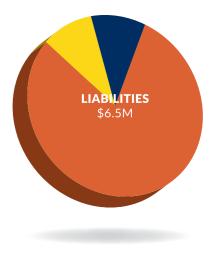
**KAREN ROBINSON** Director/Treasurer





10.67%	CASH & CASH EQUIVALENTS
0.17%	INTANGIBLE ASSETS
30.85%	INVESTMENTS
2.55%	OTHER CURRENT ASSETS
21.91%	FINANCIAL ASSETS
33.85%	PROPERTY, PLANT & EQUIPMENT

#### LIABILITIES



10%	TRADE & OTHER PAYABLES
80%	CONTRACT LIABILITIES
10%	PROVISIONS

## ABRIDGED FINANCIAL STATEMENTS 2023-2024

#### STATEMENT OF FINANCIAL PERFORMANCE

	2024	2023
INCOME	\$	\$
Animal Placements	1,001,776	958,096
Bequests	6,327,041	5,315,534
Dividends	95,330	89,178
Donations	358,894	377,411
Fundraising	1,270,091	1,229,810
Profit/Loss on Sale Assets	53,028	-
Grants	1,997,429	346,890
Interest Income	903,826	543,122
Membership	25,402	25,734
Merchandise	62,780	25,449
Gain on Investments	163,642	92,720
Op-Shops	287,567	232,250
Veterinary Fees	506,423	462,054
Other Income	478,321	280,398
Total Income	13,531,549	9,978,646
Cost of Goods Sold	(380,562)	(340,977)
Gross Profit	13,150,987	9,637,670

EXPENSES		
Audit, Legal & Consultancy Fees	220,493	191,498
Computer Expenses	136,347	96,519
Consumables	244,807	168,487
Depreciation	585,241	505,142
Equipment Hire	10,053	10,060
Food & Boarding for Shelter Animals	238,515	288,693
Insurance	131,943	120,674
Marketing & Advertising	217,685	90,581
Motor Vehicle Expenses	286,171	235,702
Postage Expenses	19,106	20,795
Rent	98,689	69,451
Repairs & Maintenance	104,727	99,795
Salaries, Wages & Other Employee Benefits	7,264,968	6,115,249
Utilities	159,674	142,338
Vet Fees Expenses		
- Branches	1,503,033	1,162,382
- Shelter External	100,696	110,123
Other Expenses	658,891	573,953
Total Expenses	11,981,038	10,001,442
(LOSS)/PROFIT BEFORE INCOME TAX	1,169,948	(363,772)
Income Tax Expense	-	-
(Loss)/Profit After Income Tax	1,169,948	(363,772)

	2024	2023
ASSETS	\$	\$
Cash & Cash Equivalents	3,652,331	12,071,835
Receivables & Other Debtors	143,485	50,357
Inventory	263,602	208,337
Financial Assets	7,500,000	-
Other Current Assets	191,128	109,621
Investments - Equity Method	10,558,736	11,645,391
Intangible Assets	59,645	41,807
Property, Plant & Equipment	11,586,587	11,007,578
Right-Of-Use Asset	273,265	-
Total Assets	34,228,779	35,134,926
LIABILITIES		
Trade & Other Payables	463,367	442,547
Contract Liabilities	5,192,316	7,640,728
Provisions	650,861	486,758
Lease Liabilities	187,394	-
Total Liabilities	6,493,938	8,570,033
NET ASSETS	27,734,841	26,564,893

STATEMENT OF FINANCIAL POSITION

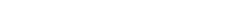
MEMBERS' EQUITY		
Reserves	6,690,544	6,690,544
Retained Surplus	21,044,297	19,874,349
Total Member's Equity	27,734,841	26,564,893

## CORPORATESPONSORS



## CORPORATESUPPORTERS





-

1,169,948

-

(363,772)

Other Comprehensive Income

for the Year, Net of Tax

Net (Loss)/Profit











#### ANIMAL WELFARE LEAGUE NSW

PO Box 308, Kemps Creek NSW 2178

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