



Animal Welfare
League Qld
Est. 1959

AWLQLD.COM.AU  [@AWLQLD](https://www.instagram.com/AWLQLD)

IMPACT STATEMENT

2019-2020



OUR LOCATIONS AND CONTACT DETAILS

AWLQ HEAD OFFICE

Shelter Road
Coomababah QLD 4216

PO Box 3253
Helensvale Town Centre QLD 4212

07 5509 9000
info@awlqld.com.au

ABN 75 521 498 584

SOCIAL HANDLES AND TAGS

@AWLQLD #awlq #awlqld



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AWLQ DEPARTMENTS

Bequests & Legacy Pets
07 5509 9099
bequests@awlqld.com.au

Business Relations & Fundraising
07 5509 9057
fundraising@awlqld.com.au

Communications & PR
07 5509 9030
communications@awlqld.com.au

Education
07 5509 9034
education@awlqld.com.au

Emergency Boarding
07 5509 9014
emergencyboarding@awlqld.com.au

Fostering
07 5509 9020
fostering@awlqld.com.au

Golden Hearts™ Seniors' Pet Support
07 5509 9033
goldenhearts@awlqld.com.au

Op Shops
07 5509 9056
retail@awlqld.com.au

Volunteering
07 5509 9019
volunteering@awlqld.com.au

ANIMAL REHOMING CENTRES

Beenleigh
Rossmans Road, Stapylton
07 3807 3782
beenleighrehoming@awlqld.com.au

Gold Coast
Shelter Road, Coombabah
07 5509 9000
callcentre@awlqld.com.au

Warra
523 Telegraph Road, Bracken Ridge
07 3631 6800
warrashelter@awlqld.com.au

Willawong
501 Gooderham Road, Willawong
07 3714 2800
willawongshelter@awlqld.com.au

AWLQ COMMUNITY VET CLINICS

Brisbane Community Vet Clinic
6/10 Old Chatswood Rd, Daisy Hill
07 3808 2892
brisbanevetclinic@awlqld.com.au

Gold Coast Community Vet Clinic
Shelter Road, Coombabah
07 5594 0111
goldcoastvetclinic@awlqld.com.au

Ipswich Community Vet Clinic
42 Tiger Street, West Ipswich
07 3812 7533
ipswichvetclinic@awlqld.com.au

AWLQ INITIATIVES



MEMBER OF AUSTRALIAN
CHARITIES FOUNDATION



FOUNDING MEMBER OF
AUSTRALIA CAN





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"MY HEARTFELT GRATITUDE GOES TO OUR SUPPORTERS WHO ENABLE US TO ACHIEVE REAL AND LONG-TERM IMPROVEMENTS IN THE WELFARE OF COMPANION ANIMALS."

DENISE BRADLEY - CHIEF EXECUTIVE OFFICER, AWLQ

TOGETHER WE CAN CONTINUE TO CREATE A BRIGHTER FUTURE

AWLQ may have been forced to close our doors for almost half of the 2019/20 Financial Year, but the entire organisation has been working so hard to maintain as many of their services as possible. This is so we can continue to care for the companion animals who provide people so much support in times like these.

The dedication we have seen from our supporters, staff and volunteers to the animals in our care is second to none. I am so incredibly proud of the way everyone has worked together to get AWLQ through what has been an incredibly challenging year.

Our staff make such a difference to the lives of the animals in our care and their commitment is admirable and I am continually inspired by their incredible compassion. Foster carers and volunteers are the backbone of AWLQ. Without them, much of the work we do would not be possible. Each year, members of the community generously give their time, skills and energy to support our work with thousands of abandoned and homeless animals. We could not continue our lifesaving work without them all.

It is clear to us that our community support work is critical. We are putting plans in place to assist our community and we have so many exciting plans and look forward to sharing these with you in the very near future.

Please take comfort in knowing that AWLQ will always be here for abandoned and homeless animals. Our team will continue to work tirelessly every day, to ensure we keep the commitment made to these animals 60 years ago.

On behalf of the Board of Directors, I would like to offer my sincere thanks to each and every one of you. Together, we can get through this and continue to create a brighter future for animals in need.

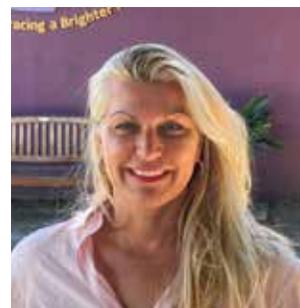
Sue Spencer
AWLQ President



Sue Spencer
President



John Williams
Vice President



Sylvana Wenderhold
Board Member



Susi Bares
Treasurer



Frances Sadleir
Board Member



Jane Donnelly
Board Member



Julie Webb
Board Member



Katie Garrett
Board Member

WE ARE COMMITTED TO CREATING LASTING CHANGES FOR ANIMALS



While this Annual Report covers the 2019/20 Financial Year, I can't help but focus on what has been an extraordinary 2020. We have experienced a monumental shift in our everyday 'norms' - this has been unlike anything that our generation has ever experienced.

Despite this, it's during times like this that we need to stay true to our values. For AWLQ this is believing that if we work with integrity, optimism, initiative and innovation, we will achieve respect for all animals according to their individual needs and nature.

As the champions for animals in need, AWLQ is committed to creating lasting changes for animals in our society - not only those animals in our care, but also those animals in our community. By doing this we will keep people and pets together.

The vision statement of AWLQ is 'creating a brighter future' for animals in need. With the support of people like you, I know that we can continue to be there for these animals, reach those that are currently not receiving the care they desperately need and continue to be the one people can trust.

Animals have provided great support during these trying times. Many people have relied on their companion animals more than ever before - for companionship and providing a sense of normality and joy.

We've experienced isolation and how difficult it can feel when we're forced to be apart. Pets without somewhere to call home are also feeling this loneliness and sense of isolation - but they don't understand why their lives have been turned upside down.

People, young and old, are experiencing financial difficulties, finding themselves unable to access vital veterinary services. In these situations our community vet clinics have been vital in making essential vet care accessible to all pet owners

including those unable to afford treatment for their beloved companion. Our commitment to keeping pets and people together by providing quality vet care at affordable prices saves countless animals' lives and avoids many animals from being unnecessarily euthanised or surrendered.

When AWLQ was founded in 1959 a commitment was made to provide animals a second chance at life. And, no matter what, we will always maintain this commitment. At the same time, we will continue to work tirelessly every day to maintain our promise - to never euthanise a healthy, sociable or treatable animal in our care. We are incredibly proud of this promise and as a result our euthanasia rate continues to be one of the lowest in Australia for a shelter of our size.

As we continue our journey through these difficult times - let's not lose sight of the common bonds that link us together. We are so fortunate to have a community of passionate supporters who are like-minded individuals and share our commitment to animals.

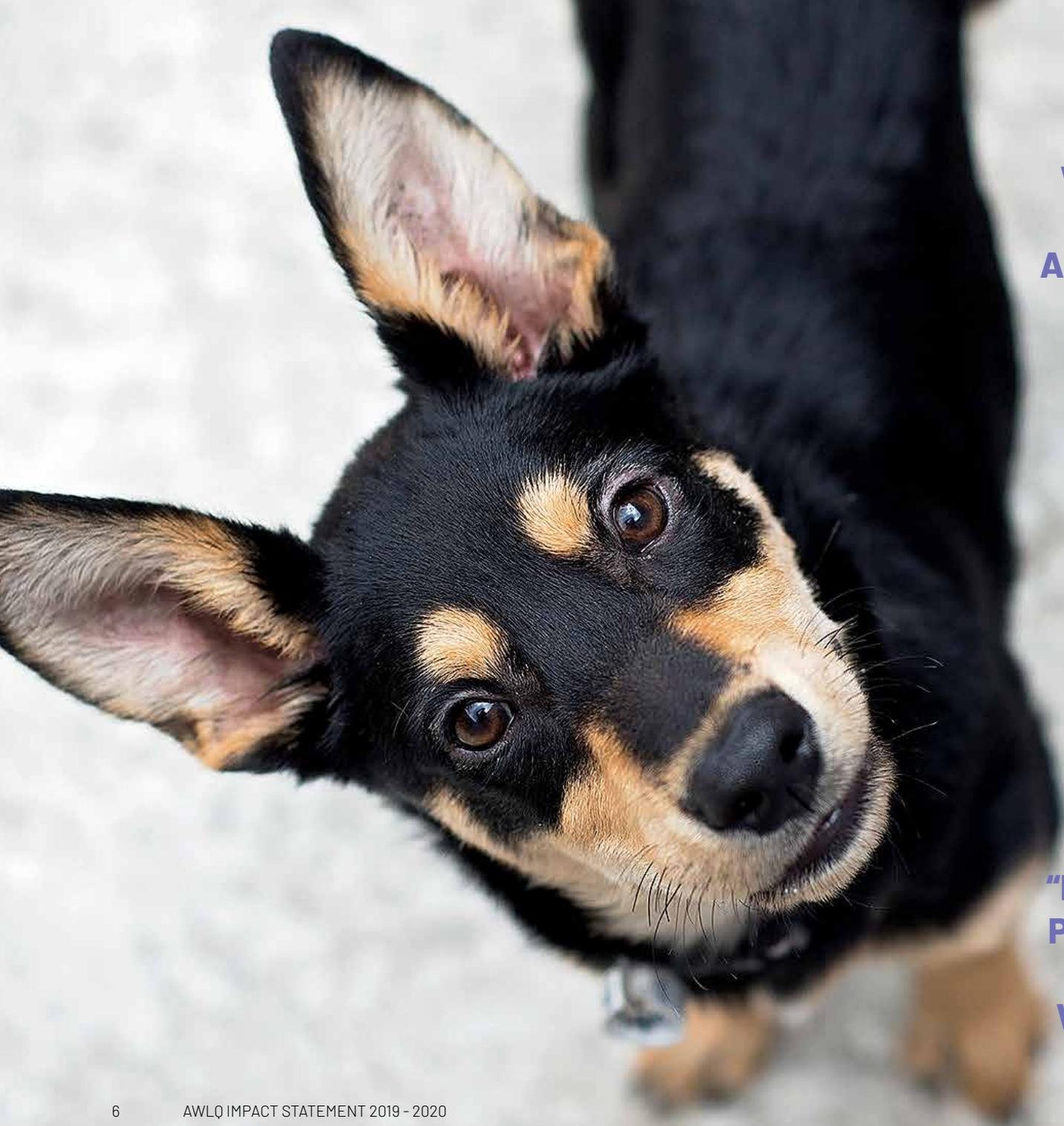
My heartfelt gratitude goes to our supporters who have enabled us to achieve so much in accomplishing real and long-term improvements in the welfare of companion animals.

It is my great honour to serve and share this journey with you.

My best wishes and warmest regards,

A handwritten signature in black ink that reads "Denise Bradley". The signature is fluid and cursive.

Denise Bradley
Chief Executive Officer



“CONGRATULATIONS TO ALL WHO HAVE BEEN ENGAGED IN THE OUTSTANDING WORK OF AWLQ DURING THE PAST YEAR.”

THE HON. MICHAEL D. KIRBY AC, CMG - PATRON, AWLQ

“EVERY YEAR THAT PASSES AS PATRON, I AM INSPIRED BY ALL THOSE INVOLVED WITH THIS WONDERFUL ORGANISATION.”

ITA BUTTROSE AC, OBE - PATRON, AWLQ

A MESSAGE FROM OUR PATRONS



THE HON. MICHAEL D. KIRBY AC CMG

The year has been one of enormous challenge to the Australian community, presenting many unexpected dangers and burdens that have stretched our minds and hearts.

I extend congratulations and warm good wishes to all who have been engaged in the outstanding work of AWLQ during the past year. Amongst the key achievements of the past year that deserve special attention have been:

- The opening of AWLQ's fourth community vet clinic to support the animals of Brisbane.
- The National Desexing Network has assisted with the desexing of more than 30,000 cats and dogs across Australia.
- The further development of AWLQ's Emergency Boarding Program in order to further support animals in the community.
- The special initiative to foster 1,516 animals during the peak period of COVID-19 from 1 April to 31 October 2020.

I honour and praise Denise Bradley and the team for their noble work at a time when many Australians have been distracted by the challenges of this pandemic. The year past has tested us all, including the heroes at AWLQ.

I express my grateful thanks and admiration.

A handwritten signature in black ink, appearing to read 'Michael Kirby'.

The Hon. Michael D. Kirby AC CMG

Patron

ITA BUTTROSE AC, OBE

The uncertainty the world faces due to the impact of COVID-19 has caused great anxiety. It continues to do so and this is understandable. So, now more than ever, it is important for us to be grateful for everything we have. If you are privileged to have a companion animal in your life as I have, no doubt you have sought solace from your beloved companions during these most challenging times.

It is also a time to express our gratitude to organisations such as AWLQ, who have been working tirelessly to care for vulnerable animals, keep essential veterinary services operating and respond to those animals in need through their community support programs.

In addition to my patronage, I am proud to be the Ambassador of AWLQ's Golden Hearts™ Senior Support Program. As a life-long pet owner and champion for the welfare of senior citizens I applaud the incredible work AWLQ does to support seniors and their beloved pets. With the level of isolation senior people have experienced recently, having a companion animal would have relieved feelings of isolation and loneliness.

With every year that passes as Patron of AWLQ, I am continually inspired by all those involved with this wonderful organisation – join me in congratulating AWLQ for another successful year despite so many challenges. It is reassuring to know we can trust AWLQ to be there regardless of the circumstances.

My best wishes to you all.

A handwritten signature in blue ink, appearing to read 'Ita Buttrose'.

Ita Buttrose AC, OBE

Patron

AWLQ'S VISION, MISSION AND VALUES

**"IN ADDITION TO ANIMAL
SHELTERING, AWLQ
PROVIDES COMMUNITY
BASED SUPPORT
PROGRAMS WITH A FOCUS
ON PREVENTION."**

OUR VISION

The vision statement of AWLQ is 'creating a brighter future' for animals in need. We will always support these animals and work to reach those that aren't currently receiving the care they need and continue to be the one people can trust.

We exist to

- Find safe homes with responsible guardians for as many homeless animals as possible.
- Achieve zero euthanasia of all sociable, healthy and treatable cats and dogs.
- Encourage desexing to prevent the birth of unwanted kittens and puppies.
- Improve attitudes toward all animals through community education.
- Improve the living conditions and treatment of animals in shelters and pounds.
- Find a positive solution for unowned cats.

OUR MISSION

We promise to never euthanise a healthy, sociable or treatable animal in our care. These animals will be cared for until loving new homes can be found, no matter how long it takes.

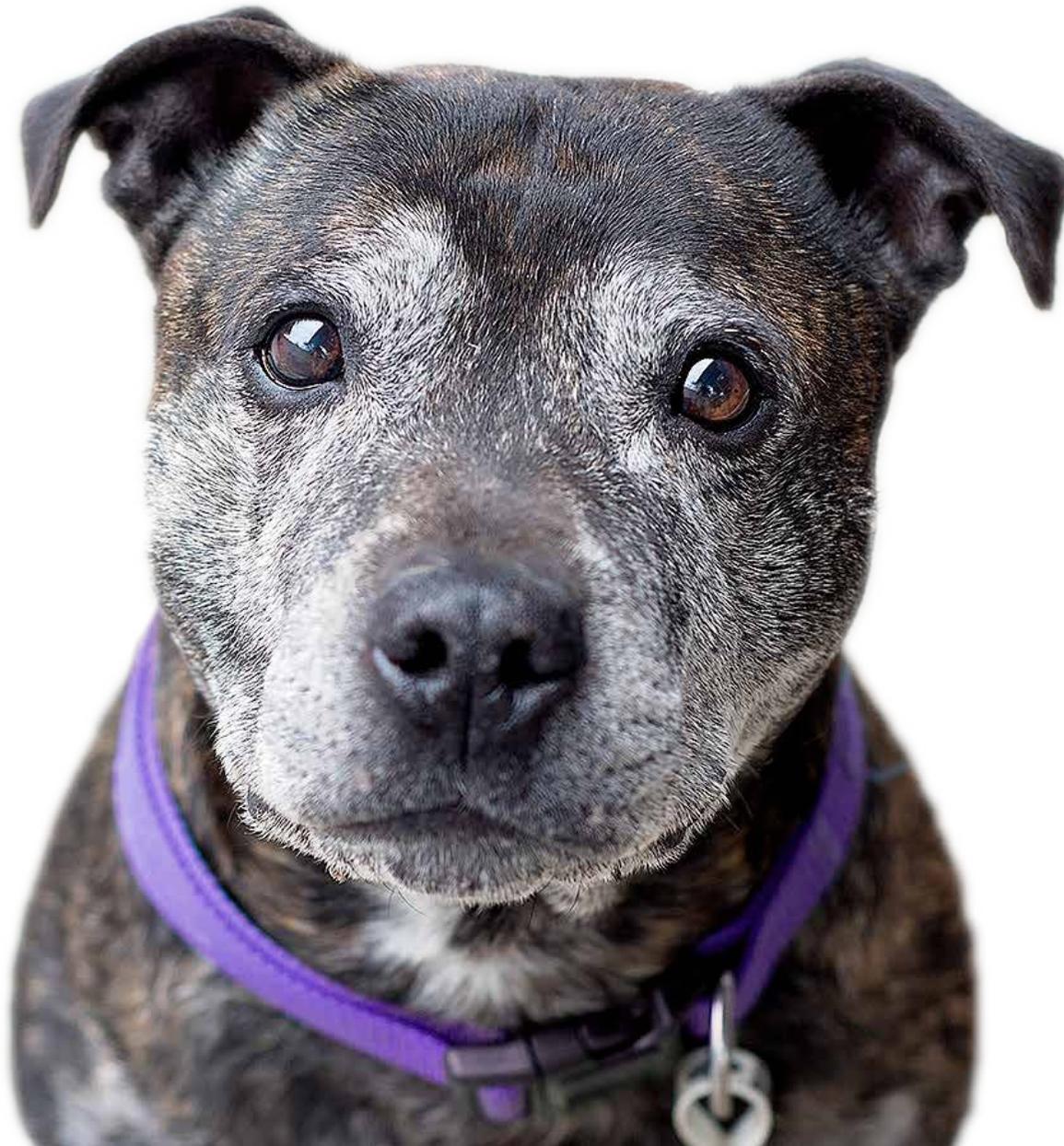
AWLQ is committed to keeping pets and people together by providing lifesaving support and resources to people in need with companion animals. We will always be here to support our community, and their companion animals, however we can.

OUR VALUES

Founded in 1959, AWLQ believes that if we work with integrity, optimism, initiative and innovation, we will achieve respect for all animals according to their individual needs and nature.

As the champions for animals in need, AWLQ is committed to creating lasting changes for animals in our society – not only those animals in our care, but also those animals in our community.





**WE PROMISE TO
NEVER EUTHANISE A
HEALTHY, SOCIABLE
OR TREATABLE
ANIMAL IN OUR CARE.**



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CREATING A BRIGHTER FUTURE FOR ANIMALS IN NEED

Since its inception in 1959, AWLQ has been embracing a brighter future for animals in need.

For sixty years we have worked tirelessly to raise the value of animals in society so that the intrinsic needs of each species are recognized, respected and met.

Key achievements include:

- Creating innovative animal rehoming campaigns and working with the community to increase adoptions.
- Opening Queensland's first community vet clinic, making essential vet care services accessible to all pet owners.
- Working with the community and councils to end pet overpopulation by making desexing more accessible and affordable.
- Providing seniors with peace of mind and support they need to enjoy the many benefits of animal companionship.
- Reducing euthanasia rates within our animal rehoming centres to some of the lowest in Australia and working with other shelters and pounds to achieve the same results.
- Implementing and keeping our promise to never euthanise a healthy, sociable or treatable animal in our care.
- Welcoming two eminent Australians as our Patrons – The Hon Michael Kirby AC, CMG and Ita Buttrose AC, OBE.

Our focus now progresses to 'creating a brighter future' for animals in need and we are excited to launch our four pillars which include advocacy and strategic, animal rehoming, community support and community vet clinics.

These pillars form the foundation of our continued commitment to animals in need, keeping people and their pets together and most importantly creating lasting changes for animals in our society through cutting edge initiatives.

“THE MEANING BEHIND CREATING IS TO CAUSE SOMETHING TO EXIST, TO DEVELOP SOMETHING NEW OR IMAGINATIVE AND, TO BRING ABOUT A COURSE OF ACTION OR BEHAVIOUR. THIS IS WHAT AWLQ IS ACHIEVING FOR ANIMAL WELFARE.”

DENISE BRADLEY - CHIEF EXECUTIVE OFFICER, AWLQ

THE AWLQ PILLARS

FOR ANIMAL CARE AND COMPASSION

We are committed to providing abandoned and homeless animals a second chance at life through innovative rehoming strategies. This is achieved through:



Animal Rehoming



Our Promise

- Rehoming Innovations and Campaigns
- External Adoption Programs
- Regional Pound Initiatives
- Enrichment Programs

We are committed to working with owners so that they never need to face a decision to unnecessarily euthanise or surrender their much-loved pets. This is achieved through:



Community Vet Clinics



Our Charter is that no animal requiring emergency or urgent treatment will be turned away

- Charitable Support for Animals In Need
- Providing Affordable Quality Vet Care



We are committed to creating lasting changes for animals in our society through cutting-edge initiatives. This is achieved through:

Advocacy and Strategic



- Cooperative Desexing Programs
- Education Programs
- Getting to Zero
- Government Lobbying
- National Desexing Network
- National Desexing Month
- Community Cat Support Project



We are committed to keeping people and their pets together through our community support programs and services. This is achieved through:

Animal Support



- Emergency Boarding
- Friends Forever Program
- Golden Hearts
- Homeless Connect
- Legacy Pet Program

ANIMAL CARE AND REHOMING



**"I AM CONTINUALLY
INSPIRED BY THE INCREDIBLE
DETERMINATION TO MAINTAIN
THE HIGH STANDARDS OF
ANIMAL CARE WE PROVIDE."**

SUE SPENCER - PRESIDENT, AWLQ

STATISTICS

ANIMALS LEAVING AWLQ'S CARE



ADOPTED	5665
REUNITED WITH THEIR FAMILY	3191
EMERGENCY BOARDER RETURN	51
EUTHANISED	738
DEATH BY NATURAL CAUSES	64
ESCAPED, STOLEN OR RELEASED	13
IN CARE	3
TOTAL	9725



9725

ANIMALS CARE FOR BY AWLQ FROM
1 JULY 2019 TO 30 JUNE 2020

SUMMARY

9725
ANIMALS CARED FOR

3191
LOST ANIMALS
REUNITED WITH THEIR
FAMILIES

5665
ANIMALS REHOMED
WITH NEW FAMILIES

62
ANIMALS PROVIDED
EMERGENCY BOARDING

REHOMING & REUNITING

**DURING THE 2019/20 FINANCIAL YEAR
AWLQ REHOMED 5,665 ABANDONED AND
HOMELESS ANIMALS THROUGH OUR
LIFESAVING REHOMING PROGRAMS. AN
ADDITIONAL 3,191 LOST ANIMALS WERE
REUNITED WITH THEIR FAMILIES.**

This year we faced unique challenges due to the COVID-19 pandemic which dramatically changed how we were able to interact with and support our community and their companion animals. These were difficult and uncertain times for all of us. Despite this, our commitment did not change – and we were still there for the animals in our community. AWLQ was overwhelmed with the response from our community – offering support and wanting to adopt – it was heartwarming to see.

BEENLEIGH ANIMAL REHOMING CENTRE

As AWLQ's primary Gold Coast farm animal facility, this centre finds homes for homeless and unwanted livestock. In the 2019/20 Financial Year the centre rehomed 43 fowl, 5 Goats, 2 Pigs and 3 sheep. These animals are rehomed as companion animals to homes who understand their needs.



The centre had their cat adoption area renovated to provide a modern, air-conditioned, indoor and outdoor space for cats to explore while they wait for their loving new home.

The Beenleigh Animal Rehoming Centre has increased its resources to assist those dogs and puppies who have behaviour challenges. With individual behaviour management plans and foster carers to assist, our dedicated team work tirelessly to assist these animals overcome their challenges.

As a result, we have had great success finding positive outcomes and new homes for these special animals who require that extra care and attention in order to provide them a second chance at life.

GOLD COAST ANIMAL REHOMING CENTRE (COOMBABAH)

Being the largest and busiest of all AWLQ's Animal Rehoming Centres, this centre experienced the largest disruption due to the COVID-19 pandemic. Working from home is a bit tricky when you have hundreds of animals in care, but fortunately our network of incredible foster carers opened their hearts and homes during this time of need.

As a result 1,516 animals were lovingly cared for in foster during the peak period of the pandemic. The Gold Coast Animal Rehoming Centre also implemented an online adoption process so we could continue our lifesaving animal rehoming program.

This centre continues to assist animals in need through our Regional Council Pound Program (see page 17). Through this initiative AWLQ works with many regional council pounds who don't have the resources or facilities to rehome animals.

Sometimes, being a loving pet owner means making tough decisions to surrender their companion animal for rehoming. This centre is here to support our community every step of the way during this decision.

WARRA AND WILLAWONG ANIMAL REHOMING CENTRES

AWLQ has a long relationship with the Brisbane community. As a result of our community engagement and rehoming programs, thousands of Brisbane residents have made the decision to adopt a pet over the years.

As the proud service provider for Brisbane City Council we are able to connect directly with Brisbane residents, providing further pet owner support and finding new homes for animals in care.

Brisbane City Council has also completed a \$1.5 million transformation to its animal rehoming centres, including a pet bonding area at the Warra Animal Rehoming Centre for visitors to find their fur-ever friend.

The Willawong Animal Rehoming Centre had 20 additional kennels built with purpose-built safety features, an isolated quarantine room, and four individual turfed exercise yards.

AWLQ looks forward to further increasing these positive outcomes for companion animals, with the appreciated assistance of the dedicated Brisbane City Council team.



COUNCIL PARTNERSHIPS

AWLQ has had another successful year of development with respect to local achievements and Council partnerships. AWLQ strongly believes in community based solutions to the problem of unwanted pets and pet overpopulation.

Local Councils and their Animal Management Divisions are often at the forefront of dealing with pet problems in the community. AWLQ has seen what can be achieved when working alongside Councils to accomplish positive outcomes for the community and their companion animals.

Through AWLQ's relationships with Gold Coast City Council and Brisbane City Council we have been able to show that zero euthanasia of sociable, healthy, and treatable companion animals is achievable for pounds. Every year more animals in the community find positive outcomes through adoption or being reunited with their family. Community education on animal welfare awareness and responsible ownership, as well as desexing campaigns are also key to improving the lives of pets.

AWLQ is grateful for the opportunity that local Councils have provided to show that positive program outcomes are working in the community.

EXTERNAL REHOMING PROGRAM

This past year has been challenging for us all and we cannot thank our wonderful team of External Rehoming Centres enough for their amazing, ongoing support of AWLQ during such a difficult time to the retail sector. These pet supply stores play an integral part in AWLQ's lifesaving animal rehoming program.

On the Gold Coast we are grateful to work closely with our amazing pet supply stores - PETstock in Ashmore, Burleigh, Robina and Runaway Bay. In Brisbane we are lucky to have the support of PETstock North Lakes and Pets Unleashed in Morningside. These businesses, and their staff, do a fabulous job - whether they are assisting with adoptions, providing pet care advice or gathering donations - they are all such great advocates of AWLQ.

Not all animals cope with a shelter environment and having these partnerships is very beneficial. A dislike of loud open spaces, a desire to be the only feline in the family or special dietary requirements are some of the reasons that having an alternative to assist with finding these animals a new home is important.

In the past year, with the support of these wonderful organisations, AWLQ's External Rehoming Program has found new homes for 293 animals - we thank them for this amazing effort given the challenging times.



**AWLQ HAS SEEN WHAT CAN BE ACHIEVED
WHEN WORKING ALONGSIDE COUNCILS TO
ACCOMPLISH POSITIVE OUTCOMES FOR THE
COMMUNITY AND COMPANION ANIMALS.**

FOSTER PROGRAM

During COVID-19 our foster program and carers played a crucial role in AWLQ's continuing care for animals when most were moved off site into foster homes.

We were blown away by the enormous response from our community reaching out to become foster carers during this difficult time with over 1,000 people carers submitting applications to become foster carers.

We also know that the company of our furry friends did a great deal to support us during a time that was isolating for many people.

Since AWLQ opened its doors in 1959, foster carers have been a vital part of the organisation. Our foster carers are wonderful individuals who routinely dedicate their time to providing care for those animals who need it most. While it can be a significant commitment, the benefits of foster caring for both people and animals are indisputable.

AWLQ is always in need of new foster carers on a regular basis to keep up with the number of animals requiring care. We are always keen to work with kind-hearted and enthusiastic people who are devoted to giving animals a second chance at life.

Fostering brings so much joy to all involved and most importantly it gives a homeless pet a second chance at life in a home with a loving family.

Our foster carers have support at all times and are also provided with essential items they need to look after their foster animals.

THE IMPORTANT CONTRIBUTION BY OUR FOSTER CARERS ENABLE US TO UPHOLD OUR PROMISE TO NEVER EUTHANISE A SOCIABLE, HEALTHY OR TREATABLE ANIMAL IN OUR CARE. DURING THE 2019/20 FINANCIAL YEAR 2,714 ANIMALS RECEIVED CARE.



POCKET PET REHOMING PROGRAM

AWLQ is committed to rehoming all animals that come into our care, no matter what their size. We have a very active rehoming program for pocket pets resulting in the rehoming of 224 guinea pigs and 46 rodents.

Due to the COVID-19 pandemic, we were required to place 48 of our small animals into foster homes, this was achieved within 3 days of putting out the call for foster carers. We are happy to report that 32 of these families foster failed and adopted their foster animals.

We continue to desex the majority of our male small animals, which ultimately will result in less breeding and the oversupply of these pets.

REGIONAL COUNCIL POUND PROGRAM AND RESCUE GROUPS

AWLQ works with many regional council pounds who don't have the resources or facilities to rehome animals - this program provides many animals a second chance at life.

Since 2017 we have rehomed 1,641 animals through this program and now work with 19 rural and regional pounds. We have been able to increase our level of assistance and have regular animal transfers for at risk animals in struggling communities from Northern NSW to South East Queensland. We continue to reach out to regional council's pounds that require assistance with rehoming.

AWLQ also works with many experienced and dedicated Rescue Groups who have specialised carers and resources to help extra special animals. We thank these Rescue Groups for their ongoing care and commitment to improving the lives of animals in our community.



COMMUNITY PROGRAMS

CREATING CHANGE

COMMUNITY EDUCATION PROGRAMS

Our professionally developed education programs are designed to educate young people about responsible animal care. These programs continue to be highly regarded and accessed by a growing number of schools not just within the Gold Coast community, but also in Logan and Brisbane.

AWLQ offers the following educational services:

- School Programs
- Classroom/Kindy Presentations
- Refuge Excursions
- Best Friends Project
- Companion Animal Certificate
- TAFE and College Excursions

OUTREACH EDUCATION PROGRAMS

Since 2010, AWLQ's Education Program has offered services specifically for children in need. The Partnership Program which connects high-school aged children with behavioural, social and learning difficulties with our shelter animals has been a huge success in the past. We have not had any participants during the 2019/20 Financial Year as our planned partnership with Logan Youth Justice had to be cancelled as a result of COVID-19.

SCHOOL PROGRAMS

School visits are the most important connection AWLQ has with children and our community - if we make an impression on a child then we have made a life-long connection with them and potentially their entire family. The 2019/2020 Financial Year has been severely impacted by the COVID-19 Pandemic, and as such our engagement with schools in Brisbane, Logan and the



Redlands to present our Responsible Pet Ownership and Dog Safety talks were suspended. Our Companion Animal Care Course, which had been booked for both terms two and three also had to be cancelled.

For the tenth year running AWLQ attended the annual Beaudesert Agricultural Show and presented to students during their 'Ag-Ed' day. Around 500 children from schools within the Scenic Rim Shire attended this day.

SCHOOL HOLIDAY PROGRAMS

AWLQ offers a diverse range of school holiday programs for both primary and high school children, including Animal Antics Activities Day, Pawsome Pals, One Day Animal Care Course, Holiday Care Excursion Programs and Animal Antics On-the-Road.

Our School Holiday Programs are incredibly popular and are consistently

booked out weeks in advance. Sadly these too were impacted by COVID-19 and AWLQ had to suspend all of our educational activities in March. We did however engage with 850 students prior to restrictions being implemented.

The Teen Volunteer Training Program was offered in July 2019 and January 2020 - this saw 34 new teen volunteers join our team. These students are a dedicated group of young people that regularly help out at our Gold Coast Animal Rehoming Centre and have become invaluable core volunteers on weekends and during school holidays.

TAFE

Students from almost every TAFE Queensland campus now attend workshops at AWLQ's Gold Coast and Warra Animal Rehoming Centres - the relationship AWLQ has with TAFE accounts for almost 85% of the teams resources.

These visits range from single day experiences to six week programs. The students involved are studying a range of courses - from Cert II in Rural Operations, Cert III in Animal Sciences and Animal Behaviour as well as Cert IV in Vet Nursing. We also have students visiting us for one day workshops from Kingscliffe and Wollongbar TAFE.

Gold Coast TAFE have continued their program with their Certificate III students, wherein after two full days with the Education Team and a personalised volunteering induction each student then has to commit to 40 hours of volunteering. This has seen a significant increase in the number of volunteers, as close to 471 students have been processed through the system.

Whilst COVID-19 had a direct impact on our delivery and ability to enrol the students into the volunteering aspect of the program we have managed to place all students across all four AWLQ Animal Rehoming Centres and our community vet clinics.

THE SHARE READING DOGS PROGRAM

The Special Human Animal Relationships in Education Reading Dogs Program involves a 'reading dog' and handler working with students who are in need of a little extra help with their reading. The program simply provides students with the opportunity to read aloud to the reading dog for a set amount of time each week. Reading aloud to a 'non-judgmental' audience such as a dog has shown to give students extra confidence and motivation, especially those who struggle with reading.

AWLQ has developed a successful relationship with Hummingbird House, the only children's hospice in Brisbane, they now have a regular weekly Reading Dog.

We have Reading Dogs visiting 29 schools across the greater Brisbane and Gold Coast areas, generally once a week. Some dog and handler teams love their volunteering so much that they visit multiple schools in a week. We also have a number of teachers that have signed up to the program and they can now take their dogs to school with them every day. The dogs assist not only the children with low literacy, but spend time in the libraries of these schools as encouragement to read.



EMERGENCY BOARDING PROGRAM

There is a great need in our community to help those who rely on their pets for support and companionship. Those living in isolation, living with mental health challenges, facing homelessness or an elderly person with no support network often have no one to lean on for assistance with their animals. Most of these people describe their pets as their biggest saviour and AWLQ understands that pets are critical to their owner's well-being and recovery journey.

Unexpected illnesses, accidents or life-changing situations can happen to anyone during their lifetime. Not only are these situations extremely stressful for the person affected, but also for their animals.

From our discussions with case managers and social workers from various service providers, we have been advised that many pets are left at home alone, and some perishing because no one knew they were there. Alternatively, in some cases pets have been abandoned on the street if their homeless owner is taken to hospital. Worse still, some refuse to be hospitalised for fear of abandoning their pet, or checking out of hospital against medical advice to attend to their pets.

These unexpected situations often lead the animals involved to having no arrangements made for them and AWLQ regularly receives urgent calls from hospitals and caseworkers where pets have been left alone in houses for days before we're advised.

Over the last 12 months, AWLQ has been expanding its Emergency Boarding Program in order to support the increasing number of requests received from hospitals, case workers or from the general public.

The program now has an even larger network of dedicated foster carers who understand just how vital this program is to ensure people and their pets are kept together in times of uncertainty. Our remarkable foster carers know that these foster requests usually come at short notice and are more than often always happy to drop what they're doing to come and collect an animal in need.

On average, an emergency boarding animal will remain in temporary foster for approximately 14 days, which allows an owner to receive treatment or make arrangements without the worry of not having their animal cared for.

Overall, the 2019/20 Financial Year has seen an increase in enquiries and requests for assistance - these have been from people experiencing a variety of challenging issues. These include homelessness, hospitalisation due to physical and mental health concerns and domestic violence.

Many people who utilise the Emergency Boarding Program belong to AWLQ's Golden Hearts™ Senior Support Program or are over 65 years of age. Due to Australia's ageing population, AWLQ expects the trend of elderly people utilising the Emergency Boarding Program to continue to grow. Therefore our program must expand in order to support the needs of the senior community.

AWLQ EMERGENCY BOARDING CASES AND SUBSEQUENT CATEGORIES

HOMELESSNESS	7
GOLDEN HEARTS™ MEMBERS	18
NON-GOLDEN HEARTS™ MEMBERS	14
HOSPITALISATION(UNDER65 YEARS)	3
DOMESTIC VIOLENCE	7
MENTAL HEALTH	9
DISABILITY	2
OTHER	3
TOTAL	63





GETTING 2 ZERO



**THOUSANDS OF HEALTHY AND TREATABLE
CATS AND DOGS ARE BEING ABANDONED
AND KILLED IN POUNDS, SHELTERS AND
VET CLINICS EACH YEAR IN AUSTRALIA.
THIS IS PREVENTABLE.**

WWW.G2Z.ORG.AU

GETTING 2 ZERO

An initiative of Animal Welfare League Queensland's (AWLQ), Getting 2 Zero (G2Z) is the only program actively providing free services for local governments and not-for-profit organisations to reduce intake and euthanasia of shelter cats and dogs across Australia.

Based on AWLQ's success in Getting to Zero euthanasia of all healthy and treatable companion animals in the City of Gold Coast, the 6th largest city in Australia and second largest Council, our year-round G2Z services have been offered across the nation since 2010/11.

In 2019/20, G2Z continued to offer its consulting, support and educational services, at no charge, to many local governments and shelter organisations across Australia. Our focus continues to be on companion animal welfare and management issues, developing resources, legislation, operations, programs, and community engagement to prevent and better manage abandoned animals.

CREATING AND SHARING RESOURCES

To raise awareness of the availability of our new local government and community resources, available for download free on the G2Z website, we posted resource packs to the 520 Councils in Australia. These included:

- *Lost Your Cat?, Found A Cat?, Lost A Dog? and Found A Dog?* developed by G2Z

and endorsed by the Australian Institute of Animal Management.

- Three online *Lost and Found Poster Generators* to produce editable and printable posters with key details, including a photo. One is designed for members of the public to get the word out in the area where they have lost or found a cat or dog. Two posters have been developed for animal management officers – one is an on-the-spot poster to generate and put up immediately when they find a cat or dog and the other is to be created at the pound of all impounded cats and dogs which can then be put up where each animal was found so owners can know where they are.
- The *G2Z Guide to increasing Returns to Owners for Shelters and Pounds* and an accompanying poster checklist, provide various ways Council Animal Management staff can overcome barriers that prevent owners reclaiming their pets from pounds and shelters.
- The *Guide to Marketing Animals for Adoption* has creative ideas for increasing community interest in animals in pounds and shelters.
- A *Data Collection and Use for Animal Management and Shelter Staff* to encourage local governments, shelters, and rescue groups to collect the same data to assess progress and compare and track progress across Australia. This resource provides guidance on what data should be collected for evidence-based strategies and initiatives, assessing their impact, and evaluating progress.

INVOLVEMENT IN STAKEHOLDER GROUPS AND FORUMS

G2Z has continued its significant involvement with the Australian Institute of Animal Management (AIAM), serving as Secretary on the Board and playing a vital role in the development of its annual workshop program and support activities. This valuable relationship enables resource-sharing and the development of more effective and consistent policies across the animal management and welfare sectors. G2Z also presented at the 2018 AIAM Workshops on the G2Z Australian Cat Action Plan, the National Desexing Network (DND) Cooperative Desexing Program and recommended desexing legislation.

At the 2019 AIAM Conference, G2Z provided its domestic animal management experience in the panel discussion: “Domestic cat management (owned, semi-owned and un-owned) in urban and suburban environments in Australia – what are the issues and what can be done to address them?” along with conservationists and researchers.

Our ongoing involvement in Local Government Stakeholder Groups and the Victorian Shelter Forum continue to build relationships across the sectors and between organisations.

NATIONAL G2Z SUMMIT

G2Z held its 8th National G2Z Summit in September 2019. It featured a stellar group of local and international speakers. The theme was “Beyond the Shelter” and included presentations on effective desexing programs, foster programs, neonatal kitten rescue as well as low stress handling techniques. As always, whole day workshops before and after the Summit were extremely well attended. Increasingly, these events, are concentrating on ways to keep pets with their families so that animals do not need to ever step foot in a pound or shelter. The Summit was recorded and links to presentations are available on the G2Z website.

Trish McMillan, shelter animal behaviour and training expert, stayed after the Summit to work with various local government and shelter groups in Victoria, North Queensland and Northern Territory. Coordinated by G2Z, vast areas were covered in record time and the feedback from participants was wonderful.

DIGITAL COMMUNICATION

G2Z remains very active on social media, and the regular delivery of e-newsletters enables local government, shelters and communities to keep up with what is happening in Australia and around the world.

With the first half of 2020 impacted by the worldwide outbreak of COVID-19, G2Z worked with other organisations to develop policy and practices that will support shelter and animal management operations throughout this time and have been an ongoing source of up-to-date information for the sector.

As a state-based organization, AWLQ is proud to be leading the way in providing this unique and proactive service to help expand progressive companion animal management and welfare across Australia.

AVAILABLE RESOURCES

- *Lost Your Cat?, Found A Cat?, Lost A Dog? and Found A Dog?* brochures are available at www.g2z.org.au/lost-pet-resources.html
- The Summit recording and links to presentations are available at www.g2z.org.au/events.html



Golden Hearts

Seniors Pet Support Program



GOLDEN HEARTS™ SENIORS' PET SUPPORT PROGRAM

AWLQ's Golden Hearts™ Seniors' Pet Support Program welcomed 326 new members during the 2019/20 Financial Year.

Sharing your life with a companion animal has many health and social benefits, and Golden Hearts™ has been able to assist many senior-aged members in the community. Since being founded in 2015 this holistic program has been supporting seniors every step of the way with pet ownership.

Companion animals reward us with unconditional love, acceptance, and friendship – the endearing tilt of the head from a faithful dog can lift our spirits, just as the gentle purr from a contented cat can feed our souls.

Sharing your life with a companion animal has many health and social benefits – particularly for mature-aged people. Yet senior-aged people often believe they are too old to care for a pet. Many elderly people who do own a pet, sometimes feel in need of extra support with the care of their animals but are unsure of who they can turn to for help.

Golden Hearts™ has been designed to break down the barriers that stand in the way of senior people owning pets. It helps make pet ownership as stress-free as possible. It gives those aged 65 and older the peace of mind and support they need to enjoy the many benefits of animal companionship. Whether you are looking for a companion animal with whom to share your life or you already own a pet, the program is there to support you every step of the way.

ASSISTING GOLDEN HEARTS™ MEMBERS WITH EMERGENCY BOARDING

One of the greatest fears for older people living alone with a pet is what will happen to their companion if they're hospitalised with no-one to help them.

AWLQ received a call from a social worker who advised that 81 year old Virginia had been rushed to hospital after a major fall and her two dogs were still in the house. Sadly, emergencies like this happen often and AWLQ is the only organisation in South East Queensland that assists people in this situation.

Rather than staying at AWLQ, we arranged for Virginia's two dogs, Ruby and Peppy, to go into a foster home where they were cared for by fellow Golden Hearts™ member Wendy, while Virginia recovered in hospital. Wendy and her husband John were happy to be able to help someone in this predicament and have remained friends with Virginia and her two beautiful dogs.

CONTINUOUS IMPROVEMENT OF THE PROGRAM

As part of Golden Hearts™ continuous improvement of the program, we conducted a ten question survey of its members. Moreover, it also gave our members the opportunity to express their personal feedback about the organisation and how we might improve on our services.

The survey gave all members the opportunity to participate and 119 responses were received. Some of the key points the survey revealed why our members feel supported by the Golden Hearts™ program included:

- Peace of mind knowing someone is there to assist me with my pet.
- Knowing someone would care for my pet if I no longer could or if I need to transition into age-care and can not take my companion with me.
- Short Term Emergency Pet Care Service (S.T.E.P.S) for emergency help.
- Discounted vaccinations and pet services.

AWLQ has long believed in the special connection between humans and animals and the joy a companion animal can bring to an older person's life. Golden Hearts™ is one of AWLQ's many community support programs that assist to keep pets and people together.

“I AM INCREDIBLY PROUD TO BE THE AMBASSADOR OF GOLDEN HEARTS™ SENIORS' PET SUPPORT PROGRAM. AS A LIFE-LONG PET OWNER AND CHAMPION FOR THE WELFARE OF SENIOR CITIZENS I APPLAUD THE INCREDIBLE WORK AWLQ DOES TO SUPPORT SENIORS WITH PETS.”

ITA BUTTROSE AC, OBE - PATRON AND GOLDEN HEARTS™ AMBASSADOR, AWLQ



NDN
National Desexing Network
A Program of Animal Welfare League of QLD

**ESTABLISHED IN 2004, NDN HAS A
NATIONWIDE NETWORK OF MORE THAN
160 PARTICIPATING VET CLINICS AND HAS
ASSISTED TO DESEX MORE THAN 200,000
CATS AND DOGS THROUGHOUT AUSTRALIA.**

WWW.NDN.ORG.AU

NATIONAL DESEXING NETWORK

An initiative of the Animal Welfare League Queensland (AWLQ), the National Desexing Network (NDN) is the only nation-wide referral service for discounted desexing in Australia.

This year was its 16th year of providing a valued service five days a week to pet owners in financial need to prevent unwanted litters of kittens and pups.

During the 2019/20 Financial Year, NDN facilitated the desexing of more than 30,000 cats and dogs across Australia, through three important services:

NDN-REGISTERED VETERINARIANS OFFERING REDUCED PRICES FOR PENSION AND CONCESSION CARD HOLDERS

A network of 160 veterinary clinics once again offered reduced prices for pension/concession card holders all year round, with 20,030 vouchers issued nationwide in 2019/20. Pet owners obtained vouchers directly through our website or by contacting NDN.

The National Desexing Network also referred approximately 700 people in need of low cost desexing to other organisations and programs around Australia, if there were no NDN registered veterinarians nearby.

NDN COOPERATIVE DESEXING PROGRAM

This program was developed to encourage councils to budget for on-going subsidised desexing programs for owners on low incomes or with too many cats. The aim is to prevent unwanted animals, which is more effective, economical and ethical than having to collect and kill or rehome them after they are born.

This program mainly focusses on cats, due to their faster breeding rate and more cats than dogs are killed in pounds and shelters around Australia.

AWLQ once again provided this program free of charge to councils i.e. recruiting vet clinics, marketing, issuing of vouchers and reporting numbers of cats and dogs desexed to councils. The growing number of participating councils required an increase in resources for this program.

Twelve councils provided funding for the program in during the 2019/20 Financial Year and as a result 1266 cats and 23 dogs were desexed with council subsidy funding through these programs in 2019/20.

With ongoing awareness-raising through information letters, emails and phone calls to councils and presentations at Local Government Conferences and the G2Z Summit, an increasing number of councils are showing interest in this program.

NATIONAL DESEXING MONTH (NDM)

The 16th National Desexing Month was held in July 2019 to encourage the public to desex their cats and dogs before the breeding season. More than 120,000 cats and dogs have been desexed in National Desexing Month since the program's inception in 2004. Posters (see below) were sent to every veterinary clinic, council and animal welfare organisation in Australia with letters encouraging them to offer incentives for the public to desex their cats and dogs. During the campaign 187 veterinarians participated and desexed 8000 cats and dogs across Australia.

**PETS CAN'T ADD.
BUT THEY DO MULTIPLY.**

$X = (Y+A) = 2/3A$
 $E=MC^2$
 $A=2/4 + (AXB) - (Y/A)$

$E=MC^2$
 $X = (Y+A) = 2/3A$
 $A=2/4 + (AXB) - (Y/A)$
 $A=2/4 + (AXB) - (Y/A)$

NDN
National Desexing Network
A Program of Animal Welfare League of QLD

CALL
1300 368 992
VISIT
NDN.ORG.AU

AN INITIATIVE OF
AWLQ
Animal Welfare League Qld

SPONSORED BY
Animals Australia
the voice for animals
nswq



Animal Welfare
League Qld
Est. 1959

**COMMUNITY
VET CLINIC**

COMMUNITY VET CLINICS

AWLQ'S COMMITMENT TO KEEPING PETS AND PEOPLE TOGETHER SAVES LIVES AND PREVENTS ANIMALS HAVING TO ENTER THE SHELTER. OUR COMMUNITY VET CLINICS PREVENT PET OWNERS BEING FORCED TO UNNECESSARILY EUTHANISE OR SURRENDER THEIR MUCH LOVED PETS DUE TO FINANCIAL REASONS.

Despite the many challenges we faced as a nation in 2020, it was also a year of exciting achievement for our community vet clinics. In spite of the uncertain times, we were thrilled to open our fourth community vet clinic in Daisy Hill. This accomplishment means we are able to expand our reach, and provide greater access for those that need our help in the Brisbane region.

We remained steadfast in our commitment to never turn away an animal that is sick or suffering, irrespective of an owner's capacity to pay for treatment. Our teams embraced the sometimes challenging cases that presented to our clinics, and used their many combined years of professional experience to achieve positive outcomes for our patients and their owners. Over the course of the year, our community vet clinics provided \$391,623 in charitable discounts and issued \$1,607,049 in payment plans to assist owners with veterinary costs. Together, this support meant we could keep pets and people together.

Our clinics continued to offer affordable, low cost desexing services, supporting the community with the costs of desexing their pets, and helping to prevent future problems with pet overpopulation. Altogether, our clinics desexed 2,483 cats and 2,417 dogs!

Our clinics were visited 46,553 times during the 2019/20 Financial Year. Thank you to our community for supporting AWLQ and utilising our community vet clinics. Without your support, and trusting us with your pet's vet care, we couldn't have achieved all we have this year.

BRISBANE COMMUNITY VET CLINIC

March 2020 saw the inception of our new Brisbane Community Vet Clinic in Daisy Hill. In the three short months since we opened our doors we have had the pleasure of welcoming 580 new clients, performing 303 low cost desexings with an ongoing waiting list that promises to be just an indication of the major impact that our clinic will have in the greater Brisbane community.

It certainly was an unforeseen challenge to open our doors as the pandemic gained momentum; however it created the opportunity to offer the Brisbane community a much needed reprieve in terms of their pets' medical needs.

With our community veterinary clinic's financial assistance program we have already been able to assist 187 clients to pay off over \$90,000 in veterinary treatments, endeavouring to keep pets and their families together. We have offered much needed support to our local community by providing charitable treatments of more than \$12,000 during this period. Our amazing team has certainly stepped up, providing exceptional patient care and client service under extenuating circumstances.

In addition to desexings, our team aims to offer a high standard of medical and surgical care comparable with that available in a private practice. We aim to serve all that come through our doors with integrity, compassion and respect, thus encompassing the values of AWLQ in every aspect of our practice. Our low levels of euthanasia bear testimony to the fact that we will go to all lengths to keep pets and owners together despite the circumstances. Where help is available and quality of life possible, we will always strive to provide alternatives and options.

With some familiar faces from our clinics and many new additions joining the team, we have managed to compile an amazing group of hard working and dedicated veterinarians and veterinary nurses. Together we look forward to expanding our service offerings in the future in terms of dental care, eye care and surgery allowing us to attend to more animals for a wider range of conditions within Brisbane and beyond.

GOLD COAST COMMUNITY VET CLINIC

In the last year, the team at the Gold Coast Community Vet Clinic have demonstrated an admirable sense of perseverance in the face of multiple challenges. This included adapting to stringent hygiene and social distancing practices during the COVID-19 Pandemic to keep themselves and the community safe, whilst providing the same level of patient and client care.



We treated an astounding number of 4,200 new clients and performed over 11,000 consultations for the communities' cherished pets. Also, and in addition to the array of regular surgical procedures that we perform, our amazing vet team completed over 530 dental procedures, 240 orthopaedic procedures and cared for over 110 combined tick paralysis and parvovirus patients.

We have made some bold and exciting changes to our team's structure this year, both at base and managerial levels. We have also introduced an additional call centre to assist with the large volume of incoming phone loads and improving the level of service being offered to our clients.

Our clinic has also embraced the opportunity to help in the education of future vets and nurses by hosting a number of tertiary placements throughout the year.

These include ACVN Cert4 Vet Nursing placements, TAFE placements in Cert4 Vet Nursing and Cert3 Animal Studies in Animal Attending.

In the last year we performed nearly 2000 X-rays and ultrasounds. We have also been exceptionally fortunate to better our veterinary care through the purchase of high-tech new equipment. This included a new ultrasound machine and in-house analyser, both of which have already aided in the diagnosis of an array of serious health conditions.

As always, it is the patients themselves that make working for AWLQ's Community Vet Clinics rewarding. One such patient, a young rottweiler, presented to us after being hit by a car. Among his multiple injuries he had a deep wound along the side of his rear foot and hock that went down to the bone and tendons. Through careful, diligent and repetitive tending and dressing of the wound as well as the use of tissue regenerative materials he is continuing to mend. While he is still attending the clinic months later, his wound is now nearing the end stages of healing. Thanks to the clever thinking and dedication of our team this lovely boy avoided a potential amputation of the limb.

IPSWICH COMMUNITY VET CLINIC

The 2019/20 Financial Year has been busy and challenging for AWLQ's Community Veterinary Clinic in Ipswich. We have embraced yet another year of achieving positive and rewarding results for animals and their families performing a large number of surgeries, including desexing more than 1000 cats and dogs, performed 165 dentals and 75 orthopaedic surgeries.

This work would not be possible without our dedicated and hardworking team that commits so much to ensure we provide the best possible outcomes for each and every patient that enters our care. As well as our veterinary team working hard to support just over 8,500 patients, the dedication from our administration team has also supported our clients.

We have welcomed several new veterinarians, nurses and receptionists to our busy team. Our own staff have continued to up-skill in areas including emergency and critical care. All of which has been shared within the team.

This year, we were fortunate enough to acquire new equipment which has made a positive impact within the clinic. A new Patient Monitor has allowed us to provide advanced monitoring for our anaesthesia patients. As we see a large amount of surgery patients on a daily basis, this type of equipment proves invaluable to improving our standard of care.

One of our invaluable services to the Ipswich community still remains our

financial assistance program providing clients repayment options for emergency situations. Our financial assistance program has assisted 613 clients to pay off almost \$477,000 in veterinary treatments this year – something which they would not be able to access at other vet clinics. We have also supported the community by providing charitable treatments of more than \$52,000.

HOBART COMMUNITY VET HOSPITAL

Hobart Community Veterinary Hospital has had another busy, yet exciting year! Throughout the COVID-19 pandemic, our team worked hard to ensure our staff and clients were supported through these tough times. Despite having to adapt the way we operated, our surgery caseload was still in high demand. Our clinic desexed over 880 cats and 760 dogs, performed 430 dentals and 69 orthopaedic surgeries over the year.

Our vet team have loved the addition of an Ultrasound machine to our hospital with over 625 scans performed. This has sparked our vets' interest in the use of ultrasound as a diagnostic tool, with many looking to continue studies.

We continued to support our local Hobart rescue groups, including Safe Haven Cats rescue and Ten lives Cat Centre, assisting them with discounted desexing and veterinary treatments. Our services help them continue with their much needed work in our community.

We were fortunate to work with Pets in the Park who help homeless people or people at risk of homelessness to provide care for their animals. Vets and nurses donate their time and experience to volunteer at a once a month pop up clinic in Hobart. Animals requiring further veterinary procedures are referred to our hospital for assistance. This and our other charitable works have seen our hospital provide over \$66,900 in charitable support to the community. This work has been made possible through the dedication and hardwork of our team and their commitment to animal welfare.

Over the past 12 months we have treated 14,678 patients and introduced 1672 new clients to our hospital. Many clients have required support from our financial assistance programs for a variety of different services; all of which they would not have been available to access at other vet hospitals. To help us with this demand, we have increased staff levels and welcomed new vets, nurses and receptionists to our growing team.

We are looking forward to continuing our work within the community and helping keep pets and people together.



SUMMARY

\$1.99M

**IN CHARITABLE
VETERINARY SUPPORT
PROVIDED**

4900

**DESEXING OPERATIONS
PERFORMED**

46553

**VISITS MADE TO
AWLQ'S COMMUNITY
VET CLINICS**

2000

**ULTRASOUNDS AND
X-RAYS PERFORMED**

4

**COMMUNITY VET
CLINICS NOW OPEN**



COMMUNITY ENGAGEMENT

OUR COMMUNITY AMBASSADORS

Our wonderful Patrons and Ambassadors help bring AWLQ's lifesaving work within our community to the forefront of people's minds. Our Ambassadors attend events, help with publicity and get behind campaigns that are close to their hearts. We are proud of our Patrons and Ambassadors and are very grateful for the support they provide to the animals in our care.



Wade von Vibra
von Bibra Auto Village



Sally Pearson OAM
Olympic Champion



Barry Robinson
President & MD - Wyndham



Amanda Abate
Media Personality



Gary Baildon AM
Former Gold Coast Mayor



Thorne Lyons
Youth Ambassador



Charlotte Crosby
Reality TV Star



Jarrod Wallace
Professional Footballer



Luke Shayler
Influencer



Trent Owers
Actor & Influencer

**AWLQ'S VOLUNTEERS ARE
MAKING A DIFFERENCE AND
SAVING LIVES.**

**JOAN HAS BEEN INVOLVED WITH AWLQ FOR AN
AMAZING 22 YEARS WHERE SHE HAS ASSISTED
AWLQ TO SAVE MANY ANIMAL'S LIVES. JOAN IS
NOT SLOWING DOWN, IN FACT SHE CAN'T BEAR
THE THOUGHT OF LEAVING HER FURRY FRIENDS.**

VOLUNTEER PROGRAM

Our fabulous volunteer community got their hands dirty providing clean living quarters, food, enrichment and the usual bucket loads of unconditional love to all our furry, feathery and hooved friends.

They pruned and watered the gardens, washed and folded the linen, washed and groomed dogs for members of the community, took our shelter dogs beachwalking, transported animals and supplies between our rehoming centres, provided care to our clinic patients, collected and sorted donations, provided administration support and supported us at community events.

No different to a typical year, we were blessed with our dedicated volunteer team supporting AWLQ in caring for companion animals in need.

As we continued into early 2020 volunteering at AWLQ came to a halt due to the COVID-19 Pandemic. AWLQ was forced to make the decision to reach out to our 787 active volunteers with the news that all volunteering shifts were to be suspended immediately, and until further notice.

This challenging time saw our team of volunteers frequently reach out, offering their assistance in whatever capacity we needed. Our team spirit was kept alive, supporting each other through a difficult phase and our hearts were filled with appreciation due to our amazing and selfless team.

After a prolonged five week hiatus, with health restrictions starting to lift in Queensland, we commenced a gradual return of a very limited number of volunteers back into our animal rehoming centres.

Our volunteers prove to us over and over again, they are with us for the long haul with their overwhelming enthusiasm and shared passion for animal welfare. While the global pandemic has affected a number of our volunteers, ultimately causing a change to their circumstances and availability to return to volunteering, we still received an outstanding response from our previous volunteers keen to return.

Even with the impact of COVID-19, the AWLQ conducted 54 inductions, introducing a total of 487 new volunteers into our rehoming centres. Over the year more than 925 volunteers contributed in excess of 62,000 volunteer hours, with a total of 360 volunteers working tirelessly each week to ensure AWLQ is able to continue their lifesaving work.

This year has allowed us, as a community and an organisation to take stock of the things that are important to us and as we plant the seeds of change, building

together a new and exciting future, we will continue finding better ways to care for and rehome companion animals in need. Heading into a new financial year, we give gratitude to all who have dedicated their time supporting AWLQ through volunteering their precious time and we acknowledge all of their remarkable efforts throughout the 2019/20 Financial Year.

STATISTICS RELATED TO VOLUNTEER MANAGEMENT

Overall numbers of scheduled inductions in the financial year were down 30% due to the direct impact of the COVID-19 pandemic. All inductions were suspended for the final quarter.

Overall volunteer bookings and inductions also recorded a 30% reduction due to the suspension volunteering due to the COVID-19 Pandemic. The volunteer conversion rate (bookings to attendance) remained at a reasonable steady rate of approximately 80%.

787
**TOTAL ACTIVE
VOLUNTEERS**

62000
**VOLUNTEER
HOURS GIVEN**

54
**VOLUNTEER
INDUCTIONS**

\$1.3M
**ESTIMATED
YEARLY SAVING**



FUNDRAISING, COMMUNITY OUTREACH AND EVENTS

Even during these most challenging times our corporate sponsors have been there for us. As a charity which receives no government funding for our welfare work, AWLQ relies solely on the support of the community to continue our lifesaving work.

WORKPLACE GIVING PROGRAM

Workplace Giving is a simple yet powerful way for employees to make a big difference to the lives of thousands of stray, abandoned and homeless animals in need. Workplace Giving is as simple as making a small regular pre-tax donation from your pay which provides an immediate tax benefit to you and of course, makes a huge difference to your chosen charity.

Thank you to all our Workplace Giving supporters for your continued support and helping us to provide homeless pets a safe haven while they're waiting for their new home.

MAJOR DONORS

Special thanks to all our major donors who have generously donated throughout the year. Our major donors offer transformational opportunities for AWLQ with both income and impact.

This incredible support has allowed AWLQ to purchase acute medical equipment, helping to improve diagnostics and save more animals' lives, and improve the facilities across our animal rehoming centres.



CORPORATE SUPPORTERS

AWLQ would not be able to continue our work without the generous financial assistance and in-kind support from our network of loyal corporate supporters.



Nestle Purina PetCare has been providing food and pet care support for dogs and cats in our rehoming centres since 2011, saving AWLQ a significant amount of money. Their generous support provides meals for more than 8,000 animals each year. Nestle Purina PetCare is a proud sponsor of AWLA and AWLQ.



Von Bibra Auto Village Group have gifted close to \$1,000,000 to AWLQ. Over the last eight years, one of Gold Coast's iconic brands and leaders in the business community, proudly continues to support AWLQ as one of three charity groups the company supports.



RACQ's Pet Calendar hit a record effort of over \$41,000.00 – topping last year's phenomenal fundraising effort. Our exclusive 3 months free pet insurance for adoptors and community vet clinic patients, continues to show growth as we continue the partnership with RACQ.



Thanks to our partners at Boehringer Ingelheim Animal Health Australia, the animals in care are protected from fleas, ticks, heartworm and worms by NexGard and NexGard Spectra. Our community can also get \$20 off 3 or 6 month packs. The ability to provide this cover for our animals is so important to our ability to rehome healthy and happy animals.

EVENTS AND FUNDRAISING

Events provide an opportunity for AWLQ to raise awareness and education around our programs, promote adoptions, facilitate the giving of donations and expand our all-important reach.

Despite the effects of the COVID-19 Pandemic on the financial year, our staff and an army of events volunteers attended more events in 9 months than last financial year – 123 events.

The introduction of Facebook's PayPal Giving Fund proved an easy online option for fundraisers. Choosing AWLQ through their posts, our community used it predominately for birthdays and in lieu of presents.

SPECIAL THANKS TO:

PAWS AT THE PARK

FULTON HOGAN

WHITE SUNGLASSES CLUB

**HTG HELENSVALE, BURLEIGH HEADS
AND HARBOUR TOWN**

THE HOME COLLECTIVE

HALYCON GREENS & WATERS

BRISBANE CITY COUNCIL

ST HILDA'S SCHOOL

GRILL'D

FRANCES SUTER PHOTOGRAPHY

SEAGULL'S AND TAILS & ALES

**THE ENTERTAINMENT BOOK
MEMBERSHIP**

QUEENSLAND RAIL

GRIFFITH UNIVERSITY

IMAGINE CRUISING

MUDGEERABA SHOW

CAT CARNIVAL

GOLD COAST SHOW

MINTER ELLISON

QUT

ATIRA STUDENT LIVING

HOMELESS CONNECT



**NEVER MEASURE YOUR GENEROSITY
BY WHAT YOU GIVE, BUT
RATHER BY WHAT YOU HAVE LEFT.**

COMMUNITY OUTREACH

Our community outreach focuses on engaging with the Gold Coast and Brisbane communities to drive greater awareness around AWLQ's services, initiatives and campaigns. We have developed partnerships with leading community organisations including RSL Clubs, Rotary, Lions Club, Scouts, Girl Guides and schools. We welcome all opportunities to develop new and lasting community partnerships to strengthen the support we receive, to ultimately ensure the best chance for the animals we live to serve.

DONATION TINS AND DONATION TAP TERMINALS

These continue to be a steady income generator with many major retail and service chains displaying the simple purple tins on counter tops or donation bins near the entry. Special thanks to all of the amazing businesses that support AWLQ by having a donation tin in your store

GRANTS

We were very fortunate this year to be successful in grants from PetStock Assist Foundation, Queensland Community Foundation, Gambling Community Benefit fund from Queensland Government, Stronger Communities Program (thanks to Hon. Stuart Robert MP), One Light Charity Foundation, Department of Social Services Volunteer Grants Program and some private grants from our friends, Jeff and Patricia Varnam and Cynthia Burnett.

WORLD ANIMAL DAY

World Animal Day is a social movement with the mission of raising the status of animals in order to improve welfare standards around the globe. World Animal Day is an international day of action celebrated annually on 4 October.

Every week dedicated volunteers head to the beach with a group of abandoned and homeless canine companions in tow as part of AWLQ's Beach Walking Program. The joy they experience at spending time at the beach is breathtaking to see and means so much, both to them and our volunteer carers. Shelter life can be stressful and the dogs are provided time away from the shelter.

During their adventure they get to burn excess energy with exercise and mingle with their furry companions. But most importantly they get to relax, destress and learn behaviours that prepare them for their new home.

With the community's support on World Animal Day, AWLQ raised \$71,000 to purchase two custom fitted vehicles so we can continue to transport dogs on these adventures and keep their tails wagging.

CHRISTMAS APPEAL

For some people who have no family or friends in their life – often their animals are their sole reason for being, they are their saviour and critical to their well-being. As much as these vulnerable people rely on their pets, their beloved pets also rely on their human owners for care and companionship.

AWLQ is committed to being there for these animals when their owner is rushed to hospital or can no longer be there for them, and they have nowhere to go. Thanks to the community's generous support of our Christmas Appeal AWLQ raised \$55,000.00 so we can continue and expand our Emergency Boarding Program. This will provide vulnerable pets with somewhere safe and warm to stay until they can be reunited with their soul mate.

TAX APPEAL

During the Tax Appeal we shared the story about Bear who came into AWLQ's care through one of our community vet clinics after being hit by a car. Bear had multiple injuries, including a broken front leg and back leg. Bear was in need of extensive lifesaving treatment.

AWLQ desperately needed new lifesaving veterinary equipment, so we can continue to help animals like Bear. It was heart-warming to witness such an overwhelming and generous response from our community during this campaign. The kindness of our loyal supporters never ceases to amaze us.

We had a goal to raise \$50,000.00 to purchase lifesaving veterinary equipment. With our supporters' incredible generosity, during the most challenging times, we raised \$81,031.00 to purchase vital veterinary equipment.

This kindness allows us to continue our life-saving work and keep our promise to never euthanise a healthy, sociable or treatable animal in our care. These funds will make a world of difference to animals in need.



OP SHOPS

AWLQ Op Shops continue to provide much needed revenue to support the operations of AWLQ's Animal Rehoming Centres - this is the driving-force for all the staff and volunteers who work tirelessly at the op shops.

The success of AWLQ's Op Shops is due to the fantastic efforts of our volunteers, who willingly give their time to make our shops what they are. Our customer service is second to none thanks to our dedicated volunteers.

Innovative ways to increase foot traffic to the op shops are always being developed, and to engage with our customers a greater focus has been placed on developing the op shop's social media presence across both Facebook and Instagram.

AWLQ acknowledges the continued generous support from the Elsie Cameron Foundation which donated 68 pallets of brand new clothing which was distributed to our network of op shops. In addition, much of our shop fittings are donated by the Elsie Cameron Foundation.

A special thank you to the team at Princess Polly for their ongoing support of donations. This incredible generosity is greatly appreciated.

In addition to the op shops, AWLQ attended a number of events with merchandise to raise extra funds. This included Miami Marketta and Paws in the Park, and not only was money raised, but awareness of the op shops was too.

The COVID-19 Pandemic had a dramatic effect on all of AWLQ's Op Shops. The priority during this time was the health and safety of our team and customers, so the difficult decision was made to temporarily close all op shops. AWLQ thanks our volunteers and landlords for their patience and support during this time.

The temporary closure period provided an opportunity to carry out maintenance at a number of the op shops. Renovations were also completed at the Burleigh Op Shop, which was kindly supported by Dulux, and the Shelter Op Shop, which was supported by Lifting Iron Pty and The Men's Shed Labrador.

Following the easing of COVID-19 restrictions two op shops remained closed (Worongary and Turpin Road), and a new superstore in Nerang was opened. As soon as our doors reopened we had an influx of donations and our op shops were busier than ever. We are incredibly grateful for our community's loyal support.



CORPORATE SUPPORTERS

Even during these most challenging times, our corporate sponsors have been there for us.

Our heartfelt gratitude goes to our corporate supporters who have enabled us to achieve so much in accomplishing real and long-term improvements in the welfare of companion animals.

AWLQ are honored to work with our corporate partners and sponsors. They lend their support, engage their communities and help raise funds so that, together, we can continue to care for more than 8,000 abandoned and homeless animals every year. Together, we ensure sick or suffering animals will have access to veterinary care regardless of their owner's capacity to pay, we work with the community to end pet overpopulation, and provide emergency boarding for vulnerable animals.

We love our partners, and they love animals as much as we do. Thank you to all those working with AWLQ to Create a brighter future for animals in need.





IN MEMORIAM: LEGACIES TO AWLQ

ANN LYNETTE RUPRECHT

CECILY BULL

DAMIEN BRUCE JAMES JACKSON

DAVID LAWRENCE

DAVID VALLON

DOUGLAS EDGEHILL MCILLREE

EMILY TRUIDA REINHARDT

FLORA DOROTHY HASKINS

FRANK LORINCZ

IRMA ELSE MARTA CHAPMAN

LYNETTE ROSALIE LANGFORD

MARION ELLEN LONG

VANESSA LOUISE GASSLER

MARLENE CUNNINGHAM

MAUREEN BROWN

MICHAEL PETER KELLY

MOIRA JOAN GOODE

PHYLLIS MERLE JONES

ROBERT DAVID MEADER

ROBERT LESLIE GASH

ROBERT ROBERTSON

ROSE RUNGE

STELLA EDITH CHASE

STEPHEN BERNARD BURROWS

SYLVIA MONK



FINANCIAL

FINANCIAL NOTES

2019-2020 Financial Year has been a year of resilient determination for AWLQ.

Opening the AWLQ Community Vet Clinic in Brisbane immediately prior to the onset of the COVID-19 Pandemic, the closure of our rehoming and retail sites during the height of the restrictions in Queensland, the announcement and roll out of the JobKeeper and Cashflow booster schemes, and the subsequent re-modelling and revised organisational strategy we underwent in the wake of the pandemic; it certainly made for a year like no other in the history of AWLQ.

Despite the incredible challenges of the 2019-2020 Financial Year, AWLQ emerged stronger than ever. Thank you to our incredible team of staff and volunteers for your dedicated commitment to the organisation over this time.

Thank you also to the overwhelming support of the Gold Coast and Brisbane community. At the height of the crisis you continued to donate much needed funds, to volunteer and to foster animals in need and it is thanks to you that we have been able to maintain our commitment to zero euthanasia of healthy, sociable and treatable animals in our care.

The opening of our Brisbane Community Vet Clinic increased revenue by 22% for our community vet clinics compared to the prior year and as the new clinic grows in reputation and activity, we anticipate greater increases in the 2020-2021 Financial Year. Over \$750,000 in community, pound and shelter charity work was undertaken across the three clinics during the 2019-2020 Financial Year.

AWLQ's Op Shops were heavily impacted by retail closures. Despite this, our op shops performed tremendously well during the year and contributed just under \$730,000 to support AWLQ operations after expenses.

AWLQ continues to strive towards our goal of strategic sustainability, maintaining our ongoing commitment to reducing costs. Our administration cost percentage this year remains low at less than 6% and has remained below 10% for over a decade.

PROFIT AND LOSS 2019/20 FINANCIAL YEAR	
INCOME	
Donations, Grants & Bequests	\$3,007,914
Local Government Service Fees	\$2,304,715
Retail Activities	\$1,556,736
Rehoming Activities	\$985,146
Vet Clinics	\$6,401,669
Sundry Revenues	\$351,622
Other Income	\$1,185,410
TOTAL INCOME	\$15,793,213
COST OF SALES	
Purchases	\$1,723,393
TOTAL COST OF SALES	\$1,723,393
Expenses	
Advertising Expenses	\$201,000
Bad/Doubtful Debts/Collections	\$430,299
Computer Expenses & Servicing	\$119,318
Depreciation	\$260,383
Employment Expenses	\$8,902,889
Motor Vehicle Expenses	\$91,545
Pharmaceuticals - Rehoming	\$301,808
Occupancy Costs	\$508,716
Staff Amenities & Other Costs	\$307,565
Sundry Expenses	\$1,105,041
TOTAL EXPENSES	\$12,229,511
Net Profit (Loss)	\$1,840,308

BALANCE SHEET 2019/20 FINANCIAL YEAR	
ASSETS	
Current Assets	
Cash and Cash Equivalents	\$2,925,660
Trade and Other Receivables	\$1,370,126
Inventories	\$347,758
Other Current Assets	\$106,564
	\$4,750,108
Non-Current Assets	
Other Non-Current Assets	\$54,214
Property, Plant & Equipment	\$3,517,254
	\$3,571,468
TOTAL ASSETS	\$8,321,576
LIABILITIES	
Current Liabilities	
Short-term Provisions	\$426,472
Trade & Other Payables	\$644,440
	\$1,070,912
Non-Current Liabilities	
Long-Term Provisions	\$390,348
	\$390,348
TOTAL	\$1,461,260
EQUITY	
Reserves	\$124,880
Retained Earnings	\$6,735,436
TOTAL	\$6,860,316



Creating a Brighter Future

Animal Welfare
League Qld

Est. 1959

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