



Animal Welfare  
League Qld  
Est. 1959

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# *2018/19*

# *Impact Statement*

**Celebrating 60 years of creating a brighter  
future for animals in need**





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## OUR NATIONAL INITIATIVES



## MEMBER OF AUSTRALIAN CHARITIES FOUNDATION



## FOUNDING MEMBER OF ANIMAL WELFARE LEAGUE AUSTRALIA



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# Chief Executive's Welcome

**As Animal Welfare League Queensland (AWLQ) celebrates its 60th anniversary of lifesaving work within the community - we reflect on the past six decades. In particular, the legacy left by the founding committee who had the vision and commitment all those years ago.**

AWLQ was founded in Southport in 1959, when a small group of animal lovers were concerned with the inhumane treatment of impounded dogs. In the late 1950's, with no rehoming strategies in place at the local pound, homeless dogs and cats were shot and dumped in landfill if unclaimed.

AWLQ has grown to become one of the largest animal welfare organisations in Queensland and the vision set by the founding committee has resulted in many incredible achievements over the past 60 years.

Working closely with Councils and the community, and through innovative rehoming strategies, AWLQ has been able to improve the outcomes for abandoned and homeless animals. In addition to our Animal Rehoming Centres, AWLQ works with a number of external rehoming services, helping to increase our adoption rates and allowing our animals to be more accessible to the community.

As part of AWLQ's commitment to keeping pets and their families together, AWLQ established Queensland's first ever Community Vet Clinic. This model is unique in Australia and provides charitable support to clients for emergency and urgent treatments, meaning all members of the community can access these services. As a result, no sick or suffering animal will ever be turned away and will have access to veterinary care regardless of their owner's capacity to pay.

In 2014 AWLQ launched the National Desexing Network (NDN), which coordinates discounted desexing services across Australia. NDN is the only nation-wide referral service for discounted desexing in Australia. The objective of NDN is to end pet overpopulation by making this service more affordable to those who might not otherwise be in a position to desex their pets. As a result NDN has assisted with the desexing of more than 200,000 cats and dogs across Australia.

Getting to Zero (G2Z) was launched in 2015 by AWLQ to

reduce the numbers of incoming cats and dogs to pounds and shelters and saving 90% of all incoming stray and surrendered cats and dogs. Under this model euthanasia should only occur if an animal is irretrievably suffering or displays aggressive behaviour which is likely to be a serious risk to people or other animals. Under G2Z AWLQ hosts the biennial National Summit to End Pet Overpopulation.

Golden Hearts™ Seniors' Pet Support, with Ita Buttrose AC, OBE as Ambassador, is the first holistic pet support program for seniors in Australia and the world. The objective of this program is to keep seniors and their pets together – it supports members with emergency foster care of their pet if they have to go into hospital. AWLQ also supports older people who need to transition into an aged-care facility that does not allow pets.

In 2017 AWLQ made a promise - to never euthanise a healthy, sociable or treatable animal in our care. We are incredibly proud of this promise and work tirelessly every day to maintain this. As a result our euthanasia rate continues to be one of the lowest rates in Australia for a shelter of our size. This save rate is higher than most other pounds and shelters where euthanasia rates often range between 20 - 30% of dogs and 30 - 60% of cats.

Our dedicated staff make such a difference to the lives of animals in our care by contributing their time and energy in a variety of ways. Their commitment is second to none and I am continually inspired by their incredible compassion.

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 are delighted and honoured to have two eminent Australians as Patrons – The Hon Michael Kirby AC, CMG and Ita Buttrose AC, OBE. I would like to personally thank them for their continued support of AWLQ and advocacy work within the animal welfare sector. Their commitment to the causes they support is truly admirable.

As a leader in animal welfare, AWLQ is committed to creating a brighter future for animals in need. For the next 60 years our focus now progresses to creating a brighter

future for animals in need with a key focus to raise the value of companion animals in society so that the intrinsic needs of each species are recognized, respected and met. Just as importantly, we will:

- Continue to keep our promise to never euthanise a healthy, sociable or treatable animal in our care.
- Provide stray and homeless animals a second chance at life through innovative rehoming strategies.
- Prevent the birth of unwanted kittens and puppies through our National Desexing Network by working with the community.
- Find a positive solution for un-owned cats.
- Increase the number of Councils participating in our Cooperative Desexing Programs.
- Work with Councils to improve the living conditions and treatment of animals in shelters and pounds, while working with them to introduce the Getting 2 Zero model.
- Keep people and their pets together by providing financial support for emergency and urgent treatments through our Community Vet Clinics.
- Through the Golden Hearts™ Program support seniors through every step of pet ownership, including providing emergency boarding in times of need.
- Improve the community's attitude toward all animals through education.

To think of animals facing an uncertain future, their loneliness and fear – this is our motivation. Our goals are ambitious – we don't turn away animals who are suffering; we don't euthanise animals because they are old or require treatment. Our model is different and we are incredibly proud of this.

As always, 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.

Warm regards,

Denise Bradley  
**Chief Executive Officer**



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# Our Board of Directors



**SUE SPENCER**  
President



**JOHN WILLIAMS**  
Vice President



**SUSI BARES**  
Treasurer



**FRANCES SADLEIR**  
Board Member



**SYLVANA WENDERHOLD**  
Board Member



**JANE DONNELLY**  
Board Member



**JULIE WEBB**  
Board Member

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# A message from our President

**On behalf of the Board of Directors, I would like to offer my sincere thanks to each and every one of you for continuing to believe in our mission of Embracing a brighter future.**

I am so incredibly proud to be part of Animal Welfare League Queensland (AWLQ) as the organisation celebrates its 60th Anniversary. As the current President of the Board, I wish to acknowledge the vision of our Founding Committee.

The legacy left by this dedicated group of animal advocates is a profound one – not only have they assisted in changing the community’s attitude towards animals and their welfare, but their vision has resulted in thousands of animals being spared from certain death and created one of Australia’s leading animal welfare organisations.

It never ceases to amaze me how AWLQ has transformed from a volunteer committee to the organisation it is today, the change and advancement in facilities and services, people who have contributed to our success and the development of our life-changing innovative programs that are recognised nationally.

Of course, none of this would have been achieved without our loyal and kind supporters who generously donate through a variety of ways and have enabled us to achieve so much in accomplishing real and long-term improvements in the welfare of companion animals.

Thousands of animals rely on the generous support of our incredible team of volunteers each year.

Our volunteers work tirelessly assisting with community engagement/fundraising, fostering young/convalescing animals, laundering bedding, collecting donations, running AWLQ’s Op Shops, grounds keeping, assisting with administration duties, transporting animals and grooming.

Our dedicated volunteers make such a difference to our shelters by contributing their time and energy to enhance the lives of our animals.

We count ourselves extremely lucky to have such a wonderful, dedicated team of Board Members and staff. Every team member strives each day to create a brighter future for animals in need.

Lastly, I would like to extend my sincere gratitude to all those in the community who adopt our animals, participate in our educational programs or bring in donations of food, bedding and toys. It is only because of you that AWLQ can continue its lifesaving work within the community.

What an incredible journey we’ve had. Thank you for being part of this and we look forward to sharing the next 60 years with you. My sincere thanks to you all.

Sue Spencer  
**President**



Animal Lovers Committee, 1959 - Mr Holzapfel, Neil Andersen, Bobby Schuchard, Mavis Andersen, Chippy and other founding committee members.



Animal Lovers Committee, 1959 - Neil Andersen, Mavis Andersen, Mr Tucker and Mrs Tucker

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# *A message from our Patron - Michael Kirby*

**Animal Welfare League Queensland is an organisation I am proud to serve as Patron of with my friend and colleague, Ita Buttrose. It deserves our thanks and support as it celebrates 60 years of outstanding and efficient work for justice and animal rights in our country.**

As a fellow animal advocate I would like to acknowledge the League's Founding Committee, ably led by Founding President Neil Andersen OAM, who continues to closely follow the progress of AWLQ. The foundations laid by this dedicated group of volunteers are admirable.

Since its humble beginnings AWLQ has grown to become one of Australia's leading animal welfare organisations – successfully rehoming over 130,000 animals and saving the lives of countless through their Community Vet Clinics and national programs.

There have been numerous milestones for AWLQ over the past 60 years and the League has developed many innovative programs, that as Patron, I am particularly impressed with. To have a Community Veterinary Clinic that is accessible to pets in need, and knowing that no sick or suffering animal will ever be turned away, is truly an outstanding achievement for animal welfare.

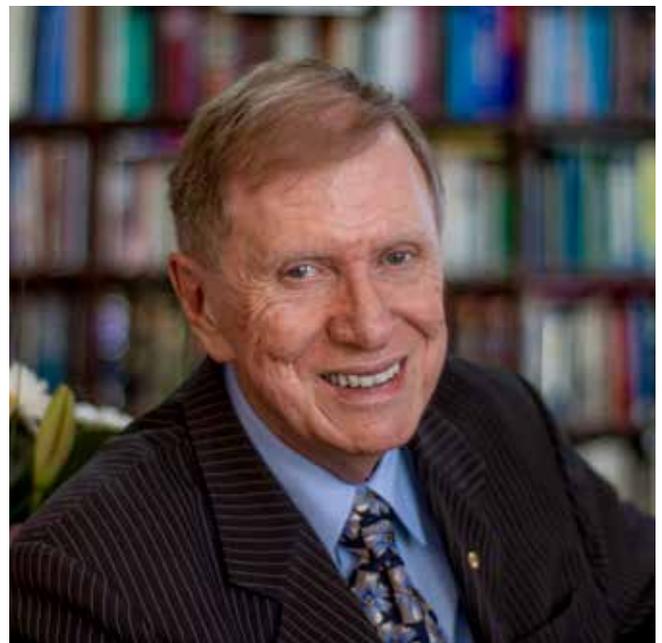
Furthermore, the League's work at a national level must be acknowledged. Their highly successful National Desexing Network program continues to prevent unwanted litters of kittens and puppies being born, and ultimately the pain and suffering of unwanted animals. The Getting 2 Zero program works with Councils to ensure that euthanasia only occurs if an animal is suffering or displays aggressive behaviour.

I would like to congratulate the League for continuing to keep its promise to never to euthanise a healthy, sociable or treatable animal in their care and for achieving their lowest ever euthanasia rate on record. This is to be commended.

Please join me in congratulating AWLQ for 60 years of service to our community - this is truly an incredible achievement.



The Hon. Michael Kirby AC, CMG  
**AWLQ Patron**



*The Hon. Michael Kirby AC, CMG*

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# *A message from our Patron - Ita Buttrose*

**Animal Welfare League Queensland has a big heart and makes a real difference in our community. It has given animals a second chance of life and brought much joy to their owners for 60 years which is an admirable record. I am pleased and proud to be a Patron of this truly special organisation.**

AWLQ works with integrity, innovation and optimism, to create a brighter future for all companion animals in need. It is not afraid to challenge the norm and as a result has developed some of Australia's leading animal welfare programs.

In addition to being Patron of AWLQ, I am delighted to be the Ambassador of their Golden Hearts™ Seniors Pets Support Program. It is a unique program that provides a myriad of benefits to our senior community.

Golden Hearts™ is now in its fourth year and continues to grow in popularity. The demand on its services has never been higher. Currently more than 1,000 members, all of them pet owners, are supported in various ways, from emergency boarding through to reduced veterinary fees.

As a devoted animal lover, I know that caring for a companion animal has many positive benefits. I also know something of the loneliness and isolation facing many of our senior citizens and how owning a pet can keep such feelings at bay.

Golden Hearts™ presents the perfect opportunity for elderly people to stay in their homes, happily ageing in the company of their pets while enjoying the comfort and familiarity of their own household. Pets are the most cheerful of companions, always pleased to see you and they never hold a grudge! If only we humans had the same disposition.

I am sure that like me, you have a genuine love of animals and believe in the work AWLQ does in the community. As the champions for abandoned and homeless animals, AWLQ is determined to create lasting changes for them in our society.

Please join me in congratulating AWLQ for 60 inspiring years of service to the community and to pets in need.



Ita Buttrose AC, OBE  
**AWLQ Patron**



*Ita Buttrose AC, OBE*

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# *Our vision, mission & values*

## **Our Vision**

Established in 1959, Animal Welfare League Queensland (AWLQ) is committed to creating a brighter future for companion animals in need.

## **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. As the champions for abandoned and homeless animals, AWLQ is determined to create lasting changes for animals in our society through cutting edge initiatives.

## **Our Values**

Everything we do as individuals and teams is underpinned by AWLQ's values - to work with optimism, integrity and innovation.

## **We believe**

We believe that by working with these values, we will achieve respect for all companion animals according to their individual needs and nature.

- Each and every life is valuable.
- Zero euthanasia of healthy and treatable companion animals is achievable.
- Cruelty is unacceptable.
- All animals deserve kind treatment.
- Every cat and dog born has a right to live happily in a loving, responsible home.

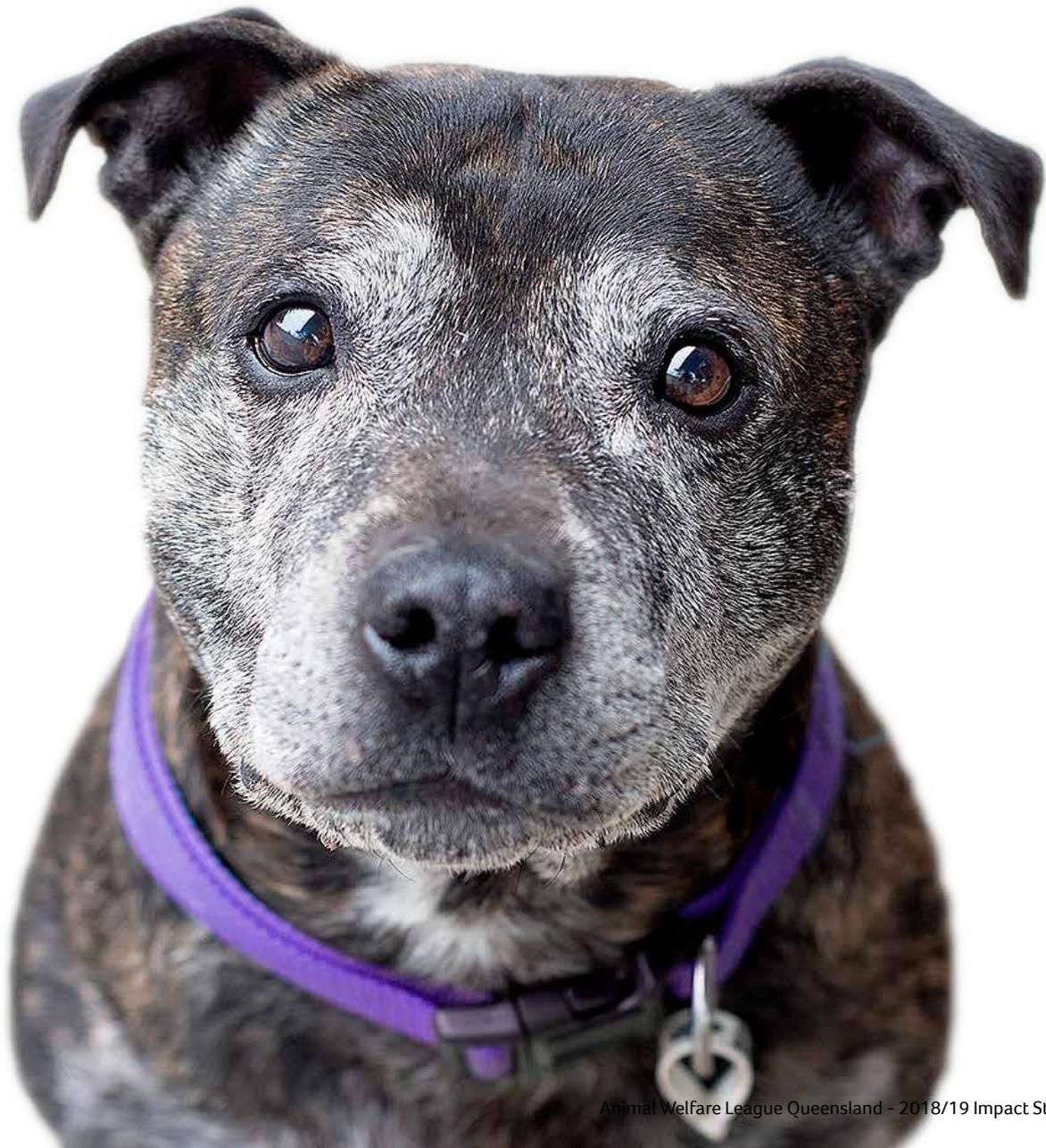
## **We exist to**

- Find safe and happy homes with responsible guardians for as many abandoned cats and dogs as possible.
- Achieve zero euthanasia of all sociable, healthy and treatable cats and dogs.
- Prevent the birth of unwanted kittens and puppies.
- Improve humans' attitudes toward all animals through education.
- Improve the living conditions and treatment of animals in rehoming centres and pounds.
- Find a positive solution for unowned cats.
- Raise the value of companion animals in society so that the intrinsic needs of each species are recognised, respected and met.



# *We promise*

**to never euthanise a healthy,  
sociable or treatable animal  
in our care.**



# 1959

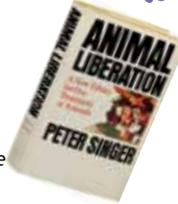
1959 - The 'Animal Lovers League' formed by a small volunteer group begins to help Gold Coast Council by taking unclaimed strays from the pound and finding them new homes. Soon after, the League leases a piece of land from council on Pine Ridge Road, Coombabah, to build a modest animal rehoming centre which comes to be known as the 'Sanctuary'.

# 1980

Early 1980's - Gold Coast City Council offers the now renamed 'Animal Protection League' land adjacent to the pound to build a rehoming facility. This marks the start of the group's official working relationship with Council's Animal Management division and means more lives than ever are saved.

# 1975

1975 - The publication of Animal Liberation by Australian philosopher Pete Singer begins to change the way society views the treatment of animals.



# 1996

1996 - Our on-site vet clinic is built at our Gold Coast Rehoming Centre, allowing us to desex and treat shelter animals more efficiently and cost-effectively and rehome more animals which saves more lives.

1996 - Denise Bradley, daughter of founding members Neil and Mavis Andersen, steps in as President of Animal Welfare League Qld, ushering in a new and exciting era for the organisation.

# 1960

1960 - The first of our op shops opens.



# Animal Protection Act 2001

2001 - A change to the Australian Veterinary Surgeons Act allows AWLQ to open our first Community Vet Clinic in Queensland and makes desexing and vet care more accessible and affordable to thousands of pet owners in the community.

# 2000

2001 - The Animal Care and Protection Act 2001 is introduced in Queensland, bringing the state into line with the rest of the country's laws against animal cruelty.

2000 - AWLQ rehomes 2,337 animals - a record up to that date.

# 2003

2003 - Our Dog Enrichment Program is started by a group of dedicated volunteers. The program involves taking our long-term rehoming centre dogs to the beach for a run and play. The program continues to this day and is still run by volunteers.

2002 - In a Queensland first, AWLQ begins working in partnership with pet shops to rehome shelter animals.

2004 - Based on the effective U.S. model 'Spay USA', AWLQ begins the volunteer run National Desexing Network (NDN), which coordinates discounted desexing services across Australia for pet owners in financial need. Tens of thousands of pets will be desexed in the next ten years as a result.

# 2008

2008 - The national organisation AWLA (Animal Welfare League Australia) is launched. AWLQ is a founding member.

2008 - AWLQ opens rehoming centre in Beenleigh.

# 2005



2005 - AWLQ hosts the inaugural National Summit to End Pet Overpopulation. The conference brings together international speakers, and delegates from all over Australia, for the purpose of finding solutions to the pet overpopulation crisis and reducing the high euthanasia rates in pounds and shelters across the country.

# 2007

2007 - AWLQ's 'Getting to Zero' model of shelter ethics and practices goes national, encouraging shelters and pounds across the country to adopt the model and reduce the number of unwanted pets killed nationally.



2007 - G2Z asks us all to think 'what if euthanasia was not an option?' and to work together to find better, more ethical solutions to controlling the unwanted pet problem in Australian society.



# 2011

2009 - AWLQ rehoming centres have achieved the long-held goal of Getting To Zero euthanasia of healthy animals! This amazing achievement is recognised Australia-wide as groundbreaking for a rehoming centre of this size and intake type.

2011 - AWLQ opens a third Community Vet Clinic in Hobart, Tasmania. The clinic offers low-cost desexing and other essential vet services to the public, helping to reduce the number of unwanted animals in the state.

2011 - AWLQ open a rehoming centre in Ipswich, working closely with Ipswich City Council to find homes for unclaimed pound strays.

# 2009



# 2013

2013 - In an Australian first, Project Empty Shelter', AWLQ's Christmas Adoption drive sees 153 animals adopted in one weekend!

# 2014

2014 - AWLQ is awarded the contract to service Brisbane City's two Animal Rehoming Centres. 'G2Z' strategies and practices are immediately put into place to reduce euthanasia rates and increase rehoming. Brisbane is now the country's first capital city to achieve zero euthanasia of healthy pound animals.

2014 - AWLQ rehomes a record 7,164 animals!



2014 - The Hon. Michael Kirby AC, CMG becomes AWLQ's official Patron.

2019 - AWLQ celebrates 60 years of creating a brighter future for animals in need.

2019 - \$1.3m in charitable support is provided to animals requiring urgent treatment through AWLQ Community Vet Clinics.

# 2015

2015 - AWLQ Going Grey Program is developed and greyhound adoptions begin.

2015 - AWLQ Friends Forever Loyalty Program is launched.

2015 - Golden Hearts Seniors' Pet Support program is launched by the Minister for Seniors the Hon. Coralee O'Rourke MP and Ita Buttrose AC, OBE as Ambassador. The program is the first pet support program for seniors in Australia and the world.



# 2019

2018 - NexGard Spectra partners with AWLQ to provide parasiticides for all Shelter animals.

2018 - NDN Cooperative Desexing Program now includes seven Councils.

2018 - AWLQ hosts *An Audience with Ita Buttrose AC, OBE* for Golden Hearts™ members.

# 2016

2016 - Florence Venery Cat Adoption Centre opening at the Gold Coast Rehoming Centre.

2016 - Foster to Adopt Program launches.



# 2018

2017 - RACQ partners with AWLQ to offer Pet Insurance.

2017- AWLQ achieves zero euthanasia of healthy, sociable and treatable companion animals in our care.

2017 - Ita Buttrose AO, OBE becomes Patron of AWLQ.

# 2017

2016 - Pups in Prison Community program celebrates its 10 year anniversary.

2016 - Beenleigh Animal Rehoming Centre is renovated by City of Gold Coast.

2016 - 8,622 animals are rehomed.



# Animal care and rehoming

“As the champions for abandoned and homeless animals, animals who are vulnerable, AWLQ is determined to create lasting changes for animals in our society.”

Denise Bradley - Chief Executive Officer



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# Animal care & rehoming

**Animal Welfare League Queensland (AWLQ) works with councils and the community to improve the outcomes for abandoned and homeless pets. AWLQ strives to give every animal in need a second chance at life and promises never to euthanise a healthy, sociable or treatable animal in our care. As a result we have one of the lowest euthanasia rates in Australia for a shelter of our size.**

AWLQ's Rehoming Program is one of the most successful in the country, with an average of 120 animals each week being adopted from our Animal Rehoming Centres. Our team of volunteers and animal-care attendants are dedicated to providing a high quality of care and meeting each animals' unique needs through training and enrichment programs. We have had another exciting and progressive year rehoming 6,115 animals through adoption and rescue groups. In addition 3,791 animals were reunited with their owners.

## Council partnerships

AWLQ has had another year of development with respect to local achievements and Council partnerships. AWLQ strongly believes in community and grass roots-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 pets.

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 owner. Community education regarding awareness and responsible ownership, as well as desexing campaigns are also key to improving the lives of pets.

AWLQ is grateful for the opportunity Councils continue to provide that enable AWLQ to demonstrate positive program outcomes within the community.

## Brisbane Animal Rehoming Centres

AWLQ has a long relationship with the Brisbane community. As part of our South-East Queensland community engagement and rehoming programs, thousands of Brisbane residents have made the decision to adopt a pet from the Brisbane Animal Rehoming Centres 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 thousands of new homes for animals in care.

The Brisbane Animal Rehoming Centres this financial year have:

- Reunited more than 2,400 pets with their families.
- Found loving homes for more than 1,300 abandoned and homeless pets

AWLQ's foster and volunteer programs continue to grow at both Brisbane Animal Rehoming Centres. These programs allow the community to become involved in helping pets find homes and providing extra support to rehabilitate and enrich their lives while in care.

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

A proud service provider for  
Brisbane City Council



*Dedicated to a better Brisbane*



## Gold Coast Rehoming Centre

Our Gold Coast Animal Rehoming Centre and head office had another successful year of rehoming with 3,798 animals being adopted.

The Gold Coast Rehoming Centre provides essential support to our other rehoming sites in the form of specialised veterinary services for homeless animals and increased connection with potential owners. Our Coombabah site receives over 350 visitors looking to adopt every week.

AWLQ continues to develop and implement enrichment and treatment programs to assist pets while in care, and help them find homes faster. These programs include:

- Daily food and sensory enrichment plans.
- Zen time to calm and relax including one on one time with a human companion.
- Agility equipment training for mental and physical stimulation.
- Socialisation, desensitisation and basic manners training for our dogs and puppies with social difficulties.

In our cat adoption and cat care centres we continue to provide:

- Focused care options with more specialised vet ward and treatment areas
- Specialised food preparation, equipment and resource areas
- Individual housing for cats with behavioural or social difficulties
- Spacious group rehoming rooms with lots of natural light, perches and walk ways.

## Beenleigh Animal Rehoming Centre

The Beenleigh Animal Rehoming Centre has had another steady year of rehoming with 312 adoptions, this is an increase of 21% on the previous year. As AWLQ's primary farm animal facility, the Beenleigh Animal Rehoming Centre finds homes for abandoned and homeless farm animals. The Beenleigh Animal Rehoming Centre this financial year has rehomed 50 fowl, 5 Goats, 2 Pigs and 4 sheep.

These farm animals are rehomed as companion pets to suitable homes with owners who have an understanding of the requirements these special animals have.

The whelping room at the Beenleigh Animal Rehoming Centre is vital in providing care to new mums with puppies. This provides new mothers with plenty of space and a quiet area for them to focus on their puppies but also stretch their legs and have time out. Once the puppies are old enough they are fostered to specialised foster carers to start the next phase of their lives away from mum and help transition them into their new loving homes.

The Beenleigh Animal Rehoming Centre also has dedicated staff who work with dogs that may otherwise struggle to find a home due to behaviour problems.

The redevelopment of our rehoming and administration office continues, once completed this will enhance our customer service delivery and will create a more productive working environment for our staff.

## Rehoming partnerships

AWLQ is thankful to our external rehoming partners and rescue groups which helped us to achieve even more positive outcomes for animals this financial year.

Partnerships with companies such as PETstock and smaller independents play a huge role in rehoming our animals who may otherwise be overlooked.

Rescue groups are also an important resource for welfare organisations as they provide specialised health or behaviour care for animals that may need intensive or long term rehabilitation outside of the rehoming centre.

297 animals were transferred to rescue groups over the 2018-2019 period.

Most rescue groups have a specific focus such as breed, age or type of animal which allows them to become experts in providing care to these special needs animals. With rescue groups and external rehoming partners assisting AWLQ we are able to help even more animals in need in our community.



### Pet store partnerships

By working with our wonderful partnering pet stores, who actively house and adopt out our animals, we give everyone in the community the opportunity to still support AWLQ in our efforts to find homes for all animals that come through our doors.

The AWLQ's External Rehoming Program has had another successful year. Once again our strong working relationship with our partnering pet supply stores has resulted in well over 300 cats and kittens finding their new families and settling in to their forever homes.

Excitingly, this year has also seen our gorgeous guinea pigs making appearances and successfully finding new homes.

Sadly, this year saw the closing of our the first store to join AWLQ's External Rehoming Program – Pet Supplies Direct at Harbourn town. For over 17 years they worked with AWLQ to rehome thousands of cats and kittens. AWLQ cannot thank Lori, Michael and their wonderful staff enough for their care and support over this time.

Presently there are four stores that are part of the External Rehoming Program on the Gold Coast supporting the Gold Coast Animal Rehoming Centre. In addition, there are three stores in Brisbane supporting the Brisbane Animal Rehoming Centres.

AWLQ are extremely grateful for the heartfelt and ongoing support received from such a wonderful group of stores. Some of whom have been assisting over many years. Including:

- Petbarn Burleigh Heads, Gold Coast
- PETstock Ashmore, Gold Coast
- PETstock Robina, Gold Coast
- PETstock Runaway Bay, Gold Coast
- PETstock North Lakes, Brisbane
- Pets Unleashed Morningside, Brisbane
- PETstock Keperra, Brisbane

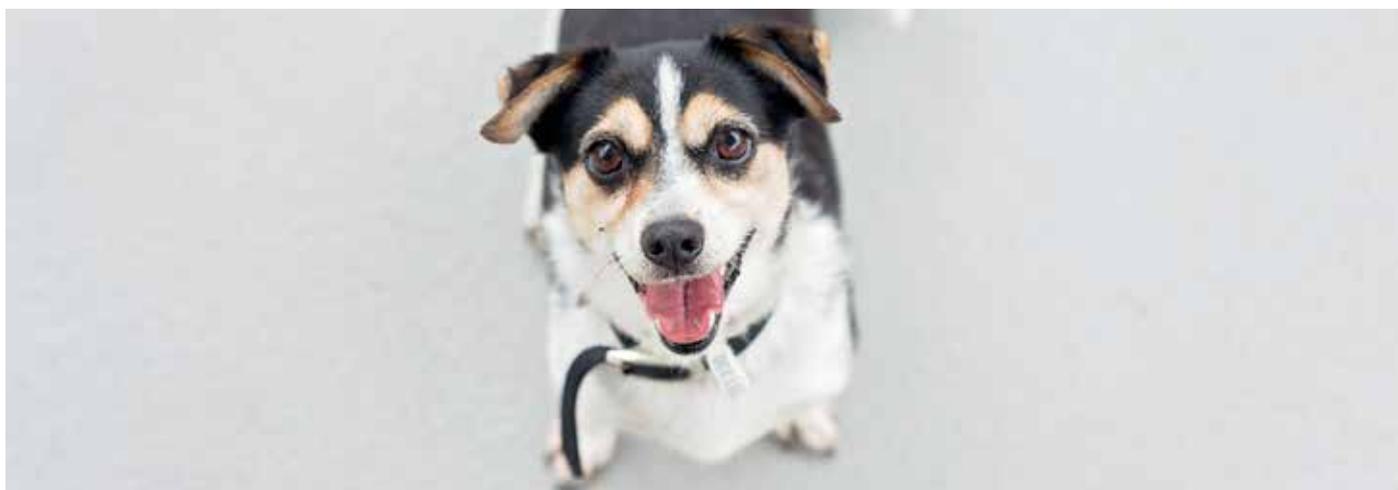
### Pocket pets

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 245 guinea pigs and 41 rodents. 95% of all pocket pets that came into AWLQ's care were rehomed.

We continue to desex the majority of our male small animals, which ultimately will result in less breeding and the oversupply of these pets. While small in size, these pets have big personalities and make great pets.

EXTERNAL REHOMING STATISTICS			
LOCATION	CATS	KITTENS	TOTAL
Petbarn - Burleigh Heads	29	18	47
Pet Supplies Direct	30	-	30
PETstock - Ashmore	26	17	43
PETstock - Robina	14	20	34
PETstock - Runaway Bay	15	7	22
Pets Unleashed	16	14	30
PETstock - Keperra	15	38	53
PETstock - Northlakes	25	55	80
<b>TOTALS</b>	<b>170</b>	<b>169</b>	<b>339</b>



## Foster program

Since AWLQ opened its doors in 1959, foster carers have been the bedrock of the organisation.

Our foster carers are wonderful individuals who routinely dedicate their time to providing care for those animals who need it most. Whilst it can be a significant commitment, the benefits of foster caring for both people and animals are indisputable.

The important contribution by our foster carers allows us to uphold our promise to never euthanise a sociable, healthy or treatable animal in our care.

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

Fostering plays a crucial part in the welfare of an animal. One of the most gratifying experiences for foster carers is to witness animals gain confidence, health and ultimately to learn to trust once again.

AWLQ's pet fostering program allows not only cats and dogs but other companion animals to temporarily spend time in a home environment and be cared for.

Over the 2018-2019 period 1,606 carers fostered animals

FOSTERING STATISTICS	
ANIMAL TYPE	NUMBER FOSTERED
Birds	7
Cats	608
Dogs	622
Fowl	2
Guinea Pigs	130
Kittens	1570
Puppies	237
Rodents	21
<b>TOTALS</b>	<b>3197</b>

for AWLQ with many amazing carers fostering multiple animals and litters. A total of 3,197 animals received care in the past FY.

AWLQ are 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, enabling us to rehome animals into a loving family.

## Project Empty Shelter

No time limit is placed on our animals finding a new home; once they arrive in the rehoming centre they stay with us until they are adopted. AWLQ goes the extra mile to ensure that no animal waits too long for a home and AWLQ has over the years developed many innovative campaigns and promotions that highlight our animals for adoption.

Project Empty Shelter is AWLQ's flagship rehoming event of the year with the objective of emptying the shelter over a weekend. All four Animal Rehoming Centres participate.

On the first day of last year's Project Empty Shelter people were queuing in the car park of the Gold Coast Animal Rehoming Centre from 8am resulting in more than 300 prospective adopters coming through the doors in the first hour.

Across the weekend we saw more than 2,000 visitors to the Gold Coast Animal Rehoming Centre alone. AWLQ media partner 1029 Hot Tomato kept the crowd entertained with a live broadcast and give-a-ways.

Project Empty Shelter again delivered the desired outcome with 205 animals finding homes over the weekend. This included 77 cats, 68 dogs, 4 guinea pigs, 52 kittens and 4 puppies. Witnessing an empty shelter for one day of the year is an unforgettable experience - especially knowing that so many animals will be in a loving home for Christmas.

Now in its fifth year, Project Empty Shelter has become a signature event for the organisation and is now a popular and permanent fixture on the calendar.

# Animal rehoming statistics



**1669**

**CATS**

**1572**

**KITTENS**

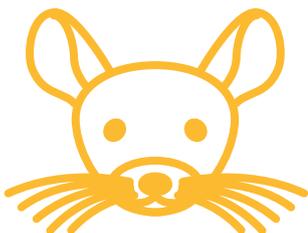


**1708**

**DOGS**

**470**

**PUPPIES**



**41**

**RATS**

**246**

**GUINEA PIGS**

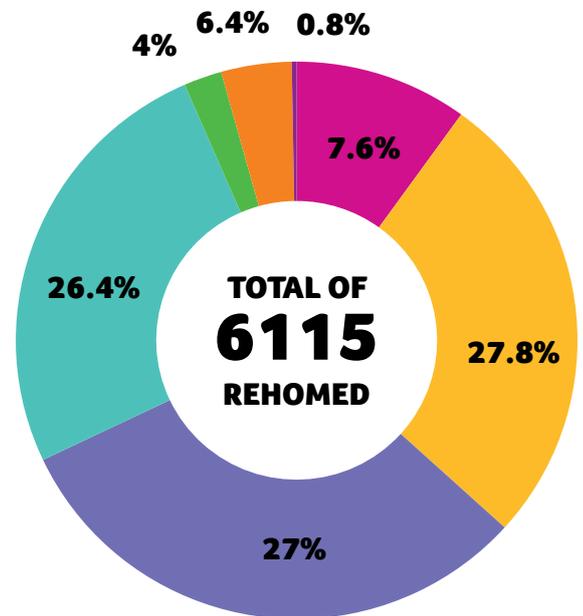


**371**

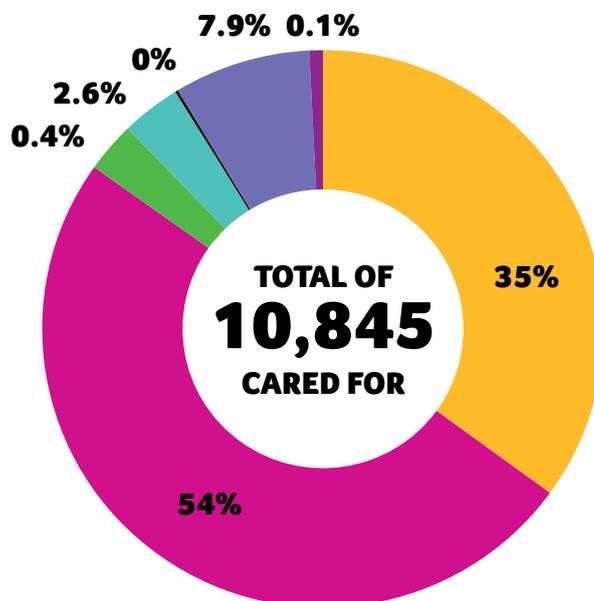
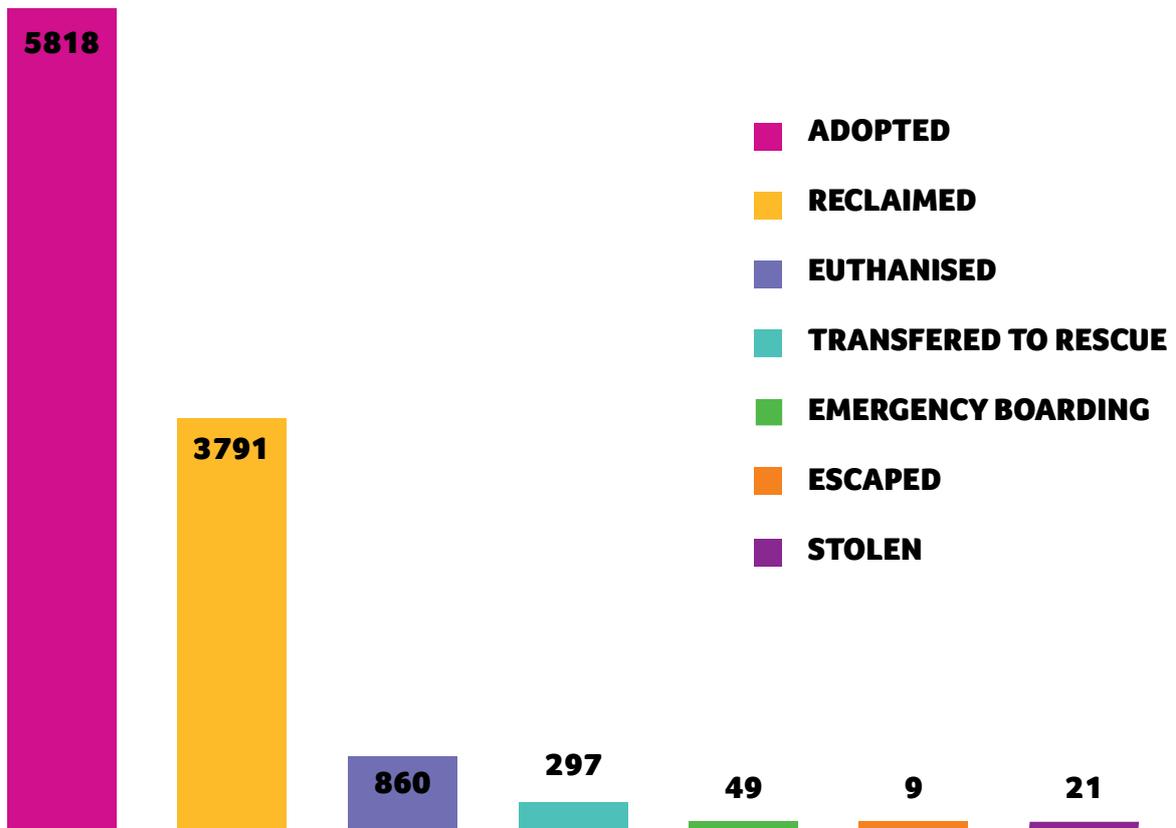
**BIRDS**

**38**

**LIVE STOCK**



# Animal status statistics



# Thank you

**It's because of our promise and your support that these beautiful animals with special needs were able to have a second chance in life and find new loving homes.**

*Taylor*



*Riley*



*Peter*

*Arlo*



*Daisy*



*Charles*



*Twinkles*



*Spuð*



# Our cutting edge initiatives

“AWLQ works with optimism, integrity and innovation to create a brighter future for all companion animals in need. AWLQ is not afraid to challenge the norm and as a result has developed some of Australia’s leading animal welfare initiatives.”

Ita Buttrose AC, OBE - Patron & Golden Hearts™ Ambassador



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# Getting 2 Zero

**Based on AWLQ's success in Getting to Zero (G2Z) euthanasia of all healthy, sociable and treatable companion animals in the City of Gold Coast, our G2Z program has operated across the nation since 2005. G2Z is the only body actively providing free, remote and on site, consulting, support and educational services for Local Government and not-for-profit organisations.**

Getting to Zero (G2Z) aims to increase responsibility for companion animals so that every community and municipality can achieve zero euthanasia of all healthy and treatable cats and dogs.

The 2018/19 FY was another year full of information-sharing and saw further work on our suite of resources available free on the G2Z website. These brochures are useful for both members of the public and those working in shelters or Council animal management departments. The Australian Institute of Animal Management has endorsed these resources and the feedback we have received so far has been very positive.

Three online poster generators have been created to quickly develop an editable and printable poster with key details, including a photo of a lost or found pet. One has been 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 have been developed for animal management officers to distribute out in the field when they find a cat or a dog, or create posters of all impounded cats and dogs and post back in their found location to help get lost animals home.

We have also developed the "G2Z Guide to increasing Returns to Owners for Shelters and Pounds" and an accompanying "G2Z Guide to increasing Returns to Owners for Shelters and Pounds" poster checklist. This particular resource provides an in-depth look at the various ways that barriers to owners reclaiming their pets can be avoided and overcome. Soon to be released are guides for animal management and shelters on how to market shelter animals and how to collect and utilise data.

In discussions with Terri Scheer Insurance, a leading insurance provider for landlords, we advocated for an increase in claim limit for pet damage in rental properties to give landlords and property managers more confidence

and security when leasing to tenants with pets. Terri Scheer Insurance has gone ahead and done this, increasing the claim limit five-fold. As well, pets no longer need to be named on the lease agreement. We congratulate Terri Scheer Insurance for making this industry-leading change to their policy for the benefit of pet-owning tenants.

We continued to participate in Local Government Stakeholder Groups to encourage proactive and progressive strategic planning.

G2Z also facilitated a forum in Victoria bringing together large and small shelter and rescue organisations to collaborate, share information and support each other.

G2Z has continued to have a 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 NDN Cooperative Desexing Program and recommended desexing legislation.

G2Z was selected as part of the Jetpets Companion Animal Rescue Awards judging panel and contributed to the judging of the Outstanding Rescue Group, Outstanding Animal Shelter and Outstanding Council Animal Shelter categories.

Our biennial Summit requires two years of preparation and planning, and will be held from 10-14th September 2019 on the Gold Coast, with international and national speakers again providing the latest in research and effective strategies to prevent stray and abandoned companion animals.

As always, our social media channels have been very active, and the regular delivery of e-News is appreciated by those in the sector as being a great way to keep up with what is happening in Australia and around the world.

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.



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# National Desexing Network

**An initiative of the Animal Welfare League Queensland, the National Desexing Network (NDN) is the only nation-wide referral service for discounted desexing in Australia. This year was its 15th year of providing a valued service five days a week to pet owners in financial need to prevent unwanted litters of kittens and pups.**

In the 2018/19 FY, NDN increased its support to residents in need through three important services:

## **1. NDN-registered veterinarians offering reduced prices for pension/concession card holders**

A network of more than 160 veterinary clinics once again offered reduced prices for pension/concession card holders all year round, with 13 500 vouchers issued nationwide in 2018/19. Pet owners obtained vouchers directly through our website [www.ndn.org.au](http://www.ndn.org.au) or by contacting our NDN team of staff and volunteers, who respond to phone calls and emails 5 days a week.

## **2. NDN Cooperative Desexing Program**

AWLQ developed this program to encourage Councils to budget for an ongoing subsidised desexing program for owners on low incomes or with too many cats. This program is mainly focused on cats, due to their faster breeding rate and because more cats than dogs are killed in pounds and shelters around Australia. Owners paid just \$35 to desex a male cat and \$55 to desex a female cat (and \$35 for additional females in the same household). In this program, participating veterinarians agree to receive a set reduced price which covers the costs of wages and materials for desexing. Council subsidies pay the gap.

AWLQ once again provided this program free of charge to Councils i.e. organised the program, recruited the vet clinics, organised media releases and fliers for promotion, received calls from residents 5 days a week, issued vouchers, followed up to check on progress, and organised reimbursement to the vets using Council funds. The increase in numbers of participating Councils required an increase in staff for this program, as well as a number of regular dedicated volunteers to help.

The number of Councils participating expanded from 5 to 11 councils in 2018/19 and included:

### Queensland

- City of Gold Coast
- Brisbane City Council
- Ipswich City Council
- Lockyer Valley Regional Council
- Fraser Coast Council
- Banana Shire Council
- Central Highlands Regional Council
- Scenic Rim Council

### NSW

- Camden Council
- Campbelltown City Council

### SA

- Whyalla Council

Councils each budgeted between \$5000 and \$52,000 for this program, with all funding used directly for subsidy payments. As a result 2240 cats and 43 dogs were desexed with Council subsidy funding through these programs in 2018/19.

An increasing number of Councils are showing interest in this program, with ongoing awareness-raising through information letters, emails and phone calls to Councils and presentations at Local Government Forums.

## **3. National Desexing Month (NDM)**

The 15th National Desexing Month was held as usual in July to promote desexing and offer incentives to the general public to desex their animals before the spring/summer breeding season.

More than 100,000 cats and dogs have been desexed in National Desexing Month since the program's inception in 2004.

Over 3000 "Not Again" posters were sent to every veterinary clinic, council and animal welfare organisation in Australia with letters inviting them to promote desexing and offer incentives to desex cats and dogs before the spring/summer breeding season.



In 2018/19 there were 227 vet clinics registered who offered discounted desexing. As a result, almost 6000 cats and 7000 dogs were desexed just in the month of July across Australia in 2018/19 i.e. almost 13000 in total – an increase of approx. 3000 from each of the previous 2 years.

Number of vets in each state who participated in NDM in July 2018:

- Queensland - 45
- New South Wales - 99
- Victoria - 34
- Tasmania - 9
- South Australia - 12
- Western Australia - 23
- Northern Territory - 3
- Australian Capital Territory - 2

The National Desexing Network thanks the many veterinarians, Councils and animal welfare groups who participate in helping communities around Australia to reduce the numbers of abandoned and euthanised animals.



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# Golden Hearts™ Seniors Pet Support Program

**AWLQ's Golden Hearts™ Seniors Pet Support Program is in its third year of supporting people aged 65 years and older with their pets.**

This last year has seen an average of one person a day becoming a Golden Hearts™ member. This unique program has helped many elderly pet owners with discounted pet vaccinations to emergency boarding of their pet should they be hospitalised. The benefit of the discounts offered on pet vaccinations, not only encourages and supports older people to bring their pets to the vet but also assists our vet clinics by bringing new clientele to AWLQ's Community Vet Clinic and supports older existing clientele.

Possibly, one of the biggest challenges facing older people living alone, especially if they've lost a spouse, is isolation, loneliness and depression. Owning a pet can be a source of great comfort and companionship and for those who have to transition into an aged-care facility that does not allow pets. Golden Hearts™ provides them peace of mind knowing their pet will be cared for and matched into another loving home.

Golden Hearts™ is also a great community where its members can mingle with like-minded people and this year was no exception. In July 2018, Golden Hearts™ Ambassador and AWLQ Patron Ita Buttrose AC, OBE joined us at the AWLQ Gold Coast Animal Rehoming Centre for a very special Golden Hearts™ event 'An Audience with Ita'.

All of AWLQ's Golden Hearts™ members were invited, enjoyed a morning tea donated by sponsors, and enjoyed hearing Ita speak in person as she was interviewed by MC Ian Cousins, followed by a Q&A from the audience. Ita is especially supportive of the challenges facing the elderly.

What are the benefits to our charity of having the Golden Hearts program?

- Exposes the AWLQ brand to a new audience who would otherwise not have heard about the work we do.
- Gives great exposure and goodwill in the community, especially with Community Service Providers, including aged-care providers and hospitals.
- Creates goodwill with Federal and State members as well as local councils.
- Brings new clientele to our CVC clinics and increases adoptions.

**When two lonely souls meet by accident, it is love at first sight.**

Eddie has just turned 14 years old and this sprightly senior dog has had quite the journey during the latter years of his life. He and Arthur (his owner) were inseparable. Being an active Jack Russell, they used to do everything together. He had the best life, until Arthur suddenly passed away.

Overnight Eddie's life was about to be changed forever.

Despite all the cuddles, walks and reassurance Eddie received at the AWLQ, he was terribly scared and depressed. To assist Eddie he spent his days in the office and went home at night with a staff member. As Eddie was used to being with an older person, he needed a special home. Little did Eddie know that special home was about to become a reality.

Doreen was living alone, after losing her husband of 56 years, and had become very lonely. By chance her daughter spotted Eddie at the ALWQ Gold Coast Rehoming Centre and she instantly knew this little dog was meant for her mum. Eddie settled in at his new home immediately and is now spoilt with outings and walks along the beach - both he and Doreen (pictured below) have a new lease on life.



*Ita Buttrose AC, OBE*

**Golden Heart™ Seniors' Support  
Program Ambassador and AWLQ Patron**



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# Community education programs

**AWLQ believes that education is key in creating a brighter future for companion animals. 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 Course
- TAFE and College Excursions

## School Programs

School visits are the most important connection AWLQ has with children and the community – if we make a good impression on the school and the children then we have made a life-long connection. Connecting with one school student can potentially mean connections with a whole family.

The 2018/19 FY has seen increased contact with schools in Logan, Brisbane and Redland to present our Responsible Pet Ownership & Dog Safety talks.

AWLQ has developed a successful relationship with Carinity Education, a school offering childcare services for teen mothers, we have had educational visits to the school and they now have a regular weekly Reading Dog too.

Nerang State High School invited AWLQ to present at their ADOBE day workshop, a day where the students use the newest ADOBE software to create marketing and advertising campaigns for the Animal Welfare League Queensland. AWLQ has once again visited Ormiston College to present to their Year 9 students and Mount Gravatt State High to present to their Year 11 students.

For the ninth 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.

The number of requests for regular classroom talks to Gold Coast schools has been consistent during the 2018/19 FY and there has been an increase in contact from kindergartens and day care centres.

## TAFE

With students from almost every TAFE Queensland campus now attending workshops at all AWLQ's Animals 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 Lismore TAFEs.

Gold Coast TAFE have embarked on a new program with their Certificate III Students, wherein after 3 full days with the Education Team each student then has to commit to 48 hours of volunteering at the Gold Coast Rehoming Centre. This has seen a significant increase in the number of volunteers, as close to 400 students have been processed through the system.

## International Student Experiences

We have this past year hosted two groups of Japanese vet nursing students at the Gold Coast Rehoming Centre for a days' workshop. These groups travel with a teacher and bring along their own interpreter.

## School Holiday Programs

AWLQ offers a diverse range of School Holiday fun and learning for both primary and high school children, including Animal Antics Activities Day, Pawsome Pals, One Day Animal Care Course, Tailwaggers, Holiday Care Excursion Programs, Animal Antics On-the-Road, Animal Antics Shelter Experience and Teen Volunteer Training Program.

Our School Holiday programs are incredibly popular and successful and are consistently booked out weeks in advance. This past year we added in extra days of these programs to fulfill the demand. The programs are an excellent way for the children to connect with our



organisation and learn about responsible care for animals and create ties with us that will hopefully last a lifetime. This last year we have added two new programs to the mix, these are 2 hour long 'hands-on' excursions for children of different ages to have fun, engage with our animals and learn about responsible pet ownership and being safe around dogs.

The Teen Volunteer Training Program has resulted in a really dedicated group of young people that regularly help out at our Gold Coast Rehoming Centre. These teens turn up for work with a great attitude and have become invaluable core volunteers on weekends and during school holidays.

### 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, however we have not had any participants this last year, as many organisations struggle to find the funding.

The TEAM Program which stands for: Teens Engaging Animals Meaningfully, is currently in development and this will aim to engage teens with medically diagnosed conditions, such as anxiety to learn how animals cope with stress and behavioural issues, in the hope they can see the parallels and learn better coping skills.

The SHARE (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. We have had an increase in the number of schools participating, we now read at 20 Schools across Gold Coast, Logan and Brisbane. Some schools even having two volunteers, attending school with their dogs each week.

Autism Queensland and Pacific Pines State High School have a Reading Dog visiting them each week. Pacific Pines State High School also made 20 dog kennels for AWLQ to on-sell and a number of dog and cat jumpers for the animals in care just in time for Winter.

This past year saw one of our Reading Dogs, Annie the Kelpie X being nominated by her school, Aspley Special School as a potential recipient of the "Lilley Volunteer Award" on Australia Day – She won the award, becoming the first 'non-human' to ever become the recipient of this prestigious award.



Annie (on left) and Sue are making a difference in the lives of young kids as part of the SHARE Reading Dogs Program.



# Community Vet Clinics

“To have a Community Veterinary Clinic that is accessible to pets in need, and knowing that no sick or suffering animal will ever be turned away, is truly an outstanding achievement for animal welfare.”

Hon. Michael Kirby AC CMG - Patron



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# Community Vet Clinics

**Our Community Vet Clinics continued to maintain their promise to never turn away an animal that is sick or suffering, irrespective of an owner's capacity to pay for treatment.**

Our commitment to working with owners so that they would never need to face a decision to unnecessarily euthanise or surrender their much loved pets, saved countless animals lives and avoided many animals having to enter the shelter.

## Gold Coast

The 2018-19 year has been one of positive growth for the Gold Coast Community Vet Clinic. In developing ways that we can improve patient care we have explored many new options both internally and externally.

We have developed good working relationships with external surgeons who can visit our clinic and offer broader orthopedic options to our patients whose owners otherwise could not afford specialist treatment and would have nowhere else to turn. This absolutely has saved not only many lives but many limbs too – making for happier animals and clients! Volunteer vets have also come on board to help out, knowing that the work we do is incredibly important and the workload is high. We are grateful to have this assistance from external vets who enjoy being part of our team from time to time.

Strong relationships have also been forged with other welfare organisations, who we collaborate with in cases that go beyond the care that can be provided in a veterinary clinic alone. Many clients and their pets have benefited from having this support and as an organisation we embrace the positive outcomes that can be achieved in the community by working together.

Our own staff have continued to up-skill in various areas, including treatment and care of our native wildlife. We receive much wild life in our care each year, and additional training means that we can improve the care we provide until specialised wildlife carers can take over. Our training has also extended to new products, medications, and keeping up to date with the latest and best available options in diagnostics.

Internally, we have developed changes to the way we deliver our customer service experience. Volunteer greeters now enhance the customer experience by welcoming our clients and assisting with their pets in our waiting area – helping to streamline the process and alleviate the stress that comes from bringing a sick or injured pet in for treatment, or simply just helping when hands are full. We have also implemented new technology using iPads for clients to complete their information and consent, thereby giving our clients more ownership of the check-in, admissions and consent process.

To meet the needs of the community, we have increased the number of surgeries we offer, including orthopedics and soft tissue surgeries but also importantly the number of routine desexing surgeries performed each day. To achieve this, we have increased our staff numbers from a team of nine vets to 15 – as well as the occasional locum vet to fill extra shifts. Our number of nurses and animal attendants has also increased and many of our existing staff have moved up into more experienced roles, allowing for new faces to come on board too.

As well as our veterinary team working hard to support the 22,000 patients who came through our doors this year, the dedication from our administration team has supported our clients and helped continue to achieve AWLQ's promise.

We have supported the community by providing charitable treatments to the value of \$195,000.00. Our financial assistance program has also assisted 937 clients to pay off almost \$790,000.00 in veterinary treatments this year – something which they would not be able to access at other vet clinics.

## Ipswich

2019 has been both an exciting and a challenging year for our Ipswich clinic as we have embraced yet another year of achieving positive and rewarding results for animals and their families. Our work within the community is strengthening, this is a reflection on the staff that commit so much to ensure we provide the best possible outcomes to each and every patient that enters our care.

With our unwavering commitment to zero euthanasia for animals that are treatable and a no turn away policy for



the community - we are meeting more and more clients and their pets day by day and the positive feedback we receive is a testament to how much our service impacts on so many. From the little old lady whose beloved dog needs emergency surgery, to the couple whose dog ate a few too many socks – we meet so many people who love their animals and ultimately want the best for them and that is exactly what we are able to provide.

This year, we were fortunate enough to acquire new equipment which has already made a positive impact within the clinic. Oxygen generators have allowed us to provide critical care oxygen therapy to our tick, snake bite and respiratory distressed patients. As we see a large amount of emergency patients on a daily basis – this type of equipment proves invaluable in saving lives.

Ipswich Community Vet Clinic continues to actively participate in multiple community initiatives associated with desexing. One of our invaluable services to the Ipswich community still remains our financial assistance programs providing clients repayment options for emergency situations. This service alone has proven to be lifesaving in itself as many clients just don't have the money to pay for treatment costs upfront. This service removes the stress and trauma of having to euthanise due to unforeseen circumstances and has allowed us to continue saving lives that otherwise would never have had a chance.

### Hobart

Hobart Community Veterinary Hospital has had another busy year. We performed a huge number of surgeries, including desexing over 1000 cats and 700 dogs, performed nearly 350 dentals and 60 orthopedic surgeries.

We continued to work with local rescue groups, including Safe Haven Cat Rescue and Ten Lives Cat Centre helping to desex over 300 cats in support of their work. We were also on standby for whenever Bonorong Wildlife Sanctuary needed backup support for injured wildlife.

This work would not be possible without our dedicated and hardworking team. We now have two senior veterinarians leading the way, and to help meet the increasing demand for consultation and surgery appointments, we have welcomed two new graduate vets to our team.

Many of our vets undertook further training which has stimulated an enthusiasm for learning. Our team participated in training across a range of different fields, including dentistry, orthopedic surgery and ultrasonography. All this new and updated knowledge was eagerly shared with all of the team. We even successfully performed a hip toggle procedure on a patient with hip dislocation.

Our latest addition to the hospital has been our new ultrasound machine which our vets love; performing over 135 ultrasounds in less than 6 months. This has been a wonderful addition to our hospital helping us to get faster results for our patients, and helping them on their way to a speedy recovery. We now rarely need to outsource our ultrasound work to a technician as we can do them ourselves.

We have continued to have very few parvovirus cases compared to previous years. Our affordable vaccination and annual vaccination month promotion in November have helped contribute to this – a fantastic effort in combating such an awful disease.

### Work Performed

Over the past year our clinics collectively provided \$315,703 in charitable discounts, \$132,923 in discounts for desexing and \$371,895 in shelter support services.

In addition to this generous discounted work, our clinics also issued \$1,299,864 in payment plans. Together, this support meant we were able to continue in our mission to keep animals and their families together.





# Community Engagement & Fundraising

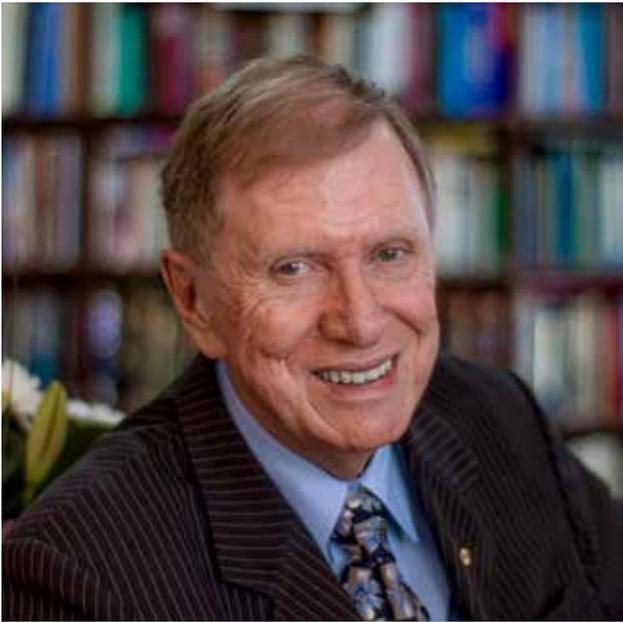
“I have full respect and admiration for the AWLQ’s promise – to never euthanise a healthy, sociable or treatable animal in its care. Thank you for everything you do for those who have no voice of their own, but plenty of love to give.”

Amanda Abate - 7NEWS Presenter & AWLQ Community Ambassador



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# *Patrons & community ambassadors*



**THE HON. MICHAEL KIRBY AC, CMG**  
Australian Jurist & Academic



**AMANDA ABATE**  
Media Personality



**CR. GARY BILDON**  
City of Gold Coast



**ITA BUTTROSE AC, OBE**  
Media Personality & Golden Hearts Ambassador



**CHARLOTTE CROSBY**  
Reality TV Star



**BARRY ROBINSON**  
President & MD – Wyndham



**SALLY PEARSON OAM**  
Olympic Champion



**WADE VON BIBRA**  
GM of von Bibra Auto Village



**LUKE SHAYLER**  
Influencer



**JARROD WALLACE**  
Professional Footballer



**NICHOLAS BUCHANAN**  
Professional Cricketer



**TRENT OWERS**  
Actor & Influencer



**COURTNEY HANCOCK**  
Iron Woman



**THORNE LYONS**  
Youth Ambassador

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# *A word from our Community Ambassadors*

**Congratulations and thank you AWLQ for six decades of tireless work, helping to create a bright, happy and healthy future for animals in need across South-East Queensland.**

I've been fortunate enough to adopt 2 gorgeous pets from the AWLQ at Coombabah, Samson the cat and Holly the toy poodle. They have brought so much happiness to my own home, which is just one of the reasons I am always happy to support the AWLQ.

Not only has it become one of the largest animal welfare organisations in Queensland, I have full respect and admiration for the AWLQ's promise – to never euthanise a healthy, sociable or treatable animal in its care.

Because of this crucial organisation, and its loving volunteers, 10,000 stray and homeless animals a year get a second chance at life – and I am so grateful to have 2 of them!

Thank you for everything you do for those who have no voice of their own, but plenty of love to give!"

Amanda Abate - Network Seven

**I applaud the tireless and compassionate work being done week in week out, year after year, by your dedicated team at AWLQ.**

Please pass on my congratulations to everyone involved in this wonderful community association along with my best wishes for the future."

Cr Gary Baildon - Division 7 of the City of Gold Coast

**For seven years, von Bibra Auto Village has been proud to support the incredible service that AWLQ provides the Gold Coast community.**

Being animal lovers, many of the von Bibra staff have adopted their furry friends through the AWLQ and we continue to be inspired by the tireless work they do in caring for over 10,000 abandoned, stray and surrendered animals each year.

One of von Bibra's core values is to ensure we support our local community by working with organisations like AWLQ, who are always so generous with their time and provide such a valuable service, which inspires us to help how we can.

AWLQ's promise to never euthanise a healthy, sociable or treatable animal in their care is a huge task and we urge anyone looking to get a pet to consider adopting from AWLQ. This ensures AWLQ's lifesaving work continues and means other less fortunate animals get the care they need and funds valuable programs such as the Golden Hearts™ Seniors' Pet Support and Pet Legacy Programs.

From all of us here at von Bibra, congratulations to AWLQ on 60 years of amazing service and the thousands of animals that have been homed in loving families thanks to you."

Wade von Bibra - von Bibra Auto Village

# In the media



# Our volunteer program

**Each season brought with it a plethora of challenges for our volunteers; they battled heat waves, cyclonic winds, torrential rains, swarms of mosquitos, and freezing mornings. Yet they still came to volunteer in droves by foot, bike, public transport or car.**

They came because there is one thing they value above all else, ensuring our shelter animals are loved and cared for, prioritising it over their own comfort and wellbeing. It warms our hearts to experience the generous nature of the many beautiful souls who willingly gave their time, not just during the easy times, but giving their all and persevering through the less than desirable conditions.

Volunteers are an integral part of our AWLQ team and in order to maintain a strong team, we recruited and trained over 700 volunteers and conducted 79 inductions throughout the year. This included 10 inductions specifically held for approximately 180 Queensland TAFE students enabling them to complete 48 volunteer hours at our Gold Coast Animal Rehoming Centre as a part of their Certificate III in Companion Animal Studies.

Our extremely popular Teen Volunteering Program ran at capacity for most of the year limiting the need to recruit as we normally would on a quarterly basis. This shows us not only the giving nature of Generation Z, but also their resilience and tenacity to commit to the long term help of animals in need within their community.

Other programs that have assisted with the recruitment of volunteers as well as supporting our immediate community are the Griffith Community Internship Program, hosting for the government incentive Work for the Dole Program and our Schools' Work Experience Program.

National Volunteer Week in May 2019 saw each of our Animal Rehoming Centres celebrate the dedication of our amazing volunteers. With support from our retail division, the Business Development Team and a few local businesses we were able to thank and reward our volunteers during a morning tea with a substantial amount of gorgeous gift baskets, restaurant vouchers and adventure experiences. We recognised around 170 volunteers who contributed more than 100 volunteer hours over the course of a year. Additionally, an amazing selection of 14 of these volunteers recorded a contribution in excess of 500 hours.

LOCATION	Average Weekly Contribution in Hours	Total Volunteer Contribution in Hours	Average Staff Wage per Hour (\$21.75)	Yearly Savings Estimate 18/19 FY
Gold Coast	1089.35	56645.20	\$22.00	\$1246194.40
Beenleigh	116.11	6037.90	\$22.00	\$132833.80
Warra	219.10	11393.60	\$22.00	\$250659.20
Willawong	86.19	4482.10	\$22.00	\$98606.20
<b>TOTALS</b>	<b>1510.75</b>	<b>78558.80</b>	<b>\$22.00</b>	<b>\$1728293.60</b>

LOCATION	Average Actual Hourly Volunteer contribution	Average Actual Daily Volunteer Numbers	Average Rostered Daily Volunteer Numbers	Average Actual Weekly Volunteer Numbers	Average Rostered Weekly Volunteer Numbers
Gold Coast	4	39	62	272	436
Beenleigh	4.4	4	8.8	26	62
Warra	3.7	8	15	59	105
Willawong	4	3	6	22	46
<b>TOTALS</b>	<b>4</b>	<b>54</b>	<b>91.6</b>	<b>379</b>	<b>649</b>





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# Op shop update

**AWLQ's Op Shops directly support the work AWLQ does within the Gold Coast and Brisbane communities. All proceeds from our stores go directly towards caring for more than 10,000 animals we care for every year.**

AWLQ has 14 op shops operating across South-East Queensland, run by a dedicated team of loyal volunteers, the most recent addition is Thrifty Kitten. This exclusive shop located in Ashmore retails in brand new labeled clothing generously donated by Princess Polly.

Our Currumbin and Miami op shops and Warehouse have been revamped utilising donated fixtures and shelving to enhance our customers' in-store experience. We have seen a 13.75% increase in revenue across the op shop network and all stores continue to find ways to generate more income. The introduction of online sales via Gumtree has assisted in generating greater awareness, foot traffic and sales.

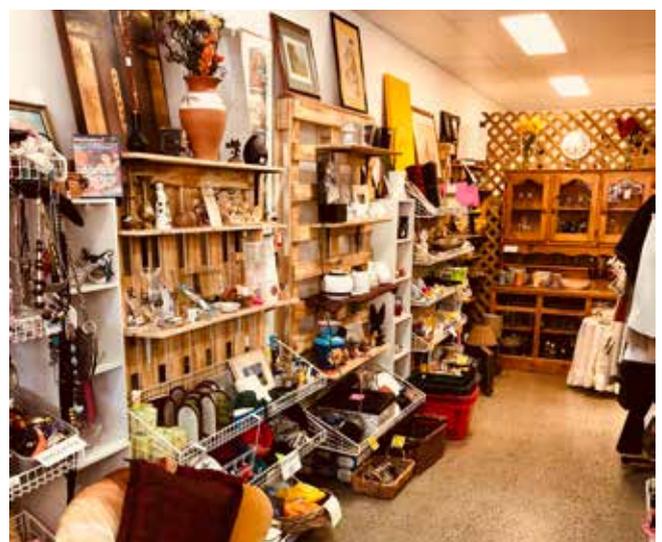
The Elsie Cameron Foundation continues to be a very generous supporter with thousands of dollars worth of products kindly donated. These regular donations provide the opportunity for AWLQ's Op Shop to increase revenue through additional income generation activities, including Jumble Sales and Pop-up Shops. These products are also distributed to the op shops, providing customers the opportunity to purchase new products at discounted

prices while also picking up op shop bargains. The Elsie Cameron Foundation also generously donated a significant amount of shelving units which were utilised in three op shops.

National Op Shop week saw the Worongary Op Shop volunteers host Paul Burt (Burty) from 7NEWS Gold Coast. Burty presented a live cross of the weather and promoted the AWLQ Op Shops. Amanda Abate, 7NEWS Presenter and AWLQ Ambassador, was also dressed by the Miami Op Shop for the news bulletin during the week. National Op Shop Week also provided AWLQ the opportunity to thank the army of volunteers who generously donate their time and work tirelessly to keep AWLQ's Op Shop stores operating.

A much needed truck was added to our fleet thanks to a generous community grant, this allows more donated goods to be collected and being a new vehicle is much more economical. New shop front signs were installed to increase shop visibility.

Our volunteers have always been dedicated, compassionate, loyal and hardworking in keeping the op shops running efficiently and profitable. Our dedicated truck drivers keep the op shops filled and leave donors very happy after each visit.



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# *Fundraising, events & community outreach*

## **Fundraising**

Donation tins continue to be a steady income generator with many major retailers displaying AWLQ's unique purple tins on counter tops or donation bins near the entry. Donation Point Tap machines have proven to be very successful in targeting cashless donors. These are strategically positioned in high traffic areas and electronic payments reduce theft or mishandling of donations. Special thanks to Coffee Reserve, Broadbeach Oasis News, TopNotch Grooming, IGA, Burger'd, Dan Murphy's (Coomera, Miami, Springwood, Beenleigh), Coles, Woolworths, World Gym and many more amazing businesses!

Events and fundraising are an integral component of AWLQ's community engagement. These activations provide AWLQ an opportunity to create awareness around our unique programs, promote adoptions, encourage donations and showcase the lifesaving work AWLQ does within the community. In this financial year our staff, supported by an army of events volunteers, attended over 120 events.

A focus on raising awareness in South East Queensland included a focused and targeted approach to Paws+Connect and Corporate Volunteer Day bookings.

Special thanks to:

- The Home Collective
- Fulton Hogan
- Paws at the Park
- HTG
- Frances Suter Photography
- Seagull's and Tails & Ales
- The Entertainment Book Membership
- Queensland Rail
- Griffith University
- Imagine Cruising
- Pet Wellness Centre Minter Ellison
- QUT
- Jetstar
- Marriott Club International
- White Sunnies
- Atira Student Living
- Queensland Airport Corp
- Bond University

## **Community Outreach**

Our Community Outreach Department focuses on establishing partnerships and relationships with organisations that share the same synergies of fundraising, neighbourhood networking, charitable engagement and community welfare. Part of this connection is to drive more awareness around current projects, initiatives and campaigns and strengthening the support from the community. We have delivered over forty presentations with leading community factions including RSL Clubs, Rotary Clubs, Lions Clubs, Scouts, Girl Guides, and other prominent memberships and associations across South East Queensland.

## **Workplace Giving**

This year, one of our main goals is to expand our Workplace Giving donors and one incentive that proved successful was for every five new WPG's, AWLQ's visited to say thank you.

Workplace Giving partners include Suncorp, Vita Group, CFL, JBHiFi, Starbucks, Macquarie, WorkPac Group, NTI, von Bibra, The Global Work & Travel Co and WPG platforms include EverydayHero, GoodCompany, Benevity and Good2Give.

## **Corporate Partners**

AWLQ would not be able to continue our lifesaving work within the community without the generous and continued financial assistance, in-kind support and fundraising efforts from our business and corporate network. This support is provided through:

- Partnership and sponsorship agreements
- In kind donations
- Workplace Giving Programs
- Grant or Community Benefit Funding
- Kennel or pen sponsorships
- Fundraising and events
- Donation points

Since 2011, Purina PetCare has been a passionate sponsor of AWLQ - providing food and pet care support for the more than 10,000 animals we care for every year. This is an incredible contribution and saves AWLQ significant costs.



For 7 years, the von Bibra Auto Village Group, an iconic and leading brand in the Gold Coast business community proudly continues to support AWLQ as one of three charity groups the company supports (humanitarian organisations as the other charities of choice). In addition to their year on year donations, they have now begun to participate in AWLQ’s Workplace Giving Program.



AWLQ and RACQ are proudly working together to help Queensland pets. This year, the RACQ Pet Calendar exceeded fundraising expectations and hit a record effort of over \$40,000. Considering the calendar was purchased for a gold coin, both RACQ and AWLQ are exceptionally pleased by the result. RACQ offers pet owners three months free pet insurance when they either adopt an eligible pet from AWLQ or are a customer of an AWLQ vet clinic. This continues to show a positive growth.

Thanks to our partners at Boehringer Ingelheim Animal Health Australia, our 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.



We are incredibly grateful for the continued support of the Elsie Cameron Foundation who supports AWLQ through a number of donation streams.

Thank you to Newhaven Funerals – Pet Cremations, Oscillot and White Magic for your continued support of AWLQ.

Our thanks extends to several other corporate partners that continue to make great impact on our donations, Workplace Giving, fundraising and sponsorship totals. Special mentions to:



Austclean, Nova Press, Ditto Press, Southport Budget Tyres, Pindara Private Hospital, The Global Work & Travel Co., Specsavers Indooroopilly and Helensvale, Minter-Ellison Lawyers, Crown Currency, Bartercard, Catnip, 1029 Hot Tomato, myGC.com.au, Bunnings Arundel and Robina, Baker McKenzie, Bupa, Ernst & Young, Esprit (Retail) Pty Ltd, Foxtel, National Australia Bank Limited, PwC Australia, Queensland University of Technology and Wyndham.

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# Thank you to our partners & sponsors



Dedicated to a better Brisbane

CITY OF  
**GOLDCOAST.**



## The Elsie Cameron Foundation

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# *In Memoriam - Legacies to AWLQ*

**AWLQ would like to express our heartfelt thanks to these animal lovers who have left us a gift in their Will. Thank you for your incredible gift, this will transform the lives of countless animals and provide them the second chance they deserve - now and for many years to come.**

**Aileen Margaret Dunkley**

**Albert Cassells**

**Albert Nathan Robertson**

**Alma Orchard**

**Ann Lynette Ruprecht**

**Arthur James Bailey**

**Cecily Bull**

**Claudia McEwan**

**Daphne Lorraine Cameron**

**Douglas Edgehill McIlree**

**Elsie Maud Wilkins**

**Emily Truida Reinhardt**

**Enid Schatz**

**Irma Else Marta Chapman**

**Kevin Roberts**

**Laraine Valmai McDermott**

**Lorraine Dawn Boreham**

**Robert Leslie Gash**

**Robert Robertson**

**Shirlee Patricia Williams**

**Sonia Muriel Corns**

**Sophie Ross**

**Thomas Howard Godfrey  
Oettle**





# Financial figures & notes

“I applaud the tireless and compassionate work being done week in week out, year after year, by your dedicated team at Animal Welfare League Queensland.”

Cr Gary Baildon - Division 7 of the City of Gold Coast



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# Financial figures & notes

## In 2018-2019 Animal Welfare League Queensland celebrated our highest operating revenue in our sixty years of operation.

Thanks to the ongoing generosity of the Gold Coast and Brisbane communities, we continue to open our doors to animals in need and maintain our commitment to zero euthanasia of healthy, sociable and treatable animals in our care.

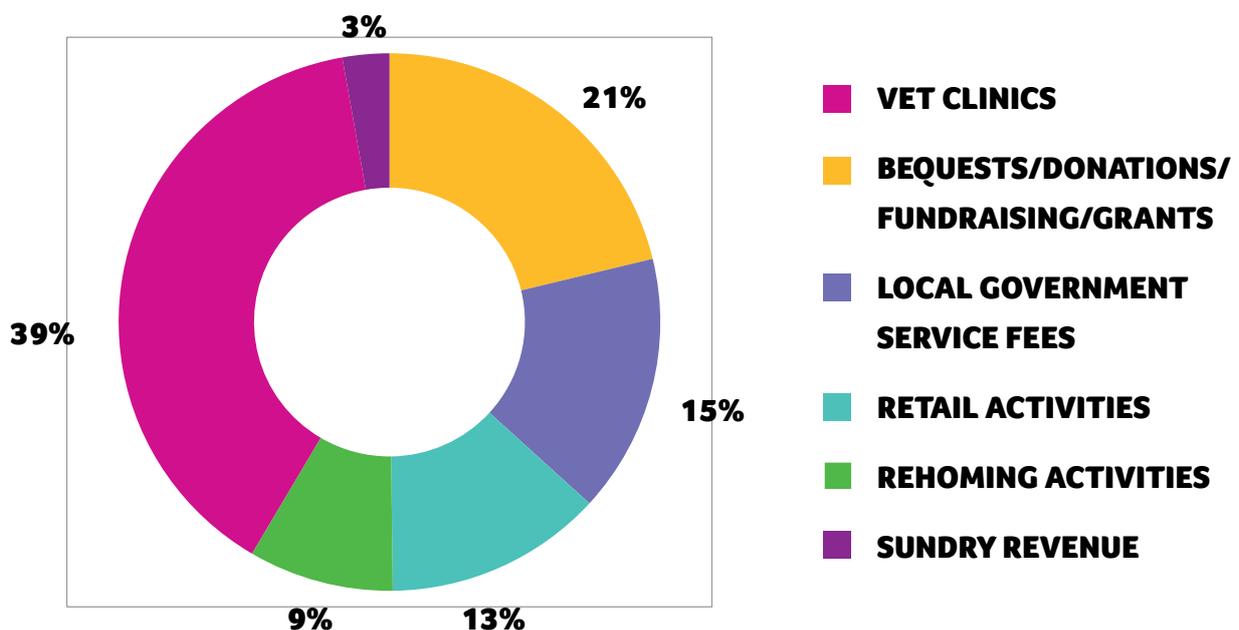
Animal Welfare League Queensland's Op Shops have performed well again this year with a 13.75% growth in revenue and a 25.4% growth in profits compared to last year.

The community veterinary clinics have also performed well in comparison to prior years. This year the clinics' sales increased by 8% compared to last year whilst upholding existing levels of support to the community, pound and shelter operations with over \$700,000 provided in discounted or subsidised care in 2018-2019.

AWLQ continues to strive towards our goal of strategic sustainability, maintaining our ongoing commitment to reducing costs. In comparison to last year, cost of goods sold decreased by 9% and our operating expenses by close to 7%. Our administration cost percentage this year remains steady at 7.5% and has remained below 10% for over a decade.

AWLQ continues to depend heavily on the ongoing support of our incredible volunteers. Likewise, our individual and corporate supporters continue to inspire us with donations, grants, fundraising activities and bequests this year increasing by over 35%.

### Revenue Sources



<b>PROFIT AND LOSS - 2018/19 FINANCIAL YEAR</b>	
<b>Income</b>	
Donations, Grants & Bequests	\$2,863,000
Local Government Service Fees	\$2,100,000
Retail Activities	\$1,757,000
Rehoming Activities	\$1,170,000
Vet Clinics	\$5,225,000
Sundry Revenues	\$377,000
<b>TOTAL INCOME</b>	<b>\$13,492,000</b>
<b>Cost of sales</b>	
Purchases	\$1,579,000
<b>TOTAL COST OF SALES</b>	<b>\$1,579,000</b>
<b>Expenses</b>	
Advertising Expenses	\$125,000
Bad/Doubtful Debts & Collections	\$349,000
Computer Expenses & Servicing	\$116,000
Depreciation	\$242,000
Employment Expenses	\$8,399,000
Motor Vehicle Expenses	\$104,000
Pharmaceuticals - Rehoming	\$421,000
Occupancy Costs	\$540,000
Staff Amenities & Other Costs	\$374,000
Sundry Expenses	\$1,054,000
<b>TOTAL EXPENSES</b>	<b>\$11,724,000</b>
<b>Net Profit (Loss)</b>	<b>\$189,000</b>

<b>BALANCE SHEET - 2018/19 FINANCIAL YEAR</b>	
<b>Assets</b>	
Cash On Hand	\$2,051,000
Inventories	\$219,000
Other Current Assets	\$58,000
Other Non-Current Assets	\$13,000
Property, Plant & Equipment	\$3,458,000
Trade & Other Receivables	\$768,000
<b>TOTAL ASSETS</b>	<b>\$6,567,000</b>
<b>Liabilities</b>	
Short-term Provisions	\$353,000
Long-Term Provisions	\$341,000
Trade & Other Payables	\$852,000
<b>TOTAL LIABILITIES</b>	<b>\$1,546,000</b>
<b>Equity</b>	
Reserves	\$125,000
Retained Earnings	\$4,895,000
<b>TOTAL EQUITY</b>	<b>\$5,020,000</b>





Animal Welfare  
League Qld  
Est. 1959

[AWLQLD.COM.AU](http://AWLQLD.COM.AU) 🐾 @AWLQLD

