



**second  
chance**  
ANIMAL RESCUE

Community  
Animal  
Hospital  
Strategic  
Plan  
2019 - 2024







# Our Values

At **Second Chance Animal Rescue** we:

Show **compassion** and **respect**,

Demonstrate **teamwork** and **leadership**,

Are **honest** and show **integrity**

**Never give up** on an animal and **work** for  
the best outcomes,

Provide a **safe** and **happy** workplace, and

**Inspire** and **educate**.







# Our Mission

The **mission** of the Community Animal Hospital is to:

Provide **low-cost** veterinary care for animals in need,

Assist pet owners through **education** and **outreach**,

**Reduce** the number of animals surrendered to pounds and shelters by keeping animals in their homes,

**Educate** the community on better pet ownership, and

Enrich the lives of companion animals by engaging the **hearts, hands** and **minds** of the community.



"Second Chance Animal Rescue has been a godsend. All the staff at the center have been extremely kind, friendly and very helpful. SCAR came to my rescue as I found myself in a desperate situation being unemployed and with no money and two kittens needing to be desexed before coming into season.

All the vets I rang were so expensive that I couldn't afford it until I heard about SCAR and spoke to one of the staff who was extremely helpful and understanding of my situation. They were not only able to desex but vaccinate and microchip them both.'

Dino F,  
Outreach Program Support Recipient



# Our Vision

The Community Animal Hospital will:

Provide excellent **quality** and **low-cost** veterinary care to those who would be **unable** to otherwise provide for their animals,

**Educate** the community regarding responsible pet ownership,

Reduce **overpopulation** of cats and dogs in our community via **desexing programs**,

Be **financially stable**,

Employ **passionate** and **qualified** staff,

**Protect** and **strengthen** the human/animal bond within our community, and

Be a **trusted** and **respected** leader in animal medical care and welfare in Victoria







A close-up, slightly out-of-focus photograph of a dog's face, likely a Golden Retriever, serves as the background for the text. The dog's eye is visible on the left side, and its fur is a mix of light and dark brown tones.

# Facilities

By 2024 the Community Animal Hospital will have:

A **large, custom built**, energy efficient **community vet clinic**,

Large **off-lead training areas**,

**Private areas** for clients of outreach programs and surrenders,

Dedicated isolation room for animals suffering from contagious diseases.

Onsite cat boarding to provide income opportunities

**Education spaces** for school incursions, foster care and volunteer training and other training programs, and

**Quarantine areas** for when animals first arrive.







A close-up photograph of a dog's face, likely a pit bull mix, looking upwards with a curious expression. The dog has light-colored fur with darker patches around its eyes and ears. The background is a wooden floor.

# Training

The Community Animal Hospital will provide an education space for:

**One-on-one** and **group training** for volunteers, foster carers and community members,

**Community workshops** on pet adoption, basic training, pet first aid and other educational topics,

**Behaviour** and general advice hotline,

Professional development of staff, training in **animal behaviour**, **enrichment** and **effective shelter management**, and

**Education** and **training programs** designed for school aged children run during school terms and school holidays.







A close-up, artistic photograph of a cat's face, focusing on its eyes and whiskers. The cat has light-colored fur and yellow eyes. The image is slightly blurred, giving it a soft, dreamy quality. It serves as the background for the entire graphic.

# Veterinary Care

By 2024 Second Chance Animal Rescue will have:

A **full service** clinic with top of the line equipment,

The ability to support community members with veterinary care so that they can **keep their animals at home**,

Staff and resources to handle more **specialised vet care**,

A fully equipped **mobile vet clinic** to provide support in the areas it's needed most, and

A **dedicated team of vet staff** that can assist both shelter animals and animals in the community with world-class care.







# Events

By 2024 Second Chance Animal Rescue will have:

**Regular SCAR branded events** to support owners with discounted microchipping and vaccinations,

Dedicated **events team** to facilitate and run events with consistent branding, uniform, information and product available,

Community events as part of the **SCAR Outreach Program**,

Two major fundraising events each year which bring in over **\$20,000** in profit,

Events run in schools in Hume to **teach young children** about looking after their pets and other animals, and

**Client education** seminars on important topics relating to pet care







A close-up photograph of a light-colored cat's face, showing its eyes and whiskers. In the background, a portion of a woven straw basket is visible. The text is overlaid on this image.

## People and Culture

By 2024 Second Chance Animal Rescue will have:

Training available for all staff and volunteers on **animal handling and management**,

**Dedicated teams** for shelter, vet services, events, fundraising and communications,

Professional, well-trained and customer service focused staff who **believe in our mission** and work every day to achieve this,

Processes for **upskilling** and **professional development** of staff and volunteers, and

A dedicated team committed to the welfare of animals in the **clinic** and in the **community**.





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