



Annual Report 2015/16

DOGS' REFUGE HOME (WA) INC.





OUR MOTTO IS:

'Rescue is the best breed'



THE DOGS' REFUGE HOME (WA) INC. (THE HOME) IS ONE OF THE OLDEST ANIMAL SHELTERS IN AUSTRALIA DEDICATED TO THE RESCUE AND RE-HOMING OF WA'S LOST AND UNWANTED DOGS SINCE 1935.

OUR VISION

A community where all dogs live in safe and loving homes.

OUR MISSION

The Home remains dedicated to the care and re-homing of lost and unwanted dogs through:

- Treating the dogs in our care as our own until we can find them a permanent loving home; and
- The active promotion of responsible dog ownership.

OUR VALUES

Our core values underpin everything we do and guide every decision we make. They form the basis of our interactions with our dogs, our staff, our volunteers, our stakeholders and the community. We live our values.

Respect We treat our dogs and the people in our community with respect.

Integrity We adhere to the highest standards of professionalism, ethics and personal responsibility worthy of the trust our dogs and people place in us.

Committed We are committed in heart and mind to providing the best care and re-homing of our dogs.

Caring We treat dogs and people with sensitivity and empathy.

Teamwork We value and acknowledge the contributions of all, nurturing the skills of our staff members, volunteers and partners in a collaborative effort.

Cover: Long termer Jade is still searching for her forever home.
Above: Tera and Kiza a senior bonded pair adopted after 11 months.
Photos by Stellapix.

President's message

Reflecting on the past 12 months it has once again been a year of much success, balanced with sad and challenging days. I am acutely aware that we can only do what we do because of our amazing team and extended family of supporters.

Over the past 12 months we have seen an increasing number of older dogs needing expensive surgeries and medical treatment. Thanks to our amazing Vet, Greg Wilkinson from Subiaco Vet Hospital, our regular vet care has remained manageable, even while receiving a record number of dogs from regional areas, all requiring sterilisation and vaccination and many needing treatment for mange and neglect.

However, it has been our specialist veterinary surgeries that have seen our vet costs rapidly increasing. It's sad, but highly probable, that many of the dogs left at pounds or surrendered were a result of their owners not wanting to invest in their health.

And while we've had more older dogs than I can ever remember, we've also had a record number of puppies too. Sadly the sterilisation message just doesn't seem to be getting through to the wider community and we will give this even more focus in the next 12 months as we communicate via our social media platforms and through any PR we achieve.

Raising awareness of our Home and our work is paramount to making an even bigger difference to the number of lost and abandoned dogs each year. We were thrilled that health insurer HIF decided to use ex-DRH residents in their new 'Health Cover for Humans' advertising campaign, a series of six TV ads featuring ten rescue dogs. We always knew our dogs were special and now they are TV stars! The campaign was hugely popular on social and traditional media and reinforced our motto that 'rescue is the best breed'!

This important new relationship with HIF is continuing to develop as we held

our very first Dog 'n' Health Games sponsored by HIF. We look forward to this becoming an annual event.

One of our most popular events each year is our Quiz Night and this year's were no different. Thanks to many local businesses we had heaps of donations to auction and raffle. Following on from our own 80th anniversary, we celebrated the 80th birthday of one the most amazing men ever at our May event. Fellow Board member Ian Coombes is a living legend who never stops working for the good of our dogs and our Home. He has been a huge contributor over more than 10 years and we were pleased to be able to celebrate this milestone with him.



Ian has also been heavily involved in the redevelopment plans for our Home and he helped to ensure our new Adoption and Education Centre progressed as smoothly as possible.

And speaking of our new Centre, set to open shortly, I can't express enough how grateful I am to Lotterywest and the Premier, Colin Barnett, MLA for their support of our Home and for a \$1.2 million grant which enabled this to happen.

Whilst our fundraising throughout the year was successful, bequests remain vital to our survival. I would like to acknowledge all those kind people who remembered us in their Will and make mention of an incredibly generous bequest from the late Helen Campbell. This gift will leave a lasting legacy with a portion allocated to our next kennel block in loving memory of Helen.



Facility development remains a key priority of our Strategic Plan and we are excited to be in a position to soon commence construction on a number of kennel blocks at once this time. Modern kennels will play a vital role in improving dog welfare and reducing the operating costs associated with older and inefficient infrastructure. New buildings will be designed to reduce stress on dogs and provide a better environment for staff, volunteers and visitors.

2016/17 promises to be another busy year. As we lead up to Christmas we have our *Home Open*, *Santa Paws* and our *In the Dog House* events coming up and we're very excited about the new Red Dog, True Blue movie coming out on 26th December. We've already received a generous donation associated with this movie and look forward to more opportunities ahead.

As always I would like to thank and acknowledge my fellow Board Members for the countless hours given over the year and for all of their support and advice. Thanks also to the members who participated on Sub-Committees – they have certainly added value to what we do.

We have an amazing team of staff, lead by our General Manager, Judy Flangan and a group of volunteers second to none – I am proud to volunteer alongside each and every one of them and love every minute spent with our fabulous dogs. It still amazes me that people neglect and disregard the most precious four legged creatures ever and I am so grateful that I can play a small part in helping them to find the homes they truly deserve.

Karen

General Manager's Report

It has been an honour and pleasure to lead such a fantastic organisation once again in 2015/16 and to be a part of our 80th Anniversary celebrations. Another year of wonderful achievements and progress only made possible by a dedicated and passionate group of staff, volunteers and supporters.

I would like to acknowledge the support provided to me by the Board of the Dogs' Refuge Home in continuing to drive forward with governance reform, organisational development and a new Constitution. Of key significance has been the start of the development of a Safety Management Plan through the generous pro bono support of the Port of Fremantle. With the full implementation of the Plan scheduled to be completed by the end of 2016, the Home will be able to seek accreditation with Worksafe WA, a significant step in the evolution of the Home's safety and risk management portfolio.

In 2015/16 we continued to build on our regional partnerships supporting other rescue organisations to rehome their dogs including SAFE Broome, SAFE Karratha, HAART, WISH, and the regional shires of Northam, Geraldton, Albany and Katanning. These partnerships saw us intake a record number of dogs, with 162 dogs alone coming to us from SAFE Broome. We were also pleased to add the City of Canning to our existing and much valued council partnerships to assist them with re-homing of their unclaimed dogs. The Home greatly values the common sense of purpose and the goodwill that allows us to work collaboratively together to rescue and rehome as many dogs as possible.

Our wonderful army of over 250 volunteers spent countless hours walking our dogs, rain, hail or shine, provided much needed foster care

respite as well as supported us in the office and in the maintenance of our facility. Our partnership with Correctional Services provided us with additional volunteer support through:

- the weekly visits of residents from the Wandoo Reintegration facility who undertook our induction training and supported our volunteers to walk our dogs and assist with maintenance work; and
- the companion animal training program provided to Acacia Prison inmates by our terrific supporter and volunteer Trainer Cecile Ashen-Young which allows the Home to send our dogs to the prison for specialised training over 12 weeks to assist in their re-homing.

We were very excited to see work begin on the building of our new Adoption and Education Centre through the support of Lotterywest, Fleetwood Constructions and ASL Builders. A huge thank you to the staff and volunteers for their efforts in keeping the Home running, our dogs calm and our dogs being adopted whilst we relocated to temporary facilities and worked around a constantly changing, and, at times challenging construction site. I would also like to say thank you to our customers who showed great patience in managing the site and operational changes resulting from the construction work and who kept coming through our doors.

A key focus over the coming year will be the development and implementation of a community education program for responsible dog ownership to assist people with making the right decisions in becoming dog owners including the importance of sterilisation, behaviour training and socialisation.



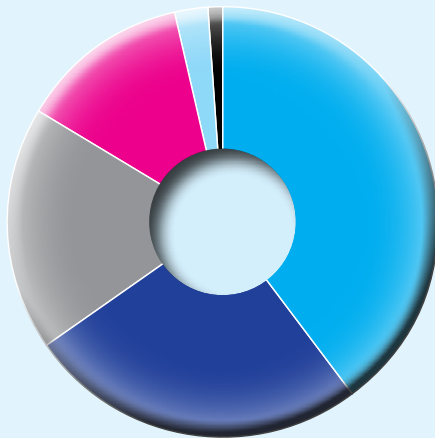
Whilst we rely heavily on fundraising, donations and bequests to continue to operate, it was heartening to receive a letter from the State Government letting us know that our Community Development grant of \$75,000 per annum has been extended for another 4 years to 2021, not two years as we were originally notified. Every dollar assists in saving a dog's life and this much needed grant helps to cover some of the increasing veterinary costs of caring for our dogs.

Last but not least I would like to pay tribute to the dedication and commitment of the staff of the Home. Our promotional work to raise our profile through traditional media and social media channels, along with the increasing awareness in the community that 'rescue is the best breed' has meant the Home has had one of the busiest years in recent times with a record number of 1,219 dogs adopted. There is no better feeling than seeing our dogs go to their forever home and I look forward with much anticipation to another record breaking year in 2016/17!

Judy



Rescue & Re-Homing 2015-2016



WHERE OUR DOGS COME FROM

Pound Intake	518
Owner Surrender	332
Other Rescues	236
Dogs Returned	167
Good Samaritan Surrender	32
Shelter Offspring	13

Dogs Returned: The Home accepts 'returns' of our dogs unconditionally. Sometimes the fit is just not right, but often circumstances within the household change and dogs are surrendered back for re-homing. At 30 June 2016, more than 80% of these dogs had found new homes.

REGIONAL DOGS

During the past 12 months we have accepted a record number of dogs from regional areas. 187 dogs were rescued by SAFE Broome and Karratha and relocated to Perth for re-homing. 162 SAFE dogs alone were accepted from Broome – an increase of almost 300% compared to 44 dogs in 2014/15. A further 29 dogs came via WISH Rescue and Northam.

LOST DOGS

The Home provides a Pound service for the shires of Bayswater, Cambridge, Cottesloe, East Fremantle, Mosman Park, Nedlands, Perth, Subiaco and Vincent. 126 dogs came in via Ranger Services. 88% were reclaimed by their owners, while re-homed.

POUND RESCUE

During 2015/16 the Home collected or received dogs

from over 25 shires.

Our major partners are Wanneroo (133 dogs), Gosnells (118 dogs) and Armadale (102 dogs).

BOARDING

The Home has provided a Boarding facility since 1935 as a means of raising revenue for our rescue work. In 2015/16 around 650 dogs spent time in our care helping raise \$245,000 for the Home.

IN MEMORIAM

The Home works hard to provide the best outcomes for all dogs in our care. Sadly, and with veterinarian and expert behavioural advice, some dogs are humanely put to sleep. In 2015/16 this was less than one per cent of our dog intake.





COMMUNITY FUNDRAISING

Once again many individuals, corporate and community groups rallied to raise funds for our dogs. We are so encouraged by the increase in children and young people who fundraise in their schools and local communities. It's great to see young philanthropy in action and a future generation of 'dog lovers' making a difference. Thanks also to all those people who use the 'Start Your Own Fundraiser' through Everyday Hero to participate in events like the City to Surf or run 'gift in lieu' and 'in memory' fundraisers. The Dogs' Refuge Home would not survive without the goodwill of the public and we salute you all!

Fundraising and Events

ANOTHER BUSY YEAR

Our 80th anniversary celebrations began in August with a special **'For the Love of Dogs' Art Exhibition** with renowned WA artist **Helen Norton**. This included the launch of our anniversary book **'Tales from Our Home'**.

Around 150 guests attended the Opening Night and many more attending over the two day event held at John XXIII College, Mt Claremont. Over \$20,000 was raised through an auction of Helen's work together with proceeds from sales.

This was followed shortly after by the **2015 Perth Royal Show** where we once again sold our much loved 'Wag Bags' and 2016 Calendars kindly sponsored by City Farmers. More than \$20,000 was raised during show week. Special thanks to the more than 40 volunteers who gave their time to run our stall.



The year ended with **Alex Cearns** from **Houndstooth Studio** generously continuing to donating her time, taking photos in Santa's grotto. Thanks to Chris Watson for playing Santa and to all the people who bought their pooches down, which helped raise over \$3000.



Once again our **Quiz Nights** proved hugely popular! We held two during the reporting period – July 2015 and May 2016. We couldn't do these events without an army of volunteers and well over 100 businesses and individuals who donate products and services for raffles, auctions and prizes. We can't thank you enough! Together these nights raised \$55,000 to support our dogs.

Our 'green team' once again headed into the city and suburbs for our annual **Street Appeal** on Friday 8th April. More than 100 volunteer collectors rattled tins, while our dogs wagged their tails in appreciation of the Perth community's generosity and support of our work. \$20,000 was raised but importantly, several of our doggy mascots were adopted and visitors to the Home increased over the weekend.

Our **Home Open** and **In the Doghouse** fundraiser were held Sunday 22nd November. More than 500 people visited the Home enjoying a range of stalls and visiting the 14 fundraisers who spent much of the day sitting in kennels with our dogs. Once again **Tate Family Foundation** provided \$25,000 in matched giving which helped us raise over \$50,000 through this event which grows in participation every year.



80TH ANNIVERSARY GALA DINNER

The 80th Anniversary Gala Dinner was held on Saturday 24th October at the Perth Convention Exhibition Centre. The event was hosted by Nine News' reporter Jerrie Demasi and included special guests Patron Melanie Greensmith of Wheels&Dollbaby (W&DB), husband Mark McEntee from Divinyls fame and Nelson Woss, producer of Red Dog and an ongoing supporter of the Home. A highlight of the night was the auction of a gold gown designed by W&DB and worn by Dita Von Teese at the 2015 Perth Fashion Festival which was purchased for \$5000 by Nelson Woss and donated back to the Home. The night raised \$57,000 for our Home thanks to the generosity of many WA businesses who donated prizes for the auctions and raffles.



HIF DOG 'N' HEALTH GAMES

During the year we developed a new event with sponsorship by health insurer HIF. A pilot of the **HIF Dog 'n' Health Games** was run in early July 2016, which included an exercise circuit for humans and their dogs run by DogOn personal trainers and a canine agility circuit run by the Canine Adventure Course.

Braving the weather, more than 100 participants came along. A highlight of the day was the celebrity challenge featuring Nat Locke from Nova, cricket legend Justin Langer, Greg Hire from the Perth Wildcats, Rebecca Monro from Ten Eyewitness News Perth, Instagram



sensation Homer Pugalicious and HIF fitness blogger Matt Fuller.

There was a great family atmosphere with lots of positive feedback. We look forward to making it even bigger and better with our second HIF Dog 'n' Health Games set for April 2017.



PUBLICITY AND AWARENESS

Awareness of the Home and the message to 'Adopt! Don't Shop' continues to grow from strength to strength. Once again we were supported by Ruth Gourley from Shine Communications who helped us achieve widespread coverage in newspapers, radio and television. Regular presence in the media has helped drive record visitors to our Home during the year and helped achieve what has been another record year of adoptions.

Our presence on social media grew significantly again across all platforms. Social media not only allows us to regularly promote our dogs and drive interest in adoption, but allows us to advocate strongly for 'rescue' over the purchase of dogs from pet shops, puppy farms and 'backyard breeders'. Educating the public on responsible dog ownership is also a high priority.

The message is definitely starting to get through that ...

#rescueisthebestbreed





The Dogs' Refuge Home is committed to developing and implementing best practice governance principles, policies and procedures which underpin and guide the delivery of high quality services to our dogs and the community. To this end our Board is supported by the following sub-committees who met regularly during the year:

Organisational Development & Governance
Chair: Mark Simpson

Finance & Risk
Chair: Greg Goad

Maintenance & Redevelopment
Chair: Karen Rhodes

Dog Welfare
Chair: Dani McKenna

Marketing & Fundraising
Chair: Lee-Anne Ashley



BOARD MEMBERSHIP

President
Karen Rhodes

Vice President
Mark Simpson

Secretary
Chris Osborn

Treasurer
Tracy Chang (appointed Oct 2015)
Sam Moore (retired Oct 2015)

Committee Member
Greg Goad
Lee-Anne Ashley
Ian Coombes
Emma Withers (retired Feb 2016)
Peter Kingston (retired June 2016)
Jane Kirkeros (co-opted Member Jan 2016)
Michael Steen (co-opted Member Jan 2016 to March 2016)

FACILITY UPGRADES

2015/16 saw major progress made on the next phase of our Masterplan redevelopment with approvals received to commence the building of our new Adoption and Education Centre along and the replacement of our kennels given by the City of Nedlands.

We made the move into demountables installed in our staff carpark in May and, shortly, after demolition of the old administration building and trainers office began. ASL Constructions then completed the earthworks and retaining walls ready for the arrival and installation of the new building. Fleetwood Constructions were busy at their home base with construction of our new building in modular units which would be transported and put together on site in August, three weeks ahead of schedule.

The new building boasts a spacious and light filled reception, individual re-homing rooms, a large main office and kitchen with an alfresco area, a new education centre and improved disabled access. We were very excited with our site visit to Fleetwood during the construction in June to see how

much more space we would have to benefit staff, volunteers and the public.

The Home staff and volunteers adjusted very well to working out of the temporary accommodation with the minimum of disruption to the operations of the Home. We are incredibly grateful to Lotterywest for the funding to bring this much needed project to fruition.

Final planning for the rebuild of the first of the Home's new kennels has been consolidated and construction of the first 3 kennels will commence late 2016/early 2017.

In a first for the Home, a site works register was developed and staff began the significant task of fixing and managing the tasks and risks identified. General upgrade maintenance of KOKO's was also undertaken.

The Home would like to express its gratitude to the numerous Corporate groups who have volunteered their time over the past year to help us with maintenance of our facility including gardening, lawn mowing and painting. A special thanks to volunteer dog walker Chris Watson who kept our

lawns mowed and tidy whilst our Caretaker was recovering from surgery over a number of weeks.

ORGANISATIONAL DEVELOPMENT

In a productive year for the Organisational Development and Governance Subcommittee a number of initiatives were undertaken, with the assistance of The Home's General Manager:

- Board Effectiveness Review (July 2015)
- Board Skills Matrix (September 2015)
- Training of new Board Members including understanding obligations of Board Membership (March 2016)
- Staff Culture Survey (June 2016)

Each of these areas has resulted in positive outcomes and further developments for The Home and its staff with the aim of improving operational effectiveness and staff engagement.

Finance & Risk Committee

The Committee's primary focus has been to continue to work towards making the Dogs' Refuge Home a safe environment for everyone. Risk management is a difficult task given the size and age of our premises and the nature of the work we do. But we have made significant progress over the past year and will continue to work towards removing or managing any hazards.

During the year the Board adopted a new Risk Management Strategy and a number of initiatives were implemented. This includes development of a hazardous materials register, introduction of a works program to deal with hazards, and a risk assessment completed. The Home is grateful for the support of the Port of Fremantle in developing and implementing our Safety Management Plan. The F&RC acknowledges the great work done by both staff and volunteers in making the Dog's Home safer and healthier. Thanks also to Board member Greg Goad for championing our safety focus.

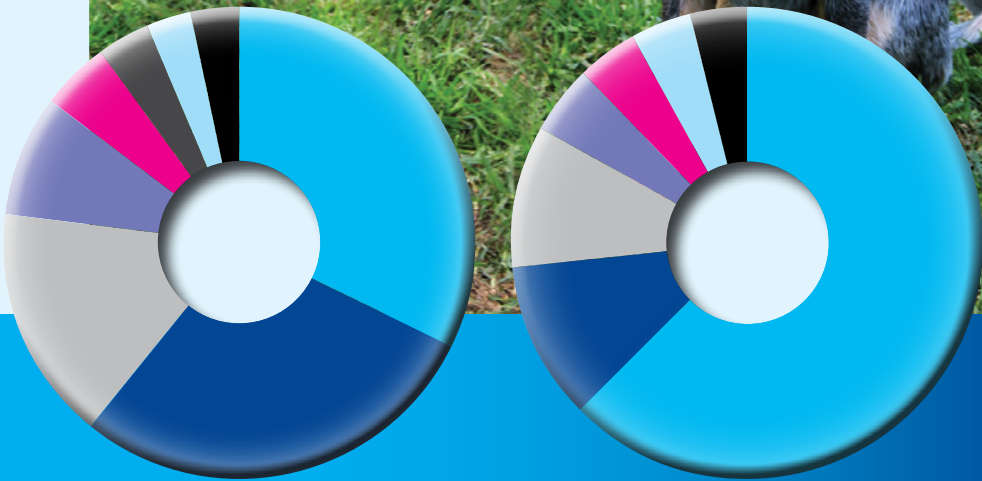
Lasting Legacies

Balancing the rising costs of shelter operations with the imperative to save for infrastructure maintenance and redevelopment are a continual challenge for the Home. Requests, no matter how great or small, make a difference and remain a vital part of our survival.

We would like to thank and acknowledge the following dog loving benefactors from 2015/16:

Diane Lund	Lesley Cheney
Sandie Roberts	Helen Campbell
Constantin Cascanis	Gene Levers
Judith Shaw	Frederick Hale
Mildred Boyer-Guzzetta	Christopher Hall
Lesley Mackey	Heidrun Chall
Gladys Miller	Sandie Roberts

If you're considering remembering the Dogs' Home in your Will, please contact us for more information via 0421 900 225 or bequests@dogshome.org.au



Financials

The Home has a team of dedicated staff, many who are paid only award wages. However, due to the nature of our shelter operating 7 days a week and with the support of 250+ volunteers, our Employee Costs are a large proportion of our overall expenses. Our operating shortfall is substantial and without fundraising events, donations and bequests, we simply would not survive.

INCOME

Donations and fundraising	32.4%
Legacies	28.7%
Dog sales	16.0%
Boarding	8.3%
Shop sales	4.7%
Interest and dividends	3.8%
Grants	3.0%
Other	3.1%

EXPENSES

Employee costs	62.5%
Vet fees	10.9%
Admin Costs	9.9%
Kennel operations	4.5%
Shop purchases	4.3%
Fundraising	4.2%
Property	3.7%

People Power

“We’re for dogs”, but we simply couldn’t achieve the successes we do without a huge team of engaged, committed, ethical and skilled people. We can’t thank our staff or volunteers enough, who are required each and every day to go the ‘extra mile’ and make a difference to dogs desperately in need of a second chance.



STAFF (As at June 2016)



VOLUNTEERS



Volunteers are really the lifeblood of our organisation. Our dogs are walked everyday (sometimes twice) by a team of regular volunteers who come morning and afternoons. We could simply not afford to operate with the volume of dogs we do if we had paid staff in this role. Countless numbers of other volunteers also assist at events, in the office and with other tasks including professional services. We know our volunteering hours are much higher and we thank each and every person who has contributed their time and talent over the past year.

SPECIAL THANKS

Big thank you to Linda Mortimer for producing her weekly volunteer newsletter **Wag Waffle**. Thanks also to Linda, Barbra and Greg who make almost weekly trips to the airport and other locations to collect our regional dogs.



FOSTERING

The Dogs’ Refuge Home also relies on a large network of volunteers and foster carers who take care of dogs in their home for short or long term stays. This could be respite, palliative care, behaviour management, training or litters of pups. More than 200 people fostered a dog in 2015/16 and to you we say a huge thanks!

Special thanks to Keith and May Johnson from Floreat, a retired couple with energy to spare who kindly fostered 20 dogs during the past 12 months. We are especially grateful to Keith and May who regularly take litters of mum and pups. This is a huge commitment and every litter comes back happy, healthy and ready for life in a new forever home.



Valued Partners

The Home is blessed to have the support of a number of key partnerships that significantly impact our ability to provide continued high quality care to our dogs and advance the cause of dog rescue in Western Australia. We extend our deepest gratitude to the following people and organisations.



Kennel Sponsorship

Sponsorship of kennels continues to grow. A \$2500 donation helps cover bedding, food, vet costs, toys and kennel enrichment.

Special thanks to these people and organisations who sponsored a kennel in 2015/16: Axiom Conveyancing; Blue Bay Home Loans; DND Building; HIF; May Day Rescue; Resolve Finance; Pat Chang & Family; Air Roofing Co.; Francis Burt Chambers; Fast Track Training Australia; Tate Family Foundation; Sarah Bold & Fergus Allard; Mark Hanlon; N Building; Gail Archer SC and Anthea Kannis-Pitsikas.





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Open: 11am - 4pm, 7 days a week

www.dogshome.org.au

