

Dogs' Refuge Home (WA) Inc.

Annual REPORT

2018/19



General Manager's Report



Photo: Houndtooth Studio

Our Motto

'Rescue is the best breed'

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.

It is my pleasure to contribute to this year's Annual report having commenced employment with the Dogs' Refuge Home in December 2018. After adopting two dogs myself from the Home, I was excited about joining the family. And what a busy first six months it was.



Photo: Shutter Paws, Erin Jordan

I would like to take this opportunity to thank Ros Clarke and Judy Flanagan who returned in July 2018 to act in the GM position whilst recruitment was underway, and who were both generous in their time during my induction period.

Staffing and human resources issues took up much time in the first half of 2019 and at times we have managed with positions vacant. I wish to thank staff and volunteers for pulling together during these times, particularly to Lynne Milligan and Lynda Hancy who stepped in to cover vacancies in events coordination and volunteering.

Despite a year marked by operational challenges, our re-homing rate increased from 1111 dogs in 2017/18 to 1208 dogs in 2018/19. Our intent is to surpass this figure in the 2019/20 financial year and to that end we have solidified relationships with external partners and some fantastic new associations have been formed.

We have continued the great relationships we have with Sue from Poundwatch and all the local pounds we service.

Strengthening our ties with the City of Greater Geraldton has resulted in more trips and more dogs saved from the Geraldton and Northampton area. We look forward to reporting a significant increase in intake from the Mid-West in 2019/20.

I feel blessed to have met Wendy Roberts who rescues and transports dogs to us from Broome and Halls Creek areas as an individual, non-organisational affiliated wonder woman. Instrumental in forming a relationship with an airline that provides, on occasion, free dog flights from Broome to Perth has allowed us to further our dog intake numbers from the north region.

Likewise, Sally Dixon who has formed the foster based rescue group BARRC, Bunbury has become a close contact that we regularly assist and collaborate with to rehome dogs from Bunbury and surrounds.

I would like to take this opportunity to whole heartedly thank the staff for working with me towards a more united and cohesive team, doing it for the dogs; all of our amazing volunteers who give their hearts and souls and so much of their time dedicated to the Home and its dogs; the foster carers who give our dogs the opportunity for relief and more importantly the chance to shine and therefore be more adoptable; the Board for their support; and the WA public for continuing to show that they also believe that 'rescue is the best breed'.

Thank you to all who continue to make us the success we are at the Dogs' Refuge Home.

Kristi Treadgold

President's Report

Firstly, apologies for the lateness of this report but there is a good reason. We have been fortunate enough to partner with Grant Thornton, a large accounting and professional consultancy who offered to complete our independent audit pro bono this year saving us \$8,000.

This has resulted in slightly later financial statements, but as our member's know and appreciate – every dollar counts.

I would like to thank and acknowledge our new audit partner, Lorenzo Stella and his team at Grant Thornton, who have made this process very smooth and who have been extremely thorough.

Unfortunately, for the first time in many years, we haven't been able to show a surplus at the end of the reporting year. Whilst this is obviously a concern to the Board, it has illustrated more than ever (and something we have always known), without generous gifts left in Wills, we simply cannot self-fund our work or continue with a facilities upgrade program.

The financial support we receive from the community underpins everything we do and we are extremely grateful for it. The 2019/2020 year is off to a good start with a number of bequests received or in the pipeline. The drop in legacy revenue of some \$600,000 in 2018/19 when compared to 2017/18 has highlighted the need to invest further fundraising resources into securing gifts in wills along with increasing our general fundraising. We look forward to working on new initiatives in this area over the coming year.

Of course, when we do achieve a surplus it allows us to continue our re-build plan and last year was the first time in seven years we haven't been building a kennel or our new administration building. We look forward to seeing hard hats around the place again very soon.

Kristi Treadgold joined us as General Manager in December 2018 and hit the ground running. Dog intake and adoptions have increased since Kristi started and she has led our Dog Welfare Committee which meets regularly and is seeing increasingly good outcomes for our dogs. We welcome Kristi and are very excited about the increased number of dogs we have been able to save and



Photo: Shutter Paws, Michelle Sherwin

re-home and look forward to this continuing.

Our events throughout the year are always memorable and at our annual quiz night, celebrating our 10th year, we acknowledged Nelson Woss as one of our Patron's and artist Helen Norton as a Life Member.

Thanks and acknowledgement also to the incredibly generous Tate Family Foundation who once again provided \$25,000 in matched giving for our annual In the Doghouse fundraiser.

I want to also thank the amazing Board I work alongside. The hours they selflessly donate is understated and whether it be driving and managing an event to help raise funds, providing valuable legal advice and guidance, managing our finances and investments or driving our operations, they never waiver in their support of our Home and our dogs.

We have a few new partners who are also assisting with professional support and advice including Tanya Pavez and her team from Magnetic

People and Rachel Dawson from Herbert Smith Freehills.

The volunteers (without whom we wouldn't exist) and the staff are the backbone of our organisation. We could never afford the labour cost to run such a large scale operation without our volunteers and to each and every one of you, I applaud and thank you for the countless hours you give to our dogs.

To everyone who has adopted from us, donated or helped us to raise awareness of our work, a heartfelt thank you.

I look forward to another amazing year – saving dogs from all over the State, building on the fabulous relationships we have with our stakeholders and improving the quality of the care we give our dogs until we find them a forever home.

Next year we celebrate our 85th anniversary – another milestone and another reason to be extremely proud of our operation and our people.

Karen Rhodes

2018/19 Pawesome Achievements



WHERE OUR DOGS COME FROM

Rescued from Pounds

566

Surrendered by Owner

292

Returned from Adoption*

177

Intake from Other Rescues

136

Born in the Home

25

Returns - We unconditionally accept back any dog who has previously been adopted through the Home.




**Our dogs came from
34 Shires/ LGAs around
Perth and WA**

197

**Dogs from
Regional WA**

 **94** Dogs from Broome

 **57** Dogs from Geraldton





Special thanks to the SAFE regional rescue network (126 dogs transferred to our care)

Pound Rescue

566

**dogs rescued
from pounds**

Our key Council partners include:

-  **119** Wanneroo
-  **105** Gosnells
-  **84** Armadale
-  **91** Bayswater, Canning & Kalamunda

Pound Services

125

**lost dogs were
received from
surrounding
areas**

90%

**reunited with
their owners**

11

**transferred to our
care and adopted**

FOSTERING STATS



400+

**Over 400 dogs and
puppies went out on foster.**



225

**225 homes in our
foster network**

People

31
31 Staff
(at 30 June 2019)

9
Full Time

14
Part Time

8
Casual

Congratulations to Lawrence Pittman who celebrated 30 years of employment in September 2019.

PAWESOME VOLUNTEERS

34,605

Onsite
volunteering
hours

360

Active
Volunteers

16

Corporate
Teams

Volunteer Badges

(awarded December 2018)



Gold (over 2000 hours)

Ros Stynes
Patricia Kimbar
Irena Jaremowych
Terri Vincent
Jen Harwood



Silver (over 1000 hours)

Penny Hanton
Johnson Tan
Henry Moors
Susan Franchina
Ray Sandon
Paul Ross
Greg Goad
Sabrina Arklie
Charmaine Hoskin
Nicolee Collica
Christine Chinnery
Maureen Maloney
Carol Baker
Sue Terry
Carrie Fotheringham
Penny Rigby
Joshua Blake



Bronze (over 500 hours)

Vanessa Tait
Clarissa Human
Tania Whittle
Sue Morgan
Eric Brukwinski
Miranda Hegh
Anthea Peczk
Robert Binks
Bryon Elliott



Photo: Houndstooth Studio

Many thanks to our hard working staff who are there for our dogs - rain, hail and shine!

WE'RE A SOCIAL PACK!

48,000

Times our Posts were
shared on Facebook

	Facebook	Instagram	Twitter
Number of Posts	1,150	572	135
Fans/followers	75,000	18,500	1660
Impressions	31,031,000	3.4m	617,500

Governance & Financial Report

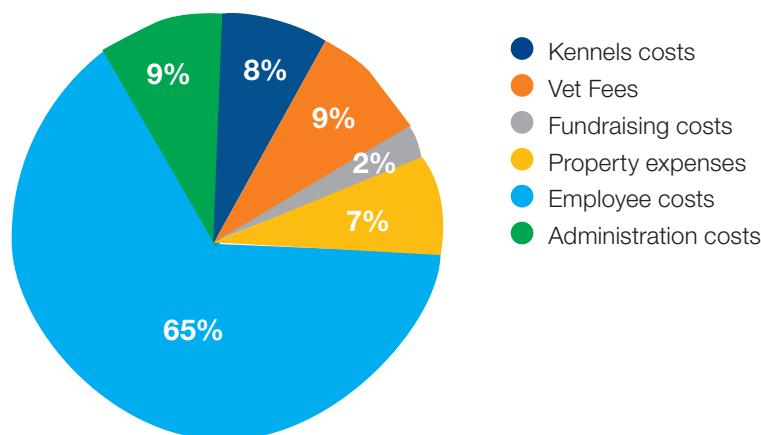
Financial Summary

The Dogs' Refuge Home is an independent not for profit run by a skilled volunteer Board in collaboration with a salaried General Manager. Our annual operating costs exceed \$2.5 million, and while we receive a small grant from the State Government, it represents only 3% of our revenue. During 2018/19 we were unable to breakeven for the first time in a number of years, despite increasing fundraising income by 10%. The primary reason for our shortfall was a significant drop in Legacy income from 34% of revenue in 2017/18 to just 12% in 2018/19. As a primarily self-funded organisation, this year highlighted just how important gifts in wills and donations are to the Home's ongoing sustainability.

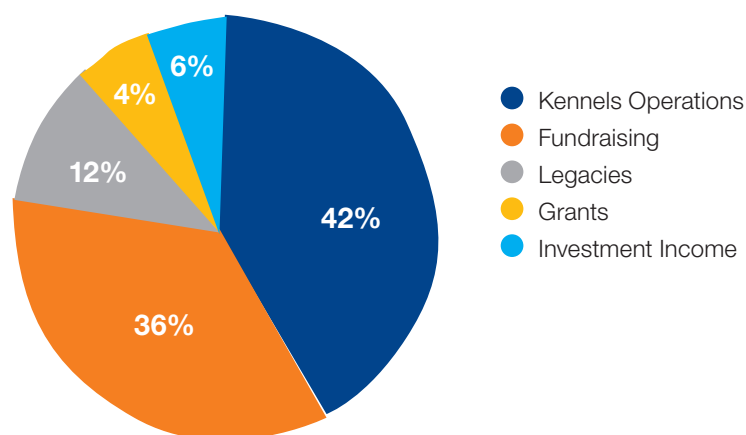
Photo: Shutter Paws, Erin Jordan



Operational Costs



Revenue Streams



Patrons

Hon. Peter Collier, MLC
Melanie Greensmith
Nelson Woss

Home Trustees

Ros Clarke
Judy Flanagan
Ruth Gourley
Jen Sainken

General Manager

Kristi Treadgold

Independent Auditor

Grant Thornton

Volunteer Board Members

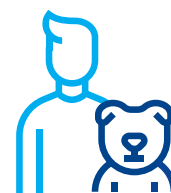
Karen Rhodes, President
Lee-Anne Ashley, Vice President
Phillip Golding, Treasurer (appointed October 2018)
Chris Osborn, Secretary
Ian Coombes
Lynda Hancy (appointed October 2018)
Marsha Sullivan
Richard Collett
Sarah Murphy
Suzanne Turner (resigned August 2018)
Tracy Chang (resigned October 2018)



Photo: Shutter Paws, James Orchow

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.



Lasting Legacies

During 2018/19 we received with gratitude gifts from the estates of:

Ian Baird
David Burns
J Cambridge
Jacqueline Guhl
Joyce Henderson
Marianne Manntz
Georgina Patterson
Murray Robertson
Leanne Shaw
Kenneth Smith



Photo: Shutter Paws, Terena Graziano and Catherine Williams

Special thanks to City Farmers for their continued support selling our calendars and donating via their annual Tree of Hope

Kennel Sponsors

Thank you to the following businesses and individuals who sponsored a kennel during 2018/19:

Gail Archer	David Trimboli (2)
Carol Bowers – Jude's Walk for the Dogs	Coffee Table Delights
Alythea Campbell	Duck Duck Bruce
Pat & Jimmy Chang	Demeter Wealth
Mark Hanlon	Healthvend Australia
Calum Stirton	May Day Dog Rescue (2)
Ros Stynes	Next Level Tiling
	State of Social

Honouree Kennel Sponsors

Absolute Cosmetic Medicine
Eukanuba
Helen Norton

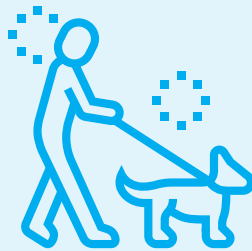
How to Support our Home

There are many ways you can support the Dogs' Refuge Home so we can continue to rescue and re-home WA's unwanted dogs.



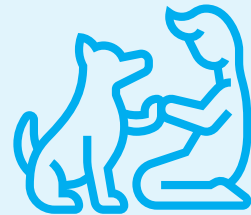
Adopt! Don't Shop

Always search for a rescue dog first



Volunteer

Become a dog walker or help out in the office, with maintenance, gardening, events or fundraising



Foster

We always need reliable foster carers who are experienced with dogs or raising pups



Leave a gift in your Will

Make a lasting difference



Ask for donations in lieu of gifts

Weddings, birthdays, memorials or other occasions



Become a kennel sponsor or corporate partner

Sponsor a kennel or event, workplace giving, pro bono services or other partnerships

DONATE

Make a tax-deductible donation

Donate online anytime or join our regular givers – weekly, monthly or quarterly

30 Lemnos Street, Shenton Park WA 6008

Tel: (08) 9381 8166

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

www.dogshome.org.au



#rescueisthebestbreed



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