

Dogs' Refuge Home (WA) Inc.

Annual Report 2019/20



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.

What a year we have had! I am truly humbled to be a part of a Western Australian institution. The Dogs' Refuge Home is in existence because of the support we receive from the WA community. We are succeeding in our mission because of the hard work and commitment of our staff, volunteers, foster carers and partners. I would like to take this opportunity to thank you all for enabling us to continue to rescue and rehome WA dogs in need.

COVID-19 created the necessity for us to look at our business practices. Karen Rhodes, Home President and I worked tirelessly to retain our staff through the difficult and uncertain times. We succeeded (thank you Karen) and thanks to our staff who worked together through challenging days.

Speaking with our friends at other rescue organisations, we all thought we may end up with hundreds of dogs being dumped as people faced the uncertainty of what was to come and the potential fallout from loss of employment and business closures. We were all wrong! Dogs thrived in homes where people were present all the time. The greatest detriment to the dogs was that they were now being walked several times a day!

We were inundated by people wanting to foster dogs through COVID. Many of these new carers remain on our database and continue to support our dogs that require time out of kennel for medical or behavioural reasons. This year we have seen a marked increase in dogs being surrendered or coming through Council pounds with major medical problems. We treat all of these dogs, many requiring major surgeries and in need of longer term care before adoption. To all of our foster carers, a huge thank you, our dogs would not be able to recover as quickly without you.

Like many other organisations, COVID meant that our fundraising events were cancelled, our boarding facilities closed down and these vital revenue streams were cut off to us. The Street Appeal moved online for the first time and was a great success.



The loss of income however, was not as crippling as the loss of our senior volunteers. When the government announced the most vulnerable members of the population were people in their 70's, we lost, for a time, so many of our wonderful regular volunteers. We all mourned the lost connection. It was a day worth celebrating when we could welcome back our seniors with open arms.

In the last 12 months, our volunteers have clocked up thousands of kilometres driving to regional locations to rescue dogs. Volunteers have driven to Kalgoorlie, Geraldton and Bunbury, while volunteers from other Rescue groups have delivered dogs from Albany/ Denmark, Esperance; delivered dogs to and from flights from Broome.

The key message I would like to convey this year is that our achievements are not completed in isolation. Thank you to Rangers Deslyn and Lauren at the City of Greater Geraldton; Wendy Roberts in Broome; Sally Dixon Bunbury Animal Rescue Rehome Care (BARRC); Sue Downs at Poundwatch and all of the other Rangers and Rescue Organisations we work alongside.

As I look back on what we achieved together amidst the uncertainty of where we were or where we would end up, I am so proud to work with such an amazing group of people (Board, staff and volleys alike) and to be so supported by the WA community. Congratulations to you all and thank you for your contribution to the Dogs' Refuge Home and the dogs of WA.

Kristi Treadgold

President's Report



We started this financial year full steam ahead, we celebrated numerous successful events and many fabulous adoptions (the highlight was long termer Mikey), then when the world changed, we changed. We worried we might not be considered an essential service (even though any dog lover would know we were) but thankfully the Government agreed that saving dogs in need was absolutely essential.

I am so grateful and proud of how our staff and volunteers adapted to the new normal and still amazed that through it all we continued to save more dogs than ever. Big thanks to my fellow Board members and our GM Kristi – we seemed to be having Zoom meetings every second day at one point as things changed on a daily basis and we adapted.

Our processes needed to be changed to ensure minimum contact and we became more reliant on online and phone communication, but thanks to our wonderful patient community and our incredible staff we achieved more than I could ever have imagined.

And through it all we learned some new lessons, new ways of doing things that were actually more efficient in some instances and we have taken all of those learnings and adapted how we now operate.

One thing became very clear when people needed to isolate – there is nothing better than the company and unconditional love of a dog. We know now, more than ever, that we live in the best country and in the best State and dogs are our best friend.

Whilst four major fundraisers were cancelled, we still gratefully received donations and took advantage of the Government's Job Keeper scheme as our boarding income ceased immediately with no one being able to travel. Thankfully we retained most of our staff and were inundated with offers to foster our dogs, which helped us to keep looking after the many dogs in need both from Metro and Regional WA.

As the unique 2019/2020 year came to an end, we celebrated a record number of adoptions and thankfully posted a financial surplus so we were able to contribute to our Building Fund.

In June, we received a generous donation in memory of the late Patty Fimeri and with the funds we spruced up our adoption yard, now known as 'Patty's Patch' and have put the rest aside for our new quarantine yard and storage area.

As our new financial year started, we began the celebrations for our 85th anniversary year. I want to acknowledge and thank the amazing community that has enabled our existence over the years.

Our Masterplan is now on paper thanks to Dave Delahunty from EHDO Architects and we can't wait to share it with anyone who is interested in hearing more and maybe even contributing to our capital campaign.

Please feel free to contact me at president@dogshome.org.au if you think you might be able to support our future plans.

The start of our next building phase is underway thanks to a generous legacy from Sonia Guinan from Mayday Dog Rescue – we are hoping 'Honey's Haven', named after Sonia's first rescued dog Honey, will be completed and opened in early 2021 and more dogs will be enjoying their stay in our significantly improved kennel design.

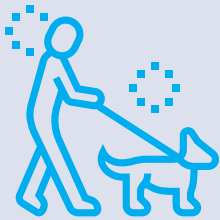
Thank you never seems enough, whether I'm saying it to our staff, our volunteers or our community – together we achieve more than we ever could on our own and for that I am eternally grateful.

There is no doubt now, more than ever, that Rescue is the Best Breed.

Karen Rhodes

Our Paweson

DOGS ENTERING SHELTER



1453

311 Puppies

1142 Dogs

ADOPTIONS

1465



Where Our Dogs Come From

	2019/20
Pound Rescue	671
Owner Surrender	371
Other Rescues	122
Dogs Returned	240
Shelter Offspring	49

Dogs Returned: The Home accepts 'returns' of adopted dogs unconditionally. Sometimes the fit is just not right, but often circumstances within the household change and dogs are surrendered back into our care.



ne Year 2019/20



410 Dogs from Regional WA

84 Dogs from Broome

200 Dogs from Geraldton

Special thanks to the seven SAFE regional rescues who transferred 89 dogs into our care.

A record year with more and more dogs arriving from regional communities. Special thanks to the seven SAFE regional rescues who transferred 89 dogs into our care.

Despite travel restrictions for part of the year, 84 dogs arrived from Broome while we collected 200 dogs from Geraldton – four times the number collected in 2018/19.

POUND RESCUE

671 Saved from Pounds

Our key Council partners include:

- 77** Gosnells
- 72** Armadale
- 68** Wanneroo
- 108** Bayswater, Canning, Kalamunda & South Perth



Dogs and puppies were collected or transferred into our care from 35 Shires across Perth and WA.

FOSTERING STATS



473



260

Foster Homes

A spike in the number of dogs entering our care and people working from home during COVID-19 saw a record number of dogs and over 200 puppies spend time on foster this year.

We can't thank all our foster carers enough for their compassion and dedication in providing a home-away-from-home for our dogs.



Photo: Clarissa Human Photography



WE'RE A VERY SOCIAL PACK!

74,000

Number of times our posts were shared by users on Facebook!

Social media has become a powerful tool for promoting our dogs and sharing our key messages on dog welfare and responsible dog ownership. Our social media posts are now viewed and shared literally around the world!

On Facebook alone, our posts were shared over 74,000 times

	Facebook	Instagram	Twitter
Number of Posts:	1,202	728	90
Fans / Followers:	82,000	20,600	1,667
Impressions (organic):	34M	3.7M	132K

Social Media Stats as at 30 June 2020

Our Masterplan

A large part of our future focus is completing our master rebuilding project, which commenced in 2011 with our new Quarantine Block. Over the last nine years we have completed two quarantine blocks, our new Adoption and Education Centre, a new caretaker cottage, three new kennel blocks and have recently turned sod for our fourth new kennel.

It feels like it has taken forever to save the money to undertake each new part of the journey as we fundraise each year just to cover our day-to-day operational expenses.

Our Masterplan has been researched and developed with the core goal of reducing the stress levels of the dogs in our care, keeping quarantine dogs (with an increasing number from regional areas) separate from dogs available for adoption and retaining boarding kennels and the subsequent income to offset our considerable operating costs.

The last 12 months has shown us we can adopt more dogs without having large numbers in our kennels, just working more efficiently. With this in

mind our Masterplan has been adapted and we have reduced the number of kennel blocks but included a large new exercise and training yard which will be used for our dogs and extended to the community for training and education.

All of our kennels are North facing to reduce the impact of the Perth weather and ensure maximum heat in winter and cooling in summer and all have underground heating and cooling in the sleeping area plus piped music throughout to keep our dogs as calm as possible.

We have also planned for a dedicated quarantine exercise yard, which our staff are very happy about.

DEVELOPMENT STAGES

STAGE 1

Honey's Haven plus New pound /quarantine block New quarantine yard and additional storage

Goal • Complete June 2021

STAGE 2

Demolish K2 and Build new K3

STAGE 3

Demolish K1. Build new agility/ training /enrichment yard

STAGE 4

Demolish Old Quarantine Block, Bricks and old Pound – build new kennels K2 & K1

STAGE 5

Demolish old K3 - build new kitchen/laundry storage/maintenance

STAGE 6

New buildings at front – potential Op shop/Café/office space

STAGE 7

Replace walking track/new pergolas in yards/ interment wall for pet cemetery

Goal • October 2025 90th Anniversary

OUR PLAN FOR THE FUTURE

To be environmentally respectful

We will maintain as many existing trees and shrubs as possible and plant new trees and shrubs to replace where necessary. Our grounds are well maintained with native and waterwise plants and our landscape is ever improving and such an enriching walk for our dogs and our volunteers.

To be sustainable

We are capturing and storing as much rainwater as possible thus reducing water usage for kennel cleaning. We have a 100,000 litre water tank under our Agility Yard which captures all rainwater from our kennels and our Administration building. Solar panels have also been installed to reduce our power bills thanks to a grant from Synergy.

To reduce the length of stay of our dogs

We aim to ensure the length of stay of our dogs in our care is as short as possible yet as enriching as possible. The new kennels have piped music and the dogs have large kennels with an enclosed sleeping area.

To become a destination location

Our long-term vision is to ensure the Dogs' Refuge Home becomes a destination location for all dog lovers. We intend to start offering dog training classes to the general public and educational talks, seminars and training to help achieve our Vision of a community where all dogs live in safe and loving homes.



Masterplan 2025



ESTIMATED FUTURE COSTS \$3M

It is estimated that to complete Stages 2 to 7, the Home will need to raise approximately \$3 million in capital funding. As always this will be a challenge as we focus our fundraising and event resources on meeting our annual operating shortfall. We look forward to the support of a number of skilled volunteer fundraisers to help us reach this target. We would love to see the project completed in time for our 90th anniversary in October 2025.

For more information on our Masterplan or making a contribution to our capital raising, please contact Karen Rhodes, Home President via our office 9381 8166 or email president@dogshome.org.au



Our Pawes

PAWESOME STAFF



COVID-19 had an impact on our volunteering in the second half of FY20 as we had to reduce both numbers and length of time volunteers were onsite from April to June. All our dogs received their daily walks and enrichment time with the support of a tightly managed roster. We thank all our volunteers and staff for their hard work during this challenging lockdown period.



Regional Rescue missions of love

COVID-19 didn't put a stop to country pounds filling up with unwanted dogs. Neither did it stop us hitting the road to save them.

Over the last few years we have significantly increased our intake of dogs from regional and remote locations. While COVID-19 stopped flights out of the north-west, we were fortunate to find a sympathetic ear in government that meant we could continue visiting our key rescue partners in Geraldton and Bunbury.

Between March and May we made more than a dozen trips out of Perth to collect unwanted dogs. The majority were to Geraldton where we collected 48 dogs and in one trip bought back two mums and their litters with 17 pups! In fact in one week we did two trips – our van

arrived home and left the next day to head back and collect those we could not fit!

We are very thankful to our special volunteers who make these trips. Big thanks also to Sue and BARRC in Bunbury and the City of Greater Geraldton for partnering with us to give these deserving dogs a second chance.

After 11 years our old van was getting a bit tired and was never set up for long distance trips. We are very grateful to a generous benefactor who donated the funds for us to purchase and fit out a new rescue vehicle better suited to our increased regional travel.



Some People



Photo: Houndstooth Studio

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



PAWESOME VOLUNTEERS

31,560

Onsite volunteering hours

304

Active Volunteers

10

Corporate Teams

Volunteer Badges

(Awarded December 2019)



Gold (2000+ hours)

Greg Davis
Sue Franchina
Penny Hanton
Lisa Lewis
Paul Ross
Ray Sandon
Johnson Tan
Edwina Tonkin
Andy Yeoh



Bronze (500+ hours)

Laura Billington
Denise Chugg
Sophie Dunn
Colin Edwards
Brett Goddard
Nadine Hall
Jules Hutchison
Amanda Kelly
James McLeod
Sophie Naglan
Toni Soderstrom
Sylvia Watt
Rebecca Williamson



Silver (1000+ hours)

Sandi Arnold
Miranda Hegh
Michael Hill
Lynne Milligan
Marsha Sullivan
Suzanne Turner

Governance & Financial Report

Financial Summary







Dogs' Refuge Home (WA) Inc is an incorporated not for profit body. It is under the governance of an independent volunteer Board and is managed by a full time General Manager. Our annual operating budget is approximately \$2.5 million of which only 4% is met by a Government grant. We rely greatly on our own fundraising initiatives and a large group of volunteers.

COVID-19 meant that we had to close our boarding kennels for an extended period, reducing a major source of revenue. However, the pandemic did result in an increase in dog adoptions.

Receipt of the JobKeeper and Cashflow Boost Government COVID-19 support enabled us to retain staff and continue operations at a near normal level. The 2019/20 financial statements show the one-time impact of those support measures. We were fortunate to receive a number of legacies in 2019/20 and we experienced a good level of public support for our fundraising activities, despite the cancellation or postponement of regular events. The financial statements show how heavily reliant we are on those sources of funds.







As the Government COVID-19 support measures wind down in 2020/21 we will continue to strive to provide our essential public service within the constraints of our budget.

Revenue Streams

	2019/20 %
 Kennel operations*	37%
 Fundraising	31%
 Legacies	16%
 Investment Income	4%
 Grant Income	4%
 Govt COVID19 assistance	8%
	100%

* Dog adoption fees & Boarding Income

Expenditure Breakdown

	2019/20 %
 Kennel costs	18%
 Fundraising costs	2%
 Property expenses	7%
 Employee costs	64%
 Administration costs	7%
 Other	2%
	100%

Governance & Oversight

Patrons

Hon. Peter Collier, MLC
Melanie Greensmith
Nelson Woss

Auditor

Grant Thornton

Home Trustees

Ros Clarke
Judy Flanagan
Ruth Gourley
Jen Sainken

Volunteer Board Members

Karen Rhodes, President
Lee-Anne Ashley, Vice President
Phillip Golding, Treasurer
Chris Osborn, Secretary
Ian Coombes
Lynda Hancy
Lynne Milligan
Sarah Murphy
Marsha Sullivan

General Manager

Kristi Treadgold

Lasting Legacies

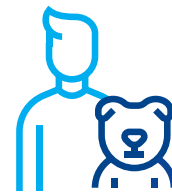
During 2019/20 we received with gratitude gifts from the estates of:

Emily Bickford	Deborah Smith
Carmel Biggs	Lesley Slater
John Brindley	Owen Ware
Daphne D'Alton	Rosemary Packwood
June Greenslade	
Christine Peake	
Carolyn Rose	
James Rout	
Doris Sanders	



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.



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



Big thanks to SavourLife who support rescue groups across Australia with great quality food for our dogs

Kennel Sponsors

Thank you to the following businesses and individuals who sponsored a kennel during 2019/20:

Calum Stirton
Chloe Zilli, Lilah Zilli
and Kane Blaquiére
Coffee Table Delights
CS Automation
Denise Hilsz & Alan Pittman
Duck Duck Bruce
Gail Archer
IJM Foundation Pty Ltd
Jenny Pearson
Lynda & John Hancy

Mark Hanlon
May Day Dog Rescue Club (2)
Natale Security
Next Level Tiling
Pat & Jimmy Chang
Peter Kennelly
Ros Stynes
Samantha Parker
Simone Irvine and family
Taz's Handyman Service
The Perth Mint



How to support our Home



Adopt! Don't Shop!

Always search for a rescue dog first



Volunteer

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



Foster

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

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

donate

Make a tax-deductable donation

Donate online anytime or join our regular givers.

www.dogshome.org.au



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

30 Lemnos Street, Shenton Park WA 6008

Tel: (08) 9381 8166

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

www.dogshome.org.au



#rescueisthebestbreed

