

**CAT HAVEN**  
every cat matters



## ANNUAL REPORT 2019 / 2020

**Cat Welfare Society Inc  
t/a  
Cat Haven**



**Our Motto is:**

**“every cat matters”**

## **Our Mission**

Rescuing Cats from the Perils of the Streets.

## **Our Vision**

Every WA cat should be a well-cared for cat and we work towards achieving this by:

- Providing a facility to care for lost, stray or unwanted cats.
- Rehoming as many cats as possible through an effective adoption service.
- Provide cost-effective sterilisation and microchip services.
- Promoting community awareness of cat welfare and responsible cat ownership.
- Providing quality boarding facilities.

## **Our History**

Established in 1961 Cat Welfare Society Inc has grown to become Western Australia’s premier cat welfare organisation, trading under the name of Cat Haven.

Cat Haven is an “open admission” shelter which means we never turn away any cat no matter how old, sick or feral. Between 6,500 and 8,500 cats are surrendered to Cat Haven every year and we strive to find loving homes for as many of these cats as possible.

Cat Haven is part of the national “Getting to Zero” program that aims to minimise euthanasia of healthy, treatable and re-homable animals. Our euthanasia rate has dropped considerably over the years and continues to drop by operating programs such as our Foster Care Program, Ringworm Cats Program, Animal Support Program, and Companion Cats Program all of which are saving thousands of cats’ lives.

Run by both paid staff and volunteers, whose contribution is greatly valued, as a charity, with very little government funding, Cat Haven relies heavily on donations from the public and businesses to keep cats fed, safe and healthy until they find a home.

## **Our Values**

Cat Haven’s core values underpin our actions and guide our behaviour as individuals and as an organisation. They are fundamental to the way we work to achieve our mission and aspirations.

- |                            |                                                                                                                                                                               |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Integrity                  | We behave ethically and honestly. We are professional, trustworthy and dedicated to our work.                                                                                 |
| Respect                    | We embrace diversity and listen to different points of view. We consider the feelings, wishes and rights of others.                                                           |
| Kindness                   | We are approachable, helpful, considerate and compassionate. We care about the welfare of people and animals.                                                                 |
| Ongoing Improvement        | We are motivated, industrious and committed to achieving optimal outcomes. We value learning and welcome new ideas and ways to improve as individuals and as an organisation. |
| Collaboration and Teamwork | We fulfil our responsibilities and support others to fulfil theirs. We are reliable, cooperative and generous in sharing our skills and knowledge.                            |

## Governance

The Cat Welfare Society Inc is an Incorporated Association that is overseen by a Board of Management elected from and by the Society's members and includes professionals with a variety of knowledge and skills from a broad range of industries.

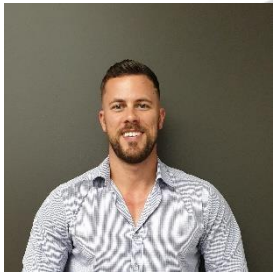
Cat Haven is registered with the Australian Charities and Not-for-profits Commission (ACNC) Licence No 17686.



Chair

Scott Gillespie  
(resigned June 2020)

Candy Choo



Deputy Chair

Brenda Quinby

Secretary

Robin Orton

Treasurer

Jenny Ough



Board Member

Tamara Clegg

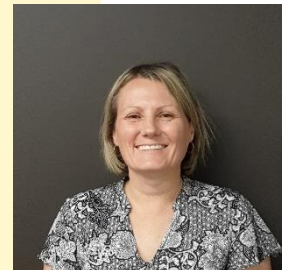
Board Member

Katy Jaksic



Board Member

Paul Anderson-Johnson



## Patron

Cat Haven is very honoured to have the Hon Michael Mischin MLC as its patron;

A long-time cat lover, Michael has enjoyed his relationship with Cat Haven for many years. In addition to sponsoring a pen and helping fundraising efforts, the current Shadow Attorney General; Shadow Minister for Heritage, Culture and the Arts enjoys visiting the facility and chatting with the many dedicated volunteers who work together to look after, rehabilitate and re-home unwanted and lost cats. Michael and Laraine are proudly owned by two rescued cats: sensitive and intellectual Roy, who was a foundling from a local vet, and adventurous party-girl Trixie, a former resident of Cat Haven, valued companions on their path through life.





## Chair's Report

As I am sitting down to write this report, I feel incredibly proud to be a West Australian for our effort in managing the global pandemic that is COVID-19. I am even more proud and know that I, along with the rest of the Board members, feel privileged to have the opportunity to lead Cat Haven through this tumultuous period of time over the past few months.

Whilst for the purpose of this Chair report, COVID-19 impacted only two months (March and April) of our 2019/2020 financial year, the changes we have had to make as an organisation as well as the learnings will continue to enrich the operations of Cat Haven.

"Necessity breeds innovation" has well and truly been the experience of Cat Haven in the recent months. The agility and adaptability of Roz and her team is the success factor for our operations. Changes such as adoption by appointments only and utilising foster carers instead of keeping new arrival cats and kittens on grounds were the couple of changes we made in response to COVID-19 but the benefits these initiatives brought have been way beyond expectations. Adoption by appointments means each prospective cat owner gets dedicated time and attention from our ground staff; moving new arrival cats and kittens on grounds to foster carers mean shortening the kennel time resulting in less stress for our furry friends. These are the initiatives we will be looking to continue into the future.

As a result of COVID-19, some of our popular fundraising activities had to be cancelled. This would have meant losing significant donations and opportunities to engage with Cat Haven members and members of the community. With the assistance from members of the Board and the dedicated team at Cat Haven (staff and volunteers), we have been able to host various raffles and other online fundraising activities which allow us to continue to engage with our valued members and supporters via a different medium.

From the Board's perspective, we are continuing to improve our governance structure and processes to ensure Cat Haven is well managed and that the organisation is well positioned to champion for cat welfare now and into the future. With various new Board members joining the Board since the last AGM in 2019, the Board took the opportunity to implement some key changes to enhance our governance oversight of Cat Haven. These include:

- A governance health check to identify key gaps with follow up actions being implemented;
- Subcommittees were established with assistance from some members of Cat Haven with particular expertise, to ensure appropriate times are dedicated to important matters of Cat Haven;
- A review of the Association Rules to ensure that the rules are compliant with the *Association Incorporations Act 2015* and that it reflects contemporary and current practices of Cat Haven.

One of the most important assets to Cat Haven is the amazing group of volunteers we have. Cat Haven simply cannot do what we do without the support, dedication and the care from our volunteers who all share a common passion: giving all cats the best lives that they deserve! It is important that we acknowledge there are much more we can do to recognise and support our volunteers and this has been one of the key focuses of the Board over the past year. We have conducted a volunteer survey with the findings to be presented at the AGM; as a Board, we are committed to understand the results from the survey and to implement, with the support of Roz and her team, key strategies to retain and recognise our current volunteers and ways to attract new volunteers to the great team of Cat Haven. As a commitment to this, the Board at the July Board meeting resolved to create a new position that is dedicated to operational volunteer management. Volunteers are a significant part of Cat Haven and it is critically important we provide an environment where volunteers feel proud to be part of Cat Haven, and that they are supported, valued and recognised for their tireless effort.

Cat Haven remains one of the most respected cat welfares in Australia and this does not happen without the support and dedication of Roz and all the staff, our amazing volunteers, members, donors, corporate partners and our other key stakeholders. On behalf of the Board, I would like to say a big thank you to all of you, friends and supporters of Cat Haven.

There is still much uncertainty over the next 12 months with continuing development of COVID-19 and the status of local, national and global economic impact. However, I am confident that with the support of our volunteers, staff, and the Board, we will be able to continue to serve our purpose – be the champion for Cat Welfare because every cat matters.

*Candy Choo*



## CEO's Report

What a strange and eventful year this last one has turned out to be, but fortunately we have had the support of you, our members, and the wider community.

Cat Haven has been in existence for nearly 60 years, helping the homeless and unwanted cats of Perth and has faced many, many challenges during this time. But none so much as the worldwide pandemic which has turned all of our worlds upside down. It is hard to recall life prior to COVID 19, and how so much changed including our operations here at Cat Haven.

Prior to COVID our operation was continuing as normal, with cats flooding in daily to the shelter pushing our staff and volunteers to their limits. Being the only Open Admission shelter in WA, we never say "no" to any incoming cat or kitten- NEVER- no matter the circumstances. But that pushes our facility, especially in kitten season, to its absolute limits.

But as usual, we still managed to achieve so much, as we always do. Our intake for the financial year was 7,442 cats/kittens and out of that we managed to rehome 6,192. 3,042 cats/kittens were put into foster care and we are so grateful to all of those carers who open up their hearts and homes to allow recuperation for sick cats, rehabilitate the broken ones, and give a break from the shelter for those cats just not coping. There are also the carers who take on bottle feeding kittens which is a huge ask, but they are prepared to have broken sleep, and sometimes sadness to give these babies a chance. How lucky we are to have so many caring volunteers.

Through the generosity of our supporters, we were able to upgrade an old and not fit for purpose section of the shelter into a facility for emergency boarding cats, usually owned by people fleeing domestic violence situations or other who had been made homeless. Others have gone into rehab for substance addiction. But every one of them has loved their cat and has been able to keep going because of their cat. The facility has been constantly full since it officially opened in December 2019 caring for 28 cats and we have seen people able to turn their lives around and happily returned their cats to them.

The pandemic struck us at our busiest period in late February/early March when we had no idea if we would have to go into lock down, with 300 cats on site. There was only one solution, to get the cats out of the haven and into foster homes. In a Dunkirk style feat, our Foster Team moved dozens and dozens of cats out literally in days, bringing the number down to 50. Applications to foster flooded in and instead of getting one a day we were receiving 20. We entered into discussions with Government regarding the need for us to stay open, and the importance it was to animal welfare.

We put many safety measure in place to protect our staff, volunteers, and customers and went to an appointment based adoptions system, to ensure we were limiting the numbers of people on site. Unlike many businesses, we couldn't have the majority of staff working from home, cats need feeding, litter trays cleaned, and pats given daily. We came in each day, and waited, and watched. We saw boarding bookings being cancelled every day, and there were some uncertain moments as to how this would all end.

But the public rallied, it seemed that life had become simpler for many, and values changed for what is important in life, and having a companion cat was one of these changes.

It has been a very challenging but amazing rollercoaster 12 months. But the main thing is, as we look forward to celebrating our 60th anniversary next year, we are here for the cats of Perth and some regional towns of WA, giving those less fortunate a second chance.

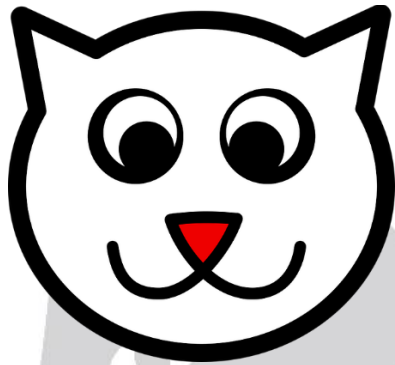
We thank all of our supporters for enabling us to be able to do this

*Roz Robinson*



## Statistics (May 2019 to April 2020)

### Foster FY20

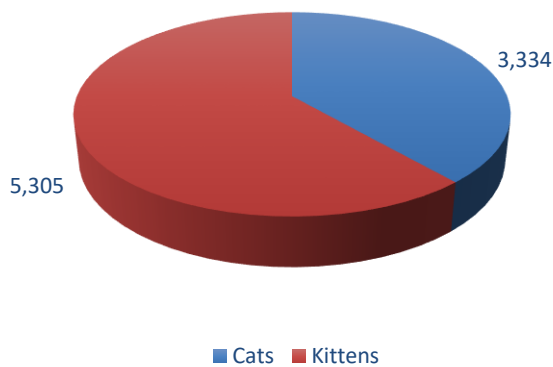


3,042  
fosters

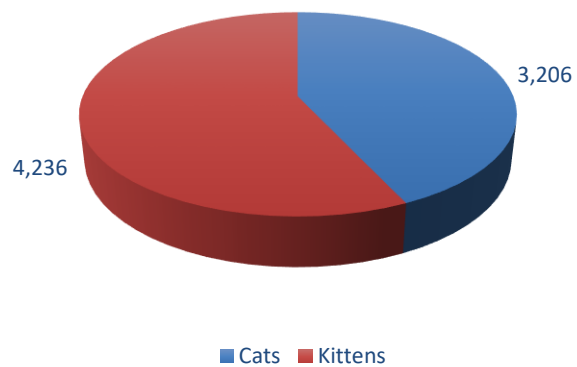
### Surrenders

Incoming numbers dropped slightly this financial year from the previous year;

#### SURRENDERS FY19 - 8,639



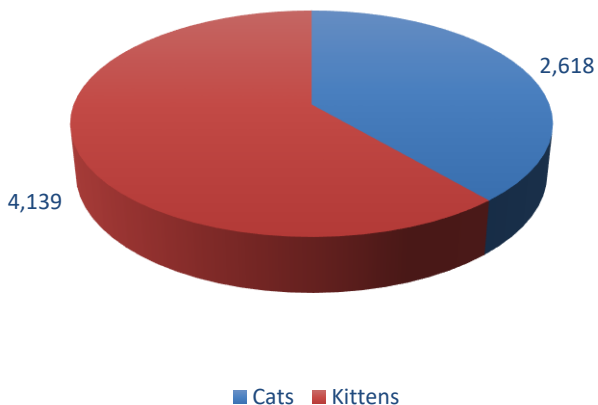
#### SURRENDERS FY20 - 7,442



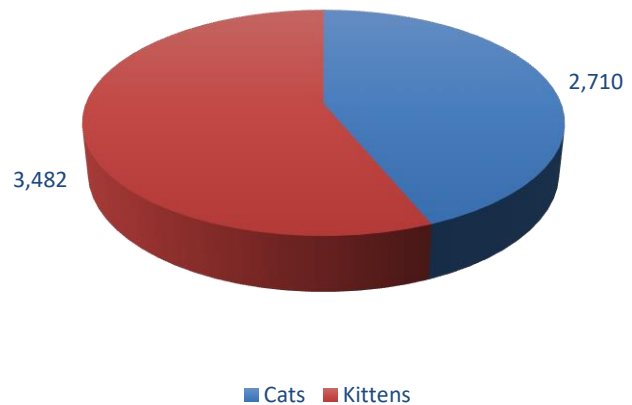
### Adoptions

Adoption numbers also dropped slightly this financial year from the previous year;

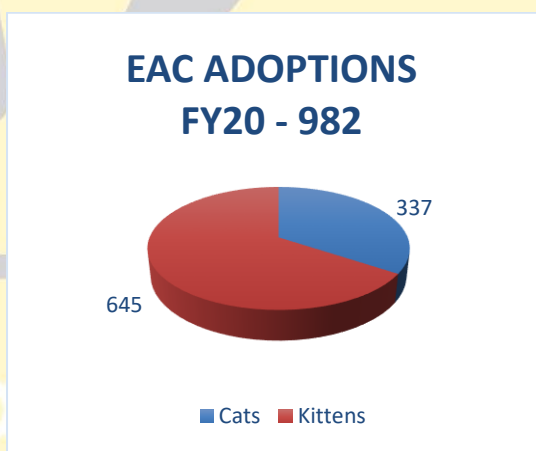
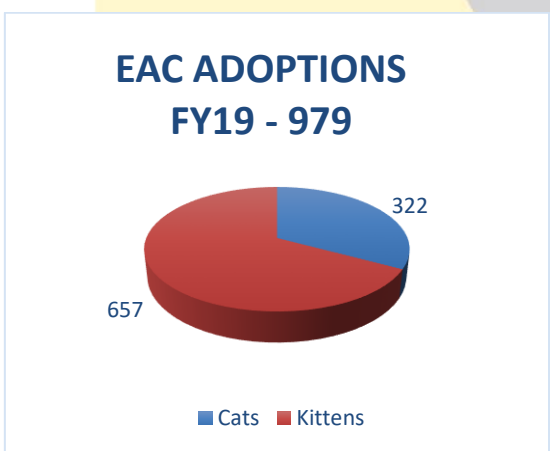
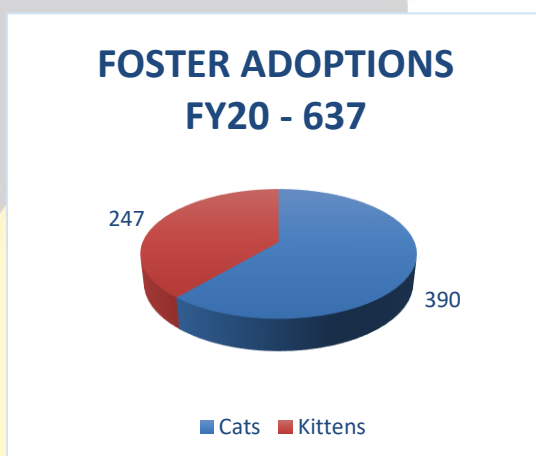
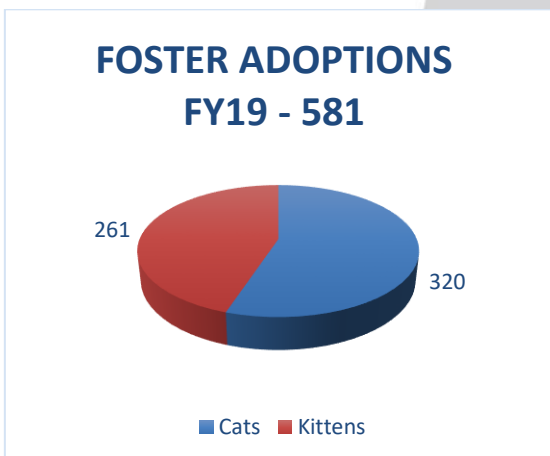
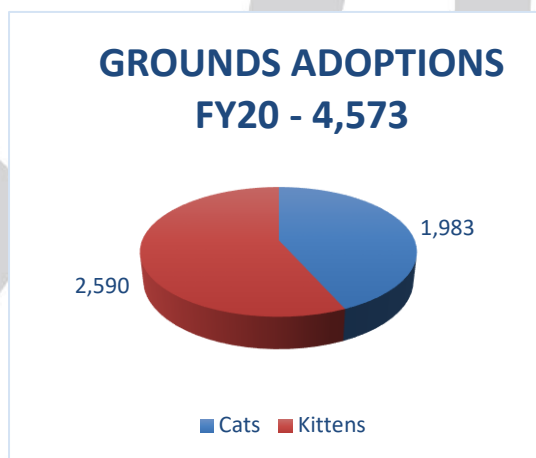
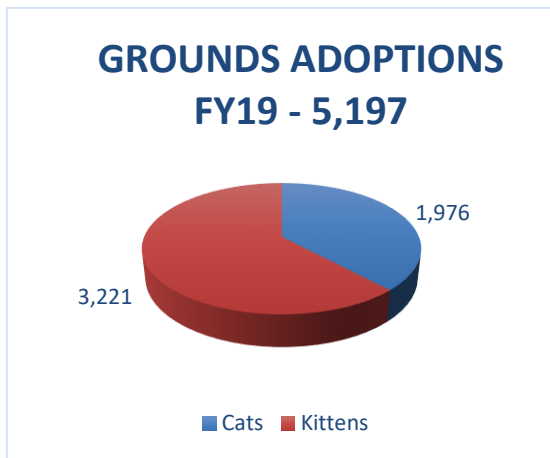
#### ADOPTIONS FY19 - 6,757



#### ADOPTIONS FY20 - 6,192



Seeing adoptions broken down into departments gives great insight;





## Treasurer's Report

It was yet another challenging year, with a pandemic thrown in at the end of the year!!! Despite that, Cat Haven returned a small profit for the year, which was a great outcome.

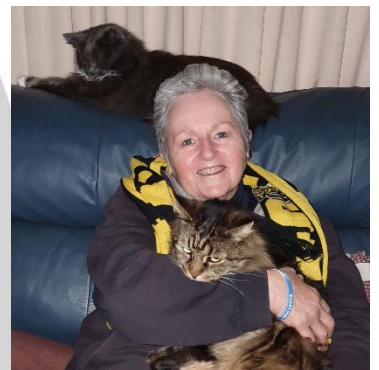
Legacies were amazing again, exceeding the \$1m mark again this year. We have some very generous supporters.

Cat & Kitten sales were down 3% on last year, as cat numbers were down. However Retail sales were up 8%, as it seemed people were saving money by working at home, so had more to spend. Boarding was lower than last year as it dropped off dramatically when COVID travel restrictions came in.

The Cash Flow Boost from the Federal Government was also very timely. There is more of this to come in the first two quarters of the 2021 year.

Last year I mentioned we'd changed the way inventory was tracked between departments, and implemented other measures to assist in improving stocktake results and minimise variances – this has been incredibly successful and the stocktake variance this year was a mere \$312.74. An awesome result after hard work by the team.

There was a significant impact on the business in the last 6 weeks of the financial year, which was countered by the cost-cutting measures that were put in place, so the result for the year was still positive, a great outcome.



*Jen Ough*

Total Revenue for the year was \$4.6m		Total Expenses for the year were \$4.4m	
Legacies	22%	Employee Costs	54%
Donations & Fundraising	21%	Cost of Goods Sold	12%
Adoptions	21%	Consumables Costs	9%
Retail Sales	18%	Other Costs	7%
Boarding	5%	Medical Supplies Costs	6%
CMF/Ranger	3%	Administration Costs	5%
Grants/ Government Assistance	3%	External Veterinary Services	5%
Rebates	3%	Fundraising Costs	1%
Veterinary	2%	Property Costs	<1%
Memberships	1%	Motor Vehicle Costs	<1%
Other	1%		



# YEAR IN REVIEW



## Cat Specials July 2019

Shy July 52 adoptions

Donations >\$3k



## October 2019

Meow-lo-ween 33 adoptions

\$66.60 per cat

## January 2020

Australia Day 66 adoptions

\$26.00 per cat

## February 2020

Meowlentines 34 adoptions

\$14.00 per cat

## February 2020

Clear the Shelter 43 adoptions

\$29.00 per cat

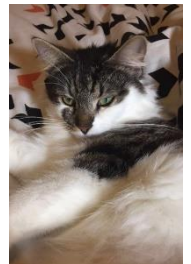
## March 2020

Leap Into March 55 adoptions

Donations <\$3k



May	Annual Quiz Night raises \$20k
June	EOFY Appeal kicks off for "Layla" and raises \$16k
July	Gina Linetti gets adopted from Foster as part of Shy July having spent 14 months in foster care
August	Kitty in Pink High Tea raises \$13k Louis Vitton Bag Raffle raises \$10k
September	6 employees attended National G2Z Conference Cat Haven finalist in Jetpets Companion Animal Rescue Awards 2019 for Best Shelter Nationally
October	GoFundMe campaign raises \$25k to perform maintenance on disarrayed section of Cat Haven allowing establishment of proper Emergency Boarding area accessing 6 runs to the needy
November	End of Year Appeal kicks off for "Huey" and raises \$12k Mango Madness raises \$6k
December	Water Town pop-up shop closed its doors having raised over \$57k throughout the year
January	Entertainment Books Fundraising income hits account raising \$12k
February	Meowlentines onsite event resulted in an amazing 63 adoptions in one day!
March	Handbag Raffle raises \$16k
April	Majority of operational casuals finished up due to effects of covid-19 Majority of cats on site sent out to Foster care



## OUR PEOPLE (as at 30 April 2020)

55 employees

11	Full Time
24	Part Time
20	Casual



An average of 73 volunteers (May to February) reducing to 57 volunteers (March & April with the effects of covid-19) per month providing 12,105.25 registered onsite operational hours.



Volunteers are an integral part in the operational running of Cat Haven. Without the number of volunteers putting in the number of hours within our operations Cat Haven would surely be no more! It would mean having to employ more staff and pay more wages which is neon impossible in an already loss making operational organisation.

Not to even mention the other volunteers who assist out there behind the scenes at our fundraising events, without who these events would not proceed.

### Corporate Volunteers

September 2019	Asgard
October 2019	Teachers Mutual Bank Limited
November 2019	Deloitte
December 2019	Teachers Mutual Bank Limited

Corporate volunteers can be involved in anything at Cat Haven from gardening, maintenance, painting, furniture construction, carrier construction, and so much more that at times gets overseen by the day to day running of the shelter – Thank You!



Cat Haven has 603 regular members and 111 life members





778  
foster  
carers

Throughout 2019 to 2020 our incredible foster carers have proven yet again the crucial role they play at Cat Haven. They provide care for young kittens that need to gain weight, kittens needing intense enrichment, sick cats, cats with behavioural issue, cats that have been waiting for adoption for too long and open their homes when we simply need to reduce numbers on site.

The impact of their dedication not only saves lives, but it also extends the quality of care we can provide to Cat Haven cats, increases our capacity to save more cats and significantly reduces our costs.

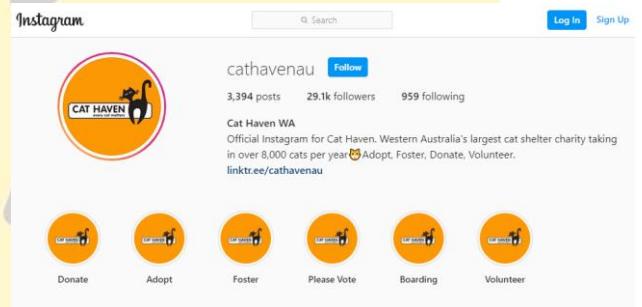
We are incredibly proud of our amazing foster carers and grateful for their commitment to helping the cats of Western Australia.

We look forward to another successful year ahead.

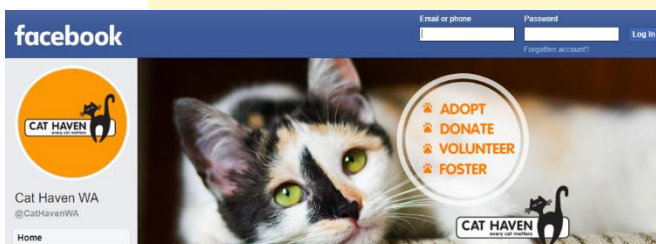
*Paris Burns, Foster Manager*



>29k  
Instagram  
followers



>66k  
Facebook  
followers



Follow Cat Haven...

@cathavenau  
@cathavenfoster  
@cathavenretail  
@cathaveneac



## OUR VALUED THANKS GOES TO

Cat Haven is kindly and generously supported by several key partners that significantly impact the way in which we can provide ongoing care to the cats in our care. We extend our deepest gratitude to the following organisations / individuals (and anyone else who may have been missed!).

Government of Western Australia  
Department of Local Government, Sport and Cultural Industries

Department of Communities

Hill's Pet Nutrition Pty Ltd

Bayer Australia Limited Animal Health

Virbac (Australia) Pty Ltd

PetBarn Foundation

Select Pets Bicton

Pet Magic Cannington

Southwest Pets

The Happy Pet Place

Swan Valley Vet

The Cat Café Purrth

Chapels on Whatley

Perth Cat Hospital

Hudson Marketing Pty Ltd

Lendlease

Volunteering WA

St John WA

p&n Helping &nds

Shell Australia

Carisbrook Enterprises

Tamara Clegg

Mrs Georgina Rinehart

The ASP donor

The Late Bernard Joseph Turner

The Late Merennage Susila Irangani Fonseka

The Late Audrey Horley

The Late Doreen Powell

The Late Ruth Hemingway

The Late Kenneth William Smith

The Late Rosemary Packwood

The Late Carmel Merle Biggs

The Late Valma J Cook

The Late Martina Maria Phillipson

The Late Peter Waller

The Late Richard Obsanski

The Late Ronald Charles O'Donnell

The Late Carol Rose Miller

The Late June Marie Greenslade

The Late Doreen M Lauersen

The Late Winifred Froude

The Elizabeth Stamos Trust

The Lin Huddleston Charitable Foundation

Perpetual ATF Estate of the Late Cordelia Mead - Charitable Trust

Perpetual ATF Don Battley Charitable Trust

Perpetual ATF Betty & Stanley Abbett Charitable Trust

Perpetual ATF Doris Frith Charitable Trust

Perpetual ATF The Girls Trust

## LOOKING TO THE FUTURE

Whilst tough decisions were made during the uncertainty of COVID-19 and the adjustments we had to make in the way we work, by dropping our numbers on site and moving to an appointment based adoption process, this has proven a really good business model not only during the restrictions but for us in general.

We have decided to continue these working conditions whilst they work for us and the public, which would see our cats spending less time in the shelter and moving quicker to a home environment.

It has been decided to put our Capital Project on hold whilst the effects of COVID-19 and the restructure of working ways settle down...gone but not forgotten!

After many months of discussions and applying for planning permission and permits it is with excitement that in to the next financial year our onsite veterinary clinic will receive its very much needed and required renovations...watch this space!



Veterinary care for all of our cats on site, those out in foster and those recently adopted is an integral part to the cats way of life here at Cat Haven, to ensure all are provided the best care and treatment during their stay and whilst settling in to their new forever home. Not to forget the thousands of sterilisations performed each year – this year an amazing 5,204 sterilisations occurred!



Sadly we have had to postpone a number of our annual fundraising events including our Quiz Night which was planned to go ahead in May this year...we can't wait to get back to hosting our events and having you there with us but for now we are happy knowing everyone is keeping safe and well 😊



CAT HAVEN  
every cat matters

## HOW YOU CAN HELP

### Become a member

Your membership of the Cat Welfare Society will assist Cat Haven to improve cat welfare in Western Australia and to provide care and rehoming facilities for rescued and surrendered cats.

Members receive:

- Regular Cat Chat magazine
- 10% off all in-store products
- 10% discount on Boarding
- Invitations to Cat Haven events
- Eligibility to vote and to serve on the Board of Management (for members aged 18 years and over).

Adult Member	\$50
Senior 60 years +	\$35
Lifetime < 55 years	\$1,000
Lifetime > 55 years	\$500

### Become a Foster Carer

#### Foster a cat in need temporarily

Fostering is a wonderfully rewarding experience for you and lifesaving for the cats in our care.

During 'kitten season' (around October to March) we need foster carers to look after kittens too young or unwell to be rehomed when they first arrive. Some kittens may still be feeding from their mother.

Foster carers for adult cats are also needed, simply because we lack room or because they need a bit of mental stimulation after being in a shelter environment for a while, are unwell or a bit timid.

We provide all the food, veterinary care, bowls and bedding. You provide the attention and different household situations like children, dogs, other cats, the vacuum cleaner, the car and so on. Having your own pet is an advantage.

If you're interested please complete the foster care application form. Please fax, post or preferably, scan your completed form and email it to us at [foster@cathaven.com.au](mailto:foster@cathaven.com.au) and, if you're successful, we'll contact you when we need your help.

### Volunteer your time

Volunteers are an essential part of the team here at Cat Haven. Volunteering is a great way to learn about cats and their behaviour, meet like-minded people, and give back to your community! Volunteers assist in the following areas:

#### Utilities & Kennels

- Cleaning food bowls and litter trays.
- Washing, hanging out, cutting up and folding linen.
- Cleaning cat and kitten enclosures.

#### Retail

- Greeting and directing customers.
- Stocking shelves.
- Putting together retail stock, for example scratchy posts or cat carriers.

#### Transport (using the Cat Haven van)

- Assist Cat Haven to get cats and kittens to their appointment at vet clinics around Perth.



- Assist Cat Haven in transporting cats/kittens to our external adoption centres (EAC's).
- Collection of cats/kittens from Perth Airport.
- Assist Cat Haven in transporting cats/kittens to events being held off site.

#### Fundraising & Events

- Assist with fundraising events throughout the year, including quiz nights, street appeals, movie nights, gift wrapping and more!

If you are interest in applying, email the Volunteer Coordinator at [volunteer@cathaven.com.au](mailto:volunteer@cathaven.com.au).

#### Make a donation

The easiest way to make a monetary donation is through our website <https://www.cathaven.com.au/> where you could make a one-time donation or setup a regular donation. Any amount is greatly appreciated and those over \$2 are tax deductible.

Donate goods, supplies and food – orange donation bins can be found outside reception.

#### Leave a bequest

*Why not leave a lasting legacy by considering Cat Haven in your will?*

A will makes your wishes clear, leaves nothing to chance and allows you to provide as you choose. It also gives you the opportunity to leave a lasting gift in the form of a bequest.

We understand that family and friends are at the forefront of your thought when considering these decisions. Perhaps though, when you have provided for loved ones, you could consider assisting long term cat welfare in WA via a bequest to Cat Haven. We can also make arrangements for us to care for and rehome you cat.

For more information please email Cat Haven's CEO at [Roz.Robinson@cathaven.com.au](mailto:Roz.Robinson@cathaven.com.au).

#### Other ways you can help our cause

Sponsor a cat condo for \$450 individual or \$795 corporate per year you can have a silver plaque displayed on one of our cat condos with your special message.



Host a cat Haven donation tin or donation tap point device at your place of work and help Cat Haven with the collection of donations on our behalf, contact our accounts team at [accounts@cathaven.com.au](mailto:accounts@cathaven.com.au) to discuss further.

**CAT HAVEN**  
every cat matters

Purchase the perfect gift via our online store with our selection of products for sale or purchase a gift in lieu as a present for someone else knowing you are helping the cats in our care.



## CONTACT US

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[www.cathaven.com.au](http://www.cathaven.com.au)

