



ANNUAL REPORT 2020 / 2021

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



Companion Animal
Rescue Awards 2020



CAT HAVEN
every cat matters

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CAT HAVEN
every cat matters

CatChat

CAT HAVEN'S QUARTERLY MAGAZINE | August 20

Cat Haven & COVID-19


MEET CAT HAVEN'S BOARD MEMBERS

BLOW AND SLEEPY KITTY? THINK ARTHRITIS!
How do you know your cat has arthritis?

WHAT'S NEW AT CAT HAVEN
A message from our Cat Welfare and Adoptions Manager - Caitlin Ambrose

DID YOU KNOW THAT CATS CAN DONATE BLOOD?
The gift of blood is truly the gift of life...

LATEST CAT HAVEN CAMPAIGNS


2021 Calendar

Proudly supported by




Cat Welfare Society Inc trading as Cat Haven




CatChat

CAT HAVEN'S MAGAZINE | December 20

Cat Haven Outstanding Animal Shelter 2020

Jetpets Companion Animal Rescue Awards 2020



PURRRECT CHRISTMAS GIFTS FOR HUMANS AND CATS

CAT HAVEN VETERINARY CLINIC UNDERGOES MAJOR RENOVATIONS

BEHIND THE SCENE TOURS AT 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.



Chair

Candy Choo



Deputy Chair

Brenda Quinby



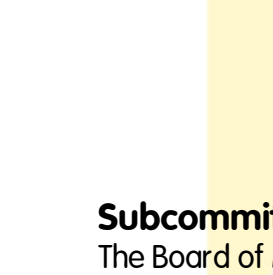
Secretary

Robin Orton



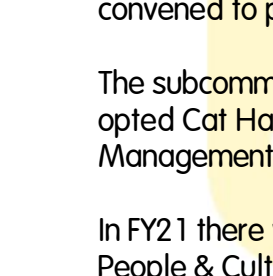
Treasurer

Nick Coombes



Board Member

Katy Jaksic



Board Member

Paul Anderson-Johnson



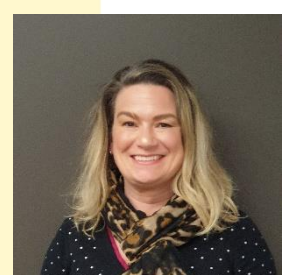
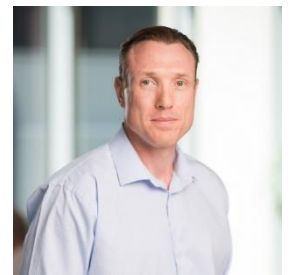
Board Member

Maryam Omari



Board Member

Amy Pearn



Subcommittees

The Board of Management meets on a monthly basis and this year subcommittees were convened to provide assistance with the amount of work to be covered.

The subcommittees are chaired by Board Members and are made up of Board Members, co-opted Cat Haven members (all of whom have signed a confidentiality agreement), and Management Team employees.

In FY21 there were 6 subcommittees convened, including; Finance, Governance, Risk & Safety; People & Culture; Capital Project; Volunteers; Fundraising; and ICT.

Chair's Report

The word "Resilience" was chosen by Huffington Post CEO Arianna Founder as 2020 word of the year. And when I looked at the definition of Resilience on the Oxford Dictionary, it describes it as "the capacity to recover quickly from difficulties; toughness. The ability of a substance or object to spring back into shape; elasticity". Oxford could very well have just put Cat Haven there as a definition, because this is exactly what our organisation has demonstrated over the past 60 years, and especially over the past 12 months.

The resilience demonstrated by our staff, volunteers, and supporters over the past 12 months has been nothing short of impressive and inspiring. The one cause that united all of us during this challenging period of time was the passion and urge to preventing and rescuing cats from the perils of the street through being the leading cat welfare association in Australia.

When we hosted the very successful high tea at The Hyatt straight out of lockdown in October 2020 raising much needed funds for our emergency boarding facility, we thought lives in WA were beginning to return to normal. Just a few months after that, we were being faced with more lockdowns since early 2021, a "kitten season" that never ended, and the threat of income instability is something that always weighs heavily on the Board.



However, despite all the challenges, our end of year results was much better than expected given the year that was. And this could only have been achieved thanks to:

- The strong leadership provided by our CEO Roz Robinson and the management team. The agility and adaptability the team displayed through this period allowed the organisation to pivot and adjust how we operated as and when required.
- The tireless work and the many extra hours undertaken by staff. Cat Haven is not a 9 – 5 workplace, the pace of work is very much driven by the volume of intake on a day to day basis. On days where we have in excess of 100+ cats coming through (which is often), staff would always stay behind ensuring all cats are looked after before they checked out for the day. This kind of work ethics is not seen in every workplace and I am incredibly proud of the work that our staff do on a day to day basis.
- Our volunteers! Cat Haven would absolutely not be who we are now without the contribution and commitment of our volunteers. Our volunteers both working on grounds and on fundraising activities are the backbones of this organisation. We cannot thank you enough for the work that you do for cats in WA.
- The amazing work done by our foster carers! Our foster carers are the greatest strengths of this organisation. Especially since the pandemic, Cat Haven has had to lean on our foster carers more than ever before. The cats and kittens that have come through our doors are much better because they are able to be in loving homes (be it temporary) instead of spending days on end in condos. Your passion, generosity and willingness to help has well and truly carried Cat Haven through a difficult period of time.
- Our supporters and donors. To all our individual donors, corporate donors and supporters, thank you for your unwavering support over the past 12 months. Whether your support was in the form of financial contribution, volunteering on site, or providing pro-bono services, thank you so much for your support.

As we celebrate our achievements for our 60th anniversary and acknowledge the rich history of Cat Haven, it is just as critical that we look forward, ensuring the organisation is future proof and has the capacity and capability to evolve over the next 60 years.



At this AGM, the Board is proud to launch our strategic plan for 2021 – 2023. To be the leading cat welfare association in Australia, we need to be delivering on the following three key priorities:

- Strengthen our organisational sustainability;
- Integration of technology infrastructure; and
- Building community and stakeholder engagement.

Further details for these priorities can be found in our one page strategic summary on our website. The Board welcomes feedback from our members and look forward to continuing to engage with our stakeholders moving forward.

This Chair report also marks my end of term on the Cat Haven Board. It has been the most rewarding two years with Cat Haven. I am constantly amazed by the passion and the resilience of the staff and volunteers; the generosity of our donors and the support from the WA Community. I would like to thank my fellow Board members for their commitment to the organisation, particularly over this challenging period of time. The organisation is in very good hands, and I can't wait to see the exciting future ahead for Cat Haven.

*Candy Choo
August 2021*



CAT HAVEN
every cat matters

CEO's Report

The bubble we enjoyed this time last year during COVID lockdown, when everyone seemed to want a cat in their lives has burst this year. We have seen large numbers of cats on grounds and what should be our "quiet" time of year in winter has seen 200 cats at the haven!

We have seen larger numbers of cats surrendered once the rental moratorium finished at the end of March. As affordable rentals become more and more difficult to obtain, landlords can be more selective with the tenants they chose. This has been to the detriment of pet owners and we have had a steady stream of cats coming into us due to owners just not being able to get a rental which will take their cat. Along with other major animal welfare groups, we have been lobbying the State Government to review the Residential Tenancies Act 1987, to allow for a model similar to those adopted by Victoria and the ACT.

In addition to surrenders, the demand for our emergency boarding facility has also increased, with cats staying for a longer period of time. Sadly we cannot take every request we receive. Our emergency facility is always full.

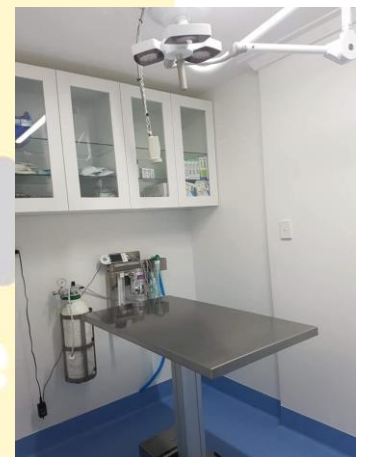
The two COVID lockdown downs this year have impacted our bottom line. While it is wonderful we are classed as an essential service and can remain open, we cannot allow adoptions. So our cat numbers climb with very little income and increased costs in terms of looking after the additional intake. When lockdown grants are given out, we don't qualify for them.

Yet we adapt, we cope, we are a resilient organisation which won't let something like a worldwide pandemic get in the way of saving cats!

It hasn't been all doom and gloom for us! We have support of so many, volunteers, members and the public alike which makes it all possible.

One of the positives to come out of COVID was the move to appointments for potential adopters to meet cats, and something which we will retain. It makes staffing requirements easier to predict and roster for, and it gives us quality time with potential adopters so we can really match them to the right cat- sometimes the cat they think they want isn't what they need.

Our new revamped vet clinic started operating last September, with an additional waiting room and a sterile theatre area. These changes have allowed us to increase the volume of surgery we do at Cat Haven.



Early this year, both the State Government and Opposition pledged a \$150,000 election promise to provide a grant to cover the costs of both a dental room and bereavement room. What this means in terms of dentals on cats is we can really push forward with ensuring dental hygiene for all our cats we adopt.

By around the age of 3, 70% of cats have dental issues, which if left unattended, can lead to serious health issues. A dedicated dental room will ensure we can get to these dental issues quickly and efficiently without compromising other vet work.

Our bereavement room will be used by those surrendering their cats, to have privacy and dignity when going through this very traumatic and difficult process. We will also use this room for those who have had to have their cat euthanised – something we have all had to deal with but which is deeply personal.

Our cat numbers as usual are high, being the only open admission cat shelter in WA it is to be expected. But we do the best we can for every cat coming through our doors- something we have been doing for 60 years.



The achievement we are really proud of in the last 12 months is winning the Jetpets Companion Animal Rescue Awards Outstanding Animal Shelter of the year for 2020 and being a finalist in the Refuel Digital Technology Award in the same Jetpets awards. We had been a finalist before- the application is intense, the competition stiff and the judging tough. All of the hard work from all involved was recognised nationally- we were seen to be the Shelter doing the most for the Animals in its care. It was the pinnacle of what had been at times a very challenging uncertain year.

I would like to thank all of the staff at Cat Haven for their dedication and commitment – it isn't always an easy place to work!

I would like to thank our wonderful volunteers, and this includes our foster carers – they are our quiet achievers.

A big thank you goes out to our Members and Supporters who are part of who we are.

Lastly I would like to thank the Board members for their hard work, guidance and support especially throughout these challenging times.

I am very privileged to have the position I do, working with these animals I care deeply about, and to have the ability to influence and direct this wonderful organisation.

*Roz Robinson
August 2021*



Treasurer's Report

What a year it has been. Normally when we post a deficit of \$318,000 it is hard to deem the year a success. However, the budget for the year forecast a far more extreme deficit. Accounts Manager Alison and her team have done an extraordinary job of monitoring, reporting and cost counting through the year to post this result. This work has set us up for prudent financial controls going forward, and a much brighter future, especially post COVID.

Legacies continue to be a vital source of income. This year we were down nearly \$500,000 from the previous year, which has seen us utilize the strong cash reserves we have established over the last 60 years. If Legacies for 2021 were in line with 2020, our deficit would be a substantial surplus. The Finance, Governance, Risk & Safety Subcommittee, along with the Board are working to diversify our income streams to ensure that going forward, we have less of a reliance on just one income source.

Donations were also down nearly \$150,000, which given the current impact COVID has had on the economy as a whole, this was expected. However, it does highlight the importance of the marketing/fundraising role moving forward.

Given the importance the Foster program has had on reducing on site cat numbers, expenses have increased only marginally, \$19,000. This change in process has seen a significant reduction in Grounds expenses by over \$200,000. In fact, Departmental and General Expenses as a whole are reduced year on year.

While we have had a continued focus on revenue generation, and expenses management, there has been a significant focus on our Governance and Risk processes. We have entered into a full review with Rocksteady GRC to ensure that we adhere to the changing not for profit compliance requirements. We have also spent a lot of time focussing on our WH&S, which has been reviewed by an independent OSH consultant and an ever evolving action plan is under way.

We recently received the results of our audit, which showed great results with no action items or addendums required. The feedback was particularly glowing in regards to Alison's strong overview of the on-site stock levels. I have seen many large corporate entities that would be thrilled with feedback resembling what we received in regards to the strict financial controls and reporting completed by the Accounts team.

Lastly I would like to thank the Finance, Governance, Risk & Safety Subcommittee members for their time, insight, counsel and strategic thought. Thank you Del, Jenny, Andrea, Alison, Roz, Candy, Paul & Sam.

Nick Coombes
August 2021



Finance, Governance, Risk & Safety Subcommittee

The Finance, Governance & Safety subcommittee continues to tackle important operational and fiscal strategies and policies. The Committee comprises: Candy Choo (Chair of the Board), Paul Anderson-Johnson (Board member), Roz Robinson (CEO, Cat Haven), Sam Holliday (HR Coordinator, Cat Haven), Alison Groves (Accounts Manager, Cat Haven) Jenny Ough (Co-opted member), Andrea Pollard (Co-opted member) and Nick Coombes (Board Member, and Chair of the Subcommittee).

For the past 12 months, the committee has had an increased focus on ensuring our not for profit and animal refuge governance requirements evolve with the changing compliance environment. WHS and Risk Management action plans are in place and under constant review.

Our focus for the coming 12 months will remain Risk mitigation, governance and ensuring our income streams continue to diversify. COVID, has had a huge impact on the Cat Haven's ability to not only rehome cats, but to generate the money required to keep the refuge operational.

The Committee meets regularly, every month, and receives an update on any operational or financial issues. The Committee continues to provide guidance on financial related policies, and WHS related matters.

Total Revenue FY21 \$3.84m		Total Revenue FY20 \$4.6m	
Donations & Fundraising	22%	Legacies	22%
Adoptions	22%	Donations & Fundraising	21%
Retail Sales	21%	Adoptions	21%
Legacies	15%	Retail Sales	18%
Boarding	6%	Boarding	5%
CMF/Ranger	4%	CMF/Ranger	3%
Grants/ Government Assistance	3%	Grants/ Government Assistance	3%
Rebates	2%	Rebates	3%
Veterinary	2%	Veterinary	2%
Memberships	1%	Memberships	1%
Other	1%	Other	1%
Total Expenses FY21 \$4.16m		Total Expenses FY20 \$4.4m	
Employee Costs	54%	Employee Costs	54%
Cost of Goods Sold	12%	Cost of Goods Sold	12%
Consumables Costs	6%	Consumables Costs	9%
Administration Costs	6%	Other Costs	7%
Medical Supplies Costs	6%	Medical Supplies Costs	6%
Other Costs	5%	Administration Costs	5%
External Veterinary Services	3%	External Veterinary Services	5%
Maintenance / Improvement Costs	2%	Fundraising Costs	1%
Fundraising Costs	1%	Property Costs	<1%
Property Costs	<1%	Motor Vehicle Costs	<1%
Motor Vehicle Costs	<1%		

Year in Review

Cat Specials

Cat specials are promotions on long term cats that may be overlooked at the shelter due to being shy and hiding within their condos. These cats are highlighted at special prices to encourage the public to want to view the cats rather than walk past what they believe is an empty condo.

Throughout COVID cat numbers were low onsite that specials were not required throughout the first part of the year, however since kitten season we have noticed more and more adult cats remaining in our care and want to give them every opportunity at finding a forever home, so the following specials have been held for both onsite and foster cats;

February 2021	Valentines Special	20 adoptions	\$50.00 per cat
March 2021	St Catricks Day	89 adoptions	\$17.00 per cat
April 2021	Adoption Special	19 adoptions	\$50.00 per cat

May	Annual Quiz Night cancelled Lotterywest grant received to cover missing fundraising income to value of \$24,960
June	EOFY Appeal kicks off for Cooper and raises \$24,711 Thermomix Raffle drawn raising \$7,665
July	Dyson Raffle drawn raising \$9,360 Cat Haven successfully secures a further 3 years funding of \$225,000 from the Government of Western Australia Companion Animal Grants Program
August	Cat Haven Boarding systems receives an upgrade to now receive bookings and payments online
September	Cat Haven Veterinary Clinic opens its doors following renovation works Winter Raffle drawn raising \$9,362
October	WA comes out of lockdown and Cat Haven holds a gloriously attended High Tea at the Hyatt Regency raising \$18,635 towards our Emergency Boarding program Cat Haven hits the streets and social media for its Annual Street Appeal raising \$4,632
November	Cat Haven's Annual Open Day, Wet Nose Day, is held Christmas Appeal kicks off for Boof & Donny raising \$4,815
December	Christmas Raffle drawn raising \$15,049 Cat Haven volunteers locate to Joondalup for Christmas Giftwrap for a \$2 donation per gift - an amazing \$16,185 is raised
January	Cat Haven receives \$15,000 donation from PetBarn Foundations Tree of Hope
February	RSPCA Feline Futures Animal Welfare Seminar is held online and utilised by many Cat Haven team members
March	Adoption Day held in conjunction with PetBarn Harrisdale
April	Thermomix Raffle drawn raising \$6,425 Containers for Change close out the year having raised \$2,607.70 since inception in October 2020

Fundraising Subcommittee

Fundraising during Cat Haven's last financial year was particularly challenging with events having to run the COVID lockdown / restrictions gauntlet.

Cat Haven's May 2020 quiz night was cancelled due to restrictions however thankfully, we were able to recoup the loss via a Lotterywest grant. Fortunately we were lucky enough to hold a high tea at the Hyatt Regency Hotel in October 2020 raising a little under \$20K for Cat Haven's emergency boarding program. We were also able to hold Cat Haven's annual open day, Wet Nose Day on a beautiful November day taking in over \$40K gross on the day through the fundraising stalls, adoptions and retail store. Thanks to all volunteers involved in getting our events off the ground.



From April 2020 through to October 2020, volunteers ran a temporary online shop selling some of our donated quality preloved clothes and accessories with sales even coming from Tasmania. The online store also was the catalyst for Cat Haven becoming a finalist in the Digital Technology Category in the Jet Pet Companion Rescue Awards.



Overall, the Felines and Fashion brand generated \$16.5k for Cat Haven. Two small market stalls which contributed to this income were also held in Maylands as part of Roxy Lane Markets – many thanks to Chapels on Whatley for accommodating us. Whilst these may not be huge income earners Cat Haven view it important to maintain relations with those businesses that support us and to keep our brand out in the public eye.

Whilst COVID restrictions were maintained in WA our best form of fundraising was online, during the year a total of 4 online raffles were held throughout the year raising just over \$41k between them.

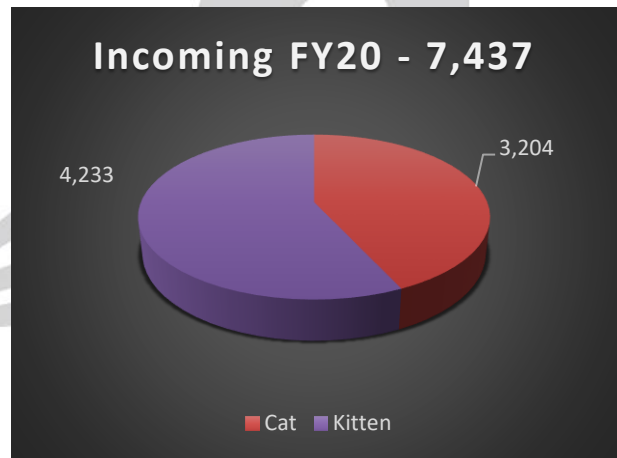
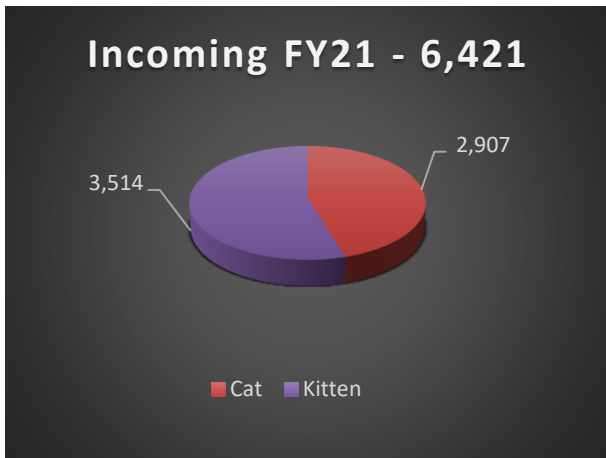
A further \$29.5k was raised via appeal letters in June and December.

The Fundraising Subcommittee is currently made up of Board Member's Katy Jaksic (Chair of the Subcommittee) and Amy Pearn, co-opted members Nicole Bishop (former Chair of Cat Haven) and Shirley Patrick (former Board Member) and CEO, Roz Robinson.

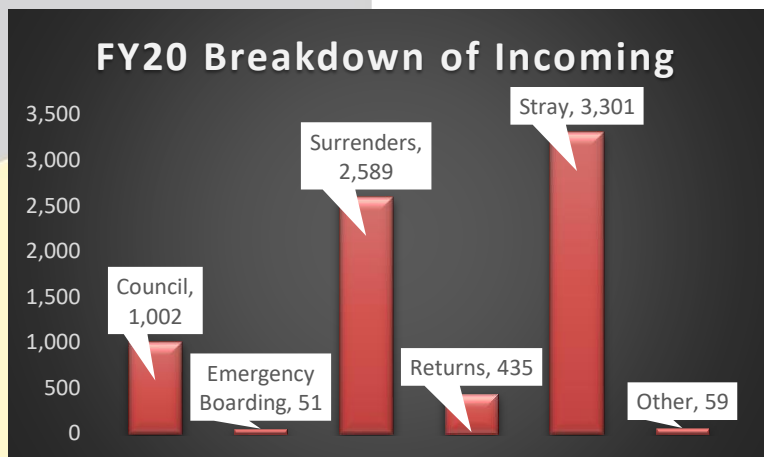
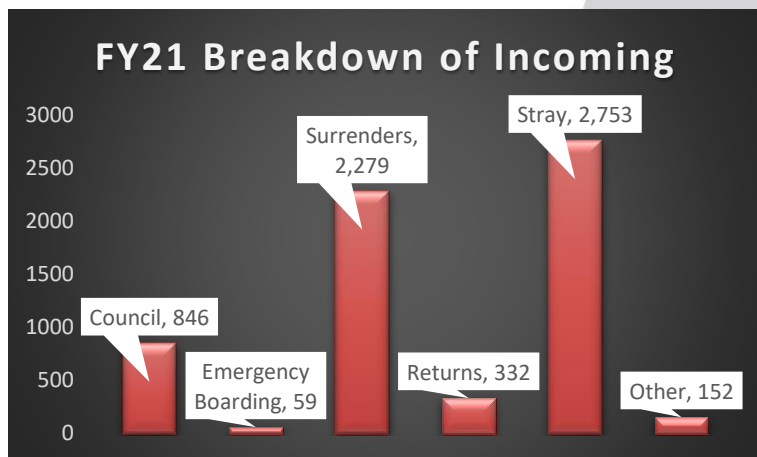
Annual Statistics (May 2020 to April 2021)

Incoming

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



Breakdown of incoming;



COVID lockdowns prevented rangers from being out on the road actively trapping which reduced the incoming from councils.

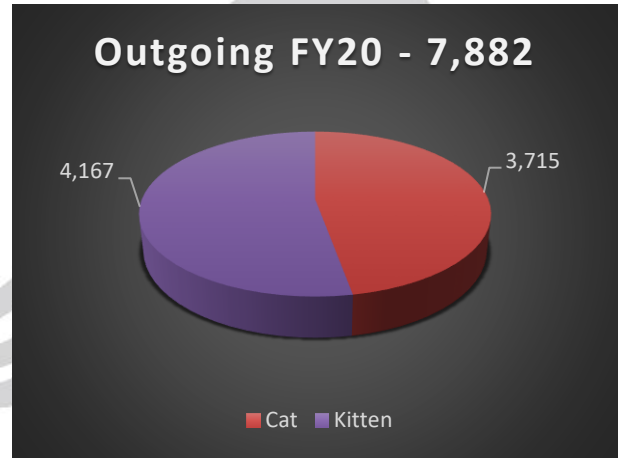
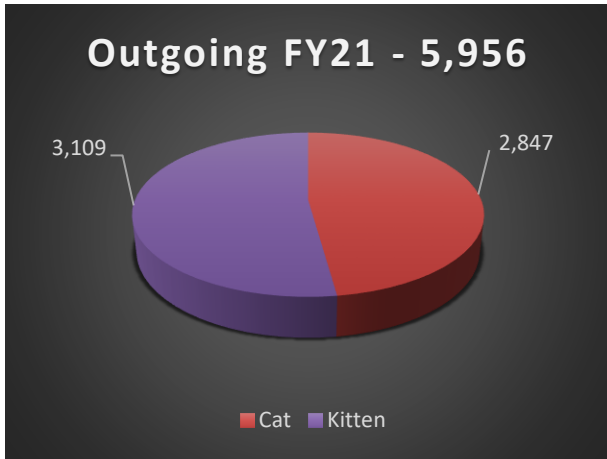
Even after the major COVID lockdown Cat Haven did not face a high number of returns which had been considered may happen upon people returning to work post lockdown.

The reduction in incoming strays makes it feel that the purpose of Cat Haven is working!

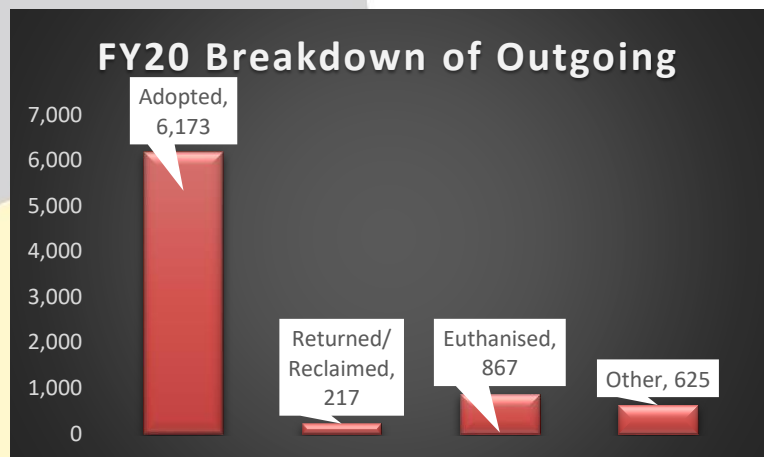
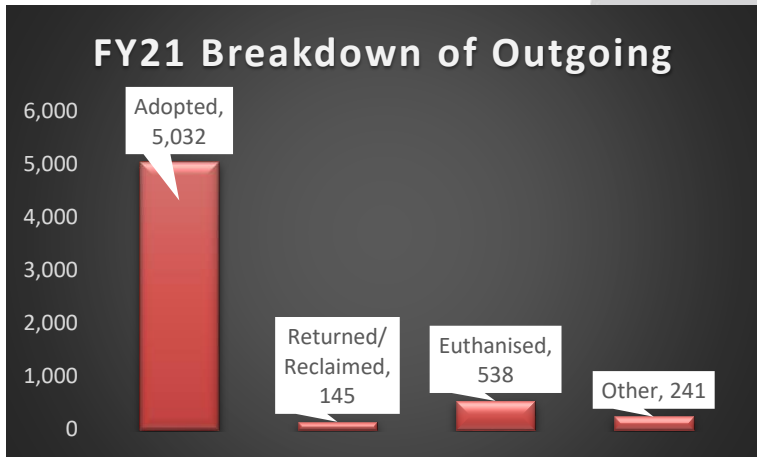
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Outgoing

Outgoing numbers also dropped this financial year from the previous year;



Breakdown of outgoing;



The percentage of incoming to outgoing means that more cats have remained in our care come the end of this financial year and this will be why we are experiencing high cat numbers coming in to our "quiet" season! As opposed to last year where the number of cats outgoing surpassed the number of incoming.

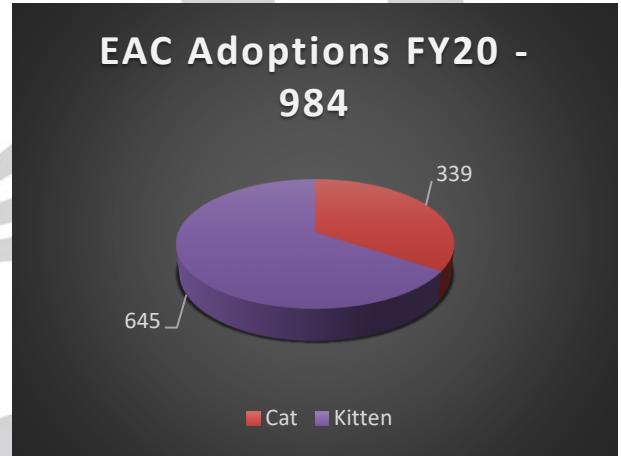
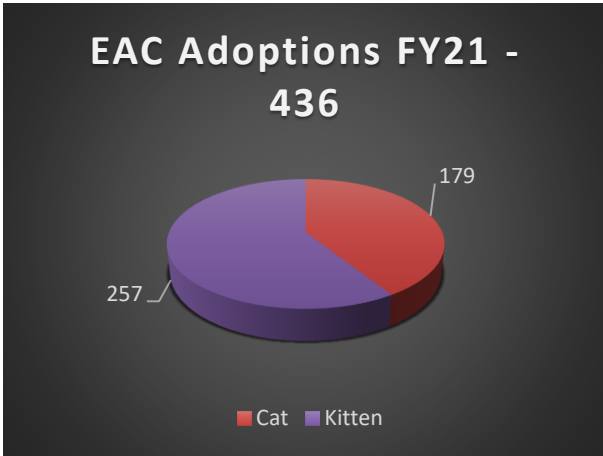
FY21
OUTGOING
93% OF
INCOMING

FY20
OUTGOING
106% OF
INCOMING

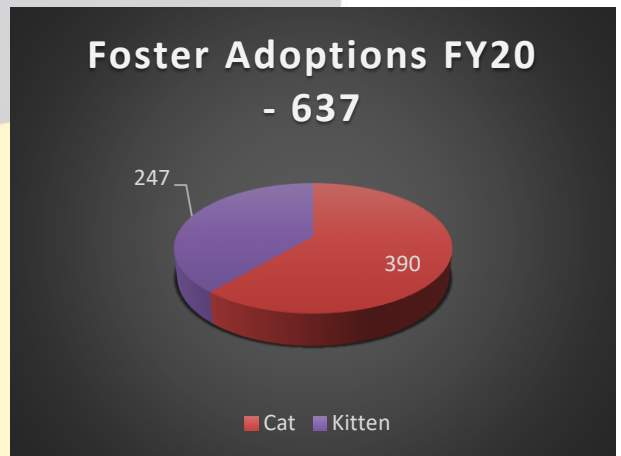
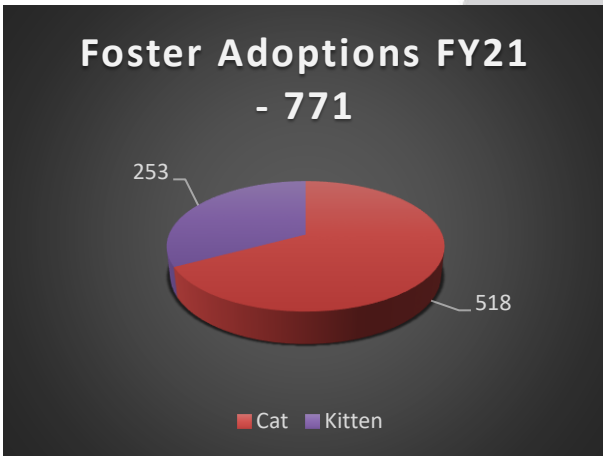
Breakdown of Adoptions

All departments work just as hard as the other, but it is interesting to breakdown the number of adoptions performed by each department;

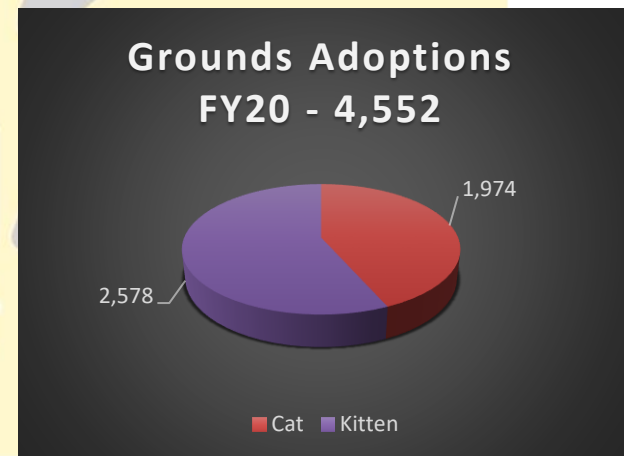
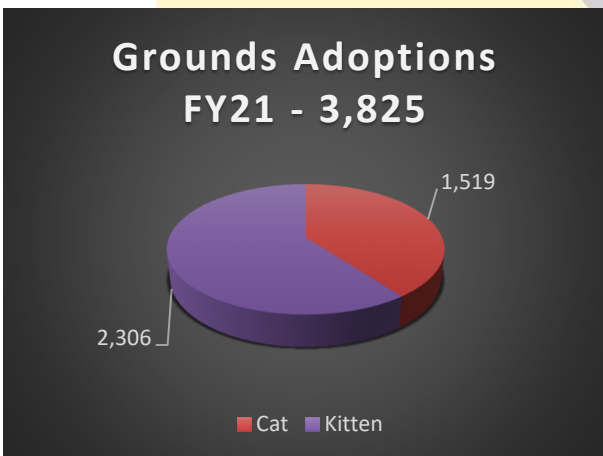
EAC (external adoption centres adoptions)



Foster (fostercare adoptions)



Grounds (onsite adoptions)



Euthanasia

Cat Haven prides itself on its dedication and commitment to following the Getting to Zero Euthanasia Program, an initiative to reduce the rate of animals put to sleep in shelters across Australia.



We do this by;

- Being committed to reducing euthanasia of abandoned companion animals
- Promote desexing
- Increase the rehabilitation and rehoming of abandoned companion animals
- Educate and support the community
- Advocate for, and comply with, laws and regulations which support a reduction in unwanted animals and improvements in their care and rehoming
- Commit to promoting compassion and respect, for the animals in our community and for each other

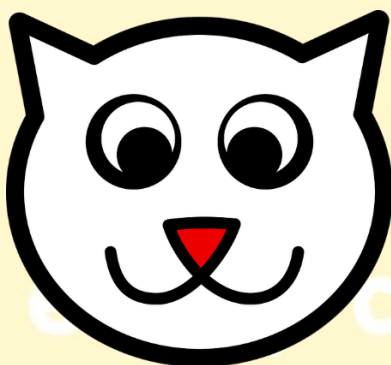
The main reasons that Cat Haven will euthanise a cat or kitten is due to it being aggressive/feral or due to ill health, where we find it would be more humane to euthanise the cat than let it live and suffer.

This year implemented the introduction of a referral team so that it was never a single person making the final decision on euthanasia but a team decision. The team consists of a veterinarian, a senior kennel hand, and Cat Haven's CEO. If a decision results in an impasse then the CEO would have final decision.

It is said that the percentage of untreatable animals represent less than 10% of all stray and surrendered animals. Therefore, the benchmark for euthanasia is set to be around 10% - the magic number we are always aiming for.

We are pleased to advise that this year's euthanasia rate is a low 8% a drop of 4% from last year which stood at 12%.

Foster



2,774 animals fostered
914 cats and 1,860 kittens
(43 more than the previous year)

With 3,310 instances, meaning that a single cat may have had multiple foster carers and moved through the foster system more than once

Our People (as at 30 April 2021)

Employees

9	Full Time
20	Part Time
33	Casual

62 employees



People & Culture Subcommittee

The inaugural Cat Haven People and Culture subcommittee of the Board was formed in late 2020. The Committee comprises: Candy Choo (Chair of the Board), Amy Pearn (Board member), Roz Robinson (CEO, Cat Haven), Sam Holliday (HR Coordinator, Cat Haven), Melanie Mola (Co-opted member), and Maryam Omari (Board member, and Chair of the Subcommittee).

In its short time since inception the Committee has made huge inroads to revamping the Cat Haven policy approval and categorisation process, in turn streamlining arrangements. The Subcommittee has also spent a considerable amount of time previewing and providing feedback on the earlier draft of the proposed Cat Haven organisation structure.

The Committee meets regularly, every 4-6 weeks, and receives an update on any operational or confidential HR or staffing issues. The collated exit interview results, in conjunction with the regular quarterly staff pulse survey results will be coming to this Committee on a regular basis for oversight.

The Committee continues to provide guidance on HR related policies, and operational HR and staffing related matters, and given steady progress, is moving towards becoming more strategic in terms of operations and approach.

Volunteers

An average of 67 volunteers per month come to Cat Haven providing 10,433.40 registered onsite operational hours. Tasks include, but are not limited to, utilities (bowl and tray cleaning), data entry, transportation, morning clean assistance, reception, and so much more.



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 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 – unfortunately due to COVID restrictions we were unable to have any corporate volunteers onsite in this financial year.

Foster Carers



Foster carers are a fundamental part to the welfare of cats in our care, especially when it comes to those that are just too young, too sick or coping in the shelter environment. Carers allow those in need to receive the extra attention that may be required for their care that just simply cannot be met onsite.

COVID was actually a beneficial moment for the foster team as people who were heading to work from home for the unforeseeable future queued up at the door to take home a cat or kitten in need. To the extent that we sent far more than those in need out to foster and have since seen many of those adopted by their foster carers who simply fell in love with their foster during lockdown.

Volunteers Subcommittee

The Volunteer subcommittee has remained committed to simultaneously enhancing the Volunteer experience and heightening the value our Volunteers bring to Cat Haven. The Volunteer Co-ordinator role has proven its value and continues to evolve to best suit the needs of the organisation and our Volunteers as new opportunities and improvements are identified.

Recognising the untapped resource our dedicated Foster Carers represent we have been able to increase our numbers of Adoption Volunteers from this group. We continue to examine strategies to further involve our Foster Carers and other identified Volunteer cohorts in areas of our operations where they may have not traditionally seen an opportunity to contribute.

Going forward it is our intention to benchmark our progress in maximising our Volunteers positive experience and contribution to Cat Haven by carrying out a further survey and continuing to explore new opportunities and initiatives.

Our Volunteers are, and will continue to be, highly valued and respected members of the Cat Haven Team and we cannot thank them enough for their ongoing commitment and contribution, particularly in the face of the ongoing challenges and changes COVID continues to bring us.




Members

Cat Haven has
340 regular members
and
97 life members





www.cathaven.com.au

The next Annual General Meeting of the Cat Welfare Society will be held Sunday 29th August - Details from menu under About. Shy July - For the 31 days of July, a number of our cats in Foster Care are just \$31 to adopt! - Click her to view



Home Donate Shop Adopt/Foster Boarding Lost/Surrender Cat Info About Volunteer

Cat Haven - A Registered Charity
Cat Haven is a registered charity - Licensed Charity No. 17686. Winner of Jetcats Outstanding Animal Shelter Award




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4,090 posts 31.4k followers 941 following

>31.4k Instagram followers

Cat Haven WA
Animal Shelter
Official Instagram for Cat Haven. Western Australia's largest cat shelter charity taking in over 8,000 cats per year 🐾 Adopt, Foster, Donate, Volunteer.
linktr.ee/cathavenau

July Cats Retail Found a cat Volunteer Events Foster Donate

 Find us on Facebook



Cat Haven WA

The official Facebook page for Cat Welfare Society Inc (Cat Haven WA)

>72k Facebook followers

ICT Subcommittee

The ICT subcommittee was recently formed to oversee and advise on ICT activities at Cat Haven. The committee members are Brenda Quinby (Board Member, and Chair of the Subcommittee), Robin Orton (Board Member), Caitlin Ambrose (Foster Manager), Amy Goodman (Customer Service Manager), Wendy Houlahan (IT SME), John McGreadie (IT SME) and Roz Robinson (Cat Haven CEO).

Whilst the committee has only met once there have been many ICT projects take place over the last two years including:

- Moving Cat Haven from ageing server hardware to Microsoft 365, a cloud-based solution, with email and file servers now hosted remotely. This is a more reliable, stable, and secure solution that also enables office staff to work from home, if required. The project was completed by our IT Service providers, DSC-IT and was performed in three phases:
 - o Analysis of existing infrastructure and systems.
 - o Migrating emails to MS 365.
 - o Migrating file servers to MS 365, accessed by One Drive and SharePoint.
- Setting up the fundraising Felines and Fashion website on Shopify, to sell quality clothes donated to us. The motivation for this was of course the COVID lockdowns when we could not use pop up shops.
- Replacing the SIP phone system. This consisted of installing 16 new phones on a direct SIP system supplied by Emerge Internet, who also provide us with a high bandwidth fibre internet cable.
- Installing 15 high quality, day/night CCTV cameras all around the external buildings and inside multiple buildings. The 24-hour, 7-day, footage from these cameras can be viewed remotely on PC's or mobile devices allowing management staff to view what is happening on site after hours on their phones or home PC. Footage is recorded and can be played back when needed, this has proven useful several times.
- Moving the web site to the Shopify commercial platform that has a built-in shopping cart and many useful add on applications available. We were also able to merge the Lost and Found web site onto the main site. The old Lost and Found website was located on a different domain and staff found it very difficult to add the content of found cats. We now have them on the cathaven.com.au website, which is much easier for the public to find and staff to maintain. The Shopify website has the advantage of not needing a developer to make changes to content or to maintain the shopping cart or the online store details. This enabled us to easily add applications to:
 - o Use anti-fraud software that detected suspicious credit card transactions.
 - o Automatically integrate online orders with our delivery courier.
 - o Offer Openpay, a buy now pay later option.
 - o Offer subscriptions, allowing repeat orders.
- Installation of Wireless Access Points in a trial on Shed 3 and the clinic. These devices provide Wi-Fi in these areas and are being trialled by staff.

Currently a project is being worked on to expand the use of our shelter software, ShelterBuddy, by using a sister system called Adopets. This system will simplify the adoption process in both the shelter, foster care and probably the External Adoption Centres, removing a lot of the paperwork and removing the time lapse between a cat leaving Cat Haven and the adoption details being entered into ShelterBuddy. We hope to utilize our adoption data entry volunteers with cat profile data entry as all cats available for adoption will be displayed on our web site and we will need profiles entered for as many as possible. Potential adopters will be able to select which cats they would like to meet before they come down to the shelter, and we will have their personal details in the system before they arrive. In most cases adopters from foster homes will no longer need to make the trip to Cat Haven, which we hope will increase the numbers of adoptions from foster.

Our Thanks Go 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 Social Services
Lotterywest
Hill's Pet Nutrition Pty Ltd
Elanco Australasia Pty Ltd
Virbac (Australia) Pty Ltd
PetBarn Foundation
Pet Magic Cannington
Southwest Pets
The Happy Pet Place
The Cat Café Purrrth
Chapels on Whatley
Perth Cat Hospital
Brooks Choice Relocations
Hudson Marketing Pty Ltd
Our ASP donor
Phoenix Insurance Brokers
R Tozer Consulting
Crunch Auditing
ECU School of Business and Law
Margaret Chalmers Charitable Trust
The Elizabeth Stamos Charitable 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

Our Thanks and Condolences to the Families of;

Phillippa Orr
Lillian Agnes Young
Flora Giovanna Elsa Bobone
June Margaret Mulder
Kenneth Gordon Findlay
Merennage Susila Irangani Fonseka
Elsie Trantham
Valma Cook
Marina Sadie Pegrum
Janice Hunter
Elizabeth Cartier
Treena Lewis
Patricia Punnett
Kenneth Charles Hawke
Guy Kurt Giffen
Neville Gazey
Gwenda Norton
Penelope Bird
Maxine Lawn



Looking to the Future

In the coming year Cat Haven will continue its process of attempting to become a paperless shelter, or as best we can to utilise technology to assist our team in the work that they perform. This should result in greater adoption success and getting cats out of the shelter quicker!

We shall continue to lobby to try and change the Residential Tenancy Act, as we feel this is having a huge impact on many reasons behind owner surrenders and we all know moving home is stressful enough without the added upset of having to farewell a loved family member.

With this in mind we have put together a proposal for the earlier mentioned Government funds in revamping part of our site to allow for a space where owners can surrender their cats in privacy and in the time that they deserve to say goodbye.

As always Cat Haven run very strictly under the Cat Act and we cannot wait to review the revised Cat Act due out in the near future.

Capital Project Subcommittee

The Capital Project subcommittee was formed to review the external consultant work completed in 2018/2019 regarding the potential rebuild of Cat Haven. The group then comprised Robin Orton and former Board member Scott Gillespie along with Charlotte Fehr who had completed her own study of a potential remodel/rebuild of the Cat Haven site.

The subcommittee was paused throughout 2020 following a change in priorities to the organisation as a result of COVID. In early 2021, and following completion of the vet clinic extension, the focus of the working group changed to identifying minor capital works in a tiered approach in consultation with Roz Robinson (Cat Haven CEO) and Caitlin Ambrose (Foster Manager). A review of a site-wide safety audit highlighted a number of priority projects to enhance site safety and amenity, including fixing uneven paving and installing air-conditioning to the laundry.

Planning has also commenced for the new dental clinic and bereavement area following the receipt of successful State Government grant funding.



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, practically everything required except for litter. 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 post, or preferably, scan your completed form and email it to us at fostercare@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 interested in applying, email the Volunteer Coordinator at volunteer@cathaven.com.au.

Make a donation

The easiest way to make a monetary donation is through our website <https://www.snet.com.au/cathaven.php> 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.

Other ways you can help our cause

Sponsor a cat condo for \$495 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 to discuss further.

Purchase the perfect gift via our retail 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. You can shop in person or from the comfort of your home online!



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