



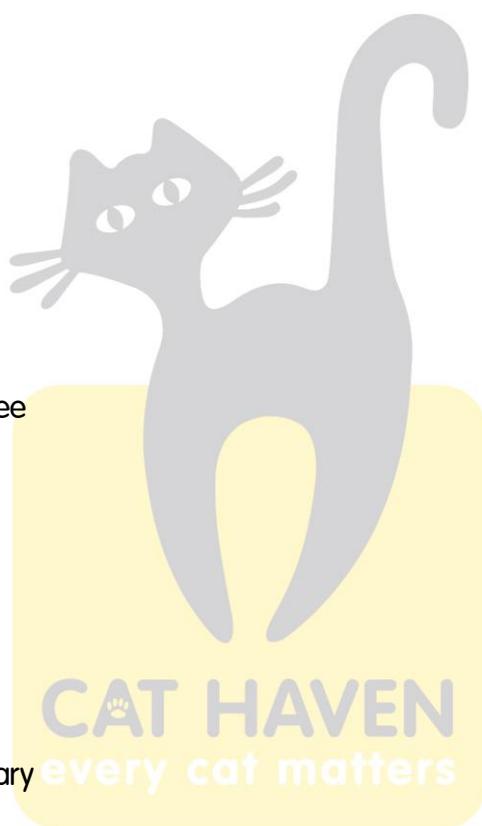
ANNUAL REPORT 2022 / 2023

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



Contents Page

Who we are	Page 4
Governance	Page 5
Chair's Report	Page 6
CEO's Report	Page 8
Treasurer's Report	Page 10
Finance, Governance, Risk & Safety Subcommittee	Page 12
Managed Investment Fund	Page 13
Year in Review	Page 14
Fundraising Subcommittee	Page 15
Annual Statistics	Page 16
Our People	Page 20
People & Culture Subcommittee	Page 20
Volunteers	Page 20
Volunteers Subcommittee	Page 21
Looking to the Future	Page 22
Upcoming Events	Page 22
2022 – 2024 Strategic Summary	Page 23
With Thanks and Appreciation...	Page 24
Sponsors and Partners	Page 24
Pen Sponsors	Page 25
Our Thanks and Condolences to the Families of...	Page 25
How you can help?	Page 26
Contact Us	Page 29



Cover Photo:
Premier Hon. Mark McGowan, Minister for Housing,
Lands & Homelessness, Hon. John Carey MLA,
Member for Nedlands Dr Katrina Stratton MLA, and
Member for Maylands Lisa Baker MLA visit Cat
Haven to announce funding boost.

Cat Chat

CAT HAVEN'S MAGAZINE | June 22

EOFY Appeal

Is your cat overweight?
The impacts of weight on your cat

Foster a pet month

Ringworm success story

Meet the 10 cats that have been in our care the longest




2023 Calendar

Petbarn Foundation

Harold's Fight for Life



Can you help him?

Cat Chat

CAT HAVEN'S MAGAZINE | November 22

Adopt A Senior Pet Month

Val Mitchell
A lasting legacy at Cat Haven

Blood Donors Needed

What's on at Cat Haven

Purrfect Christmas gifts for your loved ones



CAN YOU DONATE

To our Street appeal to help cats get immediate surgeries like mable?



Help Romeo, Reba & Miles Teller get their lifesaving surgeries!



Remember every cat matters

every cat matters

Help Injured Cats like Sammy this Christmas



Can you spot his fracture?

Help save lives just like Athena's



Cat Chat

CAT HAVEN'S MAGAZINE | APRIL 23

Why adult cats are better than kittens

Meet our 10 longest foster cats

Tiny heroes

50% off your Will through our partner Safewill

Create a Facebook fundraiser for your birthday



Our Motto is:

“every cat matters”

Our Mission

Rescuing Cats from the Perils of the Streets through advocacy, education, and prevention as the leading cat welfare association in Western Australia.

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 and rehoming as many as possible.
- Advocating on behalf of the cats and cat owners of WA to promote and educate responsible cat ownership as well as informing on companionship.
- Ensuring Cat Haven is financially resilient and that the organisation is sustainable in providing essential cat welfare services to the WA community in the long term.

For more details on each of these points please see a copy of the Cat Haven 2022 – 2024 Strategic Summary on page 23 of this document.

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 – less than 2% of our revenue, 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

Robin Orton



Treasurer

Nick Coombes



Deputy Chair

Brenda Quinby



Secretary

Amy Pearn



Board Member

Katy Jaksic

Board Member

Paul Anderson-Johnson

Board Member

Kasia McNaught

Board Member

Julie Hewson



Subcommittees

The Board of Management meets on a monthly basis and subcommittees convened in the previous year meet in between these times to assist in the immense amount of ground to cover in such a short time.

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 and/or Team employees.

Chair's Report

Each year major wordsmiths choose one word that sums up the year that was. In 2022 many of these chose words with a negative sentiment except Arianna Huffington, co-founder of The Huffington Post, who picks words that communicate hope, optimism, and possibility. For 2022 Arianna's Word of the Year is *Human Energy*. How is this relevant to Cat Haven? We are built around people's collective energy and passion for cat welfare. We give a voice to those who would otherwise suffer the perils of the streets. To quote the Australian author Nick Vujicic, "the greatest rewards come when you give of yourself. It's about bettering the lives of others, being part of something bigger than yourself, and making a positive difference." Every day we help not just our feline friends but the wider Western Australian community through the services we provide.

The year saw an elevated number of owner-surrenders with people overwhelmingly faced with the decision of either keeping a roof over their head or their beloved cat. With an average of eight owner-surrenders per week attributed to either homelessness, unemployment, or rental restrictions; this is not a small issue and in part a result of the cost-of-living pressures. In some cases we were able to support some people living rough with their cats with donated goods or through our emergency boarding program. To see otherwise beautiful, social, and healthy cats coming into our care is heartbreaking. The State Government announced in May proposed legislative reform to the Residential Tenancies Act and Cat Haven had lobbied for greater protections for tenants and their pets. Whilst we welcome the changes, we do expect owner surrenders to remain high as a lag effect along with the cost-of-living pressures.

Our Treasurer will provide more details on our year's financial performance though pleasingly a modest operating profit was realised in part due to several generous legacies. The very nature of legacies, however, is unpredictable and we continue to rely on them to fund our ongoing operations. This is not a sustainable situation and revenue diversification is one of the targets under our Strategic Summary.

The introduction of the Cat Act a decade ago was designed to reduce the thousands of stray cats otherwise being euthanised each year. Cat Haven at the time was receiving over 8,000 cats annually and whilst that number today remains similar, our live release rate is around 90% and we are proud of a zero-euthanasia rate for rehomeable cats. Administration of the Cat Act rests with Local Governments (LG) and the majority promote responsible cat ownership including using Cat Haven as their cat management facility. There are, however, a considerable number of LGs who do not have adequate controls around cat ownership and we are more likely to receive cats from them which are not desexed. Ahead of the Cat Act's review in 2024 and in parallel with the harmonisation of cat registration across Western Australia, Cat Haven will be actively targeting these LGs to advocate for better outcomes for both the cats in their area and residents.

From a strategic perspective I am pleased to provide the following updates against our 2022-2024 Strategic Summary.

- Organisational Sustainability
 - *Our people* - a staff performance and career development process was rolled out including the formation of staff working groups to ensure all voices are heard and we can continue to improve the workplace. Staff and volunteer surveys were also released seeking feedback across our operations. Diversification of volunteer training has commenced to better leverage skills and improve coverage across the grounds. A strategic planning session will be held later this year to agree key performance indicators. This will help staff to focus on areas which help drive success within their departments and the wider business.
 - *Our finances* – the managed investment portfolio continues to outperform benchmarks and our previous savings strategy. Additional medium-term investments are being used to quarantine funds from bequests.

- *Our facilities* – capital investments and planning continue in recognition of the ageing facilities. Co-contributions and grant funding opportunities are being explored. Capital works over the coming year include the demountable adjacent the Cottage and an upgrade to our Ringworm quarantine area.
- Technology Infrastructure
 - *Our network* – upgrades of network infrastructure has improved resilience and uptime resulting in improved productivity. This has been paired with signing a long-term ICT support agreement resulting in lower costs.
 - *Our systems* – investigations commenced to reduce manual data processing and ways that automation, including AI, could improve operations. Reviews of existing systems are ongoing to ensure they remain fit for purpose. *Sentrient* for training and onboarding has been rolled out and *Adopets* remains a focus to expand more widely.
- Community and Stakeholder Engagement
 - *Our advocacy* – meetings were held with key Local and State government representatives to highlight cat welfare challenges. Lobbying efforts resulted in a positive outcome to our annual grant funding and proposed changes to the Residential Tenancies Act. Efforts now turn to the Cat Act review in 2024.
 - *Our community* – there has been greater visibility of Cat Haven at events across Perth including partnerships with pet supply retailers. Relationships have also been formed with peer organisations in South Australia.
 - *Our legacy* – consolidation of data to allow specific discussions with LGs around cat management in their areas, including supporting their education of residents around responsible cat ownership.

Recent times has seen some staff movement and vacant roles however it is pleasing to have stability within the team meaning we can look forward and deliver on our core mission. I thank the staff for their dedication and passion to providing better outcomes for Western Australia’s cats. On behalf of the Board, I thank Roz for her unwavering commitment leading the team and for at times making the hard decisions.

Our volunteers are the backbone of Cat Haven and we aim to enhance their experience by providing training opportunities, recognition programs, and creating a supportive environment. Whether assisting on grounds, as a foster carer, at events, or through any of the myriad of other ways, I thank you for choosing Cat Haven to volunteer your precious time. I am humbled by your loyalty and love for the cats of Perth – we would not be able to function without your support.

To my Board colleagues, we come from a diverse background and your unique but complimentary skills ensure we remain on an even footing. It remains a pleasure to serve alongside you.

I was touched by one of our valued volunteers who wrote the following words in response to our 62nd birthday anniversary. There is no better way to close this year’s report and is something that sums up our mission and people – our *Human Energy*.

“I love everything about Cat Haven. Our origins, our pioneers, our current dedicated family of staff and volunteers. I love our care, our dedication, our passion, our ethics and our fighting spirit. I love our humour, our kindness, our determination, our enlightenment, our compassion, our intelligence and our courage. We fight on for our beautiful cats. Each and every one of them.”

Rob Orton
July 2023



CEO's Report

The last 12 months have been challenging as we transition out of lockdowns and Covid into the new normal.

From the demands of lockdown and so many people wanting a cat for companionship, the pendulum has swung the other way.

Our services have been in constant demand during the last 12 months with the rental crisis continuing unabated with cats being surrendered daily due to owners not being able to find affordable rentals which allow pets. We haven't been alone in this regard, and during the latter part of last year, we joined forces with RSPCA WA, Dogs Refuge Home, and Shelter WA to lobby as a collective for changes to the Residential Tenancies Act 1987 to allow pets in rental properties. The changes have been made to the Act and will come into place in 2024 so until these changes take effect, we have to accept this flow will continue. Added to this has been the increase to our cost of living and inflation and it has come down some cat owners having to decide to put food on their table for them and their children or their cat- they cannot do both. Again, this seems a constant in the "new norm". We no longer have that down time between kitten seasons, and it places not only a financial burden on us, but provides no relief for staff and volunteers.

perth now

Perth pet owners face surrendering or euthanizing dogs and cats in heartbreaking WA rental crisis

Rebecca Le May | PerthNow
August 18, 2022 10:30AM

<https://www.perthnow.com.au/news/wa/perth-pet-owners-face-surrendering-or-euthanizing-dogs-and-cats-in-heartbreaking-wa-rental-crisis-c-7917202>

Towards the end of 2022, Cat Haven, along with the Dogs Refuge Home, approached the Minister of Local Government, John Carey, to discuss an increase to the annual grant provided the State Government. The grant had been put in place by the Barnett Government and had been static at \$75,000 for the past 11 years. The Minister heard us, took our appeal to Treasury and I'm happy to say our annual grant has been doubled to \$150,000 effective from the middle of 2023. This was alongside a one off \$75,000 for the problems we had faced during the height of the Covid pandemic. We still need to raise around 95% of our operating costs, but it is recognition of our work and the role we play within the community.

At the start of this financial year we were granted \$33,000 from the Animal Welfare Grants Round 1 for our initiative 'Metro Cat Desexing Blitz' which has seen us desex 314, 43% more than predicted in the grant application, owned cats from lower socioeconomic areas of the Perth Metropolitan area.

In early 2023, we were lucky enough to receive \$25,000 to assist us with our Emergency Boarding Facility from the second round of the Animal Welfare Grants. This has helped us to continue to provide a facility to the vulnerable, sick and homeless, to safely leave their cat until they are on their feet again.



Back in 2021, the State Government pledged \$150,000 towards the funding of a dental suite (completed in 2021) and a revamp of our Reception area to include two bereavement rooms, where owners who are surrendering their much-loved cat, can say their goodbyes in private and with dignity. Due to the pandemic, it was impossible to get the project underway, until March this year. Building costs have soared in the last two years, and the grant no longer covered the cost of the work. But we felt it was essential to complete the work, this being the first upgrade to the building since its construction in the early 1980s. We co-financed it with the grant and feel it was an investment.



We now have a fit for purpose reception along with a vibrant “one stop shop” cat retail section which will help fund our operations. Our bereavement rooms have been well accepted by those who sadly have had to use them.

We do face challenges with other buildings on site due to age and the maintenance needed on them, which will be addressed in the coming 12 months.

We are utilizing technology by placing the majority of staff training on-line as well as developing a streamlined system for adoption of cats from foster care.

Our staff and volunteers continue to be the backbone of Cat Haven and we couldn't do what we do without them for the 7,000 or so cats we have come through annually.

We are very fortunate to be led by a very professional, stable and forward-thinking Board of Management who never lose sight of compassion in all they do.

Lastly, I feel privileged to have the role I have at Cat Haven- and helping to improve cat welfare in WA.

*Roz Robinson
July 2023*



Treasurer's Report

Every year when I get to sit down and reflect on the last 12 months, I am continually amazed at the generosity of the Cat Haven Community. In a POST-COVID world, that is seeing rising inflation and continued increases to the cost of living, people still rally around to support in both time and money.

Last year we posted a surplus of \$759,925. This year we have a surplus of \$196,831. In any corporate business, these numbers would be fantastic. However, this year, we continued to invest in the future of the Cat Haven, as an award-winning animal refuge, but also a voice to ensure that every cat matters. The recent retail, reception and bereavement room upgrades are a huge investment into our future.

Diversifying our income remains a strategic focus, as still over half of our income has come from Donations and Legacies. Accounts Manager Alison and her team continue to do an extraordinary job of monitoring, reporting and cost controlling throughout the year. We continue to be set up for prudent financial controls and reporting, along with Alison overseeing the recent much needed capital expenditure of the retail, reception, and bereavement rooms.

Legacies continue to be a vital source of income. This year we were \$672,244 down from the previous year. The generosity of the public has a key reason why we have had this surplus this year and why our cash reserves are currently strong. If Legacies for 2023 were in line with 2022, our surplus would be an even more substantial surplus.

Donations and fundraising were up by \$183,465. This shows how hard the Marketing team and volunteers work to raise funds from the public. This year the hard work also saw an important increase of government funding and grants by \$181,915.

The vet clinic continues to be a significant expense. Finding a way to make the vet clinic closer to cost neutral will be an ongoing journey. At this stage, it is the cost of doing business as an animal refuge and I know the team works extremely hard to ensure the health and well-being of animals in care. In a difficult job, in a challenging industry the team continues to do great work.

With changes in WA legislation, we have had a continued focus on Work Health and Safety. This year Caitlin has taken on this challenge to drive a compliant risk culture, with the support of Paul from the Board. This is an ongoing process that should see continuous improvement, and make sure staff and volunteers operate safely.

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

Nick Coombes
July 2023



Total Revenue FY23 \$5.49m		Total Revenue FY22 \$5.61m	
Donations & Fundraising	21%	Legacies	31%
Adoptions	20%	Adoptions	20%
Legacies	20%	Retail Sales	18%
Retail Sales	18%	Donations & Fundraising	17%
Boarding	7%	Boarding	5%
Grants/ Government Assistance	5%	CMF/Ranger	3%
CMF/Ranger	4%	Grants/ Government Assistance	2%
Veterinary	2%	Rebates	1%
Rebates	1%	Veterinary	1%
Other	1%	Memberships	<1%
Memberships	<1%	Other	<1%
Total Expenses FY23 \$5.29m		Total Expenses FY22 \$4.85m	
Employee Costs	57%	Employee Costs	55%
Cost of Goods Sold	12%	Cost of Goods Sold	13%
Consumables Costs	8%	Consumables Costs	8%
Other Costs	6%	Other Costs	6%
Medical Supplies Costs	6%	Medical Supplies Costs	6%
Administration Costs	4%	Administration Costs	4%
External Veterinary Services	4%	External Veterinary Services	4%
Maintenance / Improvement Costs	1%	Maintenance / Improvement Costs	1%
Fundraising Costs	1%	Fundraising Costs	1%
Property Costs	<1%	Property Costs	<1%
Motor Vehicle Costs	<1%	Motor Vehicle Costs	<1%

Finance, Governance, Risk & Safety Subcommittee

The Finance, Governance, Risk and Safety Subcommittee is made up of members Jenny Ough & Andrea Pollard, along with Cat Haven CEO Roz, Accounts Manager Alison and Relief Manager & Special Projects Caitlin. Board Members Robin and Paul also sit on the committee. The committee meets monthly, the week prior to board meeting to review that month's financial position and plan for the coming months. The insight and experience of all members is truly appreciated.

Over the course of the last 12 months, the committee has reviewed and discussed many topics. Below is a small example:

Investment Fund:

After entering into a Managed Fund with DMP Asset Management during a particularly volatile time in the market, we are pleased with the performance of the fund. We are now seeing the benefits of some franking dividends, and some long-term sustainable growth. This is a long-term focus to ensure our finance future. We continue to get face to face updates from our Fund Manager, and we are excited to see more growth.

Corporate partnerships -

One partnership that is currently available to all members now is with Safewill. This is an online will writing service available at a discount to Cat Haven members. To date, Safewill has generated \$120m in legacies for various charities to date. We also looked at other strategic partnerships such as Cat Haven branded Pet Insurance. Ultimately, we decided against going ahead as the coverage was not optimal to those looking to purchase it. The idea is to align with best in market.

WH&S

Changes to the WH&S Act have seen a need to regularly review our Risk Management strategies. Caitlin has driven an increased focus on grounds upkeep, cat handling training, volunteer inductions. Additionally, by engaging with industry specialists, Caitlin has been able to provide several reports and recommendations to the Board.

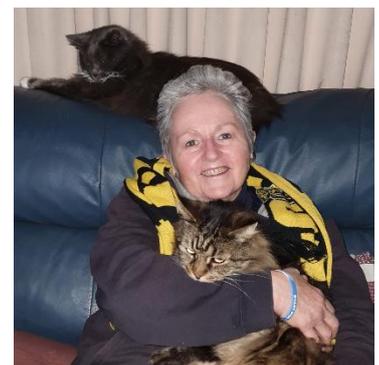
Grants

Government funding had not changed in several years, and engagement amongst the Cat Haven and Local and State politicians has been high. This led to a strong plan to apply for additional, purpose based strategic funding, of which we were successful. We used the same purpose focussed strategy to win a grant from Lotterywest also, which will see ground improvements coming.

Budget 2023

For 2024 we have budgeted a loss due to the continual decline in legacies. Our new retail shop front should see increased sales numbers, but operating costs, and ever-increasing incoming cat numbers are also driving expenses.

The Finance, Governance, Risk and Safety Subcommittee along with the rest of the Board and staff at Cat Haven would like to acknowledge the contributions Jenny Ough has contributed over the numerous years she has been involved with Cat Haven. It is with profound sadness we notify everybody of her sudden passing on 29 April this year and send our deepest condolences to her family.



Managed Investment Fund

Cat Haven's managed investment fund, held with DMP Asset Management, continues to outperform benchmarks and the previous surplus savings strategy. The Board and Management receive regular updates from DMP.

The fund remained exactly how it was set up with a relatively high portion of cash (defensive asset) owing to the relative conservatism and prudential management as shown below;

Portfolio	Option B (%)
Australian Shares	45
International Shares	20
Listed Property	5
Growth Assets	70
Fixed & Floating Rate Secs (FFS)	25
Cash	5
FFS/Cash	30

As at 30th April 2023 the investment looked like this;

With a few dips in the market throughout the year the fund has ended the year having made a good proportion of income and a substantial amount in unrealised gains. A growth of \$41,000 was posted in the last 12 months, and a further \$9,000 of refundable franking credits.

Portfolio Summary Detail Report

Portfolio: Cat Welfare Society Inc (111060)
 Establishment Date: 15 February 2022
 Report Period: 1 May 2022 to 30 April 2023



Portfolio Valuation (\$)

Opening Valuation on 1 May 2022

Total Assets:	1,210,192.50
Total Liabilities:	0.00
Fund Flows/Growth for Period	
Funds Introduced:	297.60
Funds Withdrawn:	0.00
Income Earned:	35,785.56
Realised Gains:	(2,608.04)
Unrealised Gains:	17,898.24
Expenses:	(10,287.46)

Closing Valuation on 30 April 2023

Total Assets:	1,251,278.41
Reconciled Assets:	1,251,269.67
Unreconciled Assets:	8.74
Total Liabilities:	0.00
Franking Credits:	9,000.53

Portfolio Performance (%)

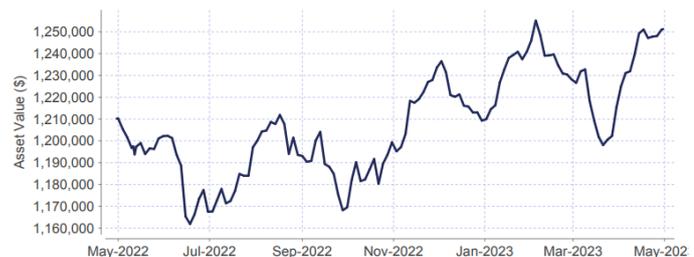
	GIPS	GIPS+
Performance for Period	3.37	4.11
Financial Year 2023/2024	1.00	1.00
Financial Year 2022/2023	6.38	7.23
Financial Year 2021/2022	(5.17)	(5.02)

Asset Allocation as at 30 April 2023



- Cash (8.51%)
- Fixed and Floating Rate Securities (30.36%)
- Australian Equities (45.82%)
- International Equities (12.73%)
- Property Trusts (2.58%)

Asset Value over Period



1. Performance figures are as per the 2010 GIPS standard and include fees. GIPS+ also includes franking credits. Asset Allocation uses current weightings for managed funds and SMAs.
 2. Asset values include accrued interest and income and the Net Growth figure includes administration/adviser expenses, capital gain movements, other expenses such as loan expenses.

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 or long-term cats out in foster. These cats are highlighted at special prices to encourage the public to want to view the cats and prompt adoption rather than hesitation.

The following specials have been held throughout the year for both onsite and foster cats;

July 2022	Shy July Special	47 adoptions	\$31.00 per cat
October 2022	Octabby Special	64 adoptions	\$31.00 per cat
October 2022	Meow-lo-ween Special	22 adoptions	\$66.60 per cat
September 2022	Clear the Shelter Weekend	98 adoptions	Fee Free cats
December 2022	Christmas Special	123 adoptions	\$25.00 per cat
February 2023	Valentines Special	67 adoptions	\$50.00 per cat
April 2023	50% Adoptions	158 adoptions	Variable Prices

May	ASP (Animal Support Program) receives \$35,000 annual donation
June	City Escape Raffle sells \$19,600 worth of tickets, with fee assistance donations of \$766.50 Felines & Fashion 2-day event held at The Carlisle Collective
July	EOFY Appeal raises \$18,838
August	Felines & Fashion move into a space at The Carlisle Collective which raises \$15,352 in 8 months selling quality second-hand clothing
September	AppleSolutely Raffle sells \$13,840 worth of tickets, with fee assistance donations of \$625.20 Cat Haven's annual Quiz Night fundraiser returns to its home venue and raises \$22,708
October	Jungle Body collaborate with Cat Haven to work out in the dark along with kittens Cat Haven appeal 'Harold's Fight for Life' raises \$27,702
November	WND held at Cat Haven with stalls raising \$29,557 With an additional \$15,422 processed through the retail store on the day
December	Christmas Raffle sells \$30,000 worth of tickets, with fee assistance donations of \$526.69 Volunteers man the gift wrap stalls at Joondalup and raise \$15,741
January	PetBarn Foundation Tree of Hope donates \$20,000 to Cat Haven Cat Haven holds movie fundraiser watching Puss in Boots
February	Preparations start to move reception and intake from their usual spaces within the admin building ready for the builders starting on renovations in March
March	Cat Haven's Virtual Street Appeal is held and raises \$11,677 Cat Haven team up with Bakers Delight and sell Hot Cross Buns
April	Containers for Change close out the year having raised \$11,267.10 PayPal (\$30,464.57) & Facebook (\$23,872.27) combine for \$54,336.84 in donations in the year

Fundraising Subcommittee

We had a very successful financial year of fundraising and community engagement over Cat Haven's 2022/2023 financial year.

In June 2022, we held a two-day Felines and Fashion clothing fundraiser within the event space behind The Carlisle Collective selling quality clothing and accessories donated by our supporter base - we raised just over \$11,000. As a result of that event, we opened up a small pop up shop within The Carlisle Collective in early September 2022 which brought in \$12,000 from shop proceeds and market events at the venue. On top of that, the amazing team at The Carlisle Collective now collect Containers for Change for us as well as have become a drop off point for donations such as cat food and towels.



In September 2022 we were beyond excited to be able to hold our first quiz night since 2019 at our favourite quiz venue, South Perth Community Centre. With 320 tickets selling out within two days, and Nat Locke from Nova as our MC, we raised \$22,708 net. Feedback from the night included:

"I just wanted to let you know how much fun I had on Saturday night. My friends and I were so impressed by how professional and efficient it was run."

"Just wanted to congratulate you on an amazing quiz night! Haven't had that much fun in a long time."

Our best ever Wet Nose Day was held on a sunny day in November 2022 with a record \$49,000 gross making its way through Cat Haven on the day via our fundraising stalls, adoptions and retail.

Our annual Christmas Market and Adoption Drive was held just prior to Christmas and in April 2023 we held our first ever, very successful art auction – a great night was had by all raising \$5,000.

During the warmer months, we held a number of external stalls (including Fremantle, Maylands and the Swan Valley) not only to fundraise but to engage with our supporter base along with speaking to people regarding adoption, fostering and volunteering. We thank our friends from Chapels on Whatley and Kanga Markets for their ongoing support of these events



A number of successful online raffles, Go Fund Me Campaigns and Christmas Tree of Hope campaign were held throughout the year plus our annual gift wrap fundraiser at Joondalup Shopping Centre. We also held some fabulous mini fundraisers including a movie night showcasing the film, Puss in Boots, Kitten Yoga sessions and Jungle Body fitness classes. We also had limited edition Cat Haven merchandise fundraisers including t-shirts, hoodies, tea towels and beach towels. Containers for Change also continued to be an easy, passive income.

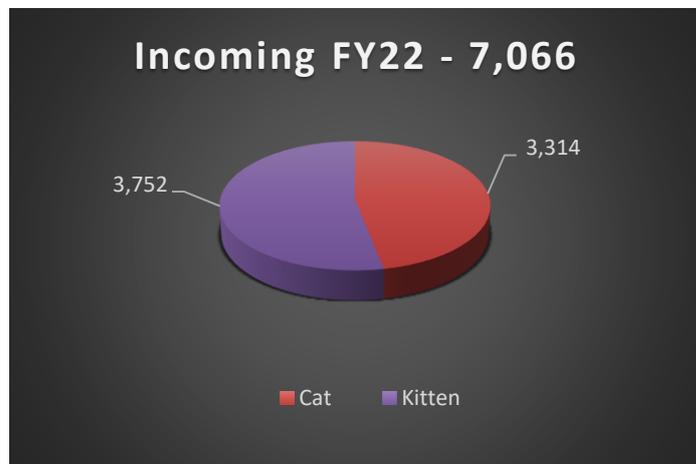
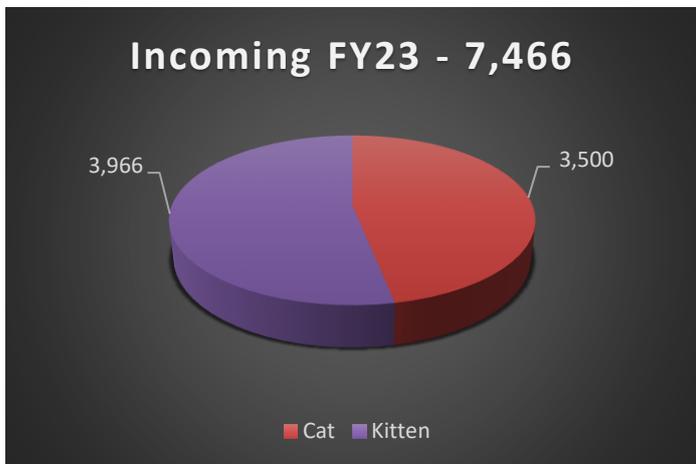
With respect to marketing, our team created advertising campaigns across Facebook and Instagram to promote events such as Wet Nose Day and drives such as Fee Free Shelter and Cat Haven's Raffle to support our Companion Cat Program. Other ongoing initiatives that were advertised included Safewill and the recruitment of more foster carers. This was also supported by email marketing to our database, as well as organic posts on our social media platforms (Facebook, Instagram, and Google). The new website design was also completed to bring it more in line with the current Cat Haven branding.

The Fundraising and Marketing Subcommittee is currently made up of Board Member's Katy Jaksic and Kasia McNaught, co-opted members Nicole Bishop (former Chair of Cat Haven) and Shirley Patrick (former Board Member), CEO Roz Robinson and Marketing Co-ordinator Amber Ashford.

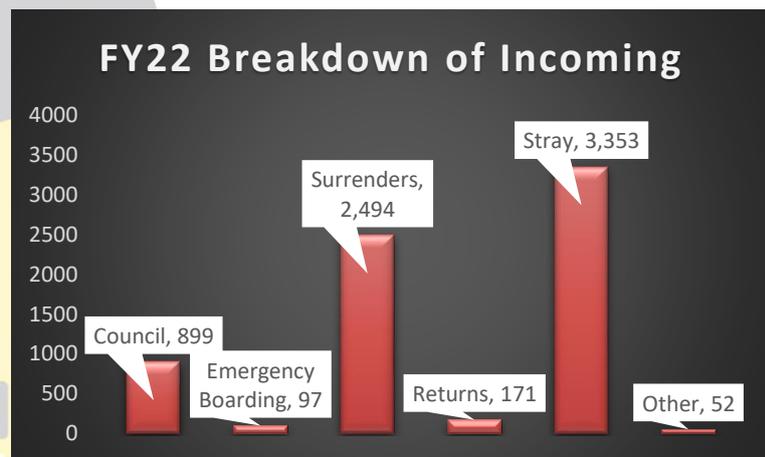
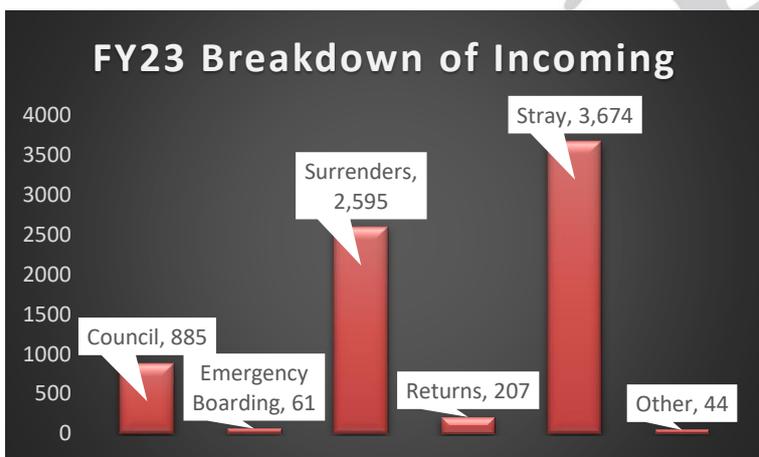
Annual Statistics (May 2022 to April 2023)

Incoming

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



Breakdown of incoming;



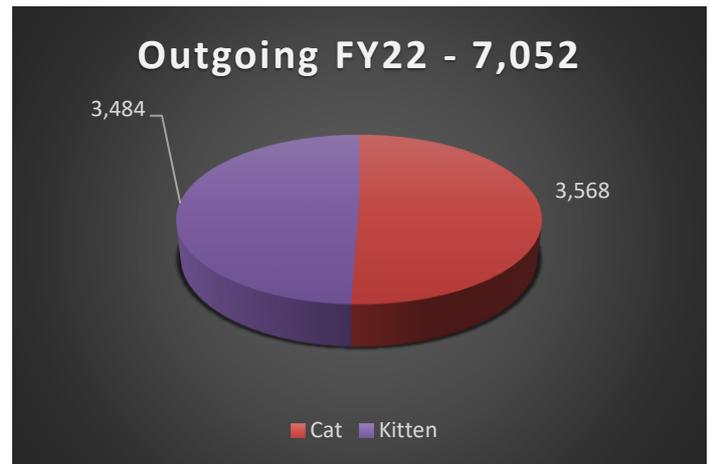
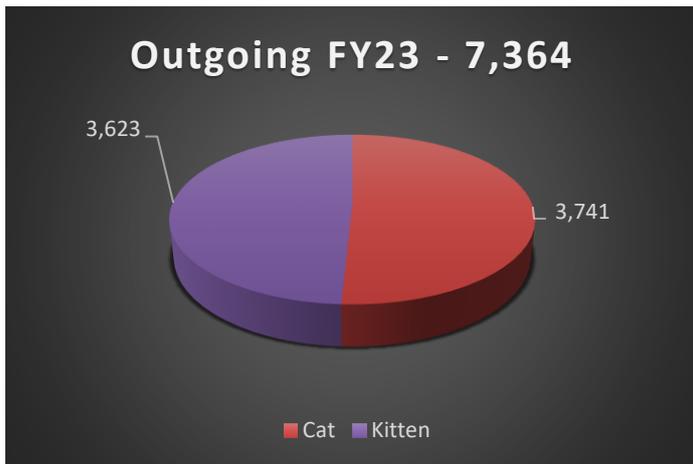
Incoming reason breakdowns remain fairly constant on a year on year basis.

The additional 400 received above the previous year was $\frac{3}{4}$ incoming as strays and $\frac{1}{4}$ incoming as owner surrenders.

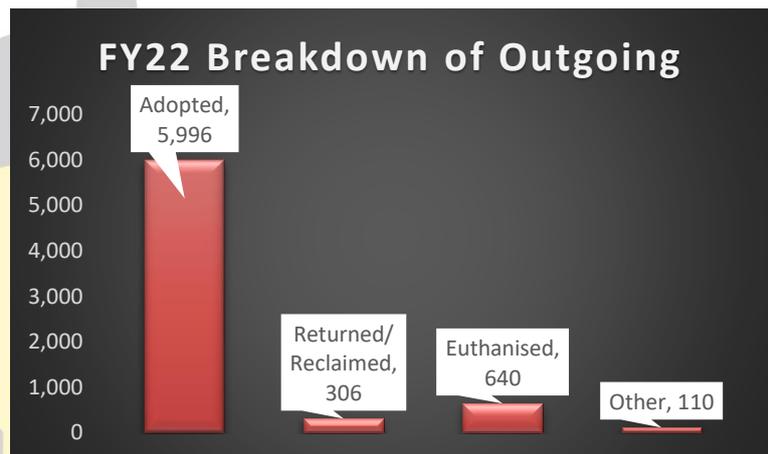
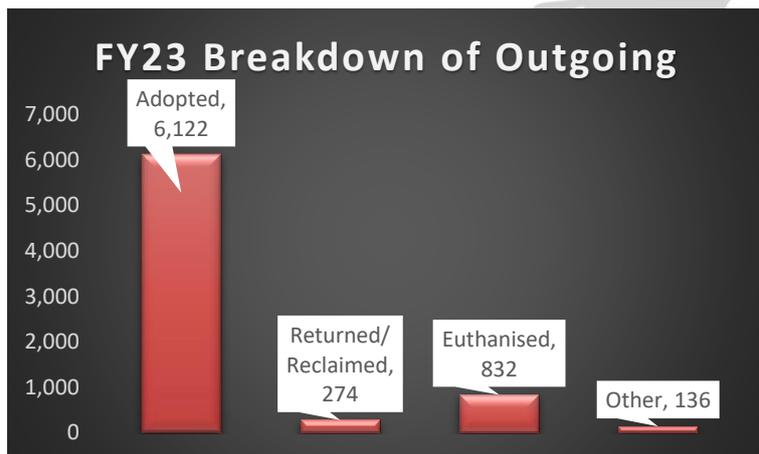
The significant climb in incoming strays makes it feel that Cat Haven still has an active role to play in the management of Western Australia’s cats and a key advocacy role for responsible cat ownership.

Outgoing

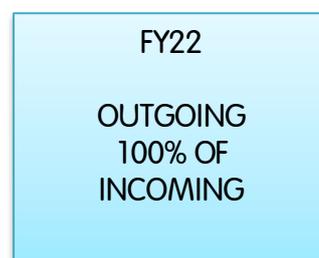
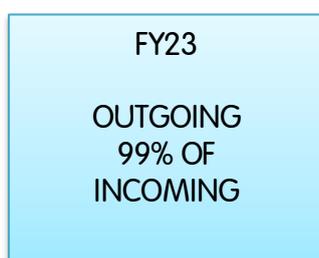
Outgoing numbers rose significantly this financial year from the previous year;



Breakdown of outgoing;



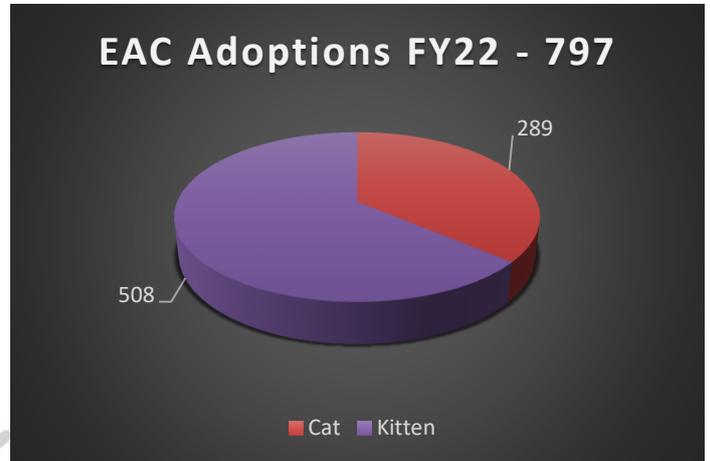
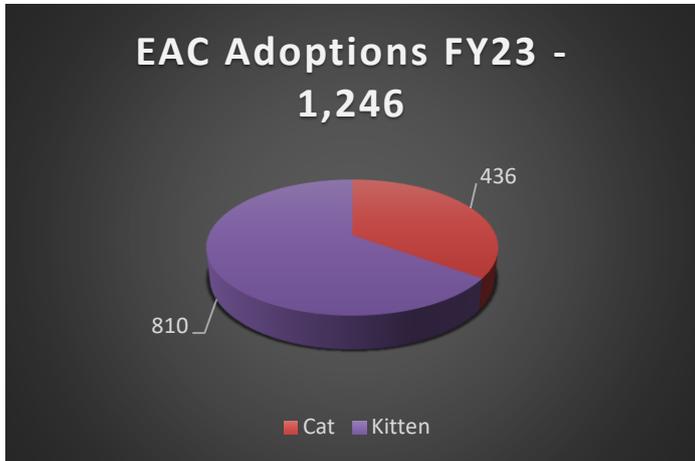
In the last 2 years we have been successful in having outgoing figures in the same region as our incoming figures so that means less cats being held over to another financial year. However, years gone past these figures have been varying therefore there always remains a steady number of cats in our care. This results in having to face continuing high cat numbers throughout the year with no real reprieve of a "quiet" season.



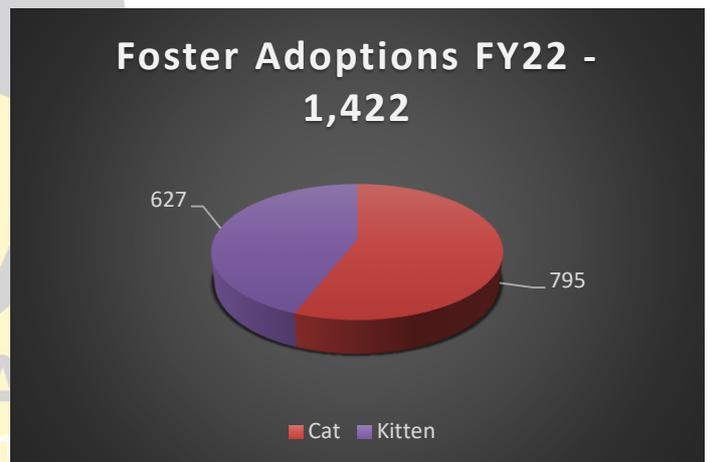
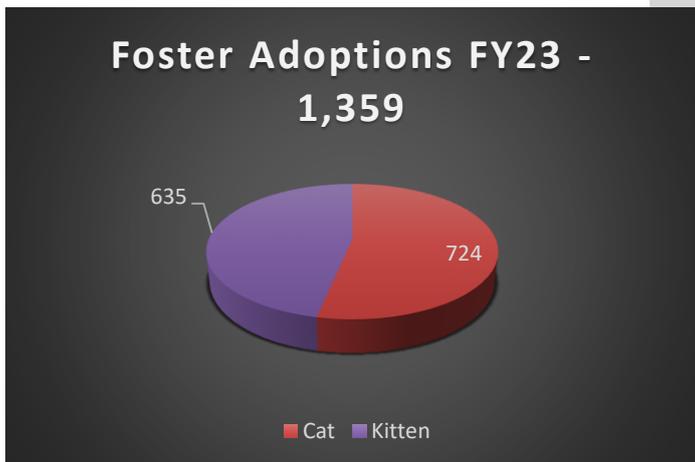
Breakdown of Adoptions

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

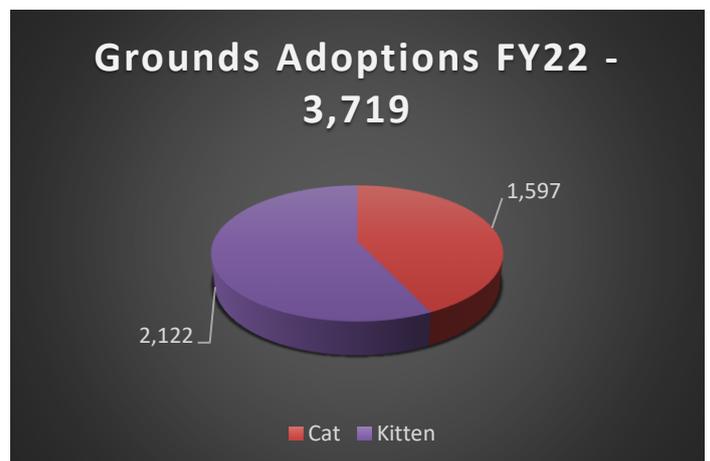
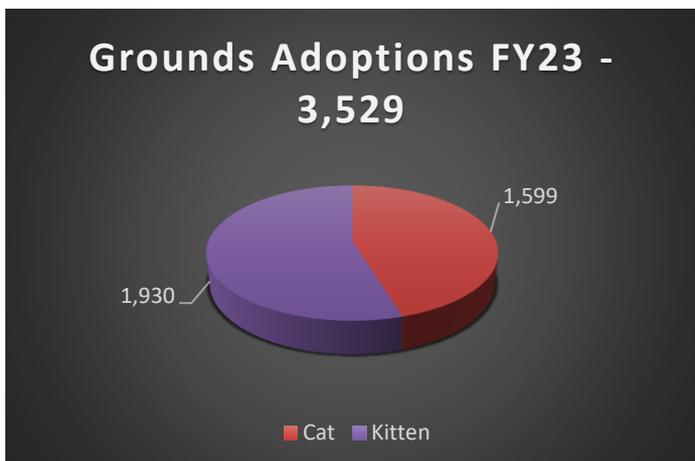
EAC (external adoption centres adoptions)



Foster (fostercare adoptions)



Grounds (onsite adoptions)



Getting 2 Zero

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

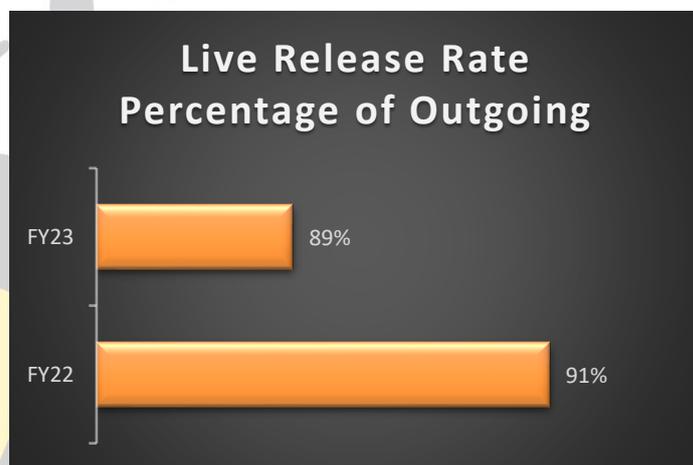


We do this by;

- 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

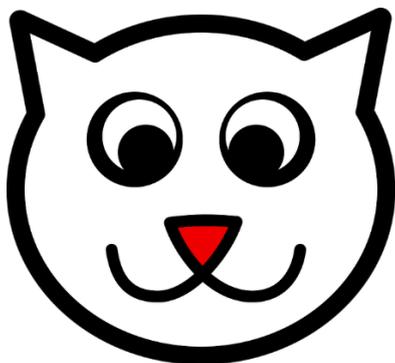
The main reasons that Cat Haven will euthanise a cat or kitten is due to it being aggressive/feral or due to severe ill health, where we find it would be more humane to euthanise the cat than let it live and suffer. Research shows that untreatable animals represent around 10% of all strays and surrenders, which gives a benchmark for us to measure against although we always strive to not exceed.

On the other end of the spectrum is Cat Haven's live release rate which we attempt to maintain at a reasonable percentage of our outgoing numbers of around 90%.



Foster

One of the programs that has assisted in the lessening of euthanasia at Cat Haven is our Foster Program. This year alone we have seen;



3,516 animals fostered
1,292 cats and 2,224 kittens
(174 more than the previous year)

With 4,219 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 2023)

Employees

72 employees

9	Full Time
29	Part Time
30	Casual
4	Maternity Leave



People & Culture Subcommittee

In the last 12 months the People and Culture Committee has undertaken further and ongoing review of policies and guidelines – Honorary Life Membership, Dress Code, Employee Benefits Schedule, and Remuneration Principles. There was also a review of Leave Entitlements with processes refined to clear the accumulation of annual leave, TOIL and long service leave following COVID.

The organisational structure of the Cat Haven has been reviewed to refine reporting lines and appoint staff to current areas of workforce needs together with an ongoing focus on leadership development of managers based on a distributed leadership model.

A Staff Working Group has been established to garner feedback from all staff and liaise with management as well as staff surveys being undertaken to provide a focus for areas of professional development, particularly in the areas of leadership and onboarding training for paid staff and volunteers.

We have also commenced storing all Human Resource forms and staff information electronically as a start on the move to a paperless environment.

Thank you to the People and Culture Committee members for contributing their time and expertise this year. The subcommittee is made up of Board members Julie Hewson, Robin Orton & Amy Pearn, management team employees Roz Robinson & Ashby Ranson, and co-opted member Kelly McKenzie.

Volunteers Onsite

An average of 87 volunteers (38% more than last year) per month came to Cat Haven providing a total annual of 13,640.5 (a 28% increase on last year) registered onsite operational hours. Tasks include, but are not limited to, utilities (bowl and tray cleaning), data entry, transportation, morning clean assistance, reception, adoptions, 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! With wage costs representing a significant expense to the organisation, volunteers are crucial to the financial viability of Cat Haven.



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

Volunteer 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 not coping in the shelter environment. Carers allow those cats in need to receive the extra attention they require that just simply cannot be met onsite.

Our foster team have worked effortlessly all year round welcoming and supporting an increased number of carers, higher volume of cats/kittens requiring foster care, and facilitating adopters and foster carers for more adoptions.

Volunteers Subcommittee

Our Volunteers are a critical part of what keeps Cat Haven going, providing invaluable support to multiple departments throughout the organisation. With us having navigated the obstacle course that was COVID this last year has seen us able to devote time to being able to bring some long-delayed plans to fruition and develop a more strategic approach to addressing our needs in the Volunteer space. Year-on-year our available Volunteer numbers have increased in the vicinity of 86%, demonstrating for us that the expansion of the Volunteer Co-ordinator role was the right decision at the right time and demonstrating the growing importance of the Volunteer Buddies program implemented by the Team. Underpinning this is an increase in Volunteer applications, averaging 45 per month seeing us increasing the frequency of our Volunteer Inductions to keep up with demand.

Looking to the future our targeted Volunteer onboarding strategy is strongly focussed on securing Volunteers to assist us in the critical community engagement and fundraising space at an organisational and implementation level to bolster our already dedicated and hard-working Fundraising Team. In addition to this we will be continuing to develop our Volunteers ability to operate in multiple roles and areas throughout the organisation and providing developmental opportunities to develop a flexible Volunteer cohort that can provide the maximum support across all areas of Cat Haven, be that on-site or at community engagement events wherever they may be.

Supporting these growth strategies will be our commitment to continual improvement as we revise and update our procedures, training materials and processes and the insights and ideas that will come from our Volunteer Survey.

The Volunteers Subcommittee is made up of Board Members Paul Andersson-Johnson (Chair) and Brenda Quinby, guest invited Board Members Robin Orton and Katy Jaksic, co-opted members Claire Everett, Tamara Clegg, Sasha Poli, and Greg Willson, and team employees Roz Robinson (CEO), Emma Hawkins (Volunteer Coordinator) and Michelle Ho (Volunteer Trainer).

Members

Cat Haven has
448 regular members
and
131 life members



Cat Haven Membership

10% discount off all retail products
Boarding discounts
Plus invitations to Cat Haven events & more!

Looking to the Future

Cat Haven received development approval from the Western Australian Planning Commission for its transportable building project. This will see a prefabricated building installed adjacent to the cottage with additional staff amenities, a dedicated sick bay, and a multi-purpose area serving as a meeting room and lunch room. This covered all-weather space will also be available to volunteers. This project is supported by a Lotterywest grant and pending receipt of the building permit, should commence late 2023.

Unfortunately, with the ageing of the buildings on site and the weather appearing to be heading more towards the wet each winter Cat Haven have faced a few leaks. This will mean that capital funds will be required to fix up the roofs to prevent any further damage and ensure the buildings are up to a reasonable standard for our workforce.

The Ringworm quarantine area, an essential area that has saved many cats from unnecessary euthanasia, is one of our oldest facilities on site and not currently up to standard for managing contagious zoonotic diseases. Staff working in this area require full PPE for prolonged periods to care for the cats. We are also having to utilise additional areas on site to manage ringworm cat volumes in part due to the sub-optimal conditions in Ringworm, which is less than ideal. We have commenced planning for upgrades including a complete re-fit of the housing to improve conditions for both cats and staff. We are exploring grant opportunities to support this project.

As always Cat Haven continues its process of attempting to streamline processes and utilise technology to assist teams in the work that they perform. Following trials and discussions with providers Cat Haven will soon implement the use of an online time and attendance program and move to an updated POS system. Like anything these transitions will take time to ensure efficiency and that the programs are working to the capability required by Cat Haven.

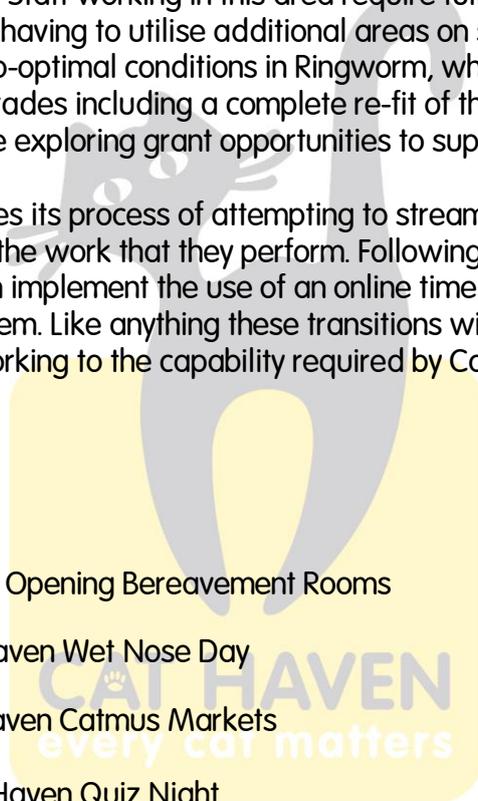
Upcoming Events

Friday 15th September Official Opening Bereavement Rooms

Sunday 12th November Cat Haven Wet Nose Day

Sunday 10th December Cat Haven Catmus Markets

Saturday 04th May 2024 Cat Haven Quiz Night





CAT HAVEN STRATEGIC SUMMARY 2022 - 2024

PURPOSE:

Rescuing cats from the perils of the street through advocacy, education, and prevention as the leading cat welfare association in Western Australia.

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 and rehoming as many as possible.
- ✔ Advocating on behalf of the cats and cat owners of WA to promote and educate responsible cat ownership as well as informing on the importance and benefits of cat companionship.
- ✔ Ensuring Cat Haven is financially resilient and that the organisation is sustainable in providing essential cat welfare services to the WA community in the long-term.

ORGANISATIONAL SUSTAINABILITY

- ✔ Having a sustainable organisational structure to ensure Cat Haven can continue to provide essential cat welfare services to the WA Community with adequate staffing support and a structure that promotes collaboration and communication within the organisation.
- ✔ Developing a long-term financial plan including a donor and capital fundraising strategy to allow for Cat Haven to undertake services to focus on prevention work as well as day to day cat welfare work.
- ✔ Having a succession plan to capture essential corporate knowledge both at the Board and administrative level to assist Cat Haven in delivering long term strategies.
- ✔ Diversifying Cat Haven’s income generating activities to lessen the reliance on bequests and donations. This will also allow for major bequests to be earmarked for strategic capital works for the long-term benefits of Cat Haven.
- ✔ Providing a well-structured foster program to socialise cats and relieve shelter induced stress to ensure more successful adoption outcomes.

TECHNOLOGY INFRASTRUCTURE

- ✔ Improving our IT infrastructure to drive opportunities for greater efficiencies and modernise the way we do business. Continuing to create strong foundations to stabilise and streamline systems.
- ✔ Implementing a well utilised Customer Relationship Management system to allow for enhanced engagement and interactions with members, adopters, donors, and other stakeholders. A harmonised platform will drive efficiencies across all departments to ensure that we always have access to the latest client information.

COMMUNITY AND STAKEHOLDER ENGAGEMENT

- ✔ Advocating and lobbying key government agencies and politicians to ensure cat welfare related legislation is drafted and implemented practically and with an evidence-based approach. Cat Haven is well placed to be the voice for cat owners and all cats in WA.
- ✔ Working closely with other cat welfare and rescue groups in WA to ensure a united voice in cat welfare matters.
- ✔ Working towards a prevention strategy including programs to proactively educate and enhance the awareness of responsible cat ownership in WA.



Celebrating 60 years of service to the WA community

With Thanks and Appreciation...

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!).

Sponsors & Partners;

Government of Western Australia
 Department of Local Government, Sport and Cultural Industries
 Department of Primary Industries and Regional Development
 Lotterywest
 Volunteering WA



Elanco Australasia Pty Ltd
 Envirapest
 Hill's Pet Nutrition Pty Ltd
 Lawnswood
 PetBarn Foundation
 Virbac (Australia) Pty Ltd



Transforming Lives™



Allmark
 Applied Vocational Training
 Brooks Choice Relocations
 Chapels on Whatley
 Crunch Auditing
 Hudson Marketing Pty Ltd
 Kanga Markets
 Perth Cat Hospital
 Phoenix Insurance Brokers
 The Carlisle Collective
 The Cat Café Purrrth



Lawnswood_{xo}



Our ASP donor
 JBwere Charitable Endowment Fund
 The Elizabeth Stamos Charitable Trust
 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



And all our donors





Pen Sponsors;

Chelsi Roberts

Deanna Gan

Jacob Kagi

Julian & Sue Nesci

Lei Healy

Lucinda Jackson-Miller

Mellida Frost

Ongerup Tyre &
Automotive



Connect Mortgages

Diana Pattberg

Jennifer Smith

Kat Bifield

Lisa Anstis

Margaret Gadson

Michelle Egan

Perth Cat Hospital

Sarah-Jayne & Vic
Powell

Sherre Thompson

Vlada Barsanova

David Worth

Helen Swale

Joe Clark

Kim Ribbink

Lisa Yau

Mark Bognar

Nola Hadrill

Rosalie Bean

Sasha Poli

Tina Ronci

Wendy Houlahan



Our Thanks and Condolences to the Families of;

Anthony Walton Bradshaw

Betty Ellen Ellard

Dorothy Isabel Millar

Ian Horowitz

Julie Young

Margaret Baxter

Marjorie Frances Bowen

Suzanne Jean McClure

Peter Ernest Andrews

Rita Florence Waghorn

Ronald Edward Marks

Terrance Bull

Valma J Cook



How You Can Help?

Become a member

Your membership of the Cat Welfare Society Inc 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
- Discounted boarding in our Boarding facilities
- 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 online from this link <https://www.cathaven.com.au/pages/foster-new> and, if you're successful, we'll contact you when we need your help. For more information email us at fostercare@cathaven.com.au

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.
- Adoptions.

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 and from 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://cathaven.snet.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 legacy

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 legacy. Why not utilise our partnership with Safewill for 50% off your online will, <https://safewill.com/cathaven>.

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 legacy to Cat Haven. We can also make arrangements for us to care for and rehome your cat via our Cat Custodian program in the untimely event of your passing before them.

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 of 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!



Visit our Website or Follow our Social Media Sites

www.cathaven.com.au

[Vote for us on MyGivingCircle →](#)



>34.3k Instagram followers



cathavenau [Follow](#) [Message](#)

1,860 posts 34.3K followers 742 following

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



[Find us on Facebook](#)



Cat Haven WA

77K followers • 149 following

>77k Facebook followers

CONTACT US

23 Lemnos Street
Shenton Park
WA 6008

08 9442 3600

admin@cathaven.com.au

www.cathaven.com.au

Licence No 17686

