

Cherished Pets Foundation

Annual Report 2018 - 2019

Organisation: Cherished Pets Foundation

ABN: 62 687 607 711

A message from our Chair

This year (2019) we celebrate the 4th anniversary of the establishment of Cherished Pets Foundation. As a Board of Directors, we provide the overarching governance for this new innovative charity. We are pleased to report that our brand is strong and touches the hearts of beneficiaries within the Bellarine and Geelong. Curiously, we quietly share that we have many 'secret admirers. On lookers (organisations, vet clinics, individuals, community groups, corporate businesses) in Melbourne and interstate continue to express interest in the Charity's work. This keeps our vigour and appetite for the organisation's growth alive, whilst we daily strive to support our local beneficiaries. We continue to aspire to our vision that *'the human-animal bond be accessible to all'*.

Whilst this report relates to our 2018 - 2019 financial year, it is worthwhile to connect to the ongoing remarkable work by many individuals who continue to embrace the founding spirit of the organisation. It is through the commitment and dedication of these individuals that we continue to offer our beneficiaries and their pets much love, care and attention.

We couldn't have accomplished any of our work this year without the support of our wonderful volunteers and devoted CEO and founder of CPF. Along with Alicia's valuable leadership, we are truly grateful for the extraordinary high standard of extensive skills and genuine love for our purpose that Natalie Davey demonstrates.

Today, our team of volunteers continue to work with those in the community who are vulnerable. The volunteers dedicate time and commitment to the most valuable loved ones of our beneficiaries – their pets. Some of the beneficiaries may be experiencing very challenging times as their resources are often not adequate to sustain their pets. So, we are so appreciative of all volunteers, whose commitment, time and energy enables a service to be provided. Their work is at the essence of ensuring that pets and their owners have a better life. As the testimonials in the report outlined in the following pages, CPF has in many cases been a 'life saver' for those in need. We sincerely thank you all for your continuous efforts and tenacity in your work that requires many different skills, knowledge and strength.

A priority to raise funds for the Charity has been a key role of the Board this past year. We are grateful for the ongoing generous donations from a plethora of loyal donors and sponsors, who have generously and annually given to the Charity.

Some of our most committed donors continue to seek anonymity. Whilst we sincerely respect their decision for this humbleness, we are deeply grateful for their untiring support to our cause. Their financial contributions have enabled us to explore a new area of our work - research. Branching out into research has been a key objective of the organisation and we are pleased that a new investigative project has been funded, commenced and is being developed further.

The fundraising committee set a high benchmark to raise funds this year and pleasingly met the target. All committee members bring their expertise to the discussions and again haven't disappointed us in their untiring efforts to raise funds.

The Board has continued to define and clarify the role of the Charity. A Memorandum of Understanding has been developed in conjunction with Cherished Pets Community Veterinary Care service, to ensure that we work professionally and in a planned way.

In conclusion, I would like to sincerely thank all Board Directors for your contributions, enthusiasm, time, skills and knowledge. I have been extremely grateful to work with a very professional group of individuals, who have supported me in guiding the organisation gently and realistically forward. The team of Directors continue to work methodically through all the design elements of a start-up charity. Sadly, at this AGM we are saying goodbye to Barry Sproull, whose strong support in policy development, program design and analytical thinking has brought much stability to the Board. Barry's skill and wisdom will be missed. And, I too, as interim Chair, sadly say farewell to the Charity. Pleasingly, I report, that Judy Wookey has kindly offered to guide the organisation further. Judy brings a large range of professional and personal leadership skills to the Charity. The Charity is in safe hands.

And finally, I say with much heart felt spirit to everyone who is associated with the Charity that you are kindly facilitating the delivery of our purpose of *"enabling the benefits of companion pets for vulnerable people in our community."*

Thank you all.

Chris Balaam, Chair

The Cherished Pets Foundation Board

Chris Balaam, Chair

Helen Butteriss, Treasurer

Jen O'Dwyer, Secretary

Barry Sproull, Member

Judy Wookey, Member

Mel Twomey, Member

Alicia Kennedy, Founder

Introduction and Executive Summary

It has been another exciting and busy year for Cherished Pets Foundation.

We have continued supporting elderly and disabled pet owners with in-home pet care services provided by volunteers, community vet nurses and vets. Pet respite and pet rehoming has surfaced as a regular need this year when circumstances facing pet owners found them unable to care for their pet. We have sadly said goodbye to a few of our original community pet program pet owners and pets over the year. We attended funerals, remembered their lives and supported those left behind grieving their loss. We have also welcomed new volunteers, vet nurses and supporters to our Cherished Pets community.

The Cherished Pets Community Pet Hub opened for business in Ocean Grove creating a welcoming space for our pet loving community to come together. The Hub has hosted volunteer training sessions, meetings, afternoon teas and puppy school classes.

The Foundation's first human-animal interaction research project funded by Pets Regardless Foundation was launched in collaboration with La Trobe University and Barwon Health to gather scientific evidence of the role pets play in human wellbeing. In keeping up to date with research in the human-animal interaction field, Cherished Pets representatives attended the International Society for Anthrozoology Conference. As a testament to our growing status in this field, we were visited by distinguished international researchers with a keen interest in our work.

Fundraising activities have continued to attract more private donors and we have seen continued and committed support from our major donors and business sponsors. The response to our second tax appeal matched last year's response.

The Foundation received some prominent media attention this year. Our relationship with Petstock generated opportunities for TV features on *Pooches at Play* and the mini-series *A Dog's Tale*. Cherished Pets was promoted on local and national radio and our stories were published in local media.

Thanks to the strength of our community support we received recognition and a grant for finishing as a top 3 finalist in the Sunsuper Dreams for a Better World 2019.

Our commitment to connecting the community through pets has seen us active in delivering community education and presentations on pet wellbeing and responsible ownership and attending community events.

Community Pet Care Program

In 2018-2019, CPF supported elderly and disabled pet owners to care for their pets through the community pet care program. Our team of volunteers assisted pet owners with daily pet care tasks and respite care, and CPF made it possible for pet owners to access pet health and wellness assessment, planning and management; emergency pet care planning; respite pet care and pet adoption; and subsidised veterinary care.

Achievements

Since June 2018, Cherished Pets Foundation has:

- 🐾 Provided over **400** COMMUNITY VET NURSING VISITS
- 🐾 Conducted over **150** VET CONSULTATIONS AND ASSESSMENTS
- 🐾 Coordinated over **1000** HOURS DONATED BY VOLUNTEERS
- 🐾 Ensured a warm bed & RESPITE CARE FOR **450** NIGHTS FOR PETS
- 🐾 Provided more than **\$26,000** WORTH OF VET SERVICES
- 🐾 Delivered **12** PET WEIGHT LOSS PROGRAMS
- 🐾 Found NEW HOMES FOR **10** PETS
- 🐾 Provided **120** HOURS OF CASE MANAGEMENT
- 🐾 Planned **35** EMERGENCY CARE PLANS
- 🐾 Supported **6** people through PET BEREAVEMENT



Support for pet owners

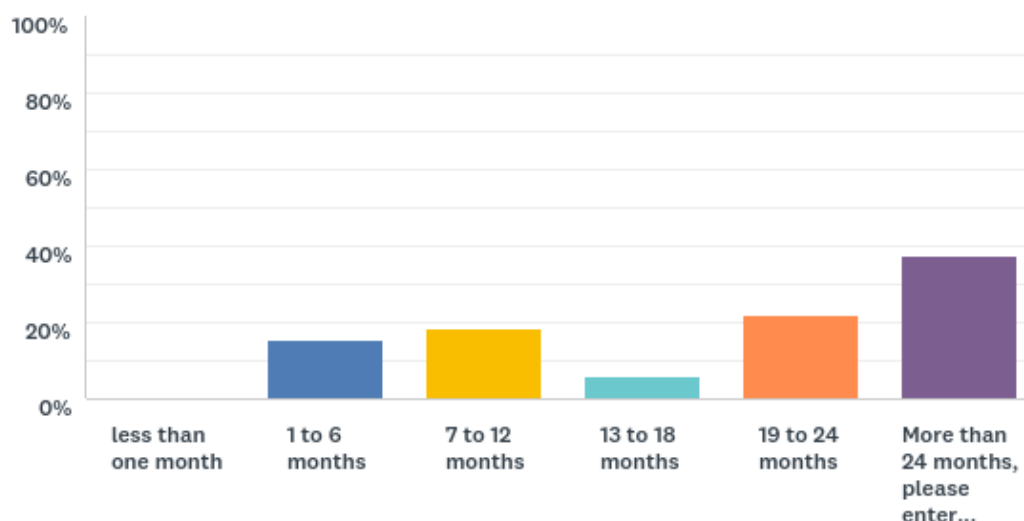
- 53 pet owners have been beneficiaries since launching in 2015
- 31 pet owners were Foundation beneficiaries this year. Of these, seven of the original beneficiaries, who took part in the pilot project in 2015, are still receiving support.
- 34 pet owners received case management
- 21 pet owners received volunteer pet care
- 16 received community vet nursing and pet wellness support
- 11 were recipients of financial support from the veterinary fund
- 9 pets were cared for in respite care
- Majority of pet owners (94%) owned at least one dog, 8% owned a cat.
- Most pet owners heard about Cherished Pets through a friend or a neighbour or a professional, like a case manager, vet or other pet care provider. Two heard about Cherished Pets at a community event.
- Most of the pet owners supported were women living alone (69%). Three men living alone, six couples and one woman living with family were also supported.
- 8 of the pet owners have a physical or mental health disability.

Volunteers

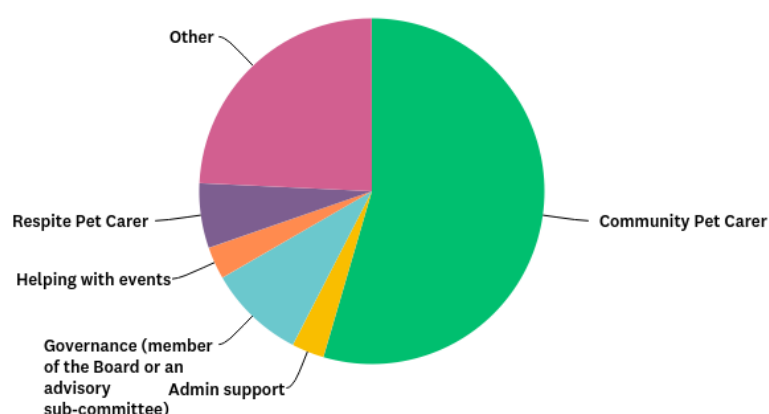
This year we conducted an audit and update of volunteer records including updating volunteer police checks and implementing the requirement for all volunteers to have a working with children check. The number of registered volunteers has dropped from 86 to 63 as a result of actively updating our records as well as putting a hold on recruitment because volunteer interest outweighed the Foundation's capacity to support more than 35 beneficiaries at a time. Not all beneficiaries needed a volunteer pet carer (65% were

matched with a volunteer pet carer). Volunteers who had not been active were contacted and removed from the register if they were no longer available. The active number of volunteers remains consistent with last year.

- 63 volunteers are registered; 29 are actively volunteering; 25 are available; 9 temporarily unavailable
- 8 volunteers resigned
- 95 volunteer enquiries were received between July 2018 and June 2019. Of these, 39 did not proceed with their application beyond the initial enquiry.
- Volunteers completed 1232 hours (excluding voluntary veterinary support and care)
- Just over a third of volunteer survey respondents (38%) have been volunteering for more than 2 years, 28% for between 1 and 2 years, 35% for less than a year and 16% for less than six months.



- The primary volunteer role is community pet care (55%). The primary task performed by all community pet carers was dog walking.



Impact

Respondents to our annual pet owner survey said that:

- 94% consider their pet as their best friend, companion and family. 72% said that their pet provides them with emotional assistance and 22% said they provide physical assistance.
- their pets made them feel happy (100%), relaxed (94%), needed (89%), loved (100%) and responsible (94%).
- they were less worried about providing for their pet's daily needs (83%) and were relieved and comforted to know there was assistance available to help care for their pet. 72% were less worried about their pet's care if they needed to go to hospital, move into residential care or passed away.
- their pet's health (78%) and happiness (89%) had improved.
- the services pet owners considered extremely valuable were volunteers assisting with the care of pets, followed by the Handles wellbeing assessment and in-home veterinary care. The next three most important services according to pet owners were the social aspects of the visits, peace of mind veterinary support and vet nursing support.
- pet owners said all volunteers cared for and respected them and their pet.

Pet owners said...

"Furry Family. She needs me and I need her desperately"

"If I can't get off the floor, I can call her over and she will stand still so I can lean on her and get up."

"Cherished Pets has been a god send, because I don't have to worry anymore".

Lessons

- The need for respite care services keeps increasing. It is good to keep growing the list of respite carers because as respite care needs are often unpredictable. Respite care is often urgent so we need a register of respite carers we can call on. At short notice some carers will not be available or may not be the best fit for the pet requiring respite.
- Rehoming needs have increased this year. We rehomed pets because their owner passed away or moved into a nursing home or because changes to the owner's health meant that they were not able to continue to provide for the needs of their pet. Some of the pet owners had chosen pets that were unsuitable for their circumstances and the poor match was not beneficial for the person or the pet.
- Volunteers continue to provide a valuable service and pet owners and volunteers value the social connection. At this point in the Foundation's lifecycle we are seeing a higher turnover of volunteers. Few volunteers will stay for more than 2 or 3 years. Volunteer recruitment and management needs a dedicated administrator to keep volunteer records up to date.
- The Foundation's limited resources are distributed unevenly amongst the beneficiaries. The needs of some beneficiaries are much greater and attract a larger proportion of the Foundation's funding. To increase our impact and support more pet owners, beneficiary agreements need to incorporate limitations so funds can be distributed more evenly.

The year's achievements are always best reflected in the words of our beneficiaries - the pet owners.

Pet owners said...

"Just very blessed to get into the program and to have my dog looked after and cared for by people who do it and look after the pets for the love of it. We choose the right volunteers - they are very caring. They are like good friends."

"Safety net sort of thing. Feeling that there is someone there for you."

"They are just lovely ladies, that care about my pet and myself. They are always caring and prompt. They make me feel at ease and I find it hard to let people even come into my house."

"It has given me peace of mind, someone I can call if needed".

Emotional Support Animal Project

Cherished Pets Foundation is committed to advancing and promoting research into the role of companion pets in human wellbeing and the human-animal bond. In collaboration with La Trobe University and Barwon Health, and funded by Pets Regardless Foundation, we started our first research study. The research study is part of the third stage of the Emotional Support Animal Project (ESAP) (Stages 1 and 2 of the ESAP are completed).

In conjunction with the research study, CPF is evaluating the effectiveness of the resource kit and supporting processes designed in Stage 2 of the ESAP to promote pet access for the pets of owners admitted to healthcare facilities.

The aim of the research study is to determine whether residents in aged care residential facilities experience a change in well-being due to visits from their pets and a volunteer, compared to visits from a volunteer only or no visit at all.

If there is a benefit to pet visitation when owners are in residential facilities, facility administrators may be encouraged to adopt policies which enable pets to visit owners as part of their patient-centred care plans.

All the preparatory work in obtaining ethics approval, training volunteers and briefing healthcare staff and dog behaviour and training professionals has been completed. Recruitment of participants, to date, hasn't gone to plan because of challenges associated with conducting research in a real-world, busy healthcare environment.

The challenges we faced connected with the healthcare environment are:

- organisational constraints
- change of senior management
- high demands on staff time
- staff absences
- lower than usual pattern of admissions
- refurbishment, closure of beds in one study residence
- new residents being admitted not matching the study participant criteria
- workplace accreditation taking place

Going into next year we will be working on ways to modify the research design to enhance participant recruitment.

Promotion and Events

In addition to attending community events and presenting to community organisations throughout the year there were some special highlights.

IAHAIO Visit

Cherished Pets was honoured to host a delegation from the International Association of Human-Animal Interaction Organizations (IAHAIO)

(<http://iahaio.org/>) IAHAIO President, Prof Marie-Jose Enders-Slegers and VP Development, Prof Brinda Jegatheesan were visiting Australia for the 27th International ISAZ (International Society for Anthrozoology) Conference in Sydney and they made a special trip to the Bellarine to meet us and see first-hand what we do. We teamed up with The Winged Horse Equine Welfare Inc. to host an afternoon tea, where we all shared news of our work in the field of human-animal interactions.



International Society for Anthrozoology 27th Annual Conference

Natalie and Dr Jenny Turton represented Cherished Pets at the conference in Sydney. It was a great opportunity for the Foundation to learn from and be part of the leading edge in the emerging field of human-animal interaction research.

Northern Bay College

For the Kids Thrive Project, we launched our Snuffle Mat Project and enjoyed a wonderful community action day with students at Northern Bay College. Some of the Foundation's beneficiaries came along and helped the students make snuffle mats. We took along our quality control tester, Snowy the dalmatian, Cherished Pets' ambassador.



Cherished Pets Community Hub Launch

The Cherished Pets Community Pet Hub opened for business in October at Madeley Street, Ocean Grove, to provide general practice veterinary services and create a welcoming space for our pet loving community to come together. The Hub has hosted volunteer training sessions, meetings, afternoon teas and puppy school classes.

Pets and Positive Ageing

As part of seniors' month Cherished Pets hosted a Pets and Healthy Ageing Mini Expo at the Community Pet Hub with demonstrations, displays, advice and information on pet and veterinary care, with a particular focus on the special services for seniors.



TV appearances

Our connection with Petstock generated opportunities for two TV features – an interview on *Pooches at Play* and a role in the mini-series *A Dog's Tale*.



Christmas party

The Foundation celebrated the festive season with our annual lunch for volunteers and beneficiaries of our community pet care project. We had a record attendance this year, with close to 40 people enjoying a Xmas lunch at the Clifton Springs Golf Club.



Responsible dog ownership workshops

Cherished Pets worked with Barwon Coast and Pawtastic Paws dog training to deliver two workshops on understanding dog body language and being responsible dog owners on shared beaches.

Media publications

Over the year we had seven Cherished Pets articles published in the local media.



Supporters and Sponsors

Cherished Pets Foundation has been able to deliver its services in 2018-2019 with the financial and in-kind support of generous organisations and individuals.

We express sincere gratitude for this support that has ensured the provision and development of our services for vulnerable pet owners and engaging our community through pet-focussed events and activities.

Thank you to the following organisations and individuals

Grants



Pets Regardless Foundation (formerly Smallest of Wishes Foundation)

Department of Social Services

All Saints Anglican Church Opportunity Shop

The Dove Opportunity Shop

Supporters

Kings Funerals

Moo Media

Mast Lawyers

Bellarine Business Advisors

Driftwood Café

Air Adventure Australia

Edenhills Pet Cemetery

Press Here

Pawtastic Paws

Newtown Veterinary Clinic

Happy Paws Professional Dog Training

Dalmatian Driving School

Great Ocean Road Photography

We would also like to thank all our private donors who have contributed generously over the year.

Profit and Loss

Cherished Pets Foundation 1 July 2018 to 30 June 2019

	30 Jun 19	30 Jun 18
Income		
Cinema Night	-	9,301
DEDJTR - IT equipment	-	7,256
DSS - Volunteer	634	2,174
Events & Markets	364	1,491
Interest received	170	110
Merchandise	200	176
Non Acquittal Donations	26,921	17,898
Non Acquittal Grants	10,000	10,000
Pet Stock - untied	15,000	-
Pet Stock Supplies Grant	9,392	-
Shifty Crowd Funding	4,030	-
Smallest of Wishes Foundation	16,505	-
Smallest of Wishes Stage 1	-	4,950
Smallest of Wishes Stage 2	-	6,275
Total Income	83,216	59,630
Gross Profit	83,216	59,630
Less Operating Expenses		
Bank Fees and Interest	734	439
Behavior Assessments	-	100
Cherished Pets Packages	58,206	-
Cinema costs	-	4,749
DEDJTR Equipment	-	7,256
DSS Volunteer	639	2,174
General expenses	161	-
Insurance	5,365	2,243
Medical supplies	-	1,273
Pet Stock - Supplies	13,636	-
Police Checks	465	-
Room Hire	-	50
Shifty Expense	4,431	-
Smallest of Wishes Foundation Expense	16,505	-
Smallest of Wishes Foundation Stage 1	-	4,878
Smallest of Wishes Foundation Stage 2	-	6,275
Superannuation contributions	-	48
Telephone	498	480
Vet fees (discretionary)	-	5,352
Wages	-	500
Work Cover	-	11
Total Operating Expenses	100,641	35,827
Net Profit	(17,426)	23,803

These Financial Statements are unaudited. They must be read in conjunction with the Accountant's Compilation Report and Notes which form part of these financial statements.

Balance Sheet



Cherished Pets Foundation As at 30 June 2019

	30 Jun 2019	30 Jun 2018
Assets		
Bank		
Cherished Pets Foundation.	37,053	24,222
CP Paypal	3,362	2,331
Total Bank	40,415	26,553
Current Assets		
Accounts Receivable	-	5,000
Receivables	-	128
Total Current Assets	-	5,128
Total Assets	40,415	31,681
Liabilities		
Current Liabilities		
Grants carried forward	29,043	2,259
GST	(625)	-
Rounding	-	-
Total Current Liabilities	28,418	2,259
Total Liabilities	28,418	2,259
Net Assets	11,996	29,422
Equity		
Current Year Earnings	(17,426)	23,803
Retained Earnings	29,422	5,619
Total Equity	11,996	29,422

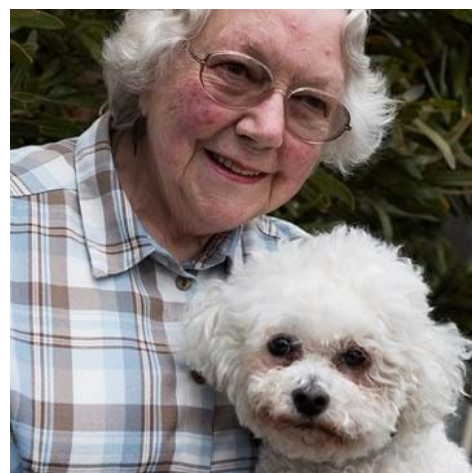
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Stories of People and Pets

Daisy

This year we lost Miss Daisy. Daisy was a cherished Bischon Frise sharing her life with Dawn, an elderly beneficiary of Cherished Pets Foundation and one of our originals in our community pet care project.

Since 2015 Dawn and Daisy have been receiving our home pet care assistance, including her volunteers, Chrissy, Jan, Chelsea, Abbey and Sally, who regularly visited to take Daisy for her much loved walks, and monthly visits from Glenda, our Community Vet Nurse, who oversaw all things health and wellness for Daisy. They were an easy pair to love and care for.



In return, Dawn has become a very active member of our Cherished Pets community, creating and making beautiful crafts and cards for us to sell, and also acting as a community ambassador, singing our praises, advocating for us to receive donations from our community, and rallying volunteers. Dawn & Daisy were regulars at our events and we all feel like one big family.

Daisy was a true star. She loved the camera and as such became known as our Foundation 'Covergirl,' appearing on our brochures, banners, presentations and on Channel 10's Pooches at Play program. Dawn and Daisy also featured in our CPF promotional video that was created for us by Moo Media in 2016 and they received a special visit from international guests in 2018 that led to a photo in the Geelong Advertiser!

Daisy loved a social gathering and attended almost every event we ever held. Her endearing, cheeky nature was loved by all, and she in turn loved Dawn the most. The two were inseparable and for Dawn, life revolved around Daisy.

At 12 years of age, Daisy was taken way too soon, succumbing to cancer, and our CP Family is still reeling. Dawn, her beautiful human, is lost without her. "It's like she was a part of me", is how Dawn described life without her in the days following her passing. We are staying close to Dawn who is desperate to find another Bischon companion through the rescue networks. All we can say is that the Bischon who finds a way to life with Dawn, will be the luckiest dog ever!

Thank you to everyone who was part of the Daisy Story: Natalie, Glenda, Jan, Chrissy, Chelsea, Abbey, Sally, the CP Team, Bellarine Vets.

Daisy passed peacefully at home, on Dawn's lap, and surrounded by love on the afternoon of Friday 16th August 2019. She is buried at a family home and is forever in our hearts.

RIP Daisy Girl.

Poppy

We first met Poppy when her owner contacted us seeking someone to help her with walking Poppy. Poppy is a beautiful, young greyhound who was adopted from GAWS into a loving home and quickly became a close companion. After having a fall, Poppy's owner was not able to take Poppy on the daily walks she needed. Her kind next door neighbour helped out by taking Poppy for a couple of walks a week but Poppy needed a daily walk. We introduced Poppy and her owner to one of our caring volunteers who started taking Poppy for walks.

However, it wasn't long before Poppy's owner had another health incident, which meant she could no longer take care of Poppy. Because of the unexpected changes to her health, she made the heart-wrenching decision to ask us to find Poppy a new home.

Our respite care volunteers invited Poppy into their homes and gave her the best of care while we searched for the perfect new home. By sharing Poppy's story through our community and friends of Cherished Pets we found her a home that was the perfect fit. Poppy was enthusiastically welcomed by a family of three, who couldn't wait to get to know her. On the day she arrived they had a new coat and bed ready for her. Cherished Pets helped ease Poppy's transition to her new home providing advice and support throughout the entire time. Poppy has settled in just fine and bonded with her family. She loves going for walks to the nearby park, meeting other dogs, snuggling up in her bed and keeping her new "mum" company, staying close by her side.

