

Canine Friends Pet Therapy



PERFORMANCE REPORT

year ending 31st March 2021

Email: Secretary@CanineFriends.org.nz



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UPDATE FROM THE PRESIDENT

The committee, members and supporters of Canine Friends Pet Therapy are extremely proud to celebrate **31** years of visiting rest homes, hospitals, and hospices. With regular communication to our members, we navigated through changing Covid-19 alert levels and have experienced continued membership growth, in turn extending our reach into more facilities. Covid-19 has highlighted the need for our services and in many areas, we now have a list of facilities requesting member/dog teams to make regular visits.

Our visits to universities and colleges continue and corporates realize the benefits to their staff that come from a Canine Friends visit. Our Liaison Officers are frequently invited to make presentations to groups and to represent our organisation at public events such as Expos.



Strategic Highlights.

Our alliance with the NZ Society of Diversional and Recreational Therapists has proved extremely valuable regarding issues around **Covid-19** and related visiting restrictions. We are invited to the Society's annual conference in August 2021 and will have member/dog teams present.

Our continuing work with Correction Centers has seen regular visiting to specific units in Hawkes Bay and Waikeria.

During the latter part of 2020 we featured in a Ministry of Social Development newsletter, the AgedPlus magazine and on Eldernet's website. These articles resulted in a flurry of applications from most regions.

Financial Highlights

Despite the difficulties caused by Covid-19, the National Committee were able to prudently manage our finances so that we are well placed for the 2021/22 year.

Operating Highlights

To complement the display kits previously provided to Liaison Officers, we have supplied four of our larger regions with branded banners for use at Expos, public events and presentations to community groups. We have also updated our standard PowerPoint presentation to help our Liaison Officers with the increased number of requests they are receiving for presentations.

In addition to our "buddy system" we have introduced a Volunteer Mentor initiative which gives new members the opportunity to discuss their first visits with a committee member who is a trained counselor.

We have taken the opportunity to review our Health & Safety processes and this has resulted in changes to our Group Visits and Children & School visits policies. Our Health & Safety form has been redesigned to be more user friendly for the facilities that we visit.

We are fortunate to have received a multi-year grant from NZ Lotteries which has funded our Membership Management Software Platform and website, video conferencing, our Xero subscription, and our email system. These systems play a major part in effective communication with the facilities we visit, our Liaison Officers and our members.

Our continuing partnership with NZ pet food company Ziwi provides ongoing support and appreciation to our members. Even though COVID-19 prevented us holding our annual Founders Day celebrations with Ziwi's support we were able to mail out service certificates to those members who had made major service milestones.

We value our ongoing partnership with DogsNZ which enabled us to hold a national Liaison Officer Appreciation Day in Wellington on 6 March 2021. This event included training sessions, open discussions, the opportunity for these key members to share experiences and most importantly to express our appreciation of their commitment and work.

Vicky Graham

President

April 2021



ABOUT US

Canine Friends is a New Zealand-wide network of people who share their friendly, well behaved dogs with people (in need) who do not have access to a dog. We have been providing competent and caring canine pet therapy visiting programmes for over 30 years. Health research shows that many people display great improvement in their health and attitude through interaction with visiting animals. Canine Friends experience and anecdotal evidence shows that the people we visit are often energised and comforted by our visiting dog teams.



Our Vision

Our vision is to share our dogs with people in need. This year (**despite COVID-19**), 659 of our "active" dogs & handlers visited at over 400 rest homes, hospitals, and hospices.

Our Mission

Our mission is to offer targeted pet therapy services to the elderly, the sick, the stressed and those in rehabilitation. We will do this by building strong alliances with the relevant national bodies.

Our Structure

We are an Incorporated society run by a national committee consisting of 12 elected members. We have a President, Secretary and Treasurer elected from these members each year at the AGM. All these positions are unpaid, and we have no employees. The national committee sets the strategy and the associated policies and oversees the operation of the regions against these policies.

Our Income

Our main source of income is from our annual membership fees (48%), supplemented with grants/sponsorships (33%) and donations (14%).

How We Raise Funds

Our annual membership fees, grants, sponsorship, and donations are supplemented by our members providing dog therapy teams for special events such as university exam weeks and wellness events for corporates.

Our Volunteers

We are 100% reliant on our volunteers for the time and expertise they provide for visiting, governance, administration, communications & technology.



STATEMENT OF SERVICE PERFORMANCE

Our constitution outlines our key objectives:

- to visit patients in hospitals & other institutions by handlers and dogs approved by Canine Friends, for the purpose of providing therapy for those patients.
- to establish the level of proficiency required by handlers and their dogs before obtaining the approval of Canine Friends for visitations.
- to provide training for the handlers and their dogs to the level of proficiency as required by Canine Friends.
- to hold meetings of an educational nature for members of the public to ensure the promotion of pet therapy and of dogs in general.
- to work with hospitals and other institutions to ensure the continuation and smooth operation of the visitation programme.

A STRONG MEMBERSHIP BASE

	2020/21	2019/20	2018/19	2017/18
Total Number of financial members consisting of:	761	706	700	618
Qualified Visiting Members	659	630	612	524
Non-visiting Members	65	49	67	73
Honorary Members	9	9	9	7
Exempt Members	28	18	12	14

HAPPY VOLUNTEERS

	2020/21	2019/20	2018/19	2017/18
Satisfaction of our members:	83%	87%	85%	85%

ORGANISATIONS WE VISIT

	2020/21	2019/20	2018/19	2017/18
Total Number of places we visit consisting of:	426	406	340	236
Rest Homes	381	363	317	221
Hospitals	17	16	14	6
Hospices	12	12	9	9
Other	16	15	-	-

Additional Output Measures

Each year we identify strategic initiatives that are aligned to our vision and mission. Here are three key projects that were delivered last year.

Initiative One:


A Rest Home Resource Kit which helps rest homes understand the service we provide.

Canine Friends are helping people in need around New Zealand


Being part of your Activities Programme
We hope that you and your staff are enjoying your Canine Friends visits and would love to receive feedback.

Many of our dogs are invited to share celebrations with those they visit such as Christmas, Easter, birthdays, anniversaries and fun days.


Sharing our lovely dogs
Our teams visit many other places such as universities, especially around exam time, special children's events, emergency services and correction centres.




University students enjoy some pet therapy time.




Our founder, Eileen Curry and her Golden Retriever, Marie.



First responder enjoying a canine cuddle.



Christmas at Virginia Lodge.



Special Canine Friends cuddles time.

Did you know... we've been visiting for 30 years!
We have been providing pet therapy since 1990 so we have lots of experience, a strong vision and fantastic members. Thanks to our Founder Eileen Curry, we are a respected nationwide charity.

What makes a good therapy dog?
All sorts of dogs... large, small, handsome, sleek, whiskery - we have them all. Size, shape and breed are not important, it's all about temperament. We look for dogs who like people, love being patted and will remain calm.

What makes people good at pet therapy?
We hope our members are warm caring people who are good listeners and enjoy talking to people of all ages.


"Canine Friends have been visiting Te Hapai for many years now and our residents get immeasurable benefits for many of them the opportunity to pet a dog brings back memories of dogs they have had during the years and you know what really special? Sometimes we have residents who are non-responsive. When we see and touch a dog they suddenly light up!"
Te Hapai Rest Home

Visits... some ideas
Most rest homes have our members and dogs mingle with the residents in a communal lounge area. Some residents request visits in their room. If this is encouraged please ensure doors are left open during visits.

We suggest that small dogs are placed on a chair beside the resident or patient, or if requested, on a small blanket placed on the bed.


Length of visits
This will vary depending on the time allocated by your facility, the member's schedule and the length of time the dog can focus on interacting with your residents. Usually visits are forty minutes to an hour but during the summer months this may well be less.

Partnerships



Keep Life in New Zealand

Partnerships






Dogs helping people

www.caninefriends.org.nz

Initiative Two:

We can help you
to help the people
you are caring for



A brochure for those rest homes who we are not visiting but want to know more about our services.



Initiative Three:

We have worked with NZ Post to identify smarter ways to manage our postal costs. This has resulted in significant costs savings for our quarterly newsletter bulk mail outs.

2021/22 Future initiatives

We have identified the following initiatives for consideration by the National Committee:
Standardized Member & Dog Assessment Forms; Online Training Clips and special topics/guest speakers available via ZOOM for members.

FINANCIAL INFORMATION

Statement of Financial Performance

	Note	2021	2020	2019
Revenue				
Donations, fundraising and other similar revenue	1	11,356	20,000	27,802
Fees, subscriptions and other revenue from members	1	21,375	22,141	17,326
Revenue from providing goods or services	1	1,469	417	165
Interest, dividends and other investment revenue	1	99	61	10
Other revenue	1	9572	2,750	150
Total Revenue		43,870	45,368	45,453
Expenses				
Expenses related to public fundraising		-	-	-
Volunteer and employee related costs	2	1,669	9,443	8,904
Costs related to providing goods or services	2	1,055	1,330	3,770
Grants and donations made		-	-	-
Other expenses	2	25,391	20,402	17,058
Total Expenses		28,114	31,176	29,732
Surplus/(Deficit) for the Year		15,756	14,192	15,720

Statement of Financial Position

Assets	Note	2021	2020	2019
Current Assets				
Bank accounts and cash	3	51,259	36,874	16,871
Debtors and prepayments	3	1,530	1,510	7,320
Total Current Assets		52,789	38,384	24,191
Total Assets less Total Liabilities (Net Assets)		52,789	38,384	24,191
Accumulated Funds				
Accumulated surpluses or (deficits)		52,789	38,384	24,191
Total Accumulated Funds		52,789	38,384	24,191

Statement of Cash Flows

Cash Flows from Operating Activities	2021	2020	2019
Cash was received from:			
Donations, fundraising and other similar receipts	20,928	22,750	22,952
Fees, subscriptions, and other receipts from members	17,180	22,486	17,326
Receipts from providing goods or services	1,469	417	165
Interest, dividends and other investment receipts	99	61	10
	39,675	45,713	40,453
Cash was applied to:			
Payments to suppliers and employees	25,290	25,710	32,053
Donations or grants paid			
	25,290	25,710	32,053

Net Cash Flows from Operating Activities	14,385	20,003	8,400
Net Increase / (Decrease) in Cash	14,385	20,003	8,400
Opening Cash	36,874	16,871	8,471
Closing Cash	51,259	36,874	16,871
This is represented by:			
Bank Accounts and Cash	51,259	36,874	16,871

STATEMENT OF ACCOUNTING POLICIES

Basis of Preparation

Canine Friends Pet Therapy has elected to apply PBE SFR-A (NFP) Public Benefit Entity Simple Format Reporting - Accrual (Not-For-Profit) on the basis that it does not have public accountability and has total annual expenses of equal to or less than \$2,000,000. All transactions in the Performance Report are reported using the accrual basis of accounting. The Performance Report is prepared under the assumption that the entity will continue to operate in the foreseeable future.

Sponsorship, Grants and Donations

Sponsorship, grant income and donations are accounted for depending on whether or not it has a "use or return" condition attached. Where no use or return conditions are attached, the revenue is recorded as income when the cash is received. Where income includes a cash or return condition, it is initially recorded as a liability on receipt. The income is then subsequently recognised within the Statement of Financial Performance as the performance conditions are met.

Interest Income

Interest income is recognised on an accruals basis.

Other Income

All other income is accounted for on an accruals basis and accounted for in accordance with the substance of the transaction.

Debtors

Debtors are carried at estimated realisable value after providing against debts where collection is doubtful.

Goods and Services Tax (GST)

Canine Friends Pet Therapy is not registered for GST. Therefore amounts recorded in the Performance Report are inclusive of GST (if any).

Income Tax

Canine Friends Pet Therapy is wholly exempt from New Zealand income tax having fully complied with all statutory conditions for these exemptions.

Bank Accounts and Cash

Bank accounts and cash in the Statement of Cash Flows comprise cash balances and bank balances (including short term deposits) with original maturities of 90 days or less.

Changes in Accounting Policies

Canine Friends Pet Therapy have elected to report under PBE SFR-A (NFP). Certain amounts in the comparative information have been reclassified to ensure consistency with the current year's presentation.

NOTES TO THE PERFORMANCE REPORT

Note 1 : Analysis of Revenue

		2021	2020
Revenue Item	Analysis		
Donations and other similar revenue	Donations	5,706	6,251
	Grants	5,000	8,760
	Sponsorship	9,572	2,742
	Event	650	2,247
	Total	20,928	20,000
Revenue Item	Analysis		
Fees, subscriptions and other revenue from members	Subscription Income - New	7,080	8,910
	Subscription Income - Renewals	14,295	13,231
	Total	21,375	22,141
Revenue Item	Analysis		
Revenue from providing goods or services	Sales - Badges	35	30
	Sales - Bags	0	20
	Sales - Books	0	20
	Sales - Clothing	1399	317
	Sales - Scarves	35	30
	Total	1469	417
Revenue Item	Analysis		
Investment revenue	Interest Income	99	61
	Total	99	61
Revenue Item	Analysis		
Other revenue	Other Revenue	0	2,750
	Total	0	2,750

Note 2 : Analysis of Expenses

		2021	2020
Expense Item	Analysis		
Volunteer and employee related costs	AGM Costs	66	290
	Conference Calling + Zoom	276	259
	Founders Day	265	346
	Gifts / Cards	259	146
	Liaison Officer Event	803	8,379
	Room Hire / Conferencing	0	23
	Total	1,669	9,443

Expense Item	Analysis		
Costs related to providing goods or services	Badges Costs	920	690
	Clothing Order	0	268
	Scarves Costs	135	372
	Total	1,055	1,330

Expense Item	Analysis		
Other expenses	Accounting Fees	0	52
	Bank Fees	13	18
	Charities Annual Return Filing	51	51
	Design Costs - Printing / Web	1,736	3,172
	Display Boards	2,198	453
	Bad Debts	2,665	3,145
	Freight & Courier	151	181
	General Expenses	504	92
	Insurance	1,010	961
	Membership Management Database	2,717	2,567
	Newsletter	6,374	1,280
	PO Box Rental	160	150
	Printing & Stationery	5,085	4,037
	Subscriptions - Volunteer Wellington	160	25
	Telephone & Internet	0	684
	Training	45	-

Travel - National	1,195	1,678
Web Services	480	335
WiFi	59	600
Xero	787	921
Total	25,391	20,402

Note 3 : Analysis of Assets and Liabilities

		2021	2020
Asset Item	Analysis		
Bank accounts and cash	Cheque account	18,997	15,773
	Grants	11,743	1,107
	Petty Cash	250	93
	Savings	14,035	13,901
	Term Deposit - Westpac	6,234	6,000
Total		51,259	36,874
Asset Item	Analysis		
Debtors and prepayments	Accounts Receivable	4,195	4,655
	Provision for Doubtful Debts	(2,665)	(3,145)
Total		1,530	7,320

Note 4 : Commitments and Contingencies

Commitments

There are no commitments as at balance date (Last Year - Nil).

Contingent Liabilities and Guarantees

There are no contingent liabilities or guarantees as at balance date (Last Year - Nil).

Note 5: Related Party Transactions

Related Party Disclosures:

There were no transactions involving related parties during the financial year (Last Year - Nil).

Note 6: Events After the Balance Date

There were no events that have occurred after the balance date that would have a material impact on the Performance Report (Last Year Nil).