

# Canine Friends Pet Therapy



## PERFORMANCE REPORT

Year ending 31<sup>st</sup> March 2023

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## UPDATE FROM THE PRESIDENT

Having worked through yet another challenging twelve months due to Covid, our priority has been to facilitate members to resume their visiting programmes. This has been a reasonably smooth process thanks to facility staff and our members working together.

We have been conscious of the importance of regular communication, and I am pleased to report our membership level has remained stable over the past two years

### Strategic Highlights

Once again, our alliance with the NZ Society of Diversional and Recreational Therapists has proved invaluable particularly around Covid-19 and related visiting restrictions. We are currently working with the Society by way of a nationwide survey of therapists and facility management on how we can improve our services.

Our visits to Correction Centres have resumed and we have received several requests to visit additional wards in hospitals.

In August 2022 we were pleased to announce Mark Vette, renowned animal behaviourist, zoologist and trainer as our Patron.

Earlier this year we were accredited by the Ministry of Justice to undertake Criminal Record Checks. This requirement is becoming more apparent of District Health Boards and aged care facilities.



## Financial Highlights

With income from membership subscriptions, sponsorship, grants, and donations, we have maintained a very good financial position.

Again, we have been fortunate to receive a generous donation from a member of the public and we have seen an increase in donations from corporates following requested group visits by our teams.

## Operating Highlights

Many of our Liaison Officers held events last May to celebrate Eileen Curry our Founder, made even more significant following Eileen's passing on 25 April 2022.

Once again, we received an annual grant from NZ Lotteries which has funded our Membership Software Platform, video conferencing, our Xero subscription and Discount Domains, our email system. These systems play a major part in effective communication with the facilities we visit, our liaison officers and our members.

Our partnership with NZ pet food company Ziwi since 2018 has enabled us to extend our reach into communities and to enhance our work by providing support and appreciation to our members. This also meant we have been able to send our newsletter to all facilities we visit.

With the ongoing support from DogsNZ we brought our liaison officers together last September to acknowledge appreciation of their involvement, commitment and to meet them in person. DogsNZ also gives us access to New Zealand's "dog" community through monthly features in their publication NZ Dog World. This regular exposure over time has raised the awareness of the value of pet therapy and increased the number of applications from knowledgeable dog owners.

Due to the popularity of our earlier photo competition, we arranged a second, this time with a Spring theme.

**30 years**

**canine friends**  
pet therapy  
Dogs helping people

Proudly supported by Dogs New Zealand

**In Memoriam: Eileen Curry, our Founder**  
Supplied by Vicky Graham, President

This Anzac Day marks the first anniversary of Eileen's passing so I would like to share some special moments and snippets of her Canine Friends journey.

In 1990, Eileen realised dogs visiting rest homes and hospitals would bring comfort to many people, especially those feeling isolated, stressed and afraid. People no longer living in their own home could still benefit from the special bond between animals and humans. A small group of dog owners participated in trials at four facilities in Wellington and the Hutt Valley with positive results, hence the beginning. In July 1990 those involved attended the inaugural meeting and decided on a name. The minutes of that meeting show the reasoning:

"In recognition of the group's objective of pet therapy, the name denoting the befriending of patients by dog and handler and the warm relationships that would follow..."

After 10 years, Eileen said "we have filled a niche long needed in New Zealand and we are very pleased to have achieved it". Eileen never allowed age to be a barrier and continued visiting for nearly twenty years. I have a newspaper article in which she said "volunteering is not just about altruism or wanting to give something back, it's more than that. Some days you may not want to go visiting but you know an elderly person is waiting expectantly near the door so you can't not go! It's a commitment".

Through a nationwide network of contacts and dog breeders, Eileen was constantly encouraging and supporting like-minded people to establish Canine Friends in their area.

After 32 years, our members are visiting over 400 rest homes, 19 hospitals and 12 hospices.

Eileen was awarded a Hutt City Civic Award for her service to the community. Other highlights included featuring on the TV One Good

Sorts programme. Along with Hayden Jones, she visited the Masonic Rest Home in Lower Hutt with two Golden Retrievers owned by committee member Sandy Foa. Eileen actually visited this facility 30 years ago with her own Golden. She also joined the Right Honourable Dame Patsy Reddy on a visit to Te Hapai Rest Home & Hospital.

In 2019, committee member Beverley Jocelyn initiated Founder's Day, a celebration held during the month of May when members can get together and celebrate Eileen's vision. Eileen attended three of these events with our Wellington members. She was looking forward to catching up with them again last May but this wasn't to be.

Thank you Eileen; you have left a wonderful legacy which has touched, and will continue to touch, the hearts of so many people. 🐾

If you and your dog would like to join us, please visit: [www.caninefriends.org.nz](http://www.caninefriends.org.nz)

14 April 2022

We have also offered members the opportunity to purchase good quality branded clothing, this has also been met with a good response.

We are seeing an increase in requests for our teams to take part in Children Reading to Dogs programmes.

The national committee strives to ensure our organization delivers our services with professionalism, credibility, and empathy.

**Vicky Graham**

**President**

**April 2023**

## Good fortune brings furry friend to Oncology patients

Each Tuesday morning patients and staff at the Oncology Outpatient department in Christchurch Hospital are treated to a visit from Canine Friends, a volunteer organisation that provides pet therapy to rest homes, hospital wards or hospices.

The visits are thanks to Registered Nurse Jen Sutherland (pictured) who made contact with Canine Friend.

Volunteer Jan Fortune and her trusty companion Briar, an Airedale Terrier, come in and spend time in the waiting room, meeting patients and providing them with some comfort and distraction.

Medical Oncology Clinical Nurse Specialist Bronwyn Perry says Canine Friends have only been coming for about a month, but it's made a noticeable change to the department.

"Briar has been well-received by patients and staff and everyone now looks forward to her and Jan's weekly visits."



Volunteer Jan Fortune and her dog Briar brighten up Tuesday mornings for patients and staff alike

## 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. Over the last year 582 of our “active” dogs & handlers visited at over 400 rest homes, 20 hospitals, and 13 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 grants/sponsorships (40%), our annual membership fees (31%), and donations/bequeaths/events. (29%).

## 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

	2022/23	2021/22	2020/21	2019/20	2018/19
<b>Total Number</b> of financial members consisting of:	663	664	761	706	700
<b>Qualified</b> Visiting Members	582	571	659	630	612
<b>Non-visiting</b> Members	69	56	65	49	67
<b>Honorary</b> Members	11	9	9	9	9
<b>Exempt</b> Members	28	28	28	18	12

## HAPPY VOLUNTEERS

	2022/23	2021/22	2020/21	2019/20	2018/19
<b>Satisfaction of our members:</b>	85%	88%	83%	87%	85%

## ORGANISATIONS WE VISIT

	2022/23	2021/22	2020/21	2019/20	2018/19
<b>Total Number</b> of places we visit consisting of:	451	457	426	406	340
<b>Rest Homes</b>	401	409	381	363	317
<b>Hospitals</b>	20	19	17	16	14
<b>Hospices</b>	13	12	12	12	9
<b>Rehabilitation homes</b>	7	5	5	-	-
<b>Prisons</b>	1	1	1	-	-
<b>Other</b>	9	11	9	15	-



## Additional Output Measures

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

### Initiative One:

We are collecting feedback nationwide from the Diversional Therapists (via an electronic survey) to identify improvements we can make to our service.

### Initiative Two:

A number of our members were interviewed for The Canine Friends Pet Therapy Digital Transformation Project 2022.

6 key insights and 8 key actions were identified and these have contributed to identifying our 2023/24 key initiatives.

### Initiative Three:

Production of YouTube online training clips for our Liaison Officers (internal use).

Building our YouTube video clips library for the public by including items on services we deliver such as hospital visits and Reading Programmes.

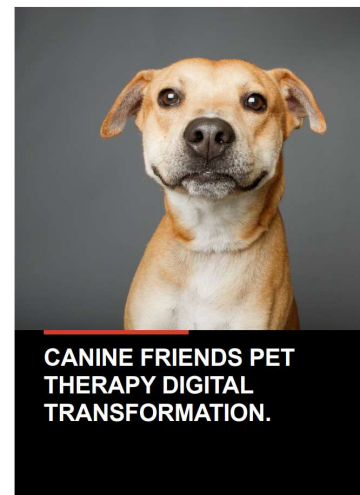
### Initiative Four:

Acquired the capability to run Ministry of Justice checks for volunteers where the facility has made this a requirement of visiting.

## 2023/24 Future initiatives

We have identified the following initiatives for consideration by the 2023/24 National Committee to make Canine Friends a more volunteer focused organisation.

- a technology review to remove excessive workload within the charity and enhance the experience for members and facilities.
- review our communication channels and make sure they are suitable for the audiences they serve.
- initiate and/or participate in research related to quantifying the benefits of pet therapy



CANINE FRIENDS PET THERAPY DIGITAL TRANSFORMATION

# FINANCIAL INFORMATION

## Statement of Financial Performance

	Note	2023	2022
<b>Revenue</b>			
Donations, fundraising and other similar revenue	1	27,407	24,787
Fees, subscriptions, and other revenue from members	1	13,685	18,610
Revenue from providing goods or services	1	3,628	1,543
Interest, dividends, and other investment revenue	1	413	78
Other revenue	1	20	10
<b>Total Revenue</b>		<b>45,153</b>	<b>45,028</b>
<b>Expenses</b>			
Expenses related to public fundraising		-	-
Volunteer and employee related costs	2	15,955	3,034
Costs related to providing goods or services	2	5,634	4,790
Grants and donations made		-	-
Other expenses	2	22,930	20,600
<b>Total Expenses</b>		<b>44,519</b>	<b>28,424</b>
<b>Surplus/(Deficit) for the Year</b>		<b>634</b>	<b>16,604</b>

## Statement of Financial Position

<b>Assets</b>	<b>Note</b>	<b>2023</b>	<b>2022</b>
<b>Current Assets</b>			
Bank accounts and cash	3	63,534	63,164
Debtors and prepayments	3	1,138	875
<b>Total Current Assets</b>		<b>64,672</b>	<b>64,039</b>
<b>Total Assets less Total Liabilities (Net Assets)</b>		<b>64,672</b>	<b>64,039</b>
<b>Accumulated Funds</b>			
Accumulated surpluses or (deficits)		64,672	64,038
<b>Total Accumulated Funds</b>		<b>64,672</b>	<b>64,038</b>

## Statement of Cash Flows

<b>Cash Flows from Operating Activities</b>	<b>2023</b>	<b>2022</b>
<b>Cash was received from:</b>		
Donations, fundraising and other similar receipts	27,407	24,987
Fees, subscriptions, and other receipts from members	13,460	15,315
Receipts from providing goods or services	3,638	1,553
Interest, dividends, and other investment receipts	390	78
	<b>44,905</b>	<b>41,933</b>
<b>Cash was applied to:</b>		
Payments to suppliers and employees	44,534	24,674
Donations or grants paid		
	<b>44,534</b>	<b>24,674</b>

<b>Net Cash Flows from Operating Activities</b>	<b>371</b>	<b>17,259</b>
<b>Net Increase / (Decrease) in Cash</b>	<b>371</b>	<b>17,259</b>
<b>Opening Cash</b>	<b>63,163</b>	<b>45,905</b>
<b>Closing Cash</b>	<b>63,534</b>	<b>63,164</b>
<b>This is represented by:</b>		
Bank Accounts and Cash	63,534	63,164

# 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

		2023	2022
<b>Revenue Item</b>	<b>Analysis</b>		
Donations and other similar revenue	Donations	8,269	6,126
	Grants	9,828	9,151
	Sponsorship	8,982	8,360
	Event	328	1,150
	<b>Total</b>	<b>27,407</b>	<b>24,787</b>
<b>Revenue Item</b>	<b>Analysis</b>		
Fees, subscriptions, and other revenue from members	Subscription Income - New	4,555	5,615
	Subscription Income - Renewals	9,130	12,995
	<b>Total</b>	<b>13,685</b>	<b>18,610</b>
<b>Revenue Item</b>	<b>Analysis</b>		
Revenue from providing goods or services	Sales - Badges	0	0
	Sales - Bags	0	0
	Sales - Books	0	0
	Sales - Clothing	3,573	1,513
	Sales - Scarves	55	30
	<b>Total</b>	<b>3,628</b>	<b>1,543</b>
<b>Revenue Item</b>	<b>Analysis</b>		
Investment revenue	Interest Income	413	78
	<b>Total</b>	<b>413</b>	<b>78</b>
<b>Revenue Item</b>	<b>Analysis</b>		
Other revenue	Other Revenue	20	0
	<b>Total</b>	<b>20</b>	<b>0</b>

## Note 2 : Analysis of Expenses

<b>Expense Item</b>	<b>Analysis</b>	<b>2023</b>	<b>2022</b>
Volunteer and employee related costs	AGM Costs	177	0
	Conference Calling + Zoom	295	271
	Founders Day	2,345	675
	Gifts / Cards	627	495
	Liaison Officer Event	12,511	1,593
	Room Hire / Conferencing	0	0
	<b>Total</b>		<b>15,954</b>

<b>Expense Item</b>	<b>Analysis</b>		
Costs related to providing goods or services	Badges Costs	1,865	1,034
	Clothing Order	3,769	2,820
	Scarves Costs	0	936
	<b>Total</b>	<b>5,635</b>	<b>4,790</b>

<b>Expense Item</b>	<b>Analysis</b>		
Other expenses	Accounting Fees	0	0
	Bank Fees	5	13
	Charities Annual Return Filing	51	51
	Design Costs - Printing / Web	1,311	1,476
	Banners	1,622	0
	Bad Debts	0	3,750
	Freight & Courier	538	99
	General Expenses	3,031	87
	Insurance	1,288	1,064
	Membership Management Database	3,683	3,090
	Postage: Newsletter & New member kits	6,008	5,521
	PO Box Rental	170	170
	Printing & Stationery	1,546	1,822
	Subscriptions - Volunteer Wellington	155	140
	Book Costs	2,026	0
	Training	60	0



Travel – National & Motor Vehicle expense	148	2,099
Web Services	249	419
Tagged Donations	200	0
Xero	840	799
<b>Total</b>	<b>22,930</b>	<b>20,600</b>

### Note 3 : Analysis of Assets and Liabilities

		2023	2022
<b>Asset Item</b>	<b>Analysis</b>		
Bank accounts and cash	Cheque account	27,791	22,282
	Grants	9,623	15,257
	Petty Cash	379	187
	Savings	15,741	19,165
	Term Deposit – Westpac	10,000	6,273
<b>Total</b>		<b>63,534</b>	<b>63,164</b>
<b>Asset Item</b>	<b>Analysis</b>		
Debtors and prepayments	Accounts Receivable	15	0
	Provision for Doubtful Debts	1,100	4,625
	Interest Accrual	23	0
<b>Total</b>		<b>1,138</b>	<b>4,625</b>

### 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).

**Note 7: Prior Period Corrections**

During the preparation of the Performance Report for March 2023, some prior period corrections were identified. These have been corrected in the period in which they occurred, with the comparatives for March 2022 restated to reflect these corrections.

<b>Note 7: Prior Period Corrections</b>			
During the preparation of the Performance Report for March 2023, some prior period corrections were identified. These have been corrected in the period in which they occurred, with the comparatives for March 2022 restated to reflect these corrections.			
	<b>Bank receipts corrected</b>		
<b>Year ended 31 March 2020 corrections</b>	Two deposits were entered in YE 2020 that were incorrect. These were shown as unreconciled in the bank reconciliation and in the current year, they were removed. This has decreased the bank account balance, and decreased equity (the transactions were recorded as income in YE 2020).	(5,342)	
	<b>Term Deposit Interest</b>		
	Interest on term deposit was not included in YE 2020. This resulted in the income being understated. Correction has increased equity and the term deposit balance.	159	
	<i>Surplus as reported YE 2020</i>	14,192	
	<b><i>Corrected Surplus</i></b>	<b>9,009</b>	

	<i>Accumulated Funds as reported YE 2020</i>	38,384	
	<i>Corrected Accumulated Funds</i>	33,201	
Year ended 31 March 2021 corrections	<b>Savings Account Interest</b>		
	Interest on savings account recorded but not due or received until YE 2022. This resulted in the income being overstated in YE 2021. Correction has decreased equity.	(10)	
	<b>Reversal of prior year accruals not entered</b>		
	The accrual for membership fees for YE 2020 was not reversed in YE 2021. This resulted in the income being overstated in YE 2021. Correction has decreased equity.	(1,510)	
	<i>Surplus as reported YE 2021</i>	15,756	
	<i>Corrected Surplus</i>	14,236	
	<b>Accumulated Funds balance reconciliation</b>		
	Variance between accumulated funds YE 2021 reported and accumulated funds YE 2020 plus YE 2021 surplus	1,351	
	YE 2020 corrections	(5,183)	
	YE 2021 corrections	(1,520)	

	<i>Accumulated Funds as reported YE 2021</i>	52,789	
	<i>Corrected Accumulated Funds (including prior year adjustments)</i>	47,437	
Year ended 31 March 2022 corrections	<b>Term Deposit Interest</b>		
	Interest on term deposit for YE 2021 was included in YE 2022. This resulted in the income being overstated. Correction has increased equity.	(75)	
	<b>Reversal of prior year accruals not entered</b>		
	The accrual for membership fees for YE 2021 was not reversed in YE 2022. This resulted in the income being overstated in YE 2022. Correction has decreased equity.	(1,330)	
	<i>Surplus as reported YE 2022</i>	18,008	
	<i>Corrected Surplus</i>	16,603	
	<b>Accumulated Funds balance reconciliation</b>		
	Variance between accumulated funds YE 2021 reported and accumulated funds YE 2020 plus YE 2021 surplus	1,351	
	Variance between accumulated funds YE 2022 reported and accumulated funds YE 2021 plus YE 2022 surplus	1,415	
	YE 2020 corrections	(5,183)	

	YE 2021 corrections	(1,520)	
	YE 2022 corrections	(1,405)	
	<i>Accumulated Funds as reported YE 2022</i>	69,381	
	<i>Corrected Accumulated Funds (including prior year adjustments)</i>	64,039	
	<i>** Note all the corrections have been included in the restated comparatives for YE 2022. There is no impact on current year result.</i>		