

Seniors' Pet Support Program



Our commitment to Animal Welfare



OFFICIAL PATRON

Hon. Michael Kirby AC CMG Animal Welfare League Qld



Established in Southport in 1959, Animal Welfare League Qld (AWLQ) cares for more than 18,500 animals every year in pounds and shelters across South East Oueensland.

AWLQ is at the forefront of companion animal rehoming and welfare initiatives, working with local councils, state government and the community to improve the outcomes for stray and abandoned animals.

Our community vet clinics provide an essential service, offering low-cost, quality veterinary services to all members of the public, no matter what their financial circumstance.

In all that we do, AWLQ works with integrity, innovation, optimism and initiative. We have one of the highest rehoming rates in Australia and will never turn away an animal in need.

AWLQ is proud to give homeless and abandoned animals the best chance at a new life and we place no time limit on finding our animals new homes.

Visit awlqld.com.au













Integrity Innovation Optimism Initiative



Golden Hearts™ Ambassador Ita Buttrose

"As a life-long pet owner and supporter of older people in our community, I am proud to endorse AWLQ's Golden Hearts™ Seniors' Pet Support Program.

Advocating for seniors in our community I've come to understand the unique challenges facing those in this age group. More often than not they're related to health, mobility and socialisation, and can lead to feelings of isolation and loneliness.

Owning and caring for a companion animal can relieve many of these issues. However, senior-aged people often believe they are "too old" to care for a pet.

Furthermore, many elderly people who DO own a pet, sometimes feel in need of extra support in the care of their animals but are unsure of who they can turn to for help.

Golden Hearts™ Seniors' Pet Support Program has been designed to break down the barriers that stand in the way of senior people owning pets. It helps make pet ownership as stress free as possible and gives those aged 65 and older the peace of mind and support they need to enjoy the many benefits of animal companionship.

As Ambassador for Golden Hearts™ Seniors' Pet Support Program, I invite you to learn more about this wonderful, holistic program and the many services that it can offer you.

Whether you are looking for a companion animal with whom to share your life or you already own a pet, AWLQ's Golden Hearts™ is here to support you every step of the way."

Ita Buttrose AO OBE

Ambassador Golden Hearts™ Seniors' Pet Support Program

Welcome to Golden Hearts TM

Companion animals reward us with unconditional love, acceptance and friendship - the endearing tilt of the head from a faithful dog can lift our spirits, just as the gentle purr from a contented cat can feed our souls.

Sharing your life with a companion animal is proven to have many health and social benefits- particularly for mature-aged people.

Dog walking, pet grooming and even the simple act of patting provide increased physical activity that strengthens the heart and improves blood-circulation.

A pet's calming influence lowers blood pressure, reducing the risk of heart attack. Companion animals can also decrease feelings of loneliness and isolation.

AWLQ recognises how beneficial pet companionship can be for older people and has developed Golden Hearts™; a Pet Support Program for seniors aged 65 and over.

Whether you already have a companion pet at home, or you like the idea of adopting a healthy and happy senior-aged pet to call your own, then Golden Hearts™ Seniors' Pet Support Program is for you!

If you have a pet at home or wish to have a pet at home, then AWLQ invites YOU to become a part of our family by offering you FREE membership to our Golden Hearts™ Seniors' Pet Support Program.

As a Golden Hearts™ member you are always able to call upon the support and services of AWLQ to assist in the care of your beloved companion pet, whether you adopted your pet from us or not. This program is to support you and your pet.

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Member Benefits

Pet Matching Service

Access to our Pet Matching program for seniors looking to adopt a pet.



• Short Term Emergency Pet Care Service

Access to Short-Term Emergency Pet Care Services (STEPS) for hospital support, and/or seniors moving into aged-care who can't take their pet with them.

Legacy Pets Program

Option to join our Legacy Pets program.

Vet Care Discounts

- 50% off annual vaccinations at our AWLQ Community Vet Clinics (excludes heart worm).
- 10% off all AWLQ Community Vet Clinic services including consultations, all in-house surgery, dental scale and polish, microchipping, nail clipping and desexing. Bookings are essential. Gold Coast Community Vet Clinic: Ph: 07 5594 0111, Email: goldcoastvetclinic@awlqld.com.au lpswich Community Vet Clinic: Ph: 07 3812 7533, Email: ipswichvetclinic@awlqld.com.au

• Pet Product Discounts

10% off all pet food and pet products sold at our Community Vet Clinics and Rehoming Centres (unless already discounted).

• \$10 Dog Hydrobath

Saturdays only 10am to 2pm at Gold Coast. Bring towel. No bookings required. Small dog grooming service from \$40 at our AWLQ Gold Coast Rehoming Centre. Bookings essential. Refer to the flyer sent with your membership card.

Christmas Hamper

Receive a free annual Christmas hamper for your pet, including pet food and goodies handed out at our annual Christmas morning tea.

Special Events

Access to special events, Golden Hearts™ functions and morning teas.

Ongoing Pet Support

Ongoing support from our Golden Hearts™ Seniors' Pet Support Team. Tel: (07) 5509 9033

* AWLQ reserves the right to change our prices or services without notice



Introducing _____ Pet Matching

Would you love the company of a pet but feel you are too old to take on the responsibility?

Would you love a lap-cat to share your evenings with, or a dog to take on leisurely walks? Would you like the quiet companionship of a loving pet but are unsure if you will always be in a position to care for it?

What if we told you that if you adopt one of our pets from Animal Welfare League Queensland (AWLQ), we will give you our unconditional promise that if your circumstances ever change, or you are finding it too difficult to manage to care for your pet, we will take the animal back into our care at no cost to you?

If you return your animal within the 21 day cooling off period, you are entitled to a full refund.

Would this help you feel more confident about taking on a companion pet?

And remember, even if you end up finding a pet from somewhere else, you can still be a member of Golden Hearts™ Seniors' Pet Support Program with all its benefits. This program is to support you and your pet whether you adopt your pet from us or not.

AWLQ understands that sometimes it's difficult for a senior-aged person to drive out to our shelters to search for animals, or that they may not have access to see what is available online.

So AWLQ has introduced Golden Hearts $^{\text{TM}}$ pet matching service — matching senior people with a pet that best suits them.

Once you have indicated on the application form that you are looking to adopt a pet, one of our experienced Golden Hearts[™] team members will call you to establish the type of dog or cat you are looking for. We will then put you on a pet watch list where we will let you know as soon as one becomes available.

Having the right companion pet to suit your personality, home and lifestyle, is a very important decision. There are many things to consider when choosing a pet, like the age and type of breed you are looking for. The sex of the pet, grooming needs, temperament, energy levels and whether it needs to get on with another family member or pet, all needs to be considered.

There is no obligation for you to take the one we feel might be good for you as it is a really important decision affecting both you and the animal. It is also important that you have that bond and connection with each other.



Learn about _____Golden Pets

Every now and then we give away (fee-waived) some of our older dogs and cats that might require that extra special loving home.

Golden Pets are identified by a gold heart icon at the top of their online profile in the 'adopt' section of the website.

All AWLQ animals are desexed, microchipped, vaccinated and behaviour assessed and health checked by a veterinarian.

What if it doesn't work out between my new pet and me?

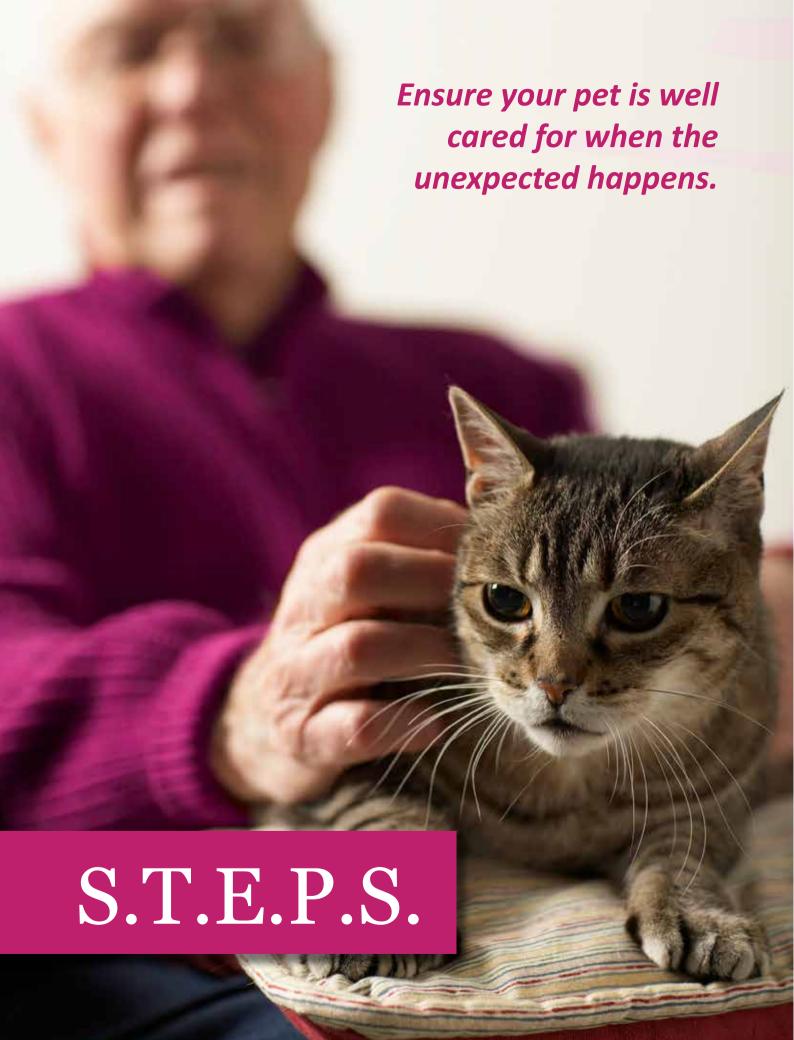
If for any reason you do not get along with your new pet, or things just do not work out, as a member of our Golden HeartsTM program you are able to return your adopted pet back into our care at no cost to you.

You then have the option of being able to choose another animal that may be more suited to you.

AWLQ never views adoption returns as 'failures' – rather, we see them as a learning opportunity. It enables us to find out more about how the animal behaves in a home environment, helping us to better place the dog or cat next time.







Short Term Emergency Pet Care Service

A barrier to pet ownership for many older people is the concern that no one will be there to care for their pets in the event of an emergency situation, hospital stay or during a bout of ill-health.

Boarding kennels can be expensive. Additionally, most elderly pet owners would not like the thought of their pet being alone in a kennel. The last thing an older person who is suffering ill-health needs is the added stress of worrying about their pet.

AWLQ understands this concern and offers all our Golden Hearts[™] members our Short-Term Emergency Pet Care Service, or S.T.E.P.S.

In the event that you should need a stay in hospital and have no-one else to look after your pet, we will ensure your pet is well cared for.

Who can use S.T.E.P.S. and how much does it cost?

This service is available exclusively to our Golden Hearts™ members.

S.T.E.P.S. is FREE for the first three days your pet is in our short-term care. If you require a longer stay for your pet, there is a small cost for each pet in care per day. **NB. We do not offer holiday and vacation accommodation.**

In the event that you are not able to take your pet back into your care for any reason, you have the option of transferring your pet into our 'Transitions' program (p14).

Where will my pet stay?

If we are given enough notice of your hospital stay, we can arrange to have your pet stay in the home of one of our long-term foster carers.

Alternatively, if it is an emergency and you are already in hospital and we can't locate a foster carer immediately, your pet may spend a short time in one of our air-conditioned offices with our staff who are well-trained in caring for animals, until the right carer can be found.

If you happen to have a larger dog or more than one dog, this may not always be possible for longer stays.

How do I book my pet in?

When you know what dates you are going into hospital, ring one of our friendly Golden HeartsTM team members who will be able to assist you.

If you are already in hospital and your pet is locked inside your home and you are not able to call, you can have an authorised hospital staff member, or family member contact us directly on Tel: (07) 5509 9033

Email: goldenhearts@awlqld.com.au

If it is not an emergency, we will ask you to bring your pet to us, or someone else on your behalf.



Do you have a _____ 'Plan P'?

What would you do if you've been rushed to hospital and your pet was locked or trapped at home with no one to help?

Do you live alone and have a pet?

Do you have a back-up plan just in case something happens to you?

Sadly, gone are the days where we lived in small communities and left our doors unlocked, knowing full well our neighbours or friends nearby would be there to help.

So what's your back-up plan just in case?

Your dog might be your closest friend giving unconditional love, and your cat, your TV couch companion, but unfortunately they can't fend for themselves if they're locked inside your home

Do you have a trusted friend or family member nearby who you would entrust with your house key, or have a spare key hidden just in case?

Consider this, what if you are suddenly taken to hospital. Do you have someone who would gladly watch your dog, or feed your cat?

Sadly, this is an ever-growing problem as more and more people live isolated lives.

Cats are very territorial and often stress when moved out of their regular environment.

Neither dog nor cats fare well without water; depending on temperatures, a couple of days at most.

If you're living alone and can afford it, try using a pet water fountain in your home. At least in an emergency this ensures your pets are hydrated and even if you cook special food for them, using a perpetual feeder is not a bad idea for emergencies as well.

Keep a notice on your fridge with AWLQ's number for friends, neighbours, family, or emergency care workers.

Ensuring your beloved companion pet is cared for in an emergency will not only potentially save their life but also give you peace of mind, just in case.

Something to think about...

No animal enjoys being moved from their regular environment, especially cats, and especially when it's from their loving owner's home.

So if your pre-planned hospital stay is for only one or two days, having someone like a neighbour or family friend to feed your pets in your own home would be better for the pet, rather than trying to relocate them into foster care.





Transitions



Supporting you through_____life's transitions

Moving into an aged care or retirement facility can be one of life's most difficult transitions, particularly for pet owners who can't take their pet with them.

Leaving behind a beloved companion pet to face an uncertain future can be a major source of distress for an elderly person moving into a home or supported community that does not allow pets.

In order to help ease the stress on pets and their owners moving into aged care, Animal Welfare League Queensland's (AWLQ) Golden Hearts™ developed a unique program called Transitions

Transitions provides senior pet owners who cannot take their pet with them, the assurance that their pet will be placed into a loving new home, under the protective care of AWLQ. Your pet will receive a free complete vet check and any medical help it might need once it comes into our care.

AWLQ Golden Hearts[™] team will carefully consult with you so as to best understand your pet's specific needs and what kind of home would be suitable. There is no cost to you to have your beloved pet in Transitions.

AWLQ is passionate about the welfare of animals. This service is just a small part of the welfare work we do in the community.

Tilly's Story...

Tilly was a 17 year-old cat whose owner Mary* was an elderly lady with no living relatives.

Tilly was Mary's family; her constant companion. Sadly, Mary's health began to deteriorate and she was forced to move into a local nursing home.

The nursing home did not allow pets.

With no-one to leave Tilly to, and not wanting her cat to suffer or stress without her, Mary believed she had no other option. Griefstricken, Mary took her beloved Tilly to the local vet and had her put to sleep.

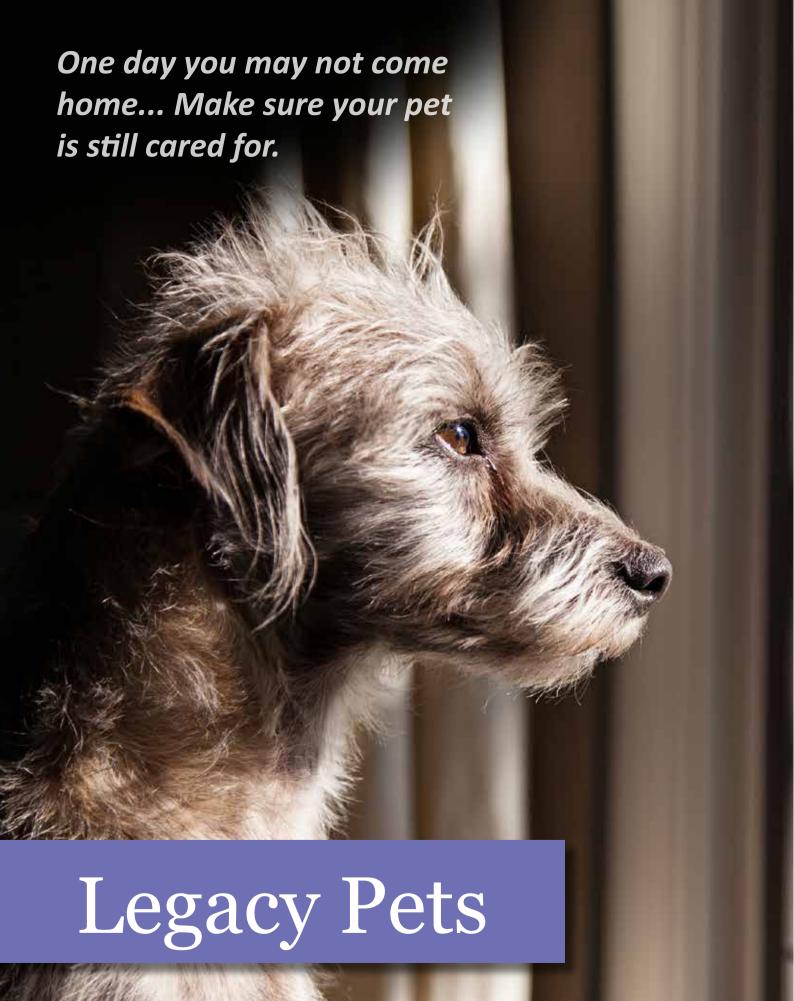
Unfortunately, here at AWLQ we have heard stories like Tilly's many times before. This is why we have introduced Transitions, so no pet owner ever feels they have to make such a heartbreaking decision.

*Name has been changed

Now there is a better option to euthanasia.

Give your pet a second chance at life at no cost to you through the Golden Hearts™ Seniors' Pet Support Program.

Our promise to you is that we will never euthanise a social, healthy or treatable companion animal – whatever its age.



Planning ahead through Legacy Pets

What would happen to your pets if you were to suddenly pass away? Do you have a plan that will ensure your pets will be loved and cared for?

Animal Welfare League Queensland's (AWLQ) Legacy Pets Program is a free service to anyone in the community who is concerned their pet might outlive them and has no one to leave them to.

AWLQ will ensure that in the event of your passing, your pet will be placed into a loving adoptive family and always be under the care and protection of AWLQ.

Why is it FREE to register your pet into our Legacy Pet Program?

Most animal charities charge a hefty fee per animal to register a pet into a Legacy Pet Program. AWLQ's Legacy Pet Program is FREE because we believe the welfare of an animal should never be subject to the amount someone can pay.





As a Golden Hearts™ member you may choose to put your own pets into our Legacy Pet program. As a registered Legacy Pet, your companion animal will immediately come into the care of AWLQ and be placed with an experienced foster carer until a long-term match for your pet can be found.

AWLQ is passionate about the wellbeing of companion animals and wants to ensure that no animal finds itself abandoned and homeless after losing its owner.

Sadly, many pets find themselves in this situation, ending up in pounds and shelters after their owners pass away.

Legacy Pets is a simple way to ensure this NEVER happens to your pets. Registering for Legacy Pets is easy and will provide you with invaluable peace of mind that your beloved pet will always be cared for and loved.

Frequently Asked __ Questions

How do I enroll my pet into Legacy Pets?

The first step is to ring our dedicated phone number or email address (see below), and we will forward you our Pet Care Profile form. Once we receive this completed form, your pet will then be registered. We will then check in annually with you, but remember to keep us informed if your pet's circumstances ever change.

What to tell us about your pet?

Things to consider are your pet's daily routine, health and medical history, dietary needs and temperament. It also helps to think about what type of home your pet would be best suited to. Do they get on with children or other animals? Where do they like to sleep? Do they like to go for walks? What is their favourite toy? This information is vital in ensuring your pet is adopted into the right home that is best suited to its needs.

What benefits does my pet receive as a registered Legacy Pet?

As a registered Legacy Pet member, you have our commitment and promise that your pet will not only be cared for, for the rest of its life but the new personally chosen owners will receive lifelong vet assistance to help care for your pet.

Should my plans for my pet's future be included in my will?

Yes, it is important that you have left written instructions in your will for your pet to come into the care of AWLQ upon your passing if you want to ensure your wishes are carried out. For

more detail about our Legacy Pets program, including suggested wording for your will, please speak to our Legacy Pet Support team to obtain a brochure.

Gypsy's Story

Gypsy Rose was a pampered and very much loved Persian cat. When her elderly owner suddenly passed away, Gypsy Rose's world turned upside down.

Her owner's relatives, who had come to settle the estate, cast Gypsy Rose out on the street. Gypsy Rose had been an indoor cat all her life and the outdoors terrified her. She took shelter in the bushes out the front of her old home and there she stayed, waiting in vain for her owner to return.

Weeks passed and a neighbour finally alerted AWLQ to the situation, who sent a representative to retrieve the poor cat. A terrified Gypsy Rose was barely able to walk from dehydration and starvation. Her once beautiful coat was matted with dirt and fleas.

She was brought into the care of AWLQ, where she was treated by our vets and placed into foster care to begin her long and slow recovery. Happily, Gypsy Rose was eventually adopted by her foster carer and went on to live a full and happy life.

Join the Legacy Pets Program

For more information on joining our Legacy Pets Program:

Phone: 07 5509 9099

Email: bequests@awlqld.com.au





Have you considered leaving A Gift to Animals?

Because of the love and commitment of people like Florence Venery who left Animal Welfare League Queensland (AWLQ) a gift in her will, we are able to continue our lifesaving work. Her beautiful image is a reminder to future generations of her lasting legacy and undying love of animals.

Is there a way I can help support my pet and other animals in need after I am gone?

Whilst it is not a prerequisite that you leave a bequest to AWLQ in order to join your pet up to our Legacy Program, it is certainly appreciated.

Leaving a gift in your will of any size will not only assist us to care for your own Legacy Pet, but will also help our many animals in need, and ensure your legacy lives on for many generations to come.

Each year AWLQ cares for approximately 18,500 homeless and abandoned animals in our shelters and pounds.

As a not for profit registered charity, Animal Welfare League of Qld Inc (ABN 75 521 498 584) relies on the support and generosity of our community to keep our doors open.

Those who choose to leave a bequest to AWLQ choose to leave a legacy that speaks of compassion, empathy and a love of animals.

The contributions of our bequestors, like Florence Venery, are recognised on our perpetual Bequestors' Memorial Wall, which takes pride of place in our flagship Rehoming Centre on the Gold Coast. Queensland.

Please remember, when leaving a gift in your will to always consider your family and loved ones first.



Are you thinking about leaving a lasting legacy to animals?

For more information or for a confidential conversation regarding how you can leave a bequest to AWLQ:

Phone: 07 5509 9099

Email: bequests@awlqld.com.au



Application Form

Golden Hearts

Member Details

Title (Mr/Mrs/Ms/Miss/Other)	D.O.B	eniors: Pet Support Progra	
First Name	Last Name		
Street Address			
	Post Code		
Home Tel	Mobile		
Email Address			
Emergency Contact Details			
First Name	Last Name		
Relationship to you (Child, Relative, Friend, Neigh	hbour, Doctor etc.)		
Address			
	Post Code		
Home Tel	Mobile:		
Email Address			
	If YES, please complete the Pet Details Chart BELOW		
If no, are you looking for a new pet?	If YES , please proceed to page 3 of this application form. If NO , please proceed to page 4 of this application form.		

ALREADY HAVE A PET? Please tell us about them...



Please tell us about your existing pet(s). This information will only be referred to if you need to utilise the S.T.E.P.S. feature of the Golden Hearts $^{\text{TM}}$ program. This will ensure we have as much information as possible to ensure your pet is provided the best care possible until your return.

PLEASE COMPLETE THE BELOW FORM WITH AS MUCH DETAIL AS POSSIBLE

Please tell us	Pet 1	Pet 2
What is your pet's name?		
What type of pet do you have? (Dog or Cat)		
What is your pet's breed?		
What is the age of your pet? (Provide the date of birth if known)		
How long have you had your pet?		
What is your pet's gender?		

Please tell us	Pet 1	Pet 2
Is your pet desexed?		
Does your pet have a Microchip number? (Please provide if known)		
Who is your current Vet Clinic?		
What is their phone number?		
Is your pet kept up to date with vaccinations?		
When is your pet's next vaccination due? Please present a Vaccination Certificate when using the S.T.E.P.S. Feature of Golden Hearts™.		
Do you give your pet a heart worm / intestinal worms tablet monthly or a vaccination yearly?		
Do you tick and flea treat your pet?		
Describe your pet's behaviour with other dogs?		
Describe your pet's behaviour with other cats?		
Describe your pet's behaviour with children?		
Does your pet like to guard their food, toys or bed etc.?		
What is your pet's usual food/diet and how often does your pet eat daily?		
Where does your pet usually sleep?		

Please tell us	Pet 1		Pet 2		
Does your pet have a favourite toy? If so, what is it?					
Does your pet have any special routines? (e.g. treat before bed, toileting before bed etc). Please describe here.					
Is your pet comfortable with being left alone for short periods of time?					
Describe your pet's usual exercise routine and frequency. (e.g. walks, playtime, catch, fetch etc)					
Is your pet prone to bite or scratch? If so, please explain circumstances.					
LOOKING FOR A PET?			*		
Pet Matching Questionnaire	2				
1) What type of pet would you be interested in? Dog Cat Other					
6) If you live in a complex, retirement v	illage, or a rental, are pets al	lowed?			
7) If pets are allowed is there a weight limit?					
8) Are you able to provide a pet exercise?					
9) Do you have access to your own transport?					

Short Term Emergency Pet Care Service (S.T.E.P.S.) preferences Under S.T.E.P.S. (p10) if something should happen to you while your pet is in AWLQ's care and you are no longer able to provide for your animal, please advise us who you would prefer your pet(s) went to: OPTION1 - I would like to nominate an individual to care for my pets in an emergency Full Name Relationship to you Contact number **OPTION 2 - I would like to utilise AWLQ's Rehoming Program** YES - I would like to speak to someone about becoming a Golden Hearts™ Foster Carer. **DECLARATION** - Please read the important information below: I agree that the person I have listed as my emergency contact person has the authority to make decisions in relation to my pet on my behalf in the event that AWLQ is unable to contact me. I agree that I am financially responsible for any decision made by my emergency contact person, that incurs an expense to AWLQ which is not covered by my membership to the Golden Hearts™ Seniors' Pet Support Program and I agree to reimburse AWLQ in the event of any such expense. I will not hold AWLQ responsible for any decision made by my emergency contact person which may be different from the decision I I agree that all the information I have provided to AWLQ in relation to my pet(s) or my needs is correct and accurate to the best of my knowledge. I acknowledge that if I have not provided AWLQ with correct or accurate information, that this could hinder AWLQ's ability to care for my pet(s) or assist me with my needs in relation to a pet. I understand if my pet has serious health or behaviour issues that require specialist attention or management, they may not be eligible to qualify for the S.T.E.P.S. program To the extent permitted by law and except to the extent a claim is caused or contributed to by the negligence, willful default of unlawful act or omission of AWLQ or any of their personnel, I release, discharge and indemnify AWLQ and its personnel from and against any claim which may be brought against or made upon or incurred by any of them in connection with the performance of this agreement and in relation to any program provided by AWLQ. YES - I have a pet and have enclosed the Pet Questionnaire Form with my application. Membership Declaration Applicant Full Name Date Signature Witness Full Name

Once you have completed the form and signed all the relevant places please keep a copy of your membership application for your files and mail back to:

MAIL TO: AWLQ Golden Hearts™ Department, PO BOX 3253, Helensvale Town Centre, QLD 4212

Or hand deliver it to your closest AWLQ Rehoming Centre.

_____Date ____

Golden Hearts™ Department: Phone (07) 5509 9033 | Email: goldenhearts@awlqld.com.au AWLQ Head Office Call Centre: (07) 5509 9000

Please ensure all information is included with your Golden Hearts™ application.

You are welcome to attach additional notes if you need to.

Signature



Please help us with a gift in your will.

Each year Animal Welfare League Qld rehomes nearly 9,000 surrendered and abandoned animals. We are leaders in the field of rehoming and will never euthanise a social, healthy or treatable companion animal – whatever its age. By leaving a gift in your will you will be helping us continue a lifesaving commitment which began in 1959. Become part of the AWLQ family and make a difference for animals in need.

Contact us today for more information or for a confidential conversation. Visit awlqld.com.au | Call 07 5509 9099 | E: bequests@awlqld.com.au



Golden Hearts™ Seniors' Pet Support Program
Animal Welfare League Qld
Head Office & Gold Coast Rehoming Centre
Address: Shelter Rd, Coombabah, Qld 4216
Mail: PO Box 3253, Helensvale Town Centre Qld 4212

GOLDEN HEARTS™ MEMBERSHIPS Phone: (07) 5509 9033

Email: goldenhearts@awlqld.com.au

BEQUESTS & LEGACY PETS Phone: (07) 5509 9099

Email: bequests@awlqld.com.au

A proud initiative of

ANIMAL Welfare

League Qld

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