

RSPCA[®]
Queensland

IMPACT REPORT



2021

“

The Royal Society for the Prevention of Cruelty to Animals Queensland (RSPCA Qld) is the state's oldest, largest and leading animal welfare charity, dedicated to improving the lives of all domestic, farmed and native wildlife animals throughout Queensland.

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**Together
We Change
Lives**

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The impact of your support



You helped
47,289
animals receive
care

With your help, over 47,000 animals received care at RSPCA Queensland throughout the year. Our domestic veterinary hospitals took in sick and injured strays, emergency surrenders, animals rescued by our Inspectorate from cruelty and neglect, and many more.

Over half of the animals that needed the RSPCA again this year were native animals treated in our Wildlife Hospital and Eumundi Rehabilitation Centre. Despite another year of COVID-19 impacts, our essential services remained open to animals already in care, in need of treatment and emergency cases.

Our lost and found team also helped **reunite over 3,916 pets** with their owners this year. Of these animals, dogs were reclaimed the most with 2,993 finding their families. All of this is only possible thanks to your support.



11,358
animals found
new homes
thanks to you

11,358 animals found new homes thanks to you

This was another year where we saw fewer animals adopted. This is in part due to fewer domestic animals coming through our doors this year, but also due to an increase in behaviourally and medically challenged animals. Fewer animals in general terms coming into the RSPCA may signal the start of a positive trend in less unwanted litters and more pets remaining with their families. But, there will always be animals requiring our help and support to start new lives and we thank all of our adopters for choosing to adopt, not shop. Thanks to the support of rescue groups, an additional 563 animals were able to be transferred into their care to find new families.

Between adoptions, animals reunited with their owners and the support of rescue groups, almost 16,000 pets got a second chance, with your help.





5,658
animals received
care in foster
homes

This year we've seen more animals requiring care behind the scenes. Generous foster carers have helped answer the call, opening their homes and hearts once again to provide these animals in need a temporary place to stay.

This year **nearly 5,700 pets** found refuge in foster care homes. Our incredible foster carers take a precious load off our shelters. This allows our teams to focus on improving support, training and education for foster parents, giving our animals an even better experience and chance of adoption.

Thank you to every one of our foster carers, you are making an incredible difference to the lives of animals every day.



26,246
wildlife patients
admitted into
care thanks to
you



Sadly, displaced, injured and sick wildlife continue to need our services every year. Following a massive increase in numbers due to bushfires last year, this year we only saw a slight decrease in incoming wildlife patient numbers compared to last year.

This year we saw **nearly 16,000 native birds, over 6,700 marsupials, 1,237 native reptiles, 468 placental mammals, 127 monotremes and 84 native amphibians admitted into our care. We also saw over 1,400 non native animals.**

With your help and members of the community reporting sick and injured animals, we can continue to support wildlife that have fallen victim to road trauma, habitat loss and domestic pet attacks.



You helped
us attend
29,575
animal rescues

With 11 RSPCA Animal Ambulances on the road in Queensland attending to nearly 100 call outs for assistance daily, every day is busy for our volunteer and staff Rescue Officers. Our 1300 ANIMAL hotline is a **24/7 service** answering all animal welfare emergencies across the state. Our Animal Ambulances attend both injured stray pet call outs as well as wildlife rescues. Every year we still see the same issues impacting animals. Spring being trauma season, we see more wildlife on the move and victims of road accidents, orphan baby birds, and animal entanglement. Without your help to keep our rescuers on the road, our wildlife could needlessly suffer in the wild with injuries and sickness.



400,616
hours dedicated
to the cause
from volunteers



Volunteers are at the heart of the RSPCA. They make an incredible difference to the lives of thousands of animals every year across Queensland. Unfortunately, over the past financial year our volunteering capacity has been significantly impacted with volunteer hours reducing by 27 percent. COVID-19 has significantly impacted our ability to host live adoption and fundraising events which has resulted in reduced volunteering opportunities. Along with the closure of the Work for the Dole program and Queensland Health guidelines around elderly and vulnerable volunteers, this has also meant fewer volunteers have been able to assist in their regular capacity.

Over the last year we heavily relied on **2,956 incredible volunteers** who dedicated their time to our cause to improve animal outcomes. A massive thanks to our volunteers who could hold the fort and to those slowly returning. We couldn't have helped the animals without you!



You helped our
Inspectorate
investigate
17,137
cruelty
complaints

There isn't one day in the year where our Inspectors are not on the road rescuing animals, protecting animals from neglect, fighting cruelty, and helping to educate the community on animal welfare and responsible pet ownership. With 25 Inspectors across Queensland, we rely greatly on the community to report welfare concerns so we can assist animals in need. Investigations play a large role in our day to day operations, but educational welfare checks are also imperative and an important part of what we do. Last year, our Inspectors issued over **380 Animal Welfare Directions** and conducted routine follow ups to ensure animals were receiving appropriate care and treatment from their owners. These directions help our Inspectors ensure that welfare complaints are being followed up and addressed, giving owners the opportunity to improve the wellbeing of their animals.

In some cases owners may not comply with Inspector directions and animals will be seized or surrendered to the RSPCA in order to receive appropriate care and find a happy, new life.

With your help, we can continue to assist animals in need and educate the community on responsible pet care.





This year has been another interesting and exciting year for RSPCA Queensland.

With the clouds of COVID-19 ever looming we found ourselves in an environment of both potential and real lockdowns. Once again I am really proud of the way our people and our organisation stood up and ensured we continued to deliver outstanding outcomes for the animals, our people and the community through these uncertain times.

I am really proud of the animal outcomes this year. We have seen a changing mix of animals, with COVID-19 resulting in a reduction in readily adoptable animals coming into our care. Our teams responded to provide more veterinary and behavioural support and general care than ever before to ensure the animals are ready to find their forever home. A host of new behaviour programs, special adoption programs including trial adoptions, the opening of the Heather Craig Foster Clinic and an increase in surgical procedures such as orthopedics, have allowed us to continue to meet our high animal care standards and rehoming rates.

A review of the *Animal Care and Protection Act 2001* was announced in March and RSPCA Queensland was pleased to provide a submission. This 20 year old Act is a great piece of legislation, however we feel it needs some updating to keep in line with community expectations. Our submission included 18 recommendations for improvement and early discussions have indicated there is some strong

alignment in our thinking.

In wildlife, we have increased resources with additional vets and nurses, new equipment and have converted a number of office spaces to provide more ward space to cope with the volume of wildlife our team sees each and every year. This has allowed us time to develop plans for a new wildlife hospital which we will be seeking support from all levels of government in the coming year. We were also fortunate to receive a grant from the RSPCA Australia Bushfire fund, which has gone towards developing a range of training materials to be shared with RSPCAs all around the country as well as Queensland vets so that we can improve the welfare of our wildlife, even before the animals come to us.

Our forward strategy is all about how we move from reacting to the needs of animals when they come to us, to being proactive and trying to prevent the animals from needing us in the first place. A key element will be an emphasis on the community and driving a strong education focus, through our Inspectors and Community Outreach team lending support on the ground to help the community better understand how to be the best pet parents they can be. We will also continue our focus on education programs in schools, knowing that if we can help today's children be responsible pet citizens, then tomorrow's young adults will help drive a much better world for the animals. We are incredibly excited to be on the front foot and working in the community.

As always there is a lot going on, none of this would be possible without our amazing supporters. So whether you are a volunteer, donor, foster parent, corporate partner or even a number of these things, on behalf of the animals you helped save this year and all of us at RSPCA Queensland, thank you.

Thank you for the difference you are making.

Thank you for being you.

Darren Maier,
RSPCA Queensland CEO



OUR STRATEGY INCORPORATES THREE MAIN PILLARS

ANIMALS.

Provide the best animal wellbeing journey where every animal has a place.

- » Work proactively to have a positive impact on as many animals in Queensland as possible;
- » Develop proactive plans and provide care that is in the best interests of the animals;
- » Work collaboratively with stakeholders to achieve positive animal welfare outcomes;
- » Always being present and ready to support the life journey of our animals.

PEOPLE.

Unleash the power of our people to make a difference.

- » Looking after the health and wellbeing of our people;
- » Developing our people by becoming a learning oriented organisation;
- » Communicating regularly and transparently so our people feel connected;
- » Recognising the amazing work our people perform every day.

COMMUNITY.

Together we change lives by building socially conscious animal communities.

- » Increase awareness, understanding and support of socially conscious animal communities;
- » Support the community to better care for / live with animals in their care or their community;
- » Develop an engaged and financially supportive community of animal welfare advocates;
- » Engage and inspire supporters through a consistent, compelling and personalised supporter experience.

Animal story

As an animal lover, we know you will agree that it's incomprehensible how some people can be cruel to innocent creatures. But your support is helping make an incredible difference to the lives of kittens like Charlie every day.

Charlie's sad story at just six weeks of age is not easy to read, but her happy ending gives us hope for a cruelty-free future.

It was a cold winter's night in July last year when witnesses saw someone acting strangely and discarding something in a wheelie bin. They called us when they uncovered Charlie inside in a cardboard box and in a bad way.

Our Inspector rushed to the scene and took a very fragile Charlie back to our RSPCA Vet Hospital for treatment. Our veterinarians quickly and carefully removed duct tape from her torso, neck and legs so they could get her warmed up. Charlie would most certainly have died from hypothermia that night if she wasn't found. But that wasn't all... Our vets then made the shocking discovery of firecracker remnants and burn injuries to Charlie's lip and ear. Charlie had been set alight.

Your support makes it possible for our Inspectors to investigate cases like Charlie's and find those responsible. Our investigations uncovered video footage on the offender's phone showing him lighting firecrackers that were strapped to Charlie's little body. It was horrendous to watch. The Magistrate sentenced the person responsible for this vile act of cruelty to six months imprisonment and prohibited him from owning animals for five years.

We're pleased to tell you that Charlie has since made a wonderful recovery from her horrific ordeal and has now been adopted into a loving home.



Charlie



Kitty O'Brien has made an incredible contribution to all creatures great and small in the Noosa region for the past 23 years. Shelter Manager Nicole nominated Kitty to be featured in this year's Impact Report as her dedication to the cause and love of all creatures has helped over 20,000 animals in need.

Starting as a volunteer at the Noosa RSPCA, Kitty has always adored animals. Over the years she has moved from an Animal Attendant role and is now 2IC. *"I have done so many different things over the years, from cleaning, gardening, adoption events, training, and generally helping people and their animals. I love the diversity. I have also fostered pups, dogs and kittens."*

Kitty gives a special mention to her coworkers and volunteers. *"Having our amazing long term staff and vollies has contributed to us building a wonderful rapport with our adopters and the community. I can't thank them enough! They are amazing, caring, selfless people, especially our long termers."*

Like every shelter, there are highs and lows. Kitty says, *"All the animals leave an impression on me, especially the more difficult troubled ones as they are often with us longer and we spend more time with them."*

Seeing animals get second chances makes it all worthwhile for Kitty, *"I love matching our animals with new homes. Many adopters are happy to return to Noosa to adopt other animals and we are always touched when they share their stories and memories with us. Some adopters even bring their animals back in to see us, which is very special."*

Thanks to dedicated and passionate people like Kitty, animals in our community will always have someone to turn to.

Kitty & Nicole



Chris Talbot



79-year-old Chris is one of our incredible bird wildlife carers, taking injured, sick and orphan baby birds under her wing every day.

Not only does she have a dedicated set up at home to care for native birds before they can be released back into the wild, Chris has also proudly adopted two dogs and four cats from the RSPCA.

"I've really loved wildlife all my life. I raised 28 parrots when I was nine years old and ever since then I've been doing the same thing."

Chris first volunteered with the RSPCA as an Animal Ambulance driver collecting and transporting sick and injured animals. *"We used to do 24-hour shifts, which was hard work but lots of fun. I did that for about three years but I was about 70 when I finished."*

Still wanting to help all creatures great and small, Chris became a wildlife carer for birds. *"I came home with three noisy minors and instructions. I just loved it, so I did a whole lot of classes and*

learned how to do it properly."

Chris is incredibly committed to the animals in her care, feeding baby birds every half hour from 6am to 7pm. It's a full time job!

A whopping 5,000 wild birds have been cared for by Chris. She's even hatched native eggs. *"I got two or three eggs of Striated Pardalote babies. A dog dug them up. I hatched them in the incubator and reared them. They were released into a flock of Pardalotes. Rearing them from eggs is so hard because they only weigh about 2g when they're born (usually about 9g when released)."*

Caring for wildlife brings so much joy to Chris' life. *"I came out this morning and that egg had hatched; oh it just made my day. I hardly ever sit down. It keeps you so active and it gives you something to focus on... something to get out of bed in the morning for. I jump out of bed at six o'clock quite happily."*

It's because of incredible volunteers like Chris that animals have a brighter future in the wild.

Opportunity

With uncertainty comes the opportunity for innovation and continuous improvement. Another year of agile fundraising campaigns have been vital in encouraging the community to continue to support the close to 48,000 animals we cared for. This year virtual events like *Million Paws Walk* and a 'Quadruple' dollar matching day *Give to Get them Home* have helped raise much needed funds for animals in our care, thanks to generous major donors and supporters.

Virtual Adoptions have continued to not only be effective for driving adoptions and matching pets with forever families, the model has additional welfare benefits. We've seen a less stressful shelter environment for animals in our care, animal teams focused on providing the best support to these animals, and the ability to provide greater post-adoption support while delivering a range of enhanced animal programs such as 30 day trial adoptions.

Given the COVID-19 impact, getting animals out of the shelters and placed into foster homes was key to better welfare outcomes, so our focus on Foster has been critical. Our onboarding and current foster care programs have been streamlined to improve support to our incredible foster carers. The opening of the Heather Craig Foster Clinic has been pivotal in this positive shift, with our Animal Experience Team ensuring animals in foster care have direct access to dedicated vet nurses and the services they need to ensure the ongoing and high quality care of our foster animals.

The reduction in available volunteers and the cancellation of Work for the Dole hit hard, however out-of-the-box thinking to move the animals to locations where we had boots on the ground and running some emergency volunteer programs, made sure we could care for the animals at every turn.

In times of crisis it is important to find innovative opportunities and our teams and dedicated foster carers have done a wonderful job to find new ways to continue to deliver fantastic results for the animals.



1.

Societal Impacts

Challenge

We've seen another year of change and adapting at the RSPCA.

Many traditional fundraising events and activities have been altered and our shelters and social enterprises have once again fluidly shifted to a world with snap lock downs. We've seen a direct impact on income and volunteer availability due to uncertainties that come with COVID-19.



2.

Animal Focus

Challenge

This year we've seen fewer animals coming into the RSPCA, however significantly more of the 21,043 domestic animals we've seen have needed extra medical treatment, behavioural rehabilitation, and care behind the scenes. This is due to having fewer readily adoptable homeless animals as a result of COVID-19 and some challenging animals seized by our Inspectors.

Animals seized by RSPCA Inspectors are taken under our wing for months, or even years until court matters finalise. If a prosecution proceeds, these animals cannot be rehomed during this period, meaning a higher number of animals need care for longer periods of time before being able to transition into their forever homes. Every healthy and safe animal able to be rehomed deserves a second chance at life and our 10 animal Adoption Centres are at the heart of this work, rehoming over 11,000 animals into forever homes this year.

Opportunity

This year we have adopted a **Socially Conscious Animal Sheltering (SCAS) framework to continue to facilitate the best animal outcomes in our shelters and also the best wellbeing outcomes for our Veterinary and Animal Care teams. This philosophy has the ultimate vision of building and nurturing Socially Conscious Animal Communities. A Socially Conscious Animal Community is where various groups, stakeholders and the community at large are well informed on animal welfare and work together with the common goal of enhancing the human-animal bond and creating the best outcome for all animals.**

Organisationally we are increasingly shifting our focus from 'reactive' to 'proactive and preventative' programs, therefore achieving outcomes that aim to address the root cause of animal welfare issues within our communities. For example, unfortunately just 48 percent of dogs and 22 percent of incoming cats were desexed prior to arriving in our care this year.

This reinforces the importance of continuing preventative programs like Operation Wanted in Queensland to stem the cycle of unwanted animals in the community ending up homeless. This year, we saw fewer vets sign up to participate in the desexing campaign. One factor driving this is the high demand for

vet services in the general market, resulting in a lack of availability of qualified veterinarians and veterinary nurses in the current landscape. Despite this we still received more than 10,000 registrations from proactive members of the public wanting to desex their animal - and in many cases multiple animals. So a massive shout out to the Councils and vets that participated this year once again! During the time Operation Wanted has been running we have had over 65,000 registrations and from those we project that we have helped desex close to 100,000 animals within the community. In line with our positioning towards initiating more proactive programs, this year various team members from across the organisation participated in the Australian Pet Welfare Foundation's Community Cat Program. This pilot program, currently being conducted in Ipswich, hypothesises that desexing unowned, semi-owned and owned cats in the community has a positive impact on reducing unwanted cat numbers in the area as well as reducing the impact of cats on wildlife. RSPCA supports the program as there is evidence from overseas that indicates that this is a better approach to unowned and semi-owned cat management than trapping and killing. This year our veterinary team desexed over 600 cats from the Ipswich community as part of the program! We look forward to supporting further research and outcomes from these community driven desexing drives.

One new program we trialled this year at the RSPCA is our Feline Immunodeficiency Virus (FIV) Cat Rehoming Program. The purpose of the trial was to see if there was interest from the community in learning about and adopting a FIV cat. We are incredibly excited that the adoption program will be an ongoing program of RSPCA Queensland due to the positive community response towards adopting special needs cats. The program continues to have a strict criteria and process for adoption. With our learnings from the trial program and under the Socially Conscious Animal Sheltering framework, we will continue to refine the criteria and adoption process, but we are pleased to have been able to rehome more cats that could have faced an uncertain future in the past.



With an increase in animals requiring surgical treatment and care before rehoming, our veterinary teams performed more corrective surgeries, mainly on cats and dogs with fractures. At the same time, our Behaviour team has treated more animals with challenging behavioural needs.

As we believe that every healthy and safe animal deserves a chance at their best life, we continue to increase our surgical treatments for animals in need, invest in behavioural rehabilitation, and critically, the success of these programs relies heavily on community volunteering in the form of foster care. This year our inspiring foster carers opened their homes to nearly 5,700 animals, many of whom had special health, rehabilitation and behavioural requirements and we can't thank them enough for the work they do.



3.

Animal Care and Protection Act Review & Education

Challenge

Every year animals require our help. While we still see direct cases of animal cruelty and neglect, we also see a high proportion of situations where owners are lacking appropriate and responsible pet care knowledge.

Opportunity

Over the past year, community support has helped us invest in our Inspectorate department. We now have a team of 25 Inspectors investigating welfare concerns across Queensland.

The primary goal of our Inspectors is to educate and this year our Inspectors issued and followed up over 380 Animal Welfare Directions (AWD) to animal owners to help them become better pet owners.

Our goal at the RSPCA is to see animals living happy lives with their owners for their lifetime and our Inspectors are focussed on providing the education and direction to help achieve this.

This year we submitted 18 recommendations to the State Government to improve the *Animal Care and Protection Act 2001*. While the current legislation has supported our work in getting better outcomes for animals in need, we believe some improvements would further support evolving community expectations. Some of these include: prioritising the outcome of seized animals so they can be moved into their forever home much sooner which would positively impact their welfare, amendments to duty of care offences to increase maximum penalties in aggravated cases of offending, and increasing maximum penalties relating to prohibited events like dog and cockfighting.

We've also commenced investing in a new Community Outreach strategy which will expand significantly over the next year, specifically focusing on preventative animal welfare support. The first part of this proactive focus commenced with the rollout of AWARE last year, now over 230 schools in Queensland are registered to use the portal offering animal welfare focused curriculum materials. The next stage is to engage communities where animal welfare concerns are high. Our aim again, is to address the root cause of animal welfare issues through positive impacts and outcomes such as providing free health checks, vaccinations and primary pet care such as worming, flea and tick treatments, whilst also delivering and achieving participation in community education programs. We see this as a big opportunity to engage and assist communities with their animals and a key initiative in reducing reactive welfare investigations.



4. Wildlife Protection

Challenge

Every year we treat more patients than any other Wildlife Hospital in Australia, and our precious wildlife will continue to need our care for many years into the future.

Over half of all the animals that require care at the RSPCA are native fauna. Road trauma, habitat loss, attacks by domestic pets, orphan baby birds and bird entanglement are all large reasons why wildlife are rescued by our Animal Ambulance teams and treated and cared for in our Wildlife Hospital and Rehabilitation Centre.



Opportunity

To cope with year-round demand to assist injured and sick wildlife, we have increased our resources with additional wildlife vets and nurses, invested in new equipment, and have converted administrative spaces at our Animal Care Campus at Wacol into additional ward space to accommodate more wildlife patients.

We were fortunate to receive a grant from the RSPCA Australia Bushfire fund over the past year, which has gone towards operational resources to address the significant number of animals we treat as well as developing a range of wildlife educational materials to be shared with our network of Queensland vets and RSPCAs all around the country. Our team has spent considerable time and effort increasing knowledge and awareness in the community with one example being our focus on baby birds. Every spring we are inundated with baby birds. In these cases, very well meaning members of the public will rescue baby birds when sometimes they are actually only learning to fly. By helping the community make informed decisions with information sharing, we can help the baby birds in our community, empower members of the public, and reduce strain on our wildlife teams. Education and awareness initiatives like these will considerably improve wildlife welfare.

Our big opportunity is to seek and receive support from all levels of government in the coming year to further develop plans for a new Wildlife Hospital and Centre of Excellence which will improve animal outcomes and care for these native animals. This facility will incorporate teaching facilities for vets and vet nurses, plus an immersive information centre to deliver community education around living with and caring for wildlife.

We couldn't have helped the 26,246 native animals admitted into our care this year, or attend almost 30,000 animal rescue call outs without the generous support of the community, volunteers, donors and wildlife carers. With your help, these displaced wild animals have a place to turn to during their time of need.

Socially Conscious Animal Sheltering



PASSION

to be the change

COURAGE

to walk the talk

INTEGRITY

in all we do

To deliver the best animal outcomes

Over the last 12 months, RSPCA Queensland has been focusing on how we can continue to create as many positive animal outcomes as possible with the community and our people playing a large role in this goal.

RSPCA Queensland has signed up as a Socially Conscious Animal Shelter (SCAS). Whilst we were already operating in this way over previous years, SCAS is a set of shared beliefs and principles that aim to facilitate the best outcomes for animals in shelters. Animal Welfare organisations around the world are embracing the concept, as it is a compassionate, transparent and thoughtful model of how shelters can best support vulnerable animals.

The core purpose for our organisation with SCAS means that every animal has a place at RSPCA Queensland.

RSPCA Queensland is committed to the fundamental goals and the eight tenets of the SCAS methodology. This will help us together realise the best outcomes for animals, while also balancing animal wellbeing and the safety and expectations of the community.

A Socially Conscious Animal Community is where various groups within the community are well

informed on animal welfare and work together with the common goal of enhancing the human-animal bond and creating the best outcomes for all animals.

Together we change lives.

The 8 Tenets



1. Ensure every unwanted or homeless pet has a safe place to go for shelter and care
2. Place every healthy and safe animal
3. Assess the medical and behavioural needs of homeless animals and ensure these needs are thoughtfully addressed
4. Align shelter policy with the needs of the community
5. Alleviate suffering and make appropriate euthanasia decisions
6. Enhance the human-animal bond through safe placements and post-adoption support
7. Consider the health, wellness and safety of animals for each community when transferring animals between communities
8. Foster a culture of transparency, ethical decision making, mutual respect, continual learning and collaboration

Financial highlights

With the uncertainty brought about due to COVID-19, our financial approach was to ensure that RSPCA Queensland would be well positioned for the future. Pleasingly, our focus on costs and ensuring we diverted our spend back to the core has paid dividends.

While social enterprises, fundraising and donations held strong, estates income was impacted and our contra income was down due to fewer animals in care. This was offset by strong cost controls and a refocus of costs back on our core operations, allowing us to invest heavily into our Inspectorate function with additional resources. Pleasingly, spend attributable directly to animal outcomes increased year on year.

Thankfully, Job Keeper was in place for the majority of the year enabling us to post a surplus of \$7.2m.

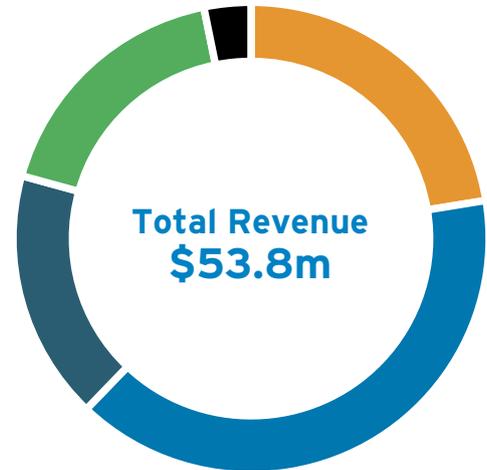
Our recent surpluses have enabled us to now invest in the future sustainability of RSPCA Queensland and we have committed to deliver on...

Key impacts:

- » **More resources and new programs** - focused on the animals in our care so we can continue to strive for even better animal outcomes
- » **Community Outreach** - an increase in resources to deliver education and support to the community to make for a better world for animals
- » **Digital Customer Experience** - an overhaul of our websites, CRM and marketing automation to allow us to reach more supporters across Queensland and drive greater awareness, education and community support
- » **Regular Giving** - an enhanced focus on increasing the number of Regular Givers to increase revenue and help ensure the financial future of RSPCA Queensland

RSPCA Queensland is well placed with the ability to now invest in delivering outstanding animal, people and community outcomes into the future.

Revenue Generated for Animal Welfare Outcomes



Animal Activities	22.4%
Fundraising Activities	39.7%
One Off Grants & Other	17.5%
Government Operational Funding	3.2%
Social Enterprises	17.1%

Expenditure on Animal Welfare Outcomes



Animal Welfare Outcomes & Support	59.4%
Fundraising Activities	11.3%
Social Enterprises	17.5%
Community, Volunteers and Education	2.7%
Organisation	9.1%

Supporter spotlight

The only way RSPCA Queensland can continue to help animals in need is thanks to generous supporters like Pam, Rodney and June. These are their stories.

Pamela Redfern

The wonderful Pam Redfern has helped over 400 animals in the Townsville region since 2008 through foster caring and volunteering as an Animal Ambulance driver.

Pam is such a valued part of RSPCA Townsville. Not only as a foster carer and Animal Ambulance driver, Pam's commitment to all creatures great and small is endless.

Pam assists with washing, making cushioned crate pads and covers out of material she finds and buys herself from op shops for the animals. She also bottle feeds neonate kittens and even takes them

on long animal transfers, stopping along the way to feed and clean the babies in her care.

Animal Experience Officer Nicole says, *"Pam has been absolutely instrumental in helping me navigate all things RSPCA Townsville, as coming from a large RSPCA shelter in NSW to Townsville and having to coordinate animals without a shelter proves to be logistically challenging."*

At 76 years of age, Pam never ceases to amaze with her boundless energy. We thank Pam for her commitment and dedication to the animals in the community.

“

It only takes a phone call to Pam who will be there with advice, support and local knowledge. Pam also helps her sister with wildlife caring. She doesn't stop!

”





“
I have had a goal
to support a great
organisation in a major
way and it occurred to me
that RSPCA is one of the
worthiest organisations
in Queensland

”

Rodney Banks

Raised on a grazing property, Rodney believes a deep love and respect for animals is in his DNA. On a tour of the Toowoomba shelter, Rodney decided he wanted to help in a major way and we couldn't be more appreciative!

Rodney was keen to see the new Toowoomba RSPCA up and running and wanted to know more ways he could help animals in the region. Rodney says, *“Dogs are closest to my heart.”* With that in mind, a perfect opportunity came up to sponsor the newly built dog kennels. Rodney jumped at the chance, providing essential funding to dogs in need through sponsorship. Named ‘Clearspan Lane’, Rodney could share with his colleagues just how they were all playing an important role in the region, making a difference in the lives of homeless dogs in Toowoomba. Rodney’s sponsorship ensures all the dogs in his kennels are fed, comfy, have toys, bedding and all the love they need while they wait for their second chances.

Rodney knows just how expensive and time consuming transporting animals to a nearby private

vet is for the Toowoomba team, so he generously offered to provide the support needed to finish the shelter’s Vet Hospital fit-out. It’s an incredible offer and one that is currently a work in progress and we hope very soon we can help help make Rodney’s dream a reality through his funding and see a fully functioning veterinary clinic on site at Toowoomba so the animals can get round-the-clock, convenient care.

As animal lovers for over 40 years, Rodney and his wife Jeanette know just how much pets can enrich people’s lives. Their dogs, Cindy and Poodle, have brought their family so much happiness that they want to share the same joy with other families through their support of RSPCA Queensland into the future by also leaving a gift in their Will.

It’s because of loyal people like Rodney and his wife that animals will always have a safe place to call home at the RSPCA.

June Baumber

June, a passionate animal lover, has been a valued RSPCA Queensland supporter for 24 years.

June has generously donated to the RSPCA since 1997 and was compelled to do more for animals shortly after the devastating bushfires. June and her husband George, dug deep and kindly donated to treat, rehabilitate and protect our beautiful wildlife. You could say June's love of animals also came from her mother, Thora, who was an avid RSPCA supporter with a passion for koalas. Sadly, Thora passed away 12 months ago, but she left behind a generous gift for June to donate on her behalf. Thora's gift is already hard at work too, supporting hundreds of koalas that directly enter the RSPCA Wildlife Hospital every year.

June adores all creatures, especially her rescue dog Denzel, a West Highland Terrier. June knows there

are many animals out there that aren't as fortunate as Denzel, others that don't have a loving home to go to, warm bedding and a full belly, so she wanted to find a way to give back to animals in need and ensure they always had someone to turn to. Like many, June wants to see an end to animal cruelty. She says, *"We have seen a lot of cruelty, some animals get a pretty rough deal, so we like to help where we can."* June's passion for all creatures has also meant that she and her husband have decided to leave a lasting legacy to animals with a gift in their Will to RSPCA Queensland.

It's because of wonderful people like June and her husband and their desire to give back to the community that animals have a brighter future ahead.

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We know RSPCA is a great organisation, and you do the right thing by the animals

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The Queensland Government remains committed to protecting the welfare of all animals and acknowledges the valuable role of the RSPCA in providing animal welfare services in Queensland.

During this past year we have continued to face the challenges of COVID-19 and it has highlighted the importance of our pets to our own wellbeing. It has also provided opportunities to spend more time with our pets and some people adopted a pet for the first time. The importance of caring for our animals has never been greater.

As part of the Queensland Government's commitment to maintaining high standards of care for animals, I announced a review of the *Animal Care and Protection Act 2001* in late 2020. This is the first full review of the Act in 20 years. In April 2021, I released a Discussion paper inviting the community to comment on the appropriateness of the framework of the Act in safeguarding the welfare of animals. We had an overwhelming response from stakeholders and the community with almost 2,500 responses. Another important milestone was also reached with the Codes of Practice for sheep, cattle and livestock at saleyards and depots commencing. The Queensland Government is at the forefront of national animal welfare reform by continuing to lead the review of the National Land Transport standards in relation to the welfare of horses and the development of new National Standards and Guidelines for the welfare of animals at processing establishments. All of these reforms are important in ensuring we can continue to protect the welfare of our animals.

I look forward to strengthening the collaboration with the RSPCA as the Queensland Government shares the delivery of animal welfare services across Queensland.

Hon Mark Furner MP,
Minister for Agriculture and Fisheries



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Chairperson's letter

Two years ago, the board tasked our new CEO with a cultural and strategic refresh for RSPCA Queensland. This has resulted in the new strategy built around three key pillars of Animals, People and Community.

As an organisation we have committed to: ensuring that every animal has a place; that our people are empowered to make a difference; and that our reach into the community extends even further. To enable us to deliver on those three strategic pillars we have focused on strengthening our organisational capability across a variety of areas including animal analytics, IT and systems, financial sustainability and ethics and risk. These capabilities underpin our delivery of ever-better care for our animals.

Culturally RSPCA Queensland is also evolving.

We have a new vision: **Together we change lives**

And we have updated our values:

PASSION to be the change, **COURAGE** to walk the talk and **INTEGRITY** in all we do... to deliver the best animal outcomes

The new strategy, values and vision were developed with significant input from our leaders, staff and volunteers and I thank them all for their valuable and inspiring contribution.

Of course, organisational change is not always easy or comfortable and I acknowledge that for some this has been a difficult time. However, the board is committed to see this through and is inspired by the opportunity to do even more for our animals, people and the community. We were pleased to see the six percent increase in our engagement score in the annual Great Place to Work survey and are committed to providing our staff and volunteers with the tools, training and support that they need to thrive professionally.

Our Board make up has changed, with the passing of our colleague Michael Bowers in January. Michael



brought a wealth of legal, commercial and not-for-profit wisdom as well as infectious energy and humour. He is much missed. Fortunately, we have been able to welcome Al Mucci as a director. Al is a wildlife warrior and advocate and when not at the board table, can be found up trees monitoring koalas or providing expert advice on all manner of wildlife matters.

I'm also delighted to share that one of our Board members, Alison Sherry received an OAM in the recent Queen's Birthday Honours. She received a Medal of the Order of Australia for Service to the Community through a range of organisations including RSPCA Queensland.

As you may be aware, our Directors are all volunteers and I would like to acknowledge them for their hard work and commitment to our cause, and their generosity in giving their time, their expertise, and their financial support.

Finally, a huge thank you to our members and donors. Typically, less than five percent of our funding comes from the government so without your commitment and generosity, none of what RSPCA does would be possible. The animals in our care are singing your praise!

Justine Hickey,
RSPCA Queensland Chairperson



Justine Hickey
RSPCA Board, Chairperson

During the past year I have had the opportunity to foster and volunteer in animal adoptions and I have been profoundly inspired by these experiences.

My foster dog came into my life at a time when I was isolated from my family due to COVID restrictions and whilst my job was to provide love care and stability for him, I can honestly say that he brought just as much comfort and support to me as I did for him. And my time as an emergency volunteer when we were in need of additional boots on the ground during Brisbane's lockdown was also eye opening. This was hard physical work but also incredibly rewarding. Both experiences brought home so powerfully that we are a community - our staff, our volunteers, our foster carers, our donors, every one of us doing our bit so that together we change lives. And in changing our animals' lives we uplift our own.



Amena Reza
RSPCA Board

Like for many, my animals are my fur-children. I adore them for their unconditional love.

My love of animals has always been strong and I have a deep recognition for how much they are reliant on us as human beings to feed and care for them as domestic pets, protect their natural habitat for our wildlife, and to ensure that all animals have the right to humane, clean and safe living conditions, and are free from cruelty. As a Board Member of RSPCA Queensland, I get to be a part of an organisation that works passionately for animal welfare. I take this responsibility very seriously, wanting only the best not only for our animals, but for our staff and volunteers that work tirelessly to provide our services, and for our community supporters and donors who give so generously.



Eileen Thumpkin
RSPCA Board

My grandad and father put me on a horse before I could walk and let me feed orphaned lambs; so, began my lifelong passion for all animals and their wellbeing. Today I follow my passion by making a positive contribution to the work of the RSPCA, in creating 'a life worth living' for all animals. It's a privilege to make a contribution as part of team RSPCA; as a Board Member, through fostering, as a donor and as an informed consumer. The drive and energy to protect and care for animals, and to create a better future for all species is inspiring. I'm currently undertaking research into animal adoptions.



Alison Sherry

RSPCA Board

I have been honored to be on the Board of RSPCA Queensland since 2012. I am as passionate and motivated (if not more) as the day I started. I can see with time the tangible, positive impact we make for domestic and wildlife animals which in turn has such a positive impact on our communities. Both are totally interconnected. This year, we were so blessed to be able to adopt our second little Jack Russell Georgia, who was rescued from terrible circumstances of cruelty in a puppy mill situation. Every day she is my reminder of the great work done by the RSPCA and how much she enriches our lives and all who meet her. She is grateful to RSPCA Queensland, and so are we.



Graham Newton

RSPCA Board

My six years on the Board of RSPCA Queensland has given me an opportunity to understand and appreciate the challenges faced by our domestic animals and wildlife, and the incredible work the RSPCA do. Being part of such a special team that is dedicated to helping animals is a great source of inspiration for me. It also gives me comfort to know that our staff and volunteers are working so tirelessly at stopping cruelty to animals. This common goal reminds me why I am so fortunate to be part of the RSPCA family and something that I will always speak of with great pride when I think of our people, the community and the animals we help every day.



Al Mucci

RSPCA Board

My love for animals started as a child growing up in Western Sydney when authorities decided to turn a creek full of wildlife into a canal. Bulldozers moved into the area and some of the local kids and I decided to start catching all the wildlife to rescue them. Four decades later I continue to advocate for better outcomes for all animals. RSPCA Queensland values align with my own personal values and together we will strive for better animal welfare in Queensland for all animals.

Thanks to our Major National and Corporate Partners





Jo McKennariey

RSPCA Board

The reason I joined the RSPCA Queensland Board was because I love animals and wanted the chance to help in any way I could. Since being a part of this amazing organisation, I am inspired by the work of our Inspectors, I am driven by the rescues we do and the animals we save, and I am filled with so much joy in seeing animals rehomed into loving families. I continue to be motivated in my Board role as I want to be a part of the solution to end animal cruelty.



Kirby Anderson

RSPCA Board

Over the last two decades working in government and corporate affairs, I have had the opportunity to work with RSPCA Queensland. One of the first opportunities I had to work on was the development of Queensland's landmark Animal Care and Protection Act 2001. The work of RSPCA Queensland is so critical not only to the welfare of animals, but in promoting care across our society - in our communities and households. It is my belief how Queenslanders care for animals is the barometer for how we care for each other, and that is so important to government objectives.



Tony Barnes

RSPCA Board

Animals have been part of my life for as long as I can remember and they seem to get bigger as I get older, starting with cats and eventually graduating to horses. A couple of years ago my family and I took in a badly neglected racehorse who was barely able to stand when he came to us, eventually nursing him back to full health over many months. Seeing the commitment of RSPCA staff and volunteers doing this important work with neglected animals every day at scale is a remarkable thing to see and humbling to be involved with.





**“ Thanks for
having our
back ”**

