

**RSPCA**<sup>®</sup>  
Queensland

# IMPACT REPORT

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**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 animals throughout Queensland.**

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ISSN 2209-9492

**the  
comms  
team.**

Thank you to The Comms Team for designing our 2020 Impact Report pro bono.





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# The impact of your support



You helped  
**51,190**  
animals receive  
care

With your help, over 51,000 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 this year were native animals treated in our Wildlife Hospital and Eumundi Rehabilitation Centre. Despite closing our doors to the public during the COVID-19 crisis, 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 4,650 pets** with their owners this year. Of these animals, dogs were reclaimed the most with 3,606 finding their families. All of this is only possible thanks to your support.



**13,776**  
animals found  
new homes  
thanks to you

Our adoption numbers are slightly lower this year compared to last. There are a number of contributing factors, but namely due to less domestic animals coming through our doors this year. One day we hope that through desexing initiatives and community education, less animals will need our services to find new homes and are able to remain 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.

The support of rescue groups also meant that an additional **1,045 animals** were able to be transferred into their care to find new families.

Between adoptions, reuniting animals with their owners and the support of rescue groups, almost **20,000 animals** got a second chance, with your help.





Your support helped  
**5,780**  
receive care in  
foster homes

Every year, generous foster carers open their homes and hearts to help animals in need get a 'home away from home'. Our foster carers helped nearly **6,000 pets** this year. RSPCA pets require foster care for a variety of reasons: round the clock care of orphaned litters, pets waiting to reach a certain weight before desexing, pets requiring post-surgery care at home, animals not coping with shelter life and needing a break, and Inspectorate animals requiring long-term care while legal proceedings are underway.

The list is endless and the role foster carers play in helping animals in need is life changing. Thank you to every one of our foster carers who helps our animals when they need care the most!



**26,823**  
wildlife patients  
admitted into  
care thanks to  
you

Sadly, displaced, injured and sick wildlife, continue to flood through our doors every year at an ever increasing rate. This year we saw **15,105 native birds, 7,585 marsupials, 1,246 native reptiles, 621 placental mammals, 137 monotremes, 33 native amphibians, as well as over 1,200 non native animals**, come through our doors. There are many contributing factors as to why wildlife continue to need help: natural disasters such as bushfires and droughts, dog attacks, road accidents, and habitat loss.

It's because of generous people like you, that we can continue to help thousands of native animals in need every year.



You helped  
us attend  
**29,845**  
animal rescues

With nine Animal Ambulances on the road in Queensland attending to nearly a hundred 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.

Despite COVID-19 impacting our day to day shelter operations, our Animal Ambulances were still attending calls for assistance in the community with 'contact-free' rescues. Every year we still face the same issues, one in particular is animal entanglement. In April alone, 40 rescue calls were specifically for birds tangled in fishing line, netting or waste materials. Without your help to keep our rescuers on the road, animals like these would have been left to suffer in pain.



**550,668**  
hours dedicated  
to the cause  
from volunteers

Volunteers are at the heart of the RSPCA, without them, we would not be able to save as many lives as we do every year. Over **5,500 volunteers** across Queensland have helped us in the past year alone to improve our animal outcomes. We appreciate every one of our amazing volunteers who donate their precious time every day to assist our cause.

Whether it be transporting animals in need, helping in the laundry, providing enrichment to animals in the shelter or cleaning animal pens, the assistance volunteers provide the RSPCA is irreplaceable and invaluable.

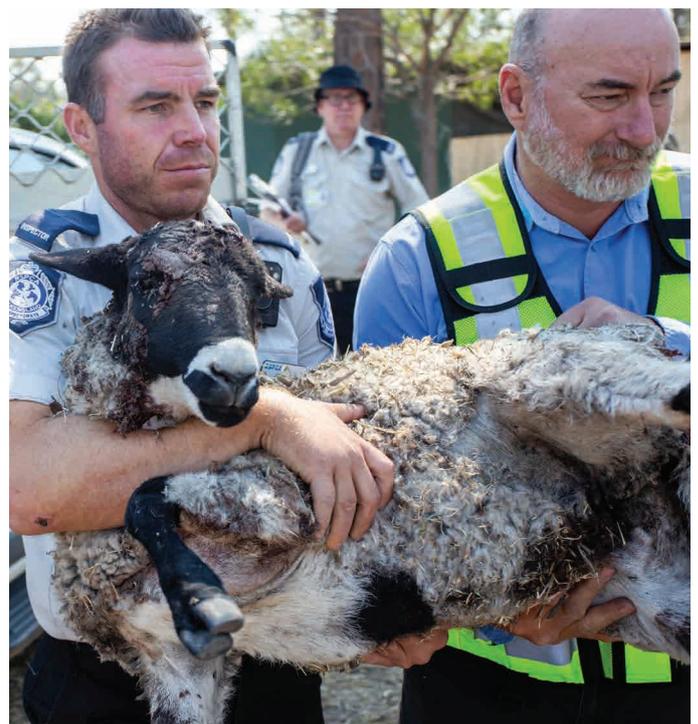


You helped our  
Inspectorate  
investigate  
**18,332**  
cruelty  
complaints

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 just **23 Inspectors across Queensland**, we rely heavily on the community to report welfare concerns so we can assist animals in need. Investigations and prosecutions are only increasing. Last year, we prosecuted over **300 offenders** for animal welfare concerns. However, there is still work to be done to ensure legislation and court outcomes improve while we provide a voice for the voiceless. With your help, we can work to ensure justice is served for the animals that have been mistreated, abused or neglected.

We hope we can continue to make Queensland a better place for animals into the future, but we need your support along the way.





### Wow, what a year!

When I first joined in October 2019, I said we needed to take the many years of great work of RSPCA Queensland, and make that the seed of what would become the next incredible era of the organisation. That seed would then blossom and deliver an array of exciting new initiatives as we continued to fulfil our purpose.

However, none of us could have predicted this would be a year of crisis. With bushfires striking at the heart of Queensland's wildlife habitat in November, and then COVID-19 bringing our traditional way of operating to a halt in March 2020, we had to think quickly, be nimble, and transform RSPCA Queensland into a collaborative, dynamic and very different organisation.

Our Wildlife Hospital and Rehabilitation Centre saw in excess of 80 animals a day during the summer months. Bushfires and the preceding drought conditions had left koalas, birds, possums and numerous other species sick, injured or without a home to return to. The wildlife team were amazing as they handled this massive workload day in, day out, and are welcoming of a new Wildlife Strategy which will start to come to fruition in the year ahead.

COVID-19 has been tough on our people and the community. Without your support, our animals would be left with no one to care for them.

We had to transform. Our Adoptions Centres and Op Shops closed to the public, and our biggest fundraising event of the year - Million Paws Walk - was cancelled in its traditional form. Our teams stepped up in the face of this crisis and rallied as we focused all of our resources at animal outcomes. We quickly put the call out for more foster carers, which was received with an overwhelming response from the community. We started adopting pets via a virtual process and rationalised our World for Pets and Op Shop stores, so they could reopen and continue to provide vital income for animals in need. We also launched Million Paws Walk - Walk this May, an online evolution of the traditional fundraising campaign. We called out to our animal loving community, stuck at home, to walk their dogs each day in May. Not only would this help enrich their dogs' lives, but allowed us to continue to generate much needed funds for the RSPCA to support our teams to deliver fantastic animal outcomes.

Since joining RSPCA Queensland, I can honestly say this has been one of the most interesting and incredible years of my career. The seed from a year ago has flourished and we have created a new strategy focused on three pillars - animals, people and community. Our people have been empowered to step up, bringing joy to each other and all the animals. To have the privilege to be part of this large group of incredible volunteers and staff, who turn up every day to make a difference to the animals and the people in our communities, has been an incredible honour.

Finally, to our supporters, whether you are volunteers, donors, corporate partners or participants in our different events, none of what we have achieved in this testing year would be possible without your kind and generous hearts.

So, on behalf of all the animals you have saved this year, thank you.

**Darren Maier,**  
*RSPCA Queensland CEO*

# OUR STRATEGY INCORPORATES THREE MAIN PILLARS



## ANIMALS.



**Provide the best animal well-being journey for all animals in Queensland.**

- » Being present and active for animals in need and protecting them from cruelty;
- » Ensuring unwanted or homeless pets have a safe place to go for shelter and care;
- » Finding ways to make Queensland a better place for animals.

## PEOPLE.



**Unleash the power of our people to help make the biggest impact on animal outcomes.**

- » Empowering our people to step up and make a difference, to be the change;
- » Improving performance through streamlined systems and guidance;
- » Nurturing and attracting the best people by becoming an Employer of Choice.

## COMMUNITY.



**Engage the community to make positive changes in animal welfare.**

- » Engaging the community through thought provoking storytelling;
- » Inspiring the community so every Queenslander feels motivated to contribute to the cause;
- » Sustainable and sensible financial management to ensure every dollar goes further.



### Watson



**Watson was found in Mackay with life threatening gunshot wounds to his head and leg in November 2018. He underwent emergency surgery to save his life and survived. But, Watson's journey to a normal life would be a long one.**

Months of reconstructive surgeries and rehabilitation followed for poor Watson. It was always touch and go, not just medically, but psychologically too.

Despite his traumatic puppyhood, adorable Watson touched the hearts of everyone who was lucky enough to meet him; vets, nurses, foster carers, staff and volunteers at the RSPCA. His cheeky and cuddly personality was not to be ignored. A gentle paw or wet nose nudge was his signature move for affection. Due to his injuries, Watson had lost an eye and developed quite the snore, but despite a few quirks, he was finally medically and behaviourally cleared to find a new home.

After 419 days in care at the RSPCA, Watson's New Year dream of finding a loving family, became a reality! His doting new family says, *"Watson is such a beautiful dog and we just love him. His favourite play toy is a squeaky pig, as it's the first toy he grabs and throws it around. Watson is certainly the King of our house and very spoilt. He has won our hearts and we can't imagine our family without him."*

Unfortunately, despite the hard work of our Inspectorate, those responsible for what happened to Watson were never found.

Watson required many surgeries to recover from his injuries, but he was worth fighting for so he could have a second chance. It's only thanks to people like you that Watson got his happy, new life!

**Hayley is absolutely thrilled to be part of a team that is supporting animals right across the state and improving animal outcomes every day.**

Hayley has been working in animal care roles for over 35 years: 25 of those working for RSPCA UK and 10 at RSPCA Queensland. Having adopted two dogs in the UK, Hayley wasn't going to leave them behind, so they also travelled down under.

Starting as an animal attendant back in 2010 in Brisbane, Hayley's skills and experience quickly saw her move into senior animal care roles, until most recently being appointed Head of Animal Care Centres in Queensland.

*"It was quite a shock when I first started at the RSPCA. I expected it to be very similar to the UK, but progress in animal sheltering was a little behind."* Hayley says that RSPCA Queensland has grown very quickly during her time and she's proud of how the charity has adapted to change.

Hayley highlights a noticeable difference in what's achievable when a charity is properly supported. *"Shelters aren't designed for long-term animal care and need to be better equipped to support animals with behavioural issues and medical rehabilitation. So, we find different ways of improving animal outcomes and work with what we've got. Better shelters means we can spend quality time with animals, provide enrichment, and develop strategic plans to get them into homes sooner!"*

Hayley says it's difficult to show the public just how much good work goes on behind the scenes, *"People need to realise we've come a long way and what happened 10 years ago, isn't what happens now. The teams are doing a lot for animals under difficult circumstances."*



**Hayley  
Kennington**





### Mel Buttle



**Mel Buttle is a comedian and animal lover. Jokes aside, she's serious about helping animals in need and volunteers her time as an RSPCA Ambassador.**

*"I'm a proud owner of an RSPCA rescue, she's a 7-year-old Bull Arab cross who changed my life. She is the sweetest, most loyal, loving dog I've ever had. Ruby is my world, I love hearing her snore at night, I sleep well knowing I've helped a dog get a loving home. So I'm keen to help do whatever I can to support other people who are in a position to adopt a pet, to do so from the RSPCA, the best breed is the one in need."*

Mel has been an animal lover all her life. *"My dad is very into animals, we'd always be dropping an injured bird off to a wildlife carer or helping a python across the road. I guess I get my fondness for animals from him. I'm a very big dog lover, I love taking Ruby to the dog park and meeting all the dogs, I know all their names, but not many of the owners' names!"*

Despite COVID-19 impacting Mel's comedy gigs in 2020, it hasn't stopped her planning her annual fundraiser for RSPCA Queensland. *"I've done this fundraiser show for about three years now. I always like to try and help out however I can."*

It's not just about dogs and cats for Mel (well mainly dogs), she is also passionate about sourcing higher welfare food. *"I'm really passionate about everything the RSPCA does, one of the initiatives I'm most impressed by is RSPCA Approved. I'm a foodie, so I always try to buy the highest welfare animal products that I can. I love how it's clearly labelled on the product, so people can make a more ethical choice with ease."*

Mel's pretty clear in her message, **"Adopt don't shop, if you can't adopt, donate, if you can't donate, volunteer, if you can't volunteer, advocate."** Mel is certainly a champion advocate, helping to inspire the community and her fans to become RSPCA supporters and more informed about better animal welfare!



## Opportunity

**In crisis comes opportunity and while the world changed, RSPCA Queensland not only changed with it, but made sure the animal outcomes were at the forefront of these changes.**

In one weekend alone, the community overwhelmingly answered our call for assistance with 3,000 foster parent applications received, as we looked to place more animals into foster care and out of the shelter environment. This meant they could be well looked after if COVID-19 invaded our shelters. Virtual Adoptions were also born, allowing us to continue to adopt despite COVID-19 forcing us to close our doors to the public. A new area was also created - Animal Experience - with a focus on increasing support and communication for foster parents and adopters, to make sure that they are well equipped to care for the animals. This means better outcomes for more animals, not just now, but also in the years to come.

Our traditional fundraising campaigns had to become agile and respond to meet the ever changing environmental challenges, so that we could continue to care for the 2,810 animals with us when COVID-19 restrictions began. An emergency appeal to raise funds so our vital services like veterinary care, Inspectorate and animal rescue could continue, showed just how incredible the community were in their support, even in the most difficult times.

Million Paws Walk, our annual dog walking fundraiser, turned virtual, allowing us to continue to engage our supporters while they were isolated in their homes, generate new supporters and raise much needed funds for animals in need. The community has been absolutely outstanding in continuing to support RSPCA Queensland and we thank you from the bottom of our hearts.

## 1.

A year of crisis...

## Challenge

**This year has absolutely been a year of crisis.**

Starting with bushfires through summer and then COVID-19 during winter and an ongoing concern for our Nation, RSPCA Queensland's resources have been stretched. Firstly we dealt with an influx of wildlife patients over spring and into summer coming into our care, and then faced the challenge of closing our Adoption Centres and Op Shops with a number of fundraising activities cancelled - all placing strain on our financial situation.

## 2.

### Wildlife rescue & rehabilitation

## Challenge

With unprecedented bushfires, the RSPCA Wildlife Hospital was stretched beyond capacity as we received over 80 animals a day through the summer months.

More devastating though was the destruction of habitat and the sheer volume of animals lost through the ferocity of the bushfires.

## Opportunity

**A new Wildlife Strategy, Wildlife Beyond 2020, has been developed and subject to raising the required funding, will allow RSPCA Queensland to continue to care for and respond to the growing needs of our native wildlife.**

Our immediate aim is to continue to grow and improve our current operational capability through increasing the capacity within our existing facilities. We will also reignite our Wildlife Heroes program; where we ask members of the public to help bring sick and injured animals into our hospitals at Wacol and Eumundi so they can receive treatment faster, and also assist with wildlife releases.

Secondly, we need to raise the funds to build a new state of the art purpose built Wildlife Centre of Excellence where we can triage the nearly 27,000 wildlife animals we see every year. This facility will also incorporate a learning and information centre, to allow community education around living with and caring for wildlife.

With natural habitats continuing to be impacted every year, the need for RSPCA Queensland to help care for affected wildlife, is an ever increasing and ongoing concern.

Our ability to execute on this bold new strategy will not be possible without capital funding from the Government and of course our incredible donors and volunteers.



3.

Animals  
continue to need  
loving homes

## Challenge

**Animals, just like you and I, deserve a loving home.**

A home where they can feel safe and secure. A home where they are fed, looked after and loved. Sadly, we live in a society where many animals are abandoned, dumped, unwanted and not given the love they deserve to live a full and purposeful life. Together, we can change attitudes and fulfil our responsibility to care and provide for these defenceless members of our society.



## Opportunity

**Every 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 nearly 14,000 animals into loving families.**

This year saw the opening of our brand new Toowoomba Animal Care Campus, a state of the art facility capable of providing refuge to even more animals in the Toowoomba region. This was only possible through the support of Dr John McVeigh, who advocated and worked tirelessly for federal government funding, and the generous support of a number of major donors who gave lovingly to our cause. The animals in Toowoomba will be forever grateful.

There is an opportunity in preventing animals needing our care in the first place, and the role of education is vital. We have commenced the rollout of AWARE - a school based program that enables teachers from Prep to Year Eight to deliver their normal curriculum, but with an animal welfare emphasis. For example, instead of learning maths traditionally, students might learn how to calculate the cost of responsible pet care. With 82 schools already signed up, our vision is for all schools in Queensland to embrace the program in the coming years, so that today's five to 13 year olds, will grow into tomorrow's young adults with a much better understanding of what it means to be responsible animal citizens: to look after our pets with love, care and dignity, and to coexist with and conserve our beautiful wildlife.

Finally, continuing preventative programs like Operation Wanted continues to make a world of difference to the number of animals in need. This year, with COVID-19 in our midst, we decided to proceed with our desexing campaign Operation Wanted. Through the generous support of local councils and over 150 dedicated vet clinics across Queensland, over 20,000 animals were desexed; meaning less unwanted litters and therefore less newborn kittens and puppies without homes. A massive thank you to all the vets who performed this work, you were amazing.



## 4. Cruelty must stop

### Challenge

**Every year more and more animals cry out for help.**

Our Inspectorate resources continue to be stretched to the limit, last year investigating over 18,000 cruelty complaints. Our Inspectors encounter everything from animal neglect to outright cruelty: tethered animals left to suffer in the heat to illegal dog fighting activities.

Animals within production systems - such as battery hens and sheep - also continue to need our voice to improve their welfare.

Outdated systems, legislation and processes need to evolve in line with community expectations.

It is well known that there is a link between animal cruelty and serious societal issues such as domestic violence and crime. We know that often people will stay in violent domestic situations for fear of losing their pets. Our Pets in Crisis program assists people and their pets in these circumstances.

Animal cruelty must stop, for the sake of both animals and people.

# Opportunity

**With a team of 23 inspectors, RSPCA Queensland investigates animal welfare concerns across the entire state from South East Queensland all the way up the eastern seaboard to Cairns.**

In addition, there are two dedicated Inspectors and an Intelligence Officer focused on identifying illegal puppy farms, dog fighting rings and cock fighting rings, in a bid to bring to an end these horrific practices.

While a lot of progress has been made this year with **304 successful prosecutions** seeing perpetrators of animal cruelty receive punishments ranging from fines, to prohibition orders which prevent them from owning animals - and in some cases receiving jail time - there is still more to be done. Recently, thanks to your support and generous donations, we've been able to invest an additional \$500,000 to put four much needed Inspectors on the road across Queensland, increasing our presence in regional areas such as Cairns, Townsville, Mackay and Toowoomba. We have also increased resources in our Prosecutions Team to enable us to keep up with demand as we seek to reduce animal cruelty. Pleasingly, both sides of government have committed to work with RSPCA Queensland and review the *Animal Care Protection Act 2001* in the new term of government; to increase penalties and provide greater scope to help stamp out animal cruelty.

Sadly, as previously mentioned, domestic violence is often associated with animal cruelty, and this year our **Pets In Crisis program took in and cared for 107 animals** from situations of domestic violence, allowing the victims to leave their hostile environment and get help, without fear of what might happen to their pet. This is a program we are incredibly proud of and is such a crucial service for people in need in today's society. But these vital services for pets and people in need, are only possible with your help.



At a national level, the RSPCA across all states continue to advocate against live export and encourage the humane treatment of production animals. Working closely with the Department of Agriculture and Fisheries, we provide support where requested as they investigate and prosecute cases outside of our jurisdiction. **One thing that we hope will continue is strong government support at both federal and state levels to eradicate battery hen cages.** We will continue to lobby for legislative changes on this front. We can't do this alone however. By adding your voice for better animal welfare, together we will make positive change for animals in production systems.



## Animal outcome research

### **For many years, valuable research has been conducted at the RSPCA on a wide range of animal topics to improve animal outcomes.**

Some recent studies researched cat desexing, dog behaviour in shelters, pet enrichment in shelters, and socio economic factors impacting animal welfare.

Liam Clay has been volunteering and working with RSPCA Queensland since his first undergraduate placement where he has assisted our behaviour team in animal training and assessments. The purpose of Liam's research was to identify dogs with behavioural issues early in their shelter stay, so they could get assistance in a timely manner before the shelter environment further impacted their behaviours.

RSPCA Queensland Principal Scientist, Mandy Paterson says, *"Liam conducted important behaviour research at RSPCA Queensland which will help us screen our shelter dogs more effectively, ultimately aimed at getting them into their new homes sooner."*

Our Animal Experience Team have already implemented new processes to streamline current behaviour assessments based on Liam's findings.

Liam's PhD research went even further to shed light on the importance of behaviour assessments in animal shelters. Behaviour assessments have always faced scrutiny in the public eye, especially for those who aren't involved in shelter animal care. Liam says, *"I was hoping to make a positive change on people's perceptions of behavioural assessments, as they perceived this tool was used for pass/fail versus what they are actually used for - which is to identify and help."*

Liam published a paper, In Defence of Canine Behaviour Assessments, and he's optimistic that it's been a driver to change shelter practices and industry minds on the use of behaviour assessments.

Liam says, *"The research has very much triggered many ideas on what I will be looking at moving forward, for example more specific ways we can identify certain behavioural problems, how we can use assessments and behaviour procedures to monitor and implement behaviour modification, and how certain behaviours can manifest over time."*

At RSPCA Queensland, research is a driver for positive change, the more we can learn about animals in our care, the better we can accommodate their individual needs, and find the most suitable new homes for them faster. Your support means that we can continue to put in practical solutions based on the insights that research provides.



**“  
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”**

**COVID-19 saw a major impact on our financial sustainability, causing us to quickly take stock of the rapidly changing world to ensure our ongoing financial viability. This quick response was critical in ensuring we could continue to deliver animal outcomes as our first priority.**

We were able to successfully manage this with the receipt of capital grants for our new Toowoomba Animal Care Centre and the receipt of Job Keeper. A strong focus on reducing expenses was also implemented to ensure ongoing animal needs could be continued to be delivered in our shelters, Domestic and Wildlife Hospitals and Inspectorate.

### Key impacts:

- » Despite major fundraising events such as Million Paws Walk being cancelled, the community and our supporters were incredible in continuing to support the work we do with an additional \$550k raised compared to last year.
- » COVID-19 impacted on our Social Enterprises, with Op Shops closed for an extended period of time, resulting in \$856k less merchandise sales compared to same time last year.
- » The receipt of Job Keeper and the Toowoomba Capital Grant (under the Building Better Regions Fund) materially increased our one-off grant income year on year.
- » We significantly reduced non-animal related expenses by \$1.2m. This helped us to contribute an additional \$3.8m year on year towards key animal outcomes.

This gave us a net operational surplus for the year of \$8.7m. We will continue to look for efficiencies to deliver an ongoing surplus that will allow us to continue to invest in more animal outcomes in the years ahead.

### Revenue Generated for Animal Welfare Outcomes



Animal Activities	18.5%
Fundraising Activities	41.5%
One Off Grants & Other	22.8%
Government Operational Funding	2.4%
Social Enterprises	14.8%

### Expenditure on Animal Welfare Outcomes



Animal Welfare Outcomes & Support	57.3%
Fundraising Activities	11.7%
Social Enterprises	18.2%
Organisation, Community, Volunteers and Education	12.8%

## Supporter spotlight

**The only way RSPCA Queensland can continue to help animals in need and end animal cruelty is thanks to generous supporters like Cynthia, Julie and Heather. These are their stories.**

### Cynthia

**One of our loyal and generous supporters, Cynthia, understands that all animals deserve care and love.**

Recently she was able to make a generous donation that supported a new Animal Ambulance for our Rescue Unit that will help rescue animals who are injured or in distress. Cynthia says that it's satisfying to know exactly how animals will benefit from donations. *"I think the RSPCA does a great job under difficult circumstances, it's a job that has to be done and you can't do it without money."*

Our 24/7 Animal Emergency Hotline 1300 ANIMAL, receives sick and injured animal calls every day. With only nine ambulances across Queensland, our Rescue Team resources can be stretched to the limit, so contributions like Cynthia's are greatly appreciated.

Cynthia cares passionately about our wildlife and has donated generously in the past for equipment needed by our Wildlife Hospital to care for our beautiful koalas, whose numbers are in serious decline across Queensland. It's thanks to people like Cynthia that our animals can have a brighter future.

“

**I don't like the idea of neglect or cruelty to animals and I know no other group does the breadth of work that RSPCA Queensland undertakes.**

”





“  
**I know that RSPCA Queensland does good stuff. Hearing stories of animal cruelty is just horrible and if I can help, I will.**  
 ”

**Julie**

**Julie has been an avid animal lover since a young age and grew up with plenty of family pets to keep her and her sister company. But Julie truly fell in love with rescuing and rehabilitating animals when she volunteered for an animal welfare charity in her home country of New Zealand.**

At just a young age and still in high school, Julie would care for horses and ‘help out with whatever they needed’. When she wasn’t caring for horses, she looked after many other animals who had been rescued from a life of cruelty or neglect.

Owning animals her whole life, Julie can’t believe how anyone could ever hurt such innocent creatures. *“I know that RSPCA Queensland does good stuff. Hearing stories of animal cruelty is just horrible and if I can help, I will.”*

But it’s not just generous donations where her support lies, Julie has been a foster carer for many litters of kittens and has always said,

*“If I could buy a large property to foster more animals I would, so I can give them the life they deserve!”*

Julie has mentioned many times that she would give her last dollar to RSPCA Queensland if it came to it, as she ‘can’t take it with her’. In recent COVID-19 times, a holiday booked for her birthday overseas was cancelled and she generously donated a portion of this money to the RSPCA, to use for the ‘good fight’.

Julie has plans for her generosity to live on. In addition to Julie’s desire to leave a gift to her family in her Will, she is also dedicated to leaving part of her estate to RSPCA Queensland so that her gift can help fight animal cruelty, when she no longer can.

## Heather

### **Heather has been involved with RSPCA Queensland for almost 30 years and her local community knows her passion for animals.**

Neighbours and locals will drop off donation items to Heather's house for animals in our shelters, or for our op shops. As she is a regular visitor to her local shelter, she kindly delivers these items on other people's behalf.

Heather recently fostered a cat from RSPCA Queensland that had been hit by a car and brought into the vet hospital for treatment. *"I had him for 6 weeks while his leg got better. I fell in love with him of course! He's so sappy and loving! When he was better he just couldn't go on to any other home but here."*

Heather has many animals, her dog Kira is a wonderful doorbell for her, and her home is filled with animals; both real and in her collection of artwork. Heather has a great fondness for birds and she generously sponsors all of the birds that come through the Wacol Bird Adoption Aviary, so our feathery friends can be cared for while they wait for new families.

Leaving a gift in her Will to RSPCA was an obvious decision for Heather, *"I know that animals cannot look after themselves and I would like to support them into the future."*

People like Heather make it possible for animals to get the care they need, now and for many years to come.

“

**I am passionate about the work of all of the RSPCA teams, but the Vet team really goes above and beyond for every animal that comes through.**

”



### **Animal welfare remains a high priority for the Queensland Government and we continue to acknowledge the important role that RSPCA Queensland plays in protecting the welfare of animals.**

This past year has created challenges for all of us, including our pets and wildlife. The bushfires which raged across Queensland and Eastern Australia caused immense devastation to our peri-urban areas and natural environment. While bushfires have a significant impact on our domestic animals, the toll on Queensland's wildlife was particularly severe. Many animal welfare groups, including RSPCA Queensland have been front and centre, treating and caring for injured and displaced wildlife.

Just as we were recovering from the bushfires, the COVID-19 pandemic emerged which has had a significant impact on the lives of all Queenslanders.

Despite these challenging times, the Queensland Government continues to deliver on improving animal welfare outcomes. The implementation of the recommendations from the *Inquiry into animal cruelty in the management of retired Thoroughbred and Standardbred horses in Queensland* (Martin Inquiry) is ongoing. Queensland is leading the review of the National Land Transport Standards and Guidelines in relation to the transport of horses and the new national code for processing of livestock at slaughter facilities. The endorsed Australian animal welfare standards for cattle, sheep and animals in saleyards and depots are currently being drafted into regulation.

I look forward to a continuing collaboration with RSPCA Queensland and a shared commitment to protect the welfare of all Queensland animals.

**Hon Mark Furner MP,**  
*Minister for Agriculture and Fisheries*



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**Animal welfare remains a high priority for the Queensland Government and we continue to acknowledge the important role that RSPCA Queensland plays in protecting the welfare of animals.**

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# Chairperson's letter

## RSPCA Queensland's people and supporters have carried us through an extraordinary year of transition.

As I pen my first Chair's letter, I would like to acknowledge the contribution of my predecessor Dr Andrew Tribe, who was a Director for 15 years and Chairman for five. Andrew, as well as ably leading the Board, generously shared his deep expertise in wildlife with the organisation. I am delighted that while stepping off the Board, he will remain the Chair of the Animal Welfare and Ethics Committee.

The other major transition this year has of course been in the CEO's office where Darren Maier took over from Mark Townend after nearly 20 years' of service. Darren has wasted no time, building on the strong foundations created by Mark. He has reorganised the leadership team, delivered an exciting new five year strategy, and refreshed our vision and values. The fact that this has all been done against a backdrop of the challenges of bushfires and the COVID-19 pandemic, is a testament to Darren's energy and passion.

RSPCA Queensland is also going through a cultural transition where we seek to remove silos and work together more collaboratively. Your Board has sought to lead by example in this regard and has adopted a number of measures such as including a communique in the internal newsletter after each Board meeting to keep our staff and volunteers engaged with Board activities and priorities. We have adopted Principles of Operation that are included in all our Board papers that remind us of the values and behaviours that we commit to as a Board; and we are undertaking a Board performance survey conducted by QUT's Australian Centre for Philanthropy and Nonprofit Studies.



Whilst we strive for continuous improvement, the measures of our success must always come back to animal outcomes and our relevance within the community that we serve.

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 supporters and all our people - paid and volunteer. Without you, none of what RSPCA does would be possible.

**Justine Hickey,**  
*RSPCA Queensland Chairperson*



## **Justine Hickey**

RSPCA Board, Chairperson

*"The greatness of a nation and its moral progress can be judged by the way its animals are treated." (Mahatma Gandhi)*

*As an animal lover all my life, each time I walk around our shelters I am inspired and humbled by the commitment and dedication of our staff and vollies, and the resilience and bravery of the animals that we treat and rehome. It is such a privilege to be the Chair of this extraordinary organisation and have the opportunity to make a positive difference to the lives of animals and to our community.*



## **Amena Reza**

RSPCA Board, Treasurer

*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 five 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 and 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.*



**Michael Bowers**  
RSPCA Board

*The joy that the RSPCA brings to people's lives is demonstrated in so many ways. Closer to my home, after Sam our border collie passed after 18 wonderful years, the RSPCA team stepped into action during COVID. Together all of the RSPCA team changed our lives by introducing us to Mollie after she was abandoned. So many smiles and joy! This of course is something that happens everyday in Qld and I love being a small part of that!*

**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 ”**

