

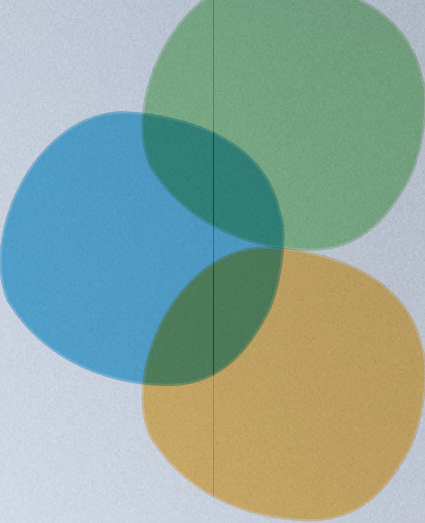


RSPCA

RSPCA
Queensland

IMPACT REPORT

2024



CONTENTS

4-5	From our CEO
6-8	Key Highlights
9	Barney's Story
10-11	From our Chairperson
12-15	Prevention & Welfare <ul style="list-style-type: none">Community OutreachOperation WantedPets in CrisisCall CentreEducation
16-19	Wildlife <ul style="list-style-type: none">Wildlife Centre of ExcellenceLorikeet Paralysis SyndromeWildlife ERWill's StoryWildlife Responders
20	Advocacy
21-22	Inspectorate <ul style="list-style-type: none">ProsecutionsEducationDangerous Dog LegislationPuppy Farming
23	Charlie's Story
24-29	Our People <ul style="list-style-type: none">VolunteeringWellbeingDiversity, Equity & Inclusion
30-32	Sustainable Organisation <ul style="list-style-type: none">FundraisingGifts in WillToowoomba Vet ClinicLotterySocial Enterprises
34-37	Responsible Funding & Philanthropy
38	Enhancing Technology
39	Message from our Patron
40-41	Our Board
42-43	Corporate Partners

ACKNOWLEDGMENT OF COUNTRY

We acknowledge the Traditional Custodians of the land on which we operate and pay our respects to Elders past, present and emerging. We recognise their connection to Country and their role in caring for and maintaining Country over thousands of years.



FROM OUR CEO

For many years, and especially post COVID, we have seen steadily declining numbers of animals entering our shelters. The humanisation of pets and the proliferation of pet services is providing our pets with a better life and strays are consistently being reunited through the help of social media as communities come together to look after their animals.

Our Inspectorate continues to respond to **nearly 14,000 animal welfare calls**, however more and more these are calls to loving homes where owners are struggling financially or just don't know what to do. As a result, the role of education is becoming more important and our Community Outreach programs we have run in Moreton Bay, Townsville, Logan and Cairns need to become an integrated part of what the RSPCA now stands for.

It is these trends, which are also happening globally, that have informed our efforts to move to a model around providing the community access to support. This is making a determined effort to only have the most in need animals in our shelters, and facilitate as many animals to stay in their already loving homes by providing an extended offering of community programs, support and education. A wonderful example of this is the opening of the Banksy Vet Clinic at our Toowoomba Animal Care Campus, which was only made possible with the generous support of Rodney Banks and George and June Baumber. This clinic will not only treat our shelter animals, but enable us to deliver community based care through things like desexing days, helping keep pets in their homes with their loving parents.

This year has seen us increase our focus on advocacy, working harder with government to put structural change in place on things like the breeders code, legislating the removal of battery hen cages and focusing on ending puppy farms to name a few. Out of our work with government on the *Animal Cats and Dogs Management Act* came the development of a much more modernised focus on training around preventing dog bites, resulting in a very catchy and effective children's song around T.A.I.L, helping educate children (and adults) on how to be safe around dogs.

RSPCA Queensland changes the lives of animals and the people privileged to care for them. Our work, in changing times, is making a difference and enabling positive trends in society towards greater awareness and understanding of being a responsible pet parent. In evolving with these changing times, the heart of our 2030 strategy remains on delivering animal impact.

For our wildlife, we have had tremendous success working with the local vet community providing support, assistance and training. This has resulted in a faster path to first triage for our wildlife animals, giving them a better chance of survival. **The big development however for wildlife is we are on track to commence building our new state-of-the-art Wildlife Hospital Centre of Excellence in 2026.** This facility will provide capacity for superior care, enabling greater opportunity for rehabilitation of wildlife animals. The centre will also be a hub for education of both local and international vets as well as the community as we grow their understanding of how to live well with wildlife. **This project will cost \$25m and we are nearly 80% of the way to being funded** through some very generous philanthropists and some successful lobbying with government.

This will be my last CEO Report as I move onto a new opportunity in another industry sector. It has been an absolute honour and privilege to lead RSPCA Queensland, and I am proud of the amazing animal impact our teams deliver each and every day. We have invested in our leaders who are empowered to lead and deliver the incredible work of this organisation and we are debt free for the first time in over two decades, ensuring RSPCA Queensland will be here stronger than ever for many years to come with a solid strategy to 2030. I am proud of our people and the impact they have made.

None of this however would have been possible without our supporters, donors, volunteers, foster parents, carers and corporate supporters. Your continued support of RSPCA Queensland enables so much great work to be done. We have never taken your support for granted and have made sure that we have honoured the trust you place in us by delivering the animal impact that I know is so important to you.

So both personally, and on behalf of the team here at RSPCA and the many thousands of animals you help provide a better life for, thank you.

Darren Maier



This year has been a year of change for RSPCA Queensland as we developed our 2030 strategy amidst a forever changing animal welfare environment.

KEY HIGHLIGHTS



43,990 animals needed help from the RSPCA this year



Our Animal Rescue Team attended 24,938 calls for assistance



8,339 animals were adopted into new families



57,208 incredible donors helped raise \$40,580,367 in vital funding



We saw a 10% rise in the number of sick or injured native animals admitted to our Hospital and Rehabilitation Centre for treatment with 27,423 incoming wildlife patients



We saw a 12% increase in the number of volunteers. 3,689 amazing volunteers donated 323,082 hours of their time to our cause



3,580 animals were placed into loving foster homes while they waited for adoption



We helped 1,655 pets and their 1,247 owners receive vital pet care services through Community Outreach, 428 additional pets than last year

The animal outcomes you've helped make possible



KEY HIGHLIGHTS



Our Inspectors responded to **13,875** animal welfare concerns this year



556,269 community enquiries were answered this year by our Call Centre Team



We saw a **20%** increase in the number of pets receiving refuge in our Pets in Crisis program. **220** pets were emergency boarded as their owners left domestic violence situations



8,345 children were educated about animal welfare



More schools signed up to our RSPCA curriculum program AWARE with **1,812** enrolments in Queensland



BARNEY'S STORY

Barney is in safe, loving hands thanks to you

When Barney was brought into the RSPCA by our Inspector, he was in a lot of pain from a very sore skin condition. This poor boy just wanted to curl up in his new bed and wait for the day when the pain would end...

But, thanks to his dedicated support team of vets and carers at the RSPCA, Barney was in the best hands to start his journey towards a pain-free life.

Sometimes, our animals become 'homework' and that was the case for Barney when our Chief Veterinary Officer, Dr Anne Chester, took him under her wing at home so he could get the dedicated veterinary support he needed with regular medicated washes and pain relief.

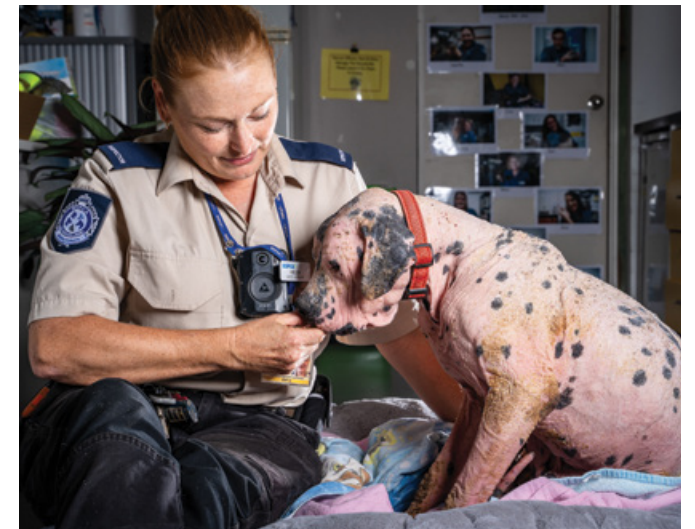
Barney even got to travel back to the RSPCA with Anne for her work, where his rescuers and carers were all too happy to greet him on his daily outings.

Today, Barney is a completely different dog! His sore skin has been soothed and can be easily managed. He's now pain-free and living his best life with his adoptive family. All Barney needs nowadays is his comfy suit that he wears outside with sunscreen for protection, his doting forever family, and his new doggy best friend.

As one of our long termers, Barney spent over nine months in care before finding a loving, new owner who accepted him, quirks and all. He may always look like a hairless dog, he may even grow a little bit of hair back, but he's now happy as can be.

Outcomes like Barney's are made possible thanks to our supporters who know that no matter how challenging, or how long it may take, the RSPCA gives the very best care to animals in need so they can get a second chance at happiness.

Right: Barney above with Inspector Helen when he first came into care, and sporting his sun-suit on the right.



Watch Barney's story here





FROM OUR CHAIRPERSON

Animals are just the best and RSPCA Queensland delivers on the promise to change lives together. When I see the work our people contribute to the many animals they have rescued and saved, it's humbling! And our donors and supporters have made this work a possibility. We not only impact immediate needs, but we are educating the whole community about the value and importance of animals.

One of the things I have been very pleased about is how far and wide the RSPCA Queensland is reaching out into the community and across a range of animal welfare initiatives. **This year saw the 30th anniversary of the much loved Million Paws Walk**, with our four-legged friends taking their humans for walks at locations right up and down the Queensland coast. I personally participated in this wonderful event on the Gold Coast, where we celebrated the impact our animals have in our lives whilst also appreciating how far society has come in its knowledge and awareness of the importance of providing for our animal friends. It was amazing to see so many of our supporters enjoying the day out.

Another highlight this year in showcasing the incredible work our teams do in support of all creatures great and small was the production of two separate TV programs. Wildlife ER has now had a number of seasons filmed, originally showing on SBS and SBS On Demand and being broadcast overseas in countries such as Canada where it is very popular. This program allows the viewer an insight to the extraordinary work our wildlife teams perform each and every day. From our rescue officers completing some often difficult and complex rescues, to our wonderful team of wildlife vets and vet nurses triaging and providing loving care to enable the recovery of our much loved wildlife – it is very rewarding seeing our people make such a difference to those animal most in need. Pleasingly, a commercial station has agreed to air Wildlife ER in the new year which will enable RSPCA to reach more audiences in a bid to spread the word around our wildlife in need.

The second program was For The Love Of Pets, a heart warming show following the adoption journey of our domestic animals as they find their forever homes. With 8,339 animals finding their forever home in 2024, the opportunity

to bring these stories of joy to audiences goes a long way to helping the community come with us on the journey of rescue animals being our favourite breed. This in turn helps ensure that animals coming in to our care are able to have a second chance and bring joy to their new owners. The success of this show has brought forward community support to help upgrade our adoption facilities and is now set to run for another season which is exciting, as even more wonderful stories will be shared.

Whilst these are examples of RSPCA being able to share the stories of joy, there is a lot of hard work behind the scenes to make these things happen. One area that RSPCA Queensland has increased its focus on is advocacy – where we attempt to draw attention to positive and meaningful change for as many animals as possible. This year we have been active with government across a range of codes and standards out of the *Animal Care and Protection Amendment Act (2022)* focused on things like breeder codes where we continue to advocate for the end to puppy farming. We prepared a submission for the review of the *Animal Management (Cats and Dogs) Act (2008)*, and in particular, the focus around dangerous dogs where we strongly held the view that breed alone does not determine the likelihood of a dangerous dog. **In response to the focus on dangerous dogs, RSPCA played an important role around education and teaching our youngest generations the importance of safety around dogs through our Prevent-a-Bite campaign.** In addition to this, RSPCA continues to lobby for the new Poultry standards to be legislated so that we finally have a date to remove battery cages.

These are just some of the many amazing things our teams are championing in order to deliver the most animal impact to the most animals possible each day. We have a strong strategy and are well placed to continue to find more ways we can make a proactive impact on preventing animals in Queensland from needing the RSPCA in the first place. These are exciting times and I am thrilled to be part of the journey.



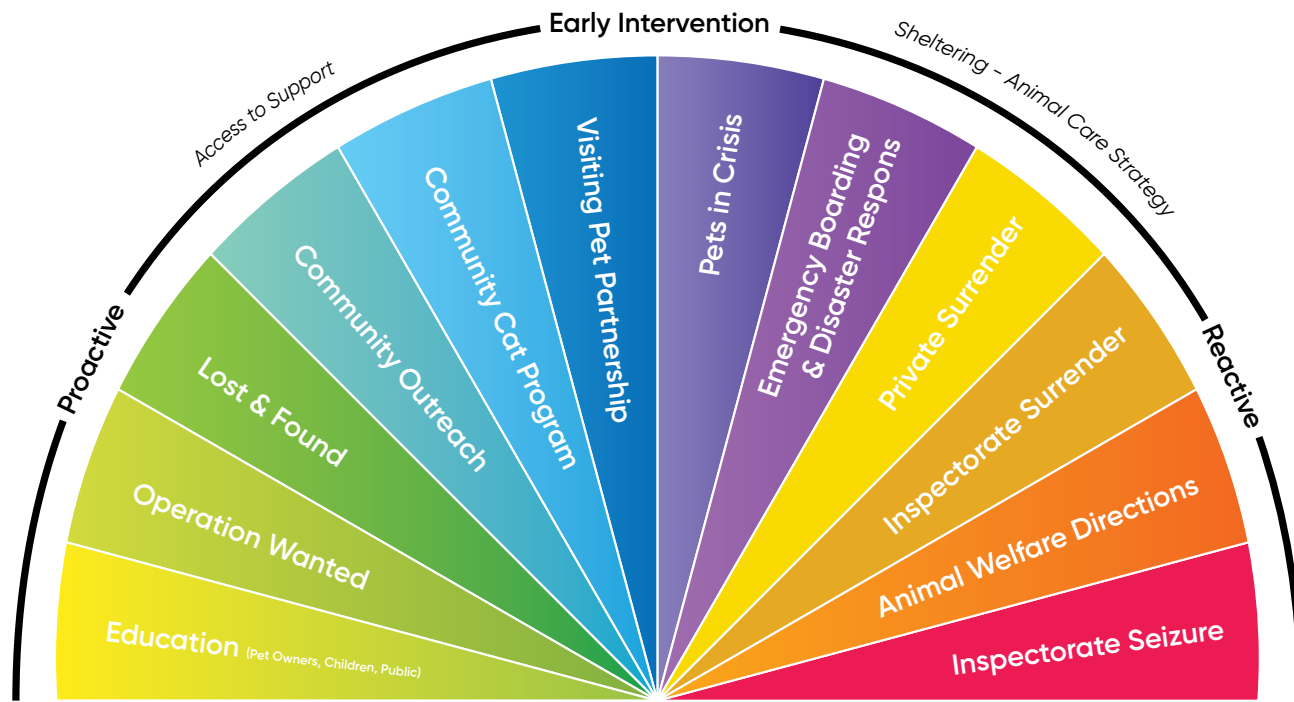
Louise Cox



We have focused on empowering the community to care for animals at a much greater level than before, believing that animals change people and ultimately create a better place to live for us all.



PREVENTION & WELFARE



Access to Support

Providing access to support is essential in building animal loving communities and preventing animal cruelty. At RSPCA Queensland, it's our goal to address the root cause of animal welfare issues and through our vital proactive work within our communities, we can help end animal neglect, abuse, cruelty and pet homelessness.

Community Outreach

The cost-of-living crisis continues to impact people and their pets across Queensland. Our Community Outreach team has been busier than ever this year, **assisting over 1,200 people and their 1,655 animals** requiring veterinary care, desexing, medication and essential items such as food and bedding.

By collaborating with Animal Rescue Cooperative (ARC) at Community Days across the year, our Outreach team has provided 2,064 bags of pet food to animals in need this year. We've also provided parasite preventatives for cats and dogs through our Elanco partnership to people in need.

As well as vaccinations and microchipping at our Community Days, our vets performed over 600 desexing procedures, dental surgeries and lump removals to improve quality of life for pets as a part of the program.

Emergency Response

This year, our Community Outreach team travelled to Tara to provide emergency disaster relief to families and their pets during the October bushfires.

We also supported the Cairns community after the December floods caused by Cyclone Jasper with pet food supplies, preventatives, as well as veterinary care. The severe weather event also saw our Cairns shelter evacuated, and all animals placed into loving foster homes.

After six months operating from the local council facility, we were proud to reopen our Cairns shelter, having continued to care for animals in need right throughout this time.

Support for Cherbourg

2024 marked our second annual veterinary visit to Cherbourg designed to decrease animal overpopulation, improve animal welfare, and reduce the transfer of Zoonotic diseases within the community.

Alongside the University of Queensland's School of Veterinary Science, Darling Downs Public Health Unit, Animal Management in Rural and Remote Indigenous Communities (AMRRIC) and Cherbourg Aboriginal Shire Council, we collaboratively delivered the Visiting Vet Program which allowed the community to access important veterinary services for their pet.

In total, 27 surgical procedures were performed, 20 microchips implanted, and two dogs were surrendered to RSPCA Queensland and have since been rehomed. This year, there was a **five percent increase in the number of dogs desexed**.

Happy and healthy pets help to keep families together during hardship and we are proud to be able to offer our Community Outreach program every year to people in need.

Below: Lifetime Cherbourg resident Jarrabah said the ability to own a pet of their own had changed the lives of so many who live in the community.



Watch our Visiting Vet Program Highlights here



"We are going through a lot at the moment, but animals are still a very important part of our community and there are a lot of people out here who love their dogs."



PREVENTION & WELFARE

Operation Wanted

Our desexing initiative, Operation Wanted, celebrates a decade of responsible pet ownership this year with an estimated 200,000 animals across the state desexed during the campaign since inception.

The campaign runs from June until August every year with participating vets across the state offering a twenty percent discount on cat and dog desexing procedures.

Financial hardship is one of the top reasons animals are surrendered to the RSPCA every year. With over **11,500 pet owners registering for Operation Wanted this year** in Queensland, this vital program is helping to prevent pet homelessness and reduce veterinary costs for pet owners.

2024 marks the first year that pet owners in NSW, VIC and ACT could also access discounted desexing at their participating vets, resulting in almost 3,000 pet owners signing up.

A special thank you to Brisbane City Council, Moreton Bay Regional Council, Toowoomba Regional Council, Noosa City Council, Cairns Regional Council, Bundaberg Regional Council, Rockhampton Regional Council and South Burnett Regional Council for contributing this year.

Pets in Crisis Supported by the Petbarn Foundation

Our Pets in Crisis program supported by the Petbarn Foundation and the Queensland State Government, is a vital service providing a safe haven for pets whose owners are fleeing domestic violence situations. Through this program, we offer temporary care for pets at the RSPCA, ensuring they are safe and cared for while their owners seek refuge and secure new housing. Our ultimate goal is to reunite pets with their families once they are in a safe and stable environment, helping to restore the human-animal bond during an incredibly challenging time.

This year, demand for our program has escalated in Queensland with 220 pets enrolled in the program – a twenty percent increase.

In collaboration with DVConnect, our team has actively raised awareness about our Pets in Crisis program through the network of women’s shelters in Queensland. This year, we’ve worked to ensure that more victims of domestic violence are aware of the program and consider the safety of their pets when seeking support, helping to ensure that both people and animals are supported.

To keep up with demand, our vital program requires additional funding.

We received \$100,000 from the Petbarn Foundation and \$211,000 from the Queensland Government this year to ensure animals enrolled in the program can receive veterinary care, food and essentials during their stay at the RSPCA.



Call Centre

Our call centre has been busier than ever this year, responding to an almost 30% increase in calls across all our lines. The bulk of this growth has been in our Hotlines, including the 1300 ANIMAL number as well as our Inspectorate and Emergency Hotlines. This increased demand is another demonstration of a more socially conscious animal community in action.

This team is the frontline for the community and the organisation on all things animals welfare, be it taking an animal welfare complaint, logging a call for a rescue of sick and injured wildlife or providing important, potentially life-saving advice on a wide range of animal enquires.

This year, we have focused on developing plans to improve and streamline our services so that we can provide the swiftest and most effective response to animals in need of urgent assistance, whilst also providing a better customer experience. This has included the introduction of a digital form for external vets so that wildlife can be more quickly triaged, a review of our operating hours, and the proposed introduction of a smarter Interactive Voice Response (IVR) – new technology to provide more efficient customer responses, and the potential use of AI to facilitate self-serve options directing callers straight to first responders.

Education

Our Happy Cat Holiday Program launched this year at our Townsville RSPCA. Each program throughout the year was booked out and very well received by children participating. The program taught children all about cats and their welfare, facilitating hands-on experiences with our cats and kittens available for adoption while also making pet enrichment toys.

This year, **8,345 school children attended our face-to-face learning sessions** either at an Early Learning Centre, at their school, or by visiting our Wacol and Townsville locations. Responsible Pet Care was the most popular program with children.

At Wacol and Townsville, we also introduced a Reading to Rescue Animals program, where children had the opportunity to sit with adoptable animals and read aloud to them. The program was designed to foster empathy for animals while helping children develop confidence in their reading skills.



Our learning sessions educating children about animal welfare

WILDLIFE

An increasing number of native animals urgently need our help

Funding to transform wildlife care in Queensland

This year, 27,423 wildlife patients were admitted to our Wildlife Hospital at Wacol and Eumundi Rehabilitation Centre, far surpassing our current capacity. The additional 2,552 animals this year underscores the urgent need for our new Wildlife Centre of Excellence to become a reality.

In November 2023, the federal government announced a \$5 million commitment to support building this new facility through the Saving Koalas Fund grant, alongside an incredible \$3 million already pledged by generous philanthropists.

With help from Redland City Council in providing land, the new facility will enhance wildlife care, research, and education, creating a lasting impact on conservation across South East Queensland. To meet the growing challenges of wildlife care and conservation, we must act now - ensuring that we can continue to protect and preserve wildlife for future generations and look forward to this transformative project coming to life from 2025.

Below: This state-of-the-art Wildlife Hospital will lead the way in wildlife rescue, treatment, rehabilitation, and education, ensuring a brighter future for native animals.



Lorikeet Recovery: A challenging year

In an extraordinary demonstration of resilience and care, RSPCA Queensland has been at the forefront of saving rainbow lorikeets affected by the devastating Lorikeet Paralysis Syndrome (LPS) and investing thoughtful donations from community members into research so the cause of this debilitating illness can be identified.

LPS causes progressive paralysis. It first emerged in 2012 and typically affects rainbow lorikeet populations in South East Queensland. However, this year, the syndrome spread further than ever before, impacting areas as far south as Grafton and even Central Queensland.

Throughout this challenging period, our Wildlife Hospital was inundated with sick birds. We saw over 3,850 lorikeets admitted into care, with up to 200 birds brought in daily. Dr Tim Portas, our Wildlife Veterinary Director, described it as "the worst year we've ever seen".

Despite the overwhelming number of cases, our dedicated team worked tirelessly to rehabilitate the affected lorikeets. For one particular area in Ipswich, 48 birds treated for LPS were successfully released back into the wild after six weeks of intensive care.

However, the fight is far from over. The cause of LPS remains unknown, and further research is needed to understand the condition and its environmental triggers so that strategies can be implemented to protect our wildlife and prevent future suffering.

Wildlife ER

An exciting new television series launched in 2023 on SBS Australia - Wildlife ER. The series takes viewers on a journey to preserve and protect our wildlife - highlighting the incredible work of our wildlife vets, nurses, rescue officers, carers, and volunteers.

Produced by Wild Bear Entertainment, series two and three have wrapped filming and we are looking forward to their broadcast in Australia soon. International viewers have already been able to watch the first two seasons of Wildlife ER on streaming services.





WILDLIFE



Beautiful Will was one of the **710** koalas admitted into our care this year

Will's Story

Beautiful Will was one of the 710 koalas admitted into our RSPCA Wildlife Hospital this year. He was sadly hit by a car in an area called Whites Hill, a koala hotspot in Brisbane. Unfortunately, it's common for our Rescue Team to be called to the area to rescue koalas as Boundary Road runs alongside the Reserve.

Will spent a month in RSPCA care recovering from his injuries and was successfully released back into the wild.

Thankfully, Council has installed new koala fencing along the roadside to help protect koalas that live in Whites Hill Reserve.

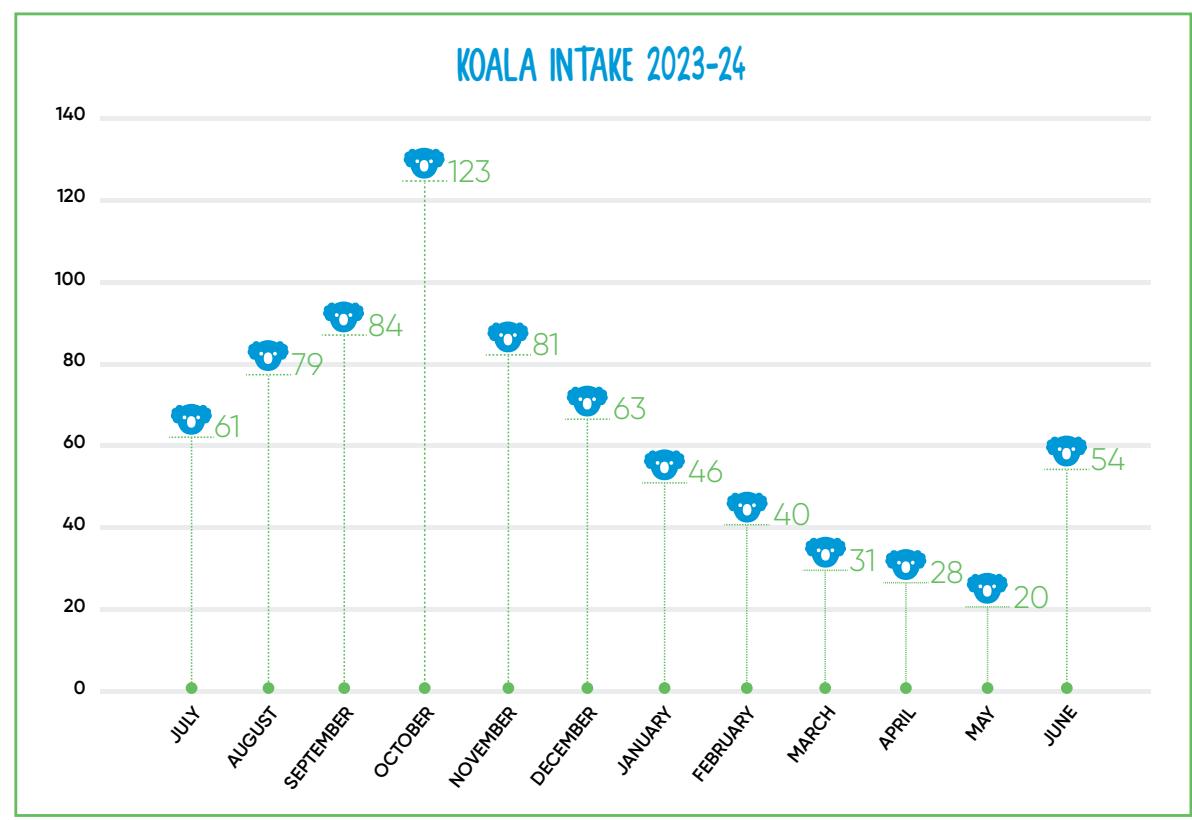
Wildlife Responders

This year we developed an RSPCA Wildlife Responders Program to address the increasing demand for wildlife rescue services in Queensland. The program empowers

community members to contribute directly to rescue efforts in their local area. The volunteer initiative has seen **39 trained Wildlife Responders actively supporting** animal rescues in South East Queensland with our first successful rescue by a volunteer in April.

Volunteers can sign up and assist in low-risk animal rescue situations such as, contained or immobile wildlife (injured birds, lizards, possums), as well as participating in the rewarding experience of releasing wildlife and reuniting juvenile animals with their parents.

Training and safety for our Wildlife Responders has been a major focus this year to establish this new program and ensure our volunteers have the support and assistance to give back to our native animals in the community.



Watch Will's release here

Will the koala back safely in the trees he calls home at Whites Hill Reserve.



ADVOCACY

RSPCA Queensland is committed to making lasting changes in animal welfare through a comprehensive Advocacy Strategy, designed to amplify our efforts across the state. At the heart of this strategy are the values of compassion, evidence-based action, and the power of collaboration. Our road map lays out key goals to address critical animal welfare issues, with a balanced focus on legislative reform and practical, on-the-ground change.

Our team works closely with stakeholders, policymakers, and partners with aligned interests, building strong alliances to drive positive change for animals. Together, we are tackling species-specific and statewide welfare concerns, always with a vision of a future where all animals thrive in good welfare. By empowering our people and working strategically, **RSPCA Queensland is striving to achieve meaningful, measurable progress in the lives of Queensland's animals as part of our 2030 vision.**



Above:
A possum was found clinging to a powerpole in Rothwell and rescued by our team after recent tree clearing.

Our 2030 Advocacy Strategy covers:

- Protections for Wild Animals (including Aquatic Animals, Deforestation, Wildlife & Road Safety)
- Animals used in Research
- Companion Animals
- Animals used in Sport & Recreation
- Population Management & Hunting
- Livestock & Production Animals
- Animal Welfare Legislative Reform

With evidence from our Inspectorate demonstrating that puppy farming continues to exist in our state, one of our highest priorities is stamping out the cruel practices of unethical dog breeders. Our team has been working closely with the state government to review our dog breeding regulations with the aim of introducing tighter regulation and enforcement of dog breeding in Queensland.

With ambitious goals to improve animal welfare across diverse areas - from **removing shark nets and improving conditions for racing animals, to prohibiting cruel traps and enhancing the lives of animals used in research** - we know the road ahead is challenging. But with your voice and support, we can continue this vital journey to make Queensland a safer, more compassionate place for all animals.




INSPECTORATE

This year, our team have seen a rise in cases about animal neglect such as skinny dogs, animals requiring veterinary treatment, and abandoned pets.

Prosecutions

On 12 December 2022 significant amendments to the *Animal Care and Protection Act 2001* came into effect in Queensland. As a result, the Department of Agriculture (now the Department of Primary Industries) handle all prosecutions under this Act.

While this change hasn't affected our daily work - investigating animal welfare issues and supporting the community - it has seen fewer animal welfare offenders prosecuted.

We remain committed to submitting comprehensive briefs of evidence and advocating for the Department to prosecute where serious animal welfare allegations are evident.



We will continue to advocate for improved welfare standards on behalf of our community and donors.

Education

Our Inspectorate team has a strong focus on education and working with the community. For example in Townsville, this includes participating in Healthy Pets Days, fostering positive relationships with children on Palm Island to educate them about animal care, and attending community talks to raise awareness about animal welfare and the vital role of our Inspectors.

Dangerous Dog Legislation

In May, the Queensland Government instituted tougher dangerous dog laws. It came after a review of the *Animal Management (Cats & Dogs) Act 2008* and recommendations of a taskforce that included the Department of Agriculture and Fisheries (DAF), participating local governments, the Local Government Association of Queensland and RSPCA Queensland.

We support investment in education and awareness about dog behavior, interactions, and responsible ownership, including training, socialisation, and control in public and on private property. However, **we do not agree with the ban that has been placed on five dog breeds** - Dogo Argentino, Fila Brasileiro, Japanese Tosa, American pit bull terrier, and the Presa Canario.

In our submission to the government and as part of the Taskforce, we highlighted that scientific evidence does not support the assumption that certain dog breeds are inherently dangerous or that banning them will reduce dog bites or attacks. Identifying banned breeds is also problematic, especially when the newly banned breeds are not recognised as purebreds in Australia.

Legislation alone will not reduce the number of dog bites in our community.



INSPECTORATE



183 dogs and puppies brought into our care from an alleged puppy farm in South East Queensland.

Research shows that 1,200 Queensland children are treated in hospital emergency departments each year for dog bites, with 81 percent of those bites involving the family dog.

This year, we're developing a "Prevent-a-Bite" education program for children, designed to teach safe interactions with dogs at home and in public spaces. The program includes a catchy song and educational materials for parents and schools.

Puppy Farming

Puppy farms are intensive breeding sites that put the profit of dogs being sold before the animal's welfare. Often puppy farms are overcrowded, and animals are living in filthy conditions. Out-of-hand breeding and overpopulation of animals in these situations cause severe behavioural and medical issues.

Every year we work tirelessly to educate the public on puppy farms, how to avoid them when buying animals, and to report animal welfare issues to our Inspectorate.

This year, 183 dogs and puppies were taken into our custody from an alleged puppy farm in South East Queensland.

On Tuesday April 23, RSPCA Queensland Inspectors responded to an animal welfare complaint relating to a large number of dogs on a property allegedly living in poor conditions.

Alongside RSPCA Inspectors, RSPCA animal care and veterinary staff assessed all animals located on the property accompanied by Council and Queensland Police.

As a result of investigations, 183 dogs and puppies were seized by RSPCA Queensland Inspectors and transported to the RSPCA.

The case is currently under investigation.

At RSPCA Queensland, we believe there is a serious need for tougher laws around breeding dogs (as well as other animals). This is why we are actively working with government to review the Animal Welfare Standards and Guidelines for the Breeding of Dogs and their Progeny and the Pet Shop Code of Practice, putting forward recommendations for

stronger animal welfare regulations, including:

- Additional provisions for large-scale breeders.
- A cap on the number of litters per bitch to four in her lifetime.
- Prohibiting the sale of puppies and kittens from pet shops unless they have been sourced from a reputable animal rescue organisation.
- Powers for Inspectors to conduct routine inspections (without the need for a warrant) of commercial dog breeding facilities to ensure compliance with the Code of Practice.
- Improvements to the Breeder Identification Number system which is currently failing.

However, legislation is only part of the solution, we need the public to help stamp out this cruel trade and do their research before purchasing dogs and other animals. Our Smart Puppy and Kitten Buyers Guides provide helpful information about responsible pet ownership.



Charlie's Story

A caring member of the public found one-year-old Charlie the dog in January. He had been abandoned at a dog park in Ipswich with a note stuck to his collar.

The note left with Charlie implied if he stayed where he was that he would be harmed.

Charlie isn't the only pet that has been abandoned this year. While the number of animals being surrendered to RSPCA Queensland has increased to almost 5,000, the number of reports of animals being abandoned has also spiked.

Anywhere from 100 to 200 complaints are investigated by our Inspectorate relating to pet abandonment every month.

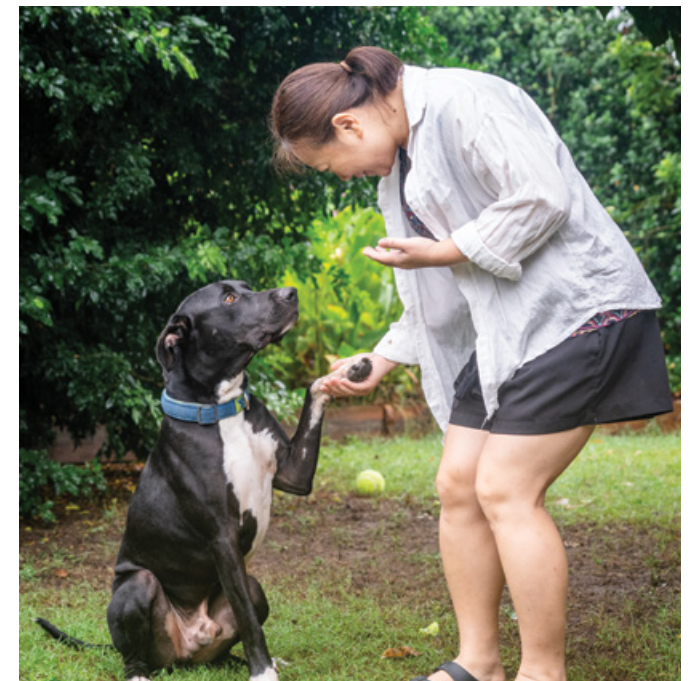
When Charlie first arrived at the RSPCA he wasn't coping with shelter life, but he came out of his shell and started to relax when he got to spend time with people in our RSPCA offices.

Our foster team placed Charlie into a loving home with volunteers Andrew and Michelle, so he could adjust to life in a home while he waited to be adopted.

Andrew and Michelle have been foster carers for the past five years. They've always sheltered dogs that needed a bit of extra support in a loving home environment.

Charlie blossomed in their care and has since gone on to find his very own loving family.

We are truly grateful to have the support of our incredible foster carers across the state who are directly helping to transform the lives of animals like Charlie.



Watch Charlie's story here





VOLUNTEERING



96% of volunteers rated their experience as either "excellent" or "good"

Susan Chaffey is one of the 3,689 volunteers that supported RSPCA Queensland this year. Susan has dedicated nearly seven years to our cause, contributing nearly 2,000 hours of her time and making a real difference to both the animals in our care and our organisation as a whole.

Susan has shown her commitment in many ways, from helping behind the scenes with administrative support, to being actively involved in our events and taking on the important role of a foster carer where she has fostered hundreds of cats and kittens. Her kindness and passion for animals are evident in everything she does, and she consistently goes above and beyond to make an impact.

This year, our dedicated volunteers across the state have contributed an incredible 323,082 hours of their time to support our mission, forming the heart and soul of RSPCA Queensland.

We're proud to share that our volunteer community continues to grow. In 2023-24, we welcomed 2,093 new

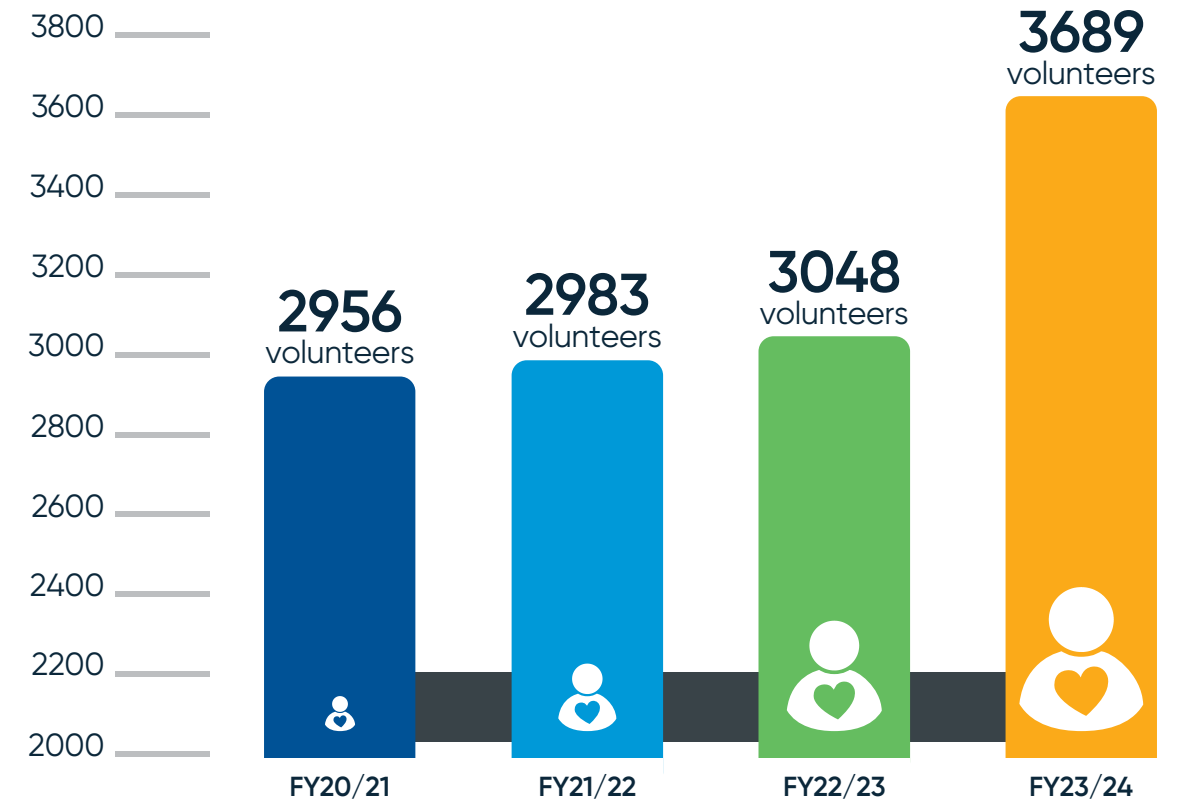
volunteers, all passionate about making a difference in the lives of animals. Their collective energy and commitment are invaluable to our work.

Volunteer retention is a cornerstone of our 2030 strategy, and we've worked hard to ensure every volunteer feels appreciated and supported. Post-pandemic, our volunteer numbers have steadily increased, though the ongoing cost-of-living challenges have made balancing paid work with volunteer commitments difficult for many. We've met these challenges head-on by creating a supportive, flexible environment that values every volunteer's contribution.

Below: Volunteering Services Manager Ashleigh Snow with volunteer Susan Chaffey at Wacol.



INCREASE IN VOLUNTEERS OVER TIME



As part of our ongoing strategy, we've introduced new initiatives to further engage and celebrate our volunteers. One standout initiative is our Pawsome Volunteer Awards, where volunteers and staff nominate peers for their outstanding efforts during our monthly Huddle gatherings. These recognitions highlight the dedication that makes RSPCA Queensland so special.

Our volunteers are surveyed daily and can provide feedback on their shift. 96 percent of survey respondents rated their experience as either "excellent" or "good," a testament to our ongoing efforts to create meaningful, impactful volunteer opportunities.

Understanding the unique skills and motivations of each volunteer has been a key priority. By working closely with

our volunteer leaders, we've gained valuable insights into how we can better support and engage our diverse team, ensuring that everyone has the opportunity to contribute in ways that align with their strengths.

Looking ahead, we're excited to build on these successes. Over the next 12 months, our focus is on the continued roll out and management of our volunteer initiatives. By investing in and recognising the extraordinary contributions of our volunteers, we're not only strengthening our community but also driving positive change for animal outcomes.



WELLBEING



77% of our staff are satisfied with our current support services

Wellbeing Survey

Last year, we conducted a Wellbeing Survey to better understand the needs and priorities of our people, and how RSPCA can enhance support offered. The survey was designed to gather insights on what keeps our team motivated, happy, and balanced – covering areas such as physical and mental health, financial wellbeing, and work-life balance.

The feedback we received is helping shape new initiatives and policies that better support the wellbeing of our workforce. This survey is part of our ongoing commitment to evolve and meet the needs of our people. By listening to their experiences, we're creating a workplace that cares for both animals and our team, fostering a healthier, happier, and more fulfilling environment for all.

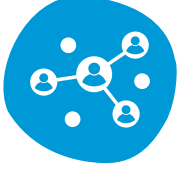
Here are the top findings from our Wellbeing Survey:



Broaden diversity and inclusion:
Celebrate a wider range of cultures, ethnicities, and social groups.



Recognise and celebrate achievements:
Reward staff accomplishments and provide team-building opportunities to foster belonging and shared purpose.



Improve communication and leadership:
Enhance transparency and support in management-staff relationships.



Support financial wellbeing:
Offer fair compensation and resources for financial management.



Effective leadership and meaningful dialogue:
Foster transparent, empathetic interactions between staff and management.



Tailored wellbeing programs:
Provide health workshops and mental health support to address diverse needs.



Work-life balance:
Offer more flexible schedules that align with employees' personal lives.



Ongoing feedback and improvement:
Commit to continuous feedback to refine and enhance our wellbeing strategy at RSPCA Queensland employees' personal lives.



Health and safety:
Prioritise physical and mental health with comprehensive training and a supportive environment.

Our People and Culture team are actively using responses from our Wellbeing Survey to develop a comprehensive wellbeing framework that reflects our collective vision for a supportive, inclusive, and dynamic workplace.

Mental Health Awareness Month

In October 2023, our People and Culture team launched our inaugural Mental Health Awareness Month, engaging both staff and volunteers. The goal was to promote overall wellbeing, foster a positive and supportive work environment, and raise awareness about the critical importance of mental health. We sought to encourage employees to have fun and prioritise their mental wellbeing.

We focused on a different theme each week and provided resources and tips to support our valued team members. We covered key aspects of mental health such as the benefits of movement and sleep, the importance of nutrition, building meaningful connections, and strengthening resilience.

The Huddle

The Huddle is our monthly town hall meeting that brings our organisation together to celebrate achievements, promote inclusiveness, and recognise the hard work of our staff and volunteers. It offers a space for sharing updates, fostering learning, and building team connections.

A key feature is our Employee Recognition component which includes our peer-nominated Shout Out Awards, the Senior Leadership-nominated Top Dog Award and this year, the introduction of our Pawsome Volunteer Award.

Congratulations to our Pawsome Volunteer Award recipients in 2024: Hera Ormsby, Alphonso Solia, Harrison Gibbs, Sage Gee, Marion Johnson, Kel Seehars, Christine Marshman, Camille Hermes, Michelle Sugden-Ware, and Ella Rose McGregor.

Congratulations to our Top Dog Award recipients in 2024: Danielle Radicke, Petal Walker, Marianne Grieve, Tori Condon, Kyle Patrech, Nikki Bird, Mark Chaplan, Vickey Toomy, Tara Bryant, Deanne Haggarty, Nellie Worryingham, Kayla Lawson, Imogen Griffiths, Rachel Phillips, Tay Aitkin, Meg Vazey, Vanessa Heath, Chloe Wienk, Sophie Carter, Kinsey Downes, Skye Jones, Ally Miley, Darryl Stokes, Kellie Beckman.

Viva Engage Launch

In April, we launched Viva Engage, a dynamic communication platform designed to enhance collaboration, celebrate achievements, and strengthen connections across our organisation. Our People and Culture team has been driving its adoption through a series of informative workshops. These sessions have focused on how Viva Engage can help employees connect more effectively across departments, share important updates, celebrate milestones, and engage in meaningful conversations. By equipping our teams with these tools, we aim to empower them to not only communicate more efficiently but also to recognise and celebrate individual and collective achievements, contributing to a more connected and motivated workplace.



"I love working at RSPCA Qld and I admire the effort that is made to ensure the wellbeing of its staff. Thank you!"



DIVERSITY, EQUITY & INCLUSION

RSPCA Queensland is committed to fostering a culture of belonging, valuing every team member, and embracing underrepresented voices within our organisation. Our focus is to ensure everyone feels valued and included.

This year, we undertook a commitment to implement a Diversity, Equity and Inclusion (DEI) strategy with a focus on continuous improvement.

RSPCA Queensland established a DEI committee to lead efforts and drive initiatives across the organisation. We actively engaged with staff through discovery sessions to understand experiences and gather valuable feedback. Guest speakers provided valuable insights and guidance on key DEI challenges and opportunities so we could create policies to embed DEI into organisational decisions and interactions.

Key Focus Areas

- Inclusive Workforce & Volunteer Diversity**
 We are dedicated to building a workforce and volunteer base that reflects the rich diversity of the communities we serve. By actively recruiting and supporting individuals from diverse backgrounds, we aim to enhance our capacity to innovate and improve outcomes for both animals and people.
- Culturally Inclusive Care & Community Engagement**
 Our approach to animal care and community engagement will ensure that we recognise and respect the diverse values, perspectives, and practices of all communities, particularly those of First Nations peoples. We will continue to work closely with local communities to co-create programs that are inclusive and accessible to all.
- Safe & Inclusive Workplace Culture**
 We are committed to fostering a workplace where everyone feels safe, respected, and valued. By promoting psychological safety, equitable practices, and inclusivity, we will cultivate a culture of belonging that supports the wellbeing and engagement of all staff and volunteers.

- Leadership & Accountability**
 Leadership plays a critical role in driving DEI initiatives across RSPCA Queensland. We strive to engage our leaders by providing them with the tools and knowledge to model inclusive behaviours that drive positive change.



This year, we created programs and awareness for International Women's Day, Harmony Day, Pride, and NAIDOC Week with celebrations highlighted on social media to promote understanding and inclusion within our wider communities.

NAIDOC Week

In the lead up to National Aborigines and Islanders Day Observance Committee (NAIDOC) Week held in July 2024, our DEI committee planned a comprehensive week of celebration to honour the heritage, culture, and accomplishments of Aboriginal and Torres Strait Islander Peoples. Our team engaged First Nations staff in NAIDOC Week planning to ensure activities were both respectful and culturally authentic.

Activities were designed to encourage collaboration between staff and volunteers to foster greater awareness and respect for Indigenous culture and reinforce RSPCA Queensland's commitment to creating a supportive, inclusive workplace where all voices are valued.

Below right: Yarning Circle Facilitated by Brendon Nilsson and Kayla Lawson, this informal gathering created a safe space for staff to share stories, experiences, and knowledge about Indigenous culture.





SUSTAINABLE ORGANISATION

Fundraising

It's thanks to a large community of compassionate donors that we can continue to care for a growing number of animals turning to RSPCA Queensland every year. The generosity of animal lovers in our community is what makes our life-changing work possible.

Fundraising continues to be a vital source of income for RSPCA Queensland, providing over 60 percent of our total revenue and this year, every dollar invested in fundraising activities helped generate \$6.57 towards our mission.

Throughout the year, our team has focused on fundraising initiatives that align closely with donor interests. By leveraging insights from supporter surveys and industry benchmarking, we are building a foundation for sustainable growth to support our mission well into the future.



Above: The Ray White Group, including the team at Toowong, have been supporting RSPCA for many years.

NINE HUNDRED AND FIFTY DOLLARS \$ 5,950.00
Ray White Toowong
Reuben Packer-Hill

Right: Mid installation of solar at RSPCA Wacol.

Acknowledgments

One of our major supporters made a transformative philanthropic gift to fund the installation of solar panels and the upgrade of lighting to energy-efficient LED systems at our Wacol Animal Care Centre. We are also working on installing solar energy solutions at our Cairns, Gympie, and Eumundi locations in the future. This significant solar project will bring both financial and environmental benefits to RSPCA Queensland, marking an important step toward achieving our sustainability goals. We are deeply grateful to this donor for helping us reduce energy consumption and offset the rising costs of electricity, positioning us for a greener and more cost-effective future.

This year we once again received significant support from the Ray White Group that helped us maximise the funds we received from bequests. Every deceased estate property achieved a selling price above the valuation and a number of Ray White agents also donated to further bolster the results. We sincerely thank them for their commitment to RSPCA Queensland and their ongoing support.

We'd like to thank solicitor David Wheldon for his pro bono legal services provided to RSPCA Queensland again this year. His dedicated support and love of animals has helped to ensure that our bequestors wishes are fulfilled for the benefit of animals in need.



Gifts in Will Campaign

Compassionate animal lovers who have chosen to leave a legacy by including RSPCA Queensland in their Wills have made a remarkable impact this year.

The generosity of our devoted bequestors is powerful. They directly save thousands of lives annually – whether that be through the ability to purchase new veterinary equipment and medical supplies, to upgrading our vehicles to keeping our rescue and Inspectorate teams on the road – our bequestors contribute an incredible 40 percent of our total funding.

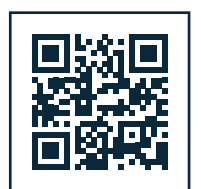
Most people know the RSPCA for our animal care, shelters, adoptions and Inspectorate work. Our RSPCA Gifts in Wills program is a major income stream that supports our current services and is also vital in growing our services to positively impact the future of animals and their welfare.

This year, RSPCA Queensland led the development of a Gifts in Will marketing campaign alongside our national Member Societies. The campaign which launched across major television networks and digital marketing channels, highlighted the importance of leaving a legacy to the RSPCA so we can continue our life-saving work and help more animals in need.



Above: The wonderful people who remember RSPCA Queensland in their Will are honoured on our Remembrance Wall at the Wacol Animal Care Centre. We will never forget their kindness and their everlasting love of animals.

Watch our Gift in Wills advertisement here



SUSTAINABLE ORGANISATION

Toowoomba Vet Clinic

In an exciting development, this year our Toowoomba Animal Care Centre has received generous donor funding to fit-out the veterinary clinic. The Wellcamp facility opened in 2020, but an operational veterinary clinic on-site required additional funding.

Thanks to local philanthropist Rodney Banks - which the vet clinic will be named after - and major donors George and June Baumber, the Ison family and a bequest from the late Nancy Borsht, the \$1.3m vet clinic will be completed in July 2024.

Our kind supporters turned this vision for our shelter into reality and RSPCA Queensland is truly grateful for their generosity.

The new clinic has dedicated spaces for dogs and cats, operating theatres and an X-ray room soon to be installed.

Our Toowoomba team takes in around 2,400 domestic animals every year. A third of those animals require additional veterinary support and are transported to our Wacol facilities to receive care. The new Banksy Vet Clinic will see incoming animals treated on-site, helping to

streamline our animal care processes and improve animal outcomes.

We'd like to thank West Toowoomba Vet Surgery for assisting with urgent veterinary cases in the region over the years.

The completion of the Banksy Vet Clinic will ensure a positive future for the animals of Toowoomba.

We will now be looking to hire additional vets to join the team to help run the facility.

Lottery

This year, RSPCA Queensland made a strategic decision to bring the management of our lottery program in-house. This comes after several years of outsourcing our previous RSPCA Raffle program to a third-party supplier. **This decision involves building a dedicated internal team, complemented by external agency expertise**, to drive sustained and diverse revenue growth in support of our mission. Developed through close collaboration with our federated partners across other states and territories, the new lottery program will be managed from Queensland to benefit all states.

Launching on 1 July 2024, the redesigned lottery will offer more chances for our supporters to win, enhanced prizes, and an improved customer experience. This will provide our supporters with **the opportunity to make a real impact on the lives of animals in need**. This new initiative marks an exciting chapter in RSPCA Queensland's commitment to both innovation and financial sustainability in our fundraising efforts.



Our Toowoomba team takes in around **2,400** domestic animals every year



SOCIAL ENTERPRISES

At RSPCA Queensland, our social enterprises work together to create meaningful change for animals and communities. Each plays a key role in fostering sustainability and engaging animal lovers to support our cause.

World for Pets

Our pet supply store, World for Pets, has undergone a remarkable transformation to deliver the best selection of high-quality pet products to our supporters at affordable prices. We have worked diligently to **reduce our overhead costs, allowing us to offer affordable pet care items without compromising on quality**. Every purchase supports our animal welfare initiatives, enabling us to provide vital care and shelter for animals in need

Black Cat Café

Our café is a haven for cat lovers and a unique space that showcases our cats available for adoption. This year, our Café has seen an **impressive 21% year-on-year growth**, highlighting its success in connecting people with adoptable cats and fostering a love for animals in our community. In addition to serving our guests, the café also caters to fundraising events, corporate teams, and the public, making it a versatile hub for community interaction.

Pets at Rest

Our compassionate pet cremation service, RSPCA Pets at Rest, provides dignified end-of-life care for pets, allowing families to navigate this challenging journey with support and respect. **This year, we experienced a 19% increase in service uptake**, reflecting the trust our community places in RSPCA to care for their beloved animals throughout their entire journey. We are honored to be a source of comfort and support during such a difficult time.

Op Shops

Our Op Shops are vital to our mission, contributing to sustainability and supporting animal welfare. This year, we achieved remarkable growth to change lives.

- **Sales Growth:** Our Op Shops experienced a 10.5% increase in sales year-on-year, thanks to the generous support of animal lovers across Queensland.
- **Waste Reduction:** We saved an impressive 168 tonnes of items from landfill, up 115 tonnes from last year, making significant strides in promoting sustainability and reducing environmental impact.
- **Expansion and Engagement:** We proudly opened four new Op Shops in Ashmore, Loganholme, Stafford, and Townsville. Additionally, we transformed our Wacol location into a superstore, leading to an impressive 55% increase in sales in just four months. Our Ascot and Rockhampton locations also experienced significant growth, with sales rising by 20% and 50%, respectively.
- **Community Involvement:** Our network experienced a 47% surge in customer engagement and an astounding 123% increase in items sold.
- **Animal Welfare:** This year, we facilitated 600 successful cat and kitten adoptions across seven of our Op Shops, demonstrating our commitment to finding loving homes for animals in need.

Together, our social enterprises drive positive change, promoting sustainability, responsible pet ownership, and animal welfare.



RESPONSIBLE FUNDING & PHILANTHROPY

Financial Year 2023/24 was another challenging but successful year financially for RSPCA Queensland, where we have navigated rising costs to continue focusing heavily on our core purpose of animal welfare and animal outcomes.

This year, our focus has been twofold: continuing to invest in animal welfare outcomes whilst also addressing the root causes of animal welfare issues.

We are proud to have:

- Invested more than \$2m in facilities and infrastructure around Queensland, including upgrading kennels at Wacol to more safely accommodate dangerous dogs, building new whelping facilities to have for the first time, a dedicated space for mums and puppies, the fitout of the Banksy Vet Clinic at our Toowoomba Animal Care Centre to better serve both animals in our care and animals in the community, and the installation of a fit for purpose wet bench at our Eumundi Wildlife Centre. All of these investments will have a material benefit in animal welfare.

- Upgraded security equipment, including CCTV and duress alarms across our Animal Care Centres and Op Shops, whilst our Inspectors have recently received brand new and upgraded Body Worn Cameras and Duress Alarms. This investment is aimed at ensuring the welfare of our people and our facilities remains front of mind in order to support our teams in the delivery of our animal mission.
- Commenced our fleet refresh program to replace our ageing fleet with many hundreds of thousands of kilometers to newer, fit for purpose and safer vehicles. This keeps our people safe and enables more efficient delivery of our animal transport requirements.
- Upgraded ageing equipment across a number of sites such as washing machines and dryers, replacing certain domestic items to commercial grade equipment which is fit for purpose and provides a more economical and reliable standard of care, an absolute necessity leading to better animal outcomes.

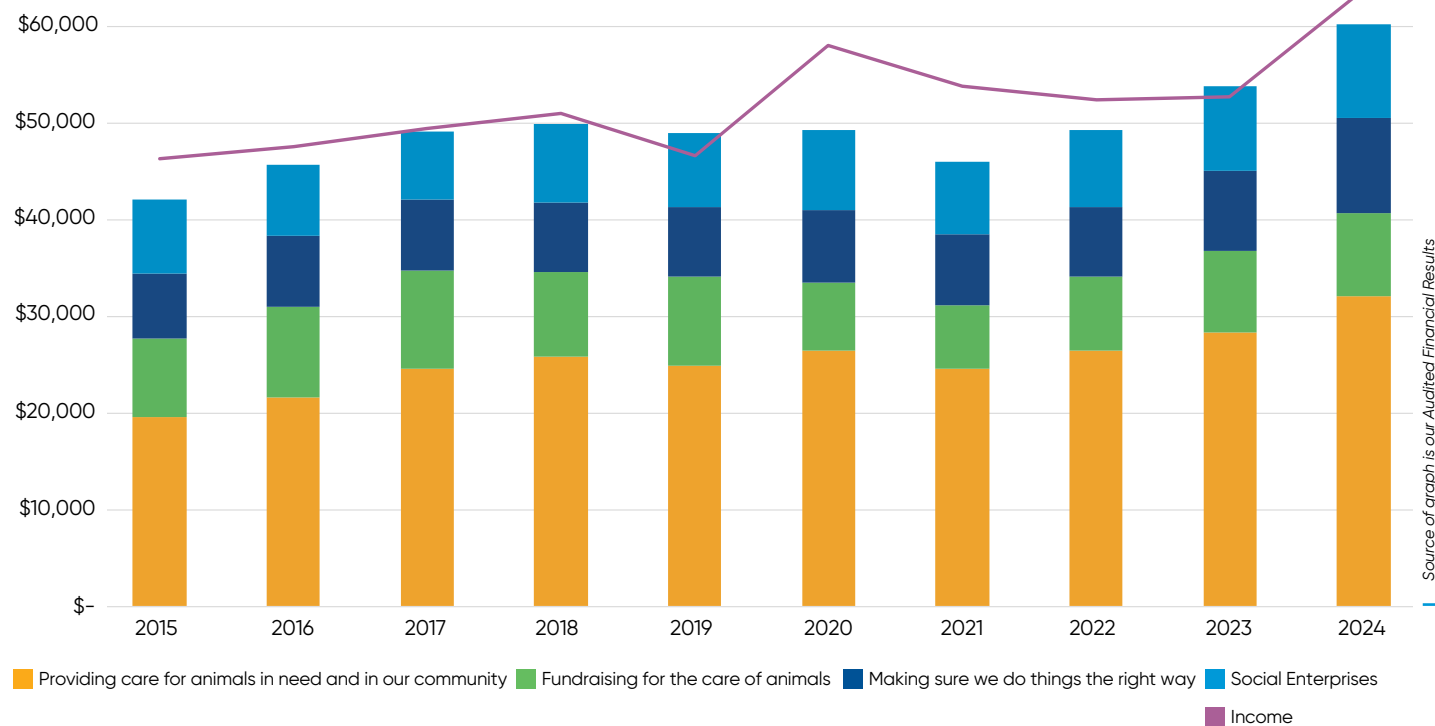
- Continued investment in mental health support with the availability of our EAP, a specialised counsellor for all staff, a psychology nurse for our Inspectorate and a range of mental health courses, webinars, seminars and training to provide a psychosocially safe workplace.

This year we saw a 13% increase in spend year-on-year providing care for animals, both in our care and in the community. Pleasingly over the last five years we have seen a 28% increase in spending on direct animal welfare and animal impact.

With the exception of the impact of COVID in 2021, there has been increased spend on animals each year demonstrating our ongoing focus, not only transforming RSPCA Queensland to be a better and appropriately governed, safe and sustainable organisation, but to always ensure our focus is on our core purpose of animal welfare and animal outcomes.



HOW YOUR GENEROUS FUNDS ARE INVESTED



Above:
Celebrating the old and the new: our fleet upgrade enabling better animal outcomes

RESPONSIBLE FUNDING & PHILANTHROPY

Where does our funding come from?

None of what we do is possible without almost 60,000 generous and valued supporters whose kindness continues to know no bounds year in and out, and our heartfelt thanks goes out to every person who has supported the RSPCA.

To ensure we can continue to spend more on our animal outcomes, our strategy is to build out multiple revenue streams to diversify our risk and continue to build financial sustainability across a range of sources including:



Gifts in Wills – 39.8%

- Another incredible year of lasting generosity as we saw the number of gifts-in-will surpass 190 for the first time in our history.
- Our focus is to continue to build the number of bequestors through large scale marketing and awareness campaigns, and providing real value through programs such as Home Ever After.



Our Individual Supporters – 25%

- Despite difficult financial times, we achieved stability in fundraising from appeals, regular donations and community fundraising, and thanks to significant contributions from philanthropists, managed to grow our overall revenue from donations by 17%.
- A key focus is now building our lottery program where we see significant future opportunity as well as reaching new supporter markets of people who are currently not RSPCA supporters.



Social Enterprises – 16.9%

- We saw 16% growth from **existing** Op Shops with every dollar of profit going directly to providing animal impact and the opportunity to spread the word of our mission even further into the community.
- The relocation of our retail offering into our Wacol Animal Care Centre has been hugely successful with retail sales growing significantly, with customers now able to ensure they have everything they need to provide their new pet with the best life possible.



Council Contracts – 6.1%

- A key focus is ensuring council contracts start to cover the full cost of the service we provide on their behalf. This has seen an increase in the value of a number of council contracts as we seek to remove any funding gaps which depletes much needed resources that could be otherwise used elsewhere.



Government Funding – 5.9%

- Overall operational government funding has increased by nearly 300% in the last 5 years, which whilst pleasing, still creates a big opportunity to close the current \$8m funding gap across Inspectorate and Wildlife.
- We have received \$5m in funding under the Federal Government's Save the Koala Fund and a \$12m commitment from the new LNP State Government towards building the new Wildlife Hospital Centre of Excellence in the Redlands.



Adoptions – 3.2%

- A key focus in adoptions has been in bundling a free bag of Royal Canin food with every adoption. This helps the animal to settle into their forever home with a consistent diet.
- School for Pets puppy classes and in home training have also been bundled into adoptions as different animals need different levels of support.



Other Revenue – 2%

- Includes some vet fees, sundry income, interest, etc



Our Corporate Supporters – 1.1%

- The introduction of regular Corporate Experience Days has proved popular as corporates have the opportunity to learn about the RSPCA and turn their hand to caring for the animals, assisting in enrichment activities and understanding a "day in the life" of the RSPCA.
- Corporate revenue through sales, sponsorships and donations increased by 22.8%. This excludes \$1m of contra donations-in-kind from our major corporate supporters including Royal Canin and Elanco.



Below:
Teddy the blind cat gets adopted

The generosity of our community and our supporters will never be taken for granted. Thank you for trusting us to ensure your kindness provides amazing outcomes for the animals.

ENHANCING TECHNOLOGY

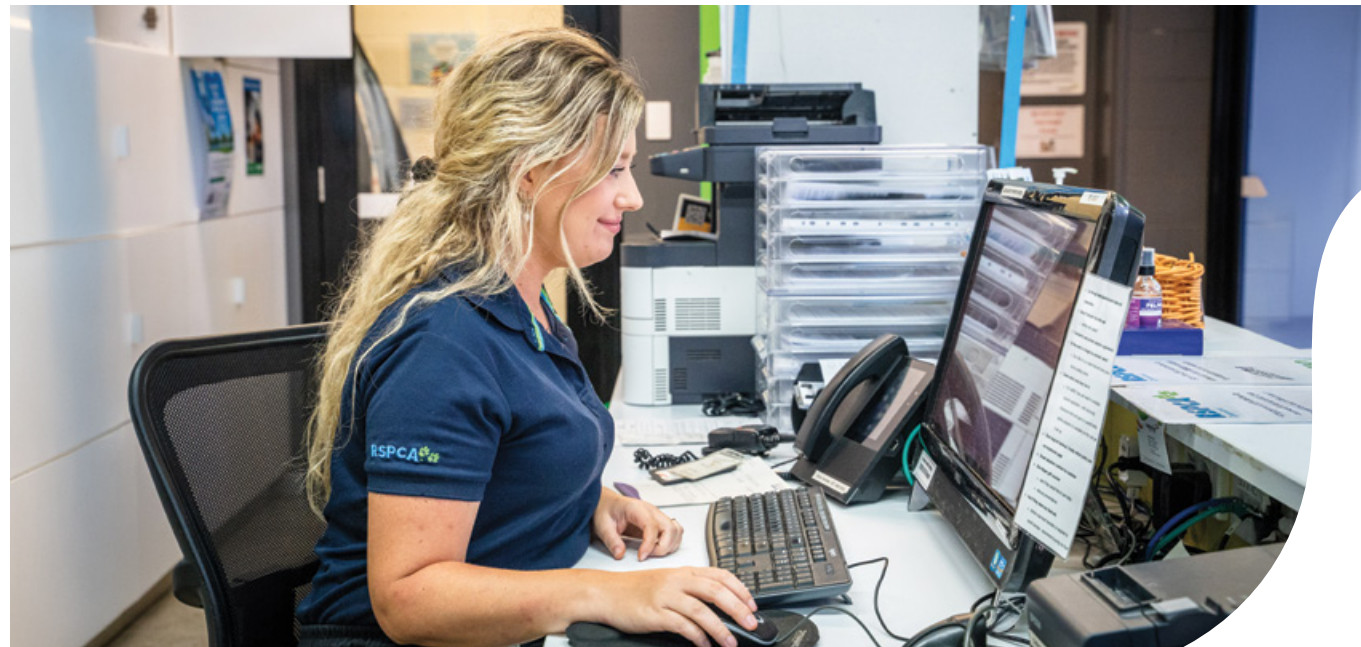
Infrastructure and Organisational Efficiency

Improving our technology infrastructure is a key focus for RSPCA Queensland to ensure we're operating to the best of our ability. When our teams have improved systems and resources, we have enhanced outcomes for animals.

This year our Information Technology (IT) team has:

- **Successfully migrated** our Enterprise Resource Planning (ERP) system, Pronto, to the cloud, reducing risks associated with the on-premises server while enabling seamless upgrades to enhance functionality.
- **Set up IT infrastructure** for our Toowoomba Vet Clinic including network connection, end user equipment, and door access management for building security.
- **Installed meeting room equipment** at our Wacol centre to facilitate more efficient and productive meetings, enabling seamless collaboration with both on-site users and external parties working remotely on Teams.
- **Installed Cellular Boosters** at Wacol to improve the cellular service on on-site.

- **Implemented a marketing automation platform** to streamline marketing processes, reduce manual management, and deliver a more consistent and personalised experience for our supporters.
- **Deployed new Canon printers** across our regional shelters as part of a printing agreement, streamlining printing processes and driving significant annual cost savings through improved consistency and efficiency.
- **Upgraded end user equipment** at our Dakabin shelter to provide improved system performance, and support productivity and efficiency.
- **Delivered a new Salesforce Customer Relationship Management (CRM)** and Power BI reporting to support our new National Lottery program.
- **Implemented a new Human Resources Information System (HRIS)**, Payroll, and Learning Management System (LMS).



MESSAGE FROM OUR PATRON

Message from the Governor of Queensland

As Governor and Patron of the Royal Society for the Prevention of Cruelty to Animals in Queensland, I am pleased to have the opportunity to congratulate this incredible organisation on the work it has accomplished over the past year.

A total of 43,990 animals across Australia needed RSPCA care and protection during this period, and the RSPCA rose to the challenge. Resolute teams, from rescue services to veterinary care, showed extraordinary compassion and resilience in the face of rising demand.

Over this period, the RSPCA saw a 10% increase in the number of native wildlife in need of treatment, and its Hospital and Rehabilitation Centre admitted 27,423 patients, an urgent reminder of the vital role it plays in safeguarding Australia's unique flora and fauna.

Additionally, 8,339 animals found new homes, evidence of the growing number of compassionate adopters across the country – and a promising sign that Queenslanders are listening, and that they care.

Of course, adoption is not the only way to express one's support. Thanks to 57,208 generous donors, the RSPCA raised over \$40 million, which directly contributed to its lifesaving work. Meanwhile, 3,689 volunteers dedicated an astounding 323,082 hours to helping animals in need – an increase of 12% over the previous year.

As the RSPCA continues to respond to a growing number of animal welfare concerns, including an alarming rise in reports of domestic violence involving pets, it is clear the organisation's influence is growing, thanks to its efforts in public education and community outreach.

I am also deeply grateful for every person who has helped the RSPCA move closer to a more compassionate world for all animals. Thank you, on behalf of all Queenslanders, for standing with the RSPCA as it continues its fight to protect vulnerable creatures, great and small, in our state.



Her Excellency the Honourable
Dr Jeannette Young AC PSM
Governor of Queensland

OUR BOARD

The RSPCA Queensland Board is a skills-based Board made up of nine passionate and dedicated volunteers.

Louise Cox



When I grew up in suburban Sydney, my mother bought a lamb to keep the grass in check! To be fair it was a large block and she was short on time! Lambert grew into a very large sheep and our menagerie grew to include ducks, rabbits, mice, tortoises, cats and dogs. I have friends with a farm in the Hunter Valley where they breed Quarter Horses, trained as cutting horses, and Santa Gertrudis cattle. They would bring their champion cattle to my place in Tarragindi when they attended the Brisbane Royal Easter Show! It kept a consistent theme for me that no matter where you live, animals are welcome. I genuinely believe that caring for animals makes for better humans. The work of RSPCA Queensland is about making more people better humans by teaching us all to better care for animals, protecting and enriching their lives.

Amena Reza



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.

Ben Deverson



Joining the RSPCA Board has been a dream of mine for many years. I have had the privilege of living with animals my entire life, and I am the proud father to Maximus, a ginger domestic shorthair cat, that we adopted from the RSPCA 8 years ago. Since joining the Board I have sat in awe of the dedication of all the RSPCA staff, from Animal Attendants to our Vets, and right through to our Op Shop team members. It is clear they all come to work every day for a purpose, not just for a job. RSPCA's role is so crucial in promoting the welfare of animals.

Graham Newton



During my time at the RSPCA I have developed a far deeper understanding and appreciation for the tireless dedication that our staff and volunteers commit to such an incredible cause. I have been overwhelmed by the passion shown by everyone at the RSPCA to being the person who is the voice of the animals that need our help. I have been truly inspired and am comforted to know that there are so many people who are prepared to make sacrifices to end animal cruelty.



Dr Jacqui King

I had a passion for all animals from a young age as I spent a lot of time with my grandfather who was a beef cattle farmer and racehorse trainer. This yearning was strong enough that it eventually led to me studying Veterinary Medicine and undertaking a PhD. I was then able to use these skills to champion the welfare of animals in positions where I felt I could make a global difference and currently, as a Board member for the RSPCA.



Jo McKennariey

My commitment to RSPCA Queensland is rooted in a passion for action. Serving on this Board isn't just a role—it's a responsibility to ensure every animal we rescue, protect, and rehome has the chance at a safe, happy life. I'm constantly inspired by our frontline teams, whose work combats animal cruelty with dedication and grit. Being part of RSPCA Queensland drives me to push for solutions that end suffering and create lasting change, one life at a time.



Kylie Sprott

I have always greatly admired the RSPCA, and I have been a regular donor for over 20 years. Our family adopted our two rescue dogs from RSPCA Queensland and that cemented my appreciation further. To serve on the Board is a great honour and I enjoy seeing the enormous difference that the talented RSPCA team make daily to lives of animals, both wild and domesticated.



Professor Nigel Perkins

Animals have always filled a precious space in my life – from my childhood on a sheep and beef property in SW QLD to my career as a practicing veterinarian and now as a parent and university academic in the School of Veterinary Science. The opportunity to serve on the QLD RSPCA Board is a natural fit for me personally and professionally. Animals play an important role in our health and wellbeing. It is a privilege to support the wonderful team at the organisation in contributing to the mission of RSPCA Queensland: Together We Change Lives.



Tony Barnes

Animals have been part of my life for as long as I can remember. 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. The commitment of RSPCA staff and volunteers doing this important work with neglected animals is a remarkable thing to see and humbling to be involved with.

Read our board member biographies here



CORPORATE PARTNERS



Royal Canin

Thanks to our National Nutritional Partner, Royal Canin, RSPCA Queensland can provide the highest quality nutrition to every dog, cat, kitten, and puppy in our care. Royal Canin support goes even further as our dollar-matching partner for our Give to Get Them Home appeal, and as a National sponsor of Million Paws Walk. Their partnership extends beyond financial contributions, with Royal Canin staff volunteering in our Community Outreach programs, sharing their expertise to support people and pets in genuine need. Through training, guidance, and the implementation of a pet food packaging recycling program through Terracycle, Royal Canin play an integral role in helping us advance our own sustainability journey, helping to create a positive impact for pets, people and the planet.

Petbarn Foundation & Petbarn



Each year, the Petbarn Foundation raises funds through its Tree of Hope appeal to support 90 animal welfare charities, with the RSPCA as a major beneficiary. With key focus areas in Adoption and Rescue, Community Outreach, Domestic Violence, and Therapy Animals, the Foundation has made a profound impact in the lives of animals and people. Together, we have provided relief for 220 animals affected by domestic and family violence and supported 1,655 people and pets in genuine need through our Community Outreach programs. When a cyclone struck North Queensland, temporarily closing our Cairns shelter, the Petbarn Foundation and Greencross Vets quickly stepped in, supporting essential desexing initiatives and minor surgeries on behalf of the RSPCA. As our National Adoptions Partner, they also helped 1,193 cats, kittens, and guinea pigs find their forever homes through their pet stores in Queensland.



Elanco

This year, we extend a heartfelt thanks to Elanco in our final year of partnership. As our National Health Partner, Elanco has been instrumental in safeguarding RSPCA animals from harmful parasites, ensuring their ongoing health and wellbeing. Their support has also extended to adopters, providing discounted products that help new pet owners set their animals up for success in their forever homes. Additionally, with sponsorship of Credelio Plus at Million Paws Walk and as a dollar-matching partner in our Give to Get Them Home appeal, Elanco's dedication to animal welfare has been unwavering. We thank Elanco for their longstanding commitment and impactful support.

Thank you to our National and Corporate Sponsors



CORPORATE EXPERIENCE DAYS

Corporate volunteering, the ultimate team building experience

At RSPCA Queensland, we believe in enhancing employee value through meaningful experiences. **This year, we have seen a surge in interest in our Corporate Experience Program** with spaces filled months in advance. Designed for small corporate groups, our program offers an unforgettable guided team-building experience that enriches both the participating organisations and our charity.

Participants engage in vital shelter activities - ranging from meal preparation and enrichment to toy-making, cleaning, and animal care - creating a rewarding experience for both our corporate partners and the animals we serve. Riding this wave of enthusiasm, we are excited to expand our Corporate Experience Program next year. All proceeds from corporate participation has a direct, positive impact on animals in our community.

From the team at Auto & General:

"We are proud to offer all employees one day of volunteer leave each year and the RSPCA Corporate Experience Days is one of the most popular amongst our team members. They enjoy learning about the amazing animal rescues, helping in the adoption centre, doing team building activities and spending time walking and socialising with the animals. They love the behind the scenes look at the animal hospital, farmyard animals and wildlife rescue areas."



Corporate experience program participants provided **1,739** volunteering hours



RSPCA[®]
Queensland

IMPACT REPORT 2024

