



Only possible because of *you.*

2023/2024 Annual Report

OUR MISSION

To protect and care for animals by preventing cruelty and empowering communities to value humane treatment through education, advocacy, and support.



Image: James and his 3 Cavalier King Charles Spaniel dogs

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We acknowledge the Traditional Owners of the lands on which we live and work. We recognise and respect the enduring relationship they have with their lands and waterways, and particularly acknowledge the vital role animals have played in Indigenous life, stories and culture for tens of thousands of years.

CEO AND PRESIDENT LETTER

At RSPCA NSW, our mission is clear: to protect and care for animals in need. We know that in order to achieve this, our care and compassion needs to be extended to pet owners too. We are committed to supporting and educating communities, empowering them to treat all creatures, great and small, with kindness and respect.

The incredible support and generosity shown by our animal-loving community has seen us through every challenge and triumph, and we cannot thank you enough. Because of you, we can safeguard the bonds shared by humans and animals and build a world where all animals are cared for and valued.

Though we're proud of everything we've achieved and the improvements we've made to our organisation, the last financial year was not without its challenges.

In the last 12 months, we have observed a **21% rise in animal cruelty complaints**. Of equal concern is how the rising cost of living is impacting people and their animals. The number of requests for help from **pet owners experiencing hardship or crisis has risen over 300% in the last four years**.

But all the while, your contributions have helped change thousands of animals' lives, from the **6,188 animals**

who found forever homes this year to the **10,324 nights of safety we provided for pets through our Crisis Support Programs**. None of our achievements would have been possible without the continued commitment of our donors, partners, foster carers, staff, community supporter groups, branches and volunteers.

Rounding out the first financial year of our three-year strategic plan, we've made great strides in providing support at both ends of the leash. Together, we can continue paving the way to a brighter future for all, a world that values and fights to preserve the bond we share with our animal companions.

Thank you for your unwavering generosity and commitment to our mission.

Yours sincerely,



Steve Coleman
RSPCA NSW CEO



Dr Peter Wright
President



“RSPCA NSW believes that financial circumstances should never separate pets from their people. We are proud to provide the support they need to stay together—because a strong bond between people and pets strengthens us all.”

- Steve Coleman, RSPCA NSW CEO

 **5** RSPCA NSW SHELTERS

 **2** BEHAVIOUR & REHABILITATION CENTRES

 **3** VETERINARY HOSPITALS

 **1** EDUCATION CENTRE

 **46** PETBARN PARTNER LOCATIONS

 **511** EMPLOYEES

 **1,694** ACTIVE VOLUNTEERS
DONATED 196,737 HOURS

 **868** FOSTER CARERS
TENDED TO 3,497 ANIMALS

 **55** RESCUE GROUPS WORKED WITH

YEAR AT A GLANCE

JULY

Celebrating **National Desexing Month** always reminds us of the impact desexing has on our communities and pets. By reducing the risk of serious illnesses and curbing unwanted litters, desexing alleviates the strain on shelters and fosters healthier animal companions. Over this year, our veterinary clinics and Community team desexed **8,243 animals**.



OCTOBER

There are oodles of reasons to adopt a rescue animal, from their distinctive personalities to the joy they bring to people's homes. By launching **Rescuoodles**, a brand-new breed of adorable rescue animals, we highlighted the quirky, lovable qualities that make rescue animals so special. We challenged the focus on the 'perfect breed' by encouraging potential pet owners to consider animal adoption as a means of finally discovering their perfect forever friend!



AUGUST

Cupcake Day was a sweet success, thanks to wonderful fundraisers like 'Cakes By Kyla.'

The efforts of Central Coast cake shop owner, Kyla Daniels, not only delighted local taste buds but also raised crucial funds for RSPCA NSW. Combining the joys of sweets and giving with supporting animals in need, community Cupcake Days raised **\$142,889** for our furry friends across the state.



NOVEMBER

We rehomed 282 animals over the course of a single weekend! By **reducing adoption fees to just \$29**, we set out to find homes for as many animals as we could. Although \$29 doesn't come close to covering our costs for treatment and care, it warmed our hearts to see so many animals find the family of their dreams.



SEPTEMBER

Our **Healthy Pet Day** in Tenambit, Maitland, was made possible thanks to the incredible generosity of our wonderful partners Animal Rescue Collective and the Petbarn Foundation, who provided pet food and parasite prevention products to members of the local community. In addition to receiving free vaccinations, health checks and behavioural and training advice, those who attended were able to access subsidised desexing services for their pets.



DECEMBER

RSPCA NSW Inspectors and local Council Rangers executed a **search warrant in the New England region to rescue 59 dogs and cats**. Among the 45 canines seized, 25 were puppies. A further 14 cats and kittens were rescued on the day. These precious animals were immediately assessed and given urgent veterinary care to ensure their recovery and wellbeing following the intensive operation.



JANUARY

Starting an exciting educational collaboration, our Hunter Veterinary Hospital hosted two incredible vets from the **Society for the Prevention of Cruelty to Animals in Fiji**. Sponsored by a generous RSPCA NSW supporter, these visits allowed our teams to share their knowledge and experience with Seini and Elaine, helping improve animal welfare practices abroad.



APRIL

We decided to start off April with a bang and hold a show-stopping festival of our own! As a part of **Petchella**, our shelter stars took centre stage in the first adoption festival of its kind. During the promotion, **our digital festival reached 855,000 fans**. Best of all, 50 of the 140 featured animals finally found their long-awaited homes!



FEBRUARY

RSPCA NSW appealed for urgent public assistance after **two abandoned horses** were found on a private property in Bargo. Both horses were found in poor body condition, each suffering from several health conditions after allegedly being dumped. RSPCA NSW Inspectors immediately contacted an equine specialist, transporting the animals to an equine centre for urgent assessment and veterinary care.



MAY

To celebrate the **30th birthday of our annual Million Paws Walk**, 4,383 dog lovers and their pooches attended nine incredible walks, marching to help fight animal cruelty and give a voice to dogs in need. Generous sponsors like Royal Canin made our event the perfect occasion to celebrate and strengthen the human and animal bond. Thank you to the wonderful dog enthusiasts and their spectacular canine companions for enjoying a historic doggy day out and raising **\$358,097** for animals throughout NSW.



MARCH

During NSW Seniors Week, we celebrated the physical, mental, and social benefits of pets for older people. Through our **Seniors for Seniors program**, RSPCA NSW matches senior pets with experienced guardians, offers in-home support via our Community Aged Care Program, and provides peace of mind with future care plans through Home Ever After.



JUNE

The NSW Veterinary Practitioners Board celebrated 100 years of formal registration for veterinarians with the **2024 Centenary Medal Awards**. The board honoured RSPCA NSW's very own Dr. Ann-Margret Withers for her outstanding contributions to animal welfare in remote NSW communities. Her support for Indigenous families, children, and their beloved animal companions inspires us to build a better world for humans and animals alike.





ENHANCE ACCESS TO VET CARE

It is well known that the bond we share with our animal companions can be life-changing, especially during times of crisis, financial hardship and grief.

With an increasing number of individuals and families facing financial instability, the demand for affordable veterinary services continues to rise. Our strategic focus has been to alleviate this burden and ensure that pets are not forced to go without necessary medical attention due to financial constraints.

In the last year, we launched several initiatives including a fund available at all RSPCA NSW veterinary clinics that provides subsidised veterinary care to people experiencing crisis and hardship. **We proudly provided 4,552 people with \$629,292 worth**

of subsidised veterinary care, helping 5,108 animals.

“Given the scale of the challenges faced by pet owners trying to access veterinary care, we have, at times, been overwhelmed by the widespread need for assistance and relief. But with that challenge comes the chance to grow and evolve our mission-driven work to ensure more animals than ever can remain in safe and loving homes.”

- Dr. Liz Arnott,
RSPCA NSW
Chief Vet



\$40 M
INVESTED IN TREATING ANIMALS



28,437
VETERINARY CONSULTATIONS



6,284 ANIMALS DESEXED
PREVENTING 15,710 ANIMALS BEING BORN



1,562 MAJOR SURGERIES



18,748
VACCINATIONS



9,087 MICROCHIPS



3,101 X-RAYS



1,149 DENTALS



Image: A sweet lamb who found her way into the care of our Sydney Veterinary Hospital



STRENGTHEN OUR SHELTER NETWORK



In the last year, we took significant steps to enhance the quality of care within our shelter network, using a contemporary, science-based approach to focus on our animals' unique needs. A busy shelter can be a stressful environment for any animal, let alone one that has been neglected, abandoned, or abused.

Our shelters prioritise the integrated care principle, catering for each animal's **physical, emotional and cognitive health care needs through a collaborative response from our shelter, veterinary, and behaviour teams**. This holistic approach guarantees every animal that turns to us for help receives consistent, high-quality care, ensuring their welfare is being upheld.

To combat the known stressors of a shelter environment for our felines, we implemented brand new cat care standards across all our facilities, alongside **appointing our first certified shelter behaviour advisor for felines**, Isobel Bonello, last year.

Under Isobel's leadership, every shelter now has its very own team of 'Cat Advocates'. Each advocate brings their own unique skills to the role, but most importantly, they are extremely passionate and committed to advancing their knowledge about **specialised feline management**,

acting as the lead voice for the kittens and cats in our care.

These advancements equip our staff with specialised training and support to better care and provide for the wellbeing of cats in our shelters. The introduction of these standards has directly led to a number of positive welfare outcomes, including a **decline in cat-flu illness across our sites**.

“Like humans, an animal’s physical and emotional health is intrinsically linked, and they must always be considered together when it comes to providing comprehensive healthcare. This is why it is essential for our rehabilitation pathways to allow for integrative care between our shelter, veterinary, and behaviour teams. From our vet nurses to our community of foster carers, every single individual within our shelter network plays an integral role in giving these animals the best possible chance of having a good life.”

- Isobel Bonello, RSPCA NSW Feline Behaviour and Rehabilitation Advisor





BEFORE

AFTER



CAILIN'S STORY

Cailin, a sweet Samoyed, was found in a critical condition and rushed to RSPCA NSW for urgent treatment. After receiving the emergency and ongoing rehabilitative care she needed, we are thrilled to report that she made a full recovery. Now, Cailin is thriving in her forever home with her new owner, Anne, who lovingly calls her a "ray of sunshine." Every animal in our care has unique needs, and our adoption readiness process ensures they receive the required medical and behavioural support.

Image: Rescue pup, Cailin

Start Here

ADOPTION READINESS PROCESS



1. Arrival into Care

RSPCA NSW welcomes animals from all walks of life, including pets, injured strays, and survivors of cruelty or neglect. Each one is embraced with compassion and support, no matter their circumstances.



2. Health Check

On intake, every animal undergoes a comprehensive health assessment to identify any immediate or ongoing concerns.



3. Behavioural Evaluation



Our trained team of experts review each case and provide a recommendation, taking into account the animal's previous history, personality, and emotional needs. This step ensures that animals find a pathway that meets their individual needs and prioritises their welfare, enabling them to have a good life.



4. Vaccination, Desexing, and Microchipping

Prior to adoption, vaccinations are given to protect against preventable diseases, desexed (where appropriate to the species) to ensure we are not contributing to pet overpopulation, and microchipped for identification purposes.



5. Relaxation, Confidence Building and Life Skills

To meet their needs while in our care, we provide daily enrichment activities, preparing them for new homes. These activities include exposure to cars and travel, vet visits, and support for complex emotional needs.

7. Ready for Adoption



After understanding their needs and completing necessary medical procedures, animals are made available for adoption. Their profiles are uploaded to our website and promoted on social media to help find their perfect family.

6. Foster Care or Rehabilitation

Some animals that come into our care require additional time and attention before they are ready for adoption. In these cases, they are placed in foster care or moved to one of our rehabilitation sites, where they receive one-on-one attention and support in a quieter environment.



8. Meet and Greet



When you express interest in an animal, we encourage a meet-and-greet with all household members, both human and animal. This ensures compatibility and helps the animal settle well into their new environment. Our team carefully matches each animal to a forever home that suits both their needs and the adopter's lifestyle.

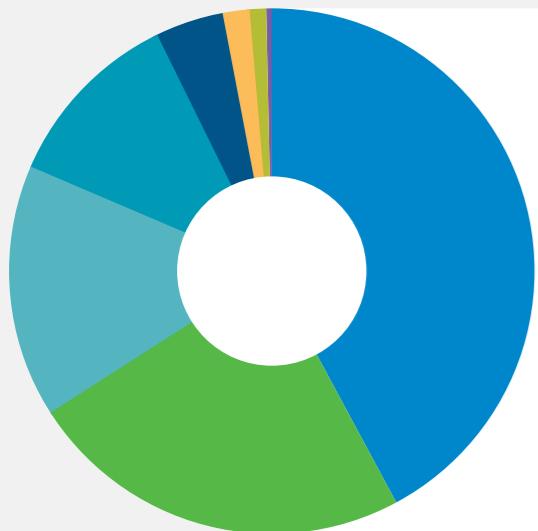


9. Ongoing Support for Adopters

RSPCA NSW offers ongoing support to adopters, including post-adoption check-ins via phone or email, settling-in tips, access to behavioural hotlines, and veterinary advice. This ensures pets and families thrive together.

13,082 animals were welcomed into our care in FY23-24.

INTAKE PATHWAYS



47.9%
6,271
Stray/Impound

20.1%
2,623
Inspector Seized

15.3%
1,998
Owner Surrender

10.4%
1,357
Inspector Surrender

3.4%
448
Emergency Boarding

1.7%
222
Born in Care

1.1%
149
Returns

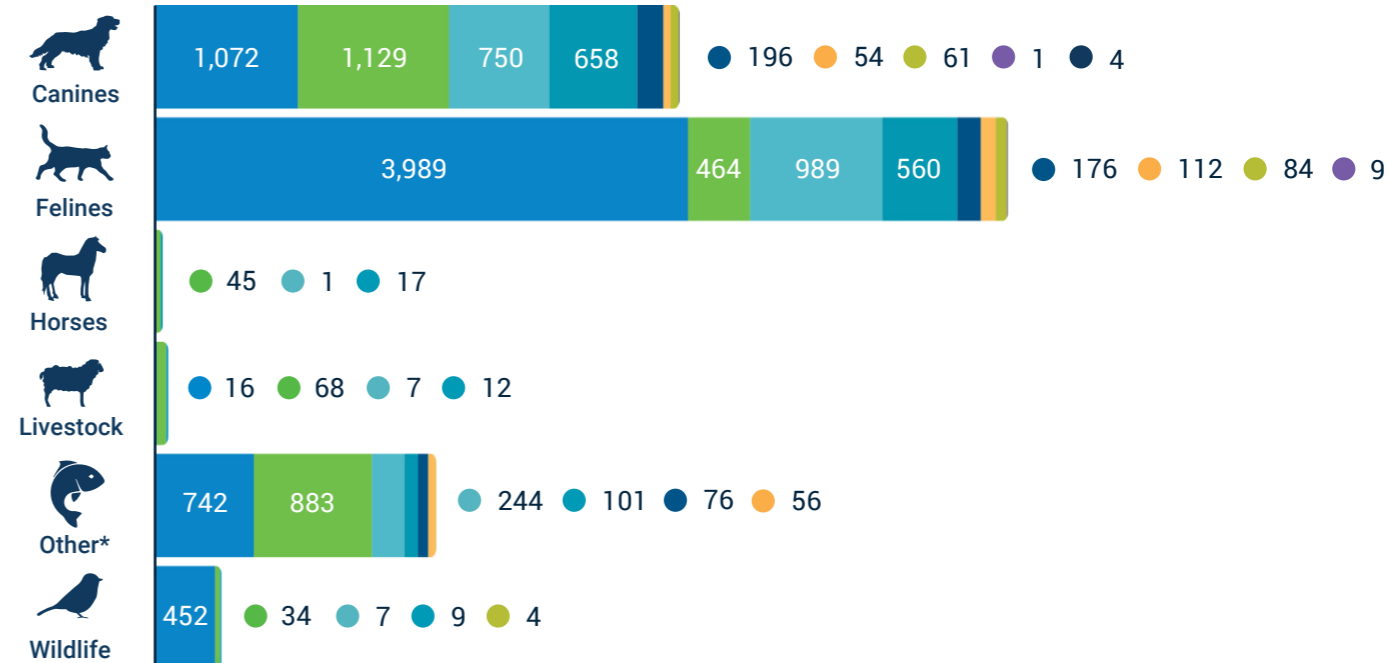
0.1%
10
Transfer In

0.0%
4
Home Ever After (Bequest in Shelter)



Over the years, RSPCA NSW has ceased its pound contracts, enabling councils to fulfill their responsibilities under the Companion Animals Act and allowing us to focus our resources on animals most in need. While this shift has gradually reduced our intake, a significant number of stray animals still rely on us for help each year.

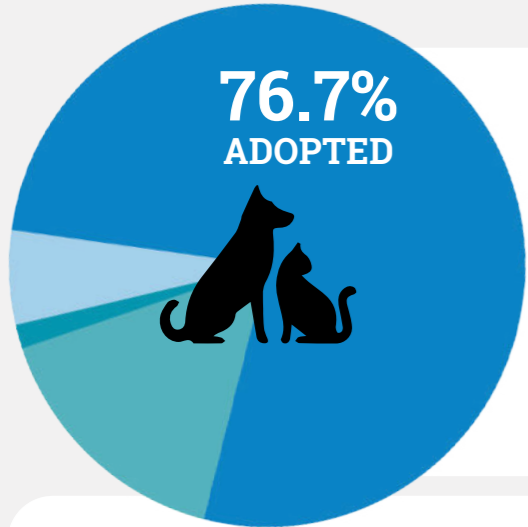
INTAKE PATHWAYS BY ANIMAL TYPE



*Includes rodents, guinea pigs, ferrets, rabbits, fish, birds and non-native.

● Stray/Impound ● Inspector Seized ● Owner Surrender ● Inspector Surrender ● Emergency Boarding ● Born in Care ● Returns ● Transfer In ● Home Ever After (Bequest in Shelter)

ANIMAL OUTCOMES



8,064 TOTAL LIVE OUTCOMES

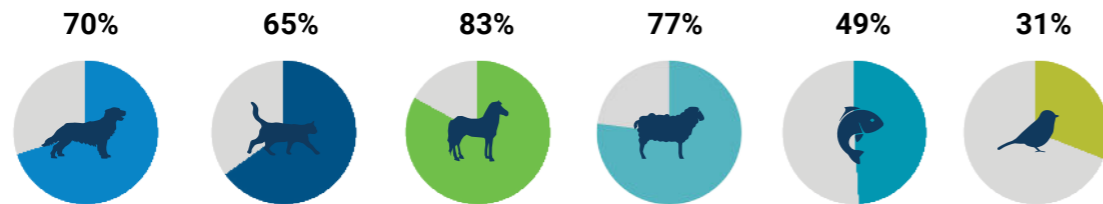


[^]Stolen, escaped and wildlife released-to-habitat.

LIVE OUTCOMES BY ANIMAL TYPE



LIVE RELEASE RATES BY ANIMAL TYPE

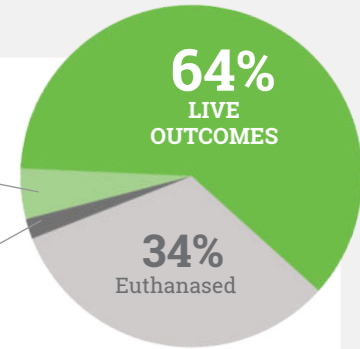


WELFARE OUTCOMES

We encounter animals from all walks of life; pets, injured strays and survivors of cruelty and neglect. We strive to rehabilitate and rehome – particularly when animals require special behavioural or medical care. But when an animal's welfare is so severely compromised, we must make sad and tough decisions to prevent further suffering.

At the time of reporting **1,867** animals were still in care awaiting outcomes

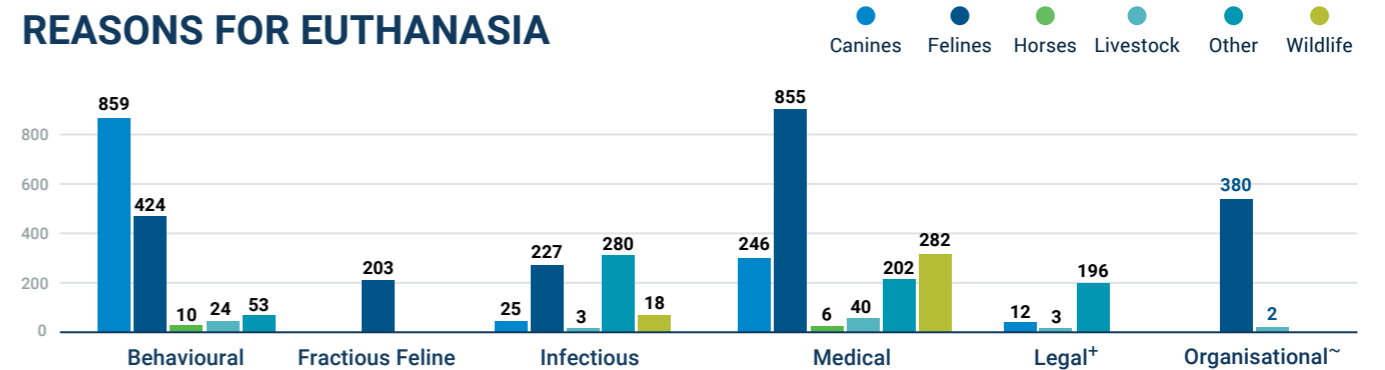
2%
Died in Care



NON-LIVE OUTCOMES BY ANIMAL TYPE



REASONS FOR EUTHANASIA



[†]Deemed dangerous or menacing by local council. [~]Unweaned or too young to survive without their mother.



IMPROVE ANIMAL WELFARE POLICY AND REGULATION

While much of our everyday work involves providing direct relief, care, and assistance to animals and pet owners, improving and protecting the future welfare of animals frequently depends on our efforts outside of shelters and veterinary hospitals. Advocating for legislative improvements which will provide greater protections for animals and benefit people and their pets continues to be a strategic priority for RSPCA NSW.

We made several written submissions and provided expert evidence at **more than a dozen parliamentary hearings**, including the inquiries into Pounds in New South Wales, the Veterinary Workforce Shortage in New South Wales, and The Prevention of Cruelty to Animals Amendment (Virtual Stock Fencing) Bill 2024.

Additionally, our advocacy efforts played an instrumental role in securing legislative reforms, such as **changes to the Bail and Other Legislation Amendment (Domestic Violence) Bill 2024**, which ensures that animal cruelty offences are considered in bail applications, and the **Pet-Friendly Strata Reform**, which eliminates unjustified fees and bonds that discourage pet ownership in strata schemes.

We are strategically focused on key areas of advocacy, proactively working to:

- 1 Drive policy reform** to strengthen laws and policies that directly impact animal welfare protections and management practices.
- 2 Keep people and their pets together** by collaborating with agencies that assist individuals during times of need to support them and their pets.
- 3 Safeguard our wildlife and marine animals** by reducing harm and human impact.
- 4 Improve access to veterinary services**, including health checks and desexing initiatives in remote and disadvantaged communities.
- 5 Advocate** for a holistic, humane, and evidence-based approach to cat management in NSW.

Image: Our General Counsel, Kathryn Jurd, takes a moment to share some love with one of our adorable pups



“RSPCA NSW has enforced the Prevention of Cruelty to Animals Act for nearly 100 years. Some of our most rewarding work involves using our experience to advise the government on how these laws work in practice and how they can be improved. This year, we shared our expertise across many areas, including hundreds of court appearances, teaching at universities, collaborating with the government on coercive control amendments to protect animals and domestic and family violence survivors, and working with other animal welfare charities to inform best practice.”

- Kathryn Jurd, RSPCA NSW General Counsel

ADVOCACY HIGHLIGHT

In March 2024, the NSW Legislative Assembly passed the Animal Research Amendment (Prohibition of Forced Swim Tests and Forced Smoke Inhalation Experiments) Bill 2024, which saw two inhumane testing methods banned in NSW. These inhumane procedures cause rats and mice extreme fear and distress and sometimes death from drowning, hypothermia or asphyxiation. With this historic decision, NSW became the first jurisdiction in the world to ban these testing methods, enhancing protections for rodents involved in animal research throughout NSW.



ROBUST INVOLVEMENT IN EMERGENCIES

In recent years, NSW has weathered a series of unprecedented challenges that have tested the resilience of countless people and their pets. From droughts and the Black Summer Bushfires to record-breaking floods, our state has been pushed to its breaking point time and time again.

Throughout these trials, RSPCA NSW has stood shoulder-to-shoulder with local communities, providing relief and compassion to humans and animals alike.

In February 2024, thanks to the support of the NSW Government and our animal-loving donors, **we opened our brand-new Rescue Centre**, purpose-built to act as a hub for coordinating our state-wide disaster response efforts. The centre houses important emergency equipment like vehicles, horse floats, rescue boats, animal trailers, and specialised mobile triage tents, enabling us to more effectively operate in crises.

This incredible milestone coincided with ongoing recruitment efforts for the **RSPCA NSW Emergency Response Team**, an exciting initiative that we launched in November 2023. Now composed of **167 volunteers and staff**, this dedicated team will stand up in an emergency and help people and their pets affected by bushfires, floods, and other crisis situations.



STRATEGIC HIGHLIGHT

In addition to their normal duties, our Inspectors received training to improve our preparedness for natural disasters. Since December 2023, **Inspectors have undergone specialised boat operations training, alongside large animal rescue training with NSW State Emergency Services (SES)**. Providing our Inspectors with these valuable skills ensures we're equipped to serve our communities in future disaster situations.

Image: Government members at our Rescue Centre's official opening in February 2024



“Planning ahead is key to effectively managing emergencies. By training staff and volunteers, coordinating resources, and educating the community on incorporating animals into their emergency plans, we can help build a stronger, more resilient state for the future.”

- Anne Keyvar, RSPCA NSW Emergency Response Manager



INSPECTORATE ACTIVITY

In 2023, we received a **\$20.5 million funding boost from the NSW Government**, enabling us to expand our enforcement of the Prevention of Cruelty to Animals Act 1979 (NSW) (POCTAA).

This funding allowed us to recruit **additional Inspectors** and facilitate an increase in investigating animal cruelty in pairs. We also **extended our cruelty hotline to operate 24/7, resulting in 23% more cruelty complaints investigated than the year prior.**

Amid the ongoing cost-of-living crisis and rising mental health challenges, our Inspectorate continues to respond to animal cruelty complaints through education, practical support, and referrals to Crisis Support Programs. This ensures animals receive the care they need while supporting owners through difficult times.



“Day to day, the role of our Inspectorate is to respond to cruelty complaints through determining the facts objectively, and working with the animal’s owner to resolve welfare issues. If there are occasions where the welfare of an animal is further compromised by their owner, we will turn to legislation and use it as a last resort, which can include prosecuting people.”

- Scott Meyers, RSPCA NSW Chief Inspector

FINANCIAL BREAKDOWN

Inspectorate (\$11.8M): Supported an increased workforce, rise in investigations of alleged cruelty across the state and external animal care costs.

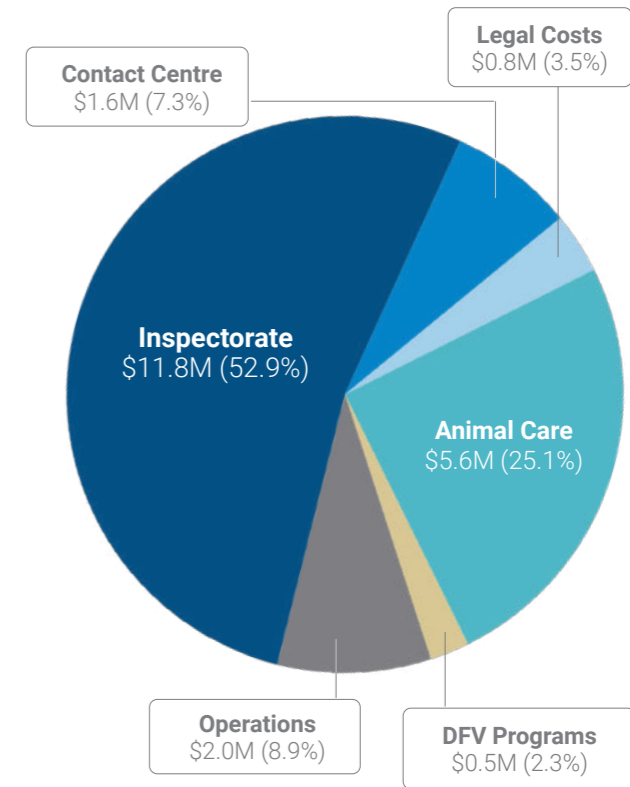
Contact Centre (\$1.6M): Operating 24/7, triaging thousands of cruelty complaints and connecting cases to Inspectors for further action.

Legal Costs (\$0.8M): Covered all legal costs, including 100 animal cruelty cases.

Animal Care (\$5.6M): Provided rehabilitation and support to all animals seized, including urgent veterinary treatment.

Domestic and Family Violence Programs (\$0.5M): Enabled women’s refuges to become pet-friendly, keeping pets and people together during crises.

Operations (\$2.0M): Covered essential staffing, technology, and infrastructure for the smooth delivery of enforcement functions and meeting Government funding obligations.



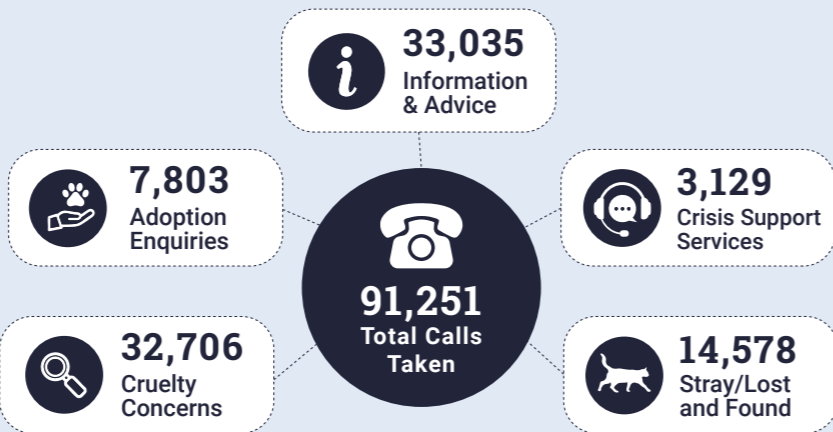
Total expenditure: \$22.3M

These regulatory costs are supported by \$1.8 million from RSPCA NSW, supplemented by a one-off \$20.5 million funding boost from the NSW Government, to enable the vital enforcement of the Prevention of Cruelty to Animals Act 1979 (NSW) (POCTAA).

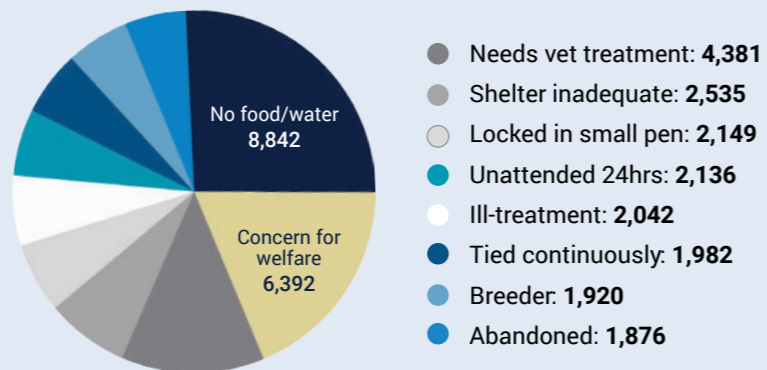
WINSTON'S SECOND CHANCE

It all started with a call

Seized to be provided with urgent veterinary care, Winston, a Maltese Terrier, arrived at RSPCA NSW severely matted and emaciated, with tangled fur making up 25% of his body weight. RSPCA NSW prosecuted the person in charge of Winston. The defendant was convicted, fined \$1,750 and disqualified from owning animals for five years. Thanks to the dedicated care he received, Winston made a full recovery and was successfully rehomed. Cases like Winston's often begin with just a phone call to RSPCA NSW, highlighting the importance of reporting animal cruelty.



Top 10 Cruelty Complaints



INSPECTORATE ACTIVITY



65.7 AVERAGE CRUELTY MATTERS INVESTIGATED PER DAY



17,436 Cruelty Complaints Received



17,093 Cruelty Complaints Investigated by 53 Inspectors

208 INTEL REPORTS

135 REPORTS REFERRED TO OTHER AGENCIES

6,596 MATTERS REVISITED

64 PROACTIVE INSPECTIONS VIA OUR BCU (BREEDER COMPLIANCE UNIT)

6 STOCK WELFARE PANELS INVOLVING 865 ANIMALS

1,237 WRITTEN DIRECTIONS

84 PINS (PENALTY INFRINGEMENT NOTICES)

14 OFFICIAL CAUTIONS



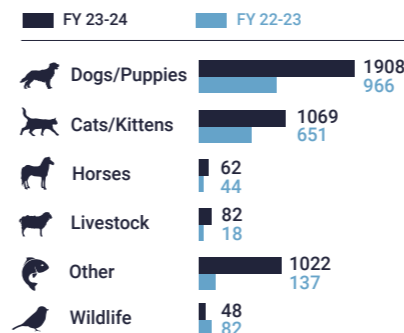
4,161 Animals brought into care via inspectorate

64% Inspector Seized

33% Inspector Surrender

3% Other (Euthanasia requests and the offspring of seized animals born in care)

INCOMING ANIMAL BY TYPE



96 PROSECUTIONS COMMENCED

60 Ongoing

407 Offences involving 1,928 animals

66 Disqualification Orders Imposed

94 TOTAL PROSECUTIONS FINALISED

48 finalised in FY24 and 46 finalised from previous financial years



KEEPING PEOPLE AND THEIR PETS TOGETHER

For 20 years, our Crisis Support Programs have helped protect the human-animal bond, providing a safe environment for pets until their owners have moved through their period of crisis.

Many Australians depend on their pets for emotional support, especially those experiencing hardship.

Companion animals are likely to be present in up to 70% of Domestic and Family Violence (DFV) cases, either as victims of physical violence or the subjects of coercive control. Victim-survivors might delay leaving (or even return to) situations of DFV, afraid their perpetrator might abandon, neglect, injure or kill animals that are left behind.

RSPCA NSW's Safe Families Framework creates a clear pathway for women escaping domestic violence environments by working with NSW refuges to make them pet-friendly, in turn reducing leaving delays.

Working closely with each individual refuge, the initiative offers frameworks and practical support on how to accommodate humans and pets together on-site, along with safe enclosures, food, preventative treatment, and other materials needed to accommodate animals in the refuge.

Thanks to funding from the NSW Government, **we successfully implemented the Safe Families program with four new DFV refuges in FY24**, with additional refuges scheduled for implementation in FY25.



DOMESTIC VIOLENCE
181 CLIENTS **311** ANIMALS



AGED CARE
169 CLIENTS **300** ANIMALS



HOMELESSNESS
37 CLIENTS **58** ANIMALS



MENTAL HEALTH AND
EMERGENCY BOARDING
116 CLIENTS **218** ANIMALS



244 CLIENTS **296** ANIMALS
RECEIVED PET EMERGENCY
TREATMENT



RUSTY'S STORY

In December 2023, Rusty was attacked by several stray dogs in his own backyard. His family, already grappling with significant financial challenges, rushed him to our Sydney Veterinary Hospital for help. Rusty's recovery had barely begun when his family lost their home. Through one of our Crisis Support Programs, we were able to care for Rusty until March, **providing 109 nights of safety** until his family found a new home.

Image: Rusty and his owner



ALLOCATION OF RESOURCES TO ANIMALS MOST IN NEED

For nearly two decades, we have been working in remote and regional communities, giving animal guardians the chance to provide their pets with essential care. In the last financial year, our Community Outreach team held **22 Healthy Pet Days**, providing crucial support to pet owners facing financial hardship in marginalised communities.

Through our Community and Animal Welfare Scheme (CAWS), we were able to provide subsidised desexing in six outreach locations across NSW. This included **desexing a total of 425 animals, including 370 cats** in the Canterbury-Bankstown LGA, significantly reducing feline intake at our Sydney Adoption Centre.

We also delivered **essential veterinary care to four remote First Nations communities through our Indigenous Community Companion Animal Health Program (ICCAHP)**. This program aims to improve the health and safety of Indigenous children and families in remote communities through providing veterinary services and education relating to animal and human health, wellbeing and positive pet ownership.

JOINING FORCES FOR ANIMALS IN NEED

In June 2024, our Outreach teams returned from a trip through the New England area, having run our Tamworth, Glen Innes, and Tenterfield Healthy Pet Days. We met with **193 pet owners during the intensive three-day effort and directly assisted more than 200 cats and dogs**. Each event was a resounding success thanks to our volunteer branches, supporter groups, and incredibly generous partners like the Orchard Hills Vet Clinic, Vets Beyond Borders, Tenterfield Shire Council, Glen Innes Severn Council, Tamworth Region Council, Tenterfield Vet, Tenterfield Mobile Vet, Glen Innes Vet, Animal Rescue Cooperative, and the Petbarn Foundation.



3,035 ANIMALS ASSISTED THROUGH COMMUNITY OUTREACH



2,518 ANIMALS DESEXED THROUGH COMMUNITY OUTREACH, PROGRAMS & BRANCHES



3,304 ADULTS & **218** KIDS RECEIVED POSITIVE PET CARE AND BEHAVIOUR ADVICE THROUGH OUTREACH



4

ICCAHP PROGRAMS DELIVERED

495 ANIMALS ASSISTED
171 DESEXED
450 VACCINATED
486 PARASITE PREVENTION



\$141,000 RAISED BY BRANCHES & SUPPORTER GROUPS



EMPOWER AND EDUCATE COMMUNITIES

As a leading animal welfare organisation, we believe it is our duty to help empower our communities to understand and protect our animal companions. By educating future animal advocates, we aim to provide the knowledge to value and respect all creatures, great and small.

The RSPCA NSW Education Centre serves as a hub for our community of animal lovers. In the last 12 months, **our Education Centre hosted 5,559 people across 330 tours, conferences, and training sessions**. By facilitating these tours, animal care talks, and corporate experiences, our purpose-built centre remains essential to nurturing love and understanding for our animal companions.

As a Registered Training Organisation (RTO), we're also shaping the future of animal welfare by continuing to develop and deliver a range of nationally accredited and other short courses. In the last financial year, we **instructed more than 600 students through our range of accredited training and general interest courses**, helping to grow the next generation of advocates within the animal welfare sector.

By communicating animal care knowledge and skills to both pet owners and aspiring industry professionals, we strive to strengthen people's connections with the animals they cherish and respect.



600+
STUDENTS STUDIED
AND PARTICIPATED IN
ACCREDITED AND GENERAL
INTEREST COURSES



150
RTO GRADUATES



35
RTO GRADUATES
EMPLOYED BY RSPCA NSW

KEEPING CATS SAFE AT HOME

Desexing both helps prevent unwanted litters and, as research shows, actually leads to longer and healthier lives for cats. Following the successful October 2022 launch of our Keeping Cats Safe at Home project's targeted desexing initiative in the Weddin area, we hit an exciting milestone in that community when the **four-year program desexed its 300th cat in June 2024**. This landmark would not have been possible without the support of the NSW Government and its Environmental Trust.

In the last financial year, with the continued support of the NSW Government and 11 local councils, **we visited 937 students to talk about keeping cats safe, and desexed 1,230 cats to prevent unwanted litters**.

“At RSPCA NSW, our commitment to education goes beyond simply expanding access to learning. We believe that understanding animals is key to ensuring their welfare. Through modern, wellbeing-focused training courses and impactful programs, we empower individuals and foster communities dedicated to the ongoing care and protection of animals.”

- Adam Farrugia, RSPCA NSW Senior Manager, Training



Image: Cat at Tenterfield Healthy Pet Day



INCREASE YOUNG PEOPLES' CONNECTION TO ANIMALS AND THEIR WELFARE

At RSPCA NSW, our mission goes beyond nurturing future animal advocates; indeed, our commitment extends to pioneering new approaches to strengthen young peoples' connection with animals and empowering them to make positive animal welfare changes in their own lives.

Through our School Holiday Program, we directly engage with young and eager animal enthusiasts, providing insight into positive pet care and promoting a culture that values and protects animals. In the last financial year, we inspired **431 students through the School Holiday Program** alone, fostering future animal carers who appreciate the bond between people and pets.

CONNECTING CULTURE AND ANIMAL CARE

In July, our Education team travelled to Walgett to bring animal education to schools in Community Outreach priority areas – including our **very first visit to Walgett Community College High School! Over three days, we delivered 11 sessions to 215 students.** To meet the needs of diverse learners, we introduced two new First Nation focused art and science lessons. It was such a privilege to have the opportunity to weave important animal care messaging into these subjects and help them explore how they can champion animal welfare in their community.



187
EDUCATION
SESSIONS AND
ENGAGEMENTS



39
SCHOOL HOLIDAY
SESSIONS



431
SCHOOL HOLIDAY
PARTICIPANTS



4,354
CHILDREN
REACHED THROUGH
EDUCATION
INITIATIVES



CONTRIBUTE TO A GREENER ENVIRONMENT

Environmental health is essential to animal wellbeing, and we are fully committed to preserving habitats and reducing our carbon footprint.

As a member of the NSW Government's Sustainability Advantage program, RSPCA NSW is leading by example in the animal welfare sector with a landmark commitment to achieving net zero emissions by 2045. This ambitious goal encompasses a comprehensive understanding of our direct emissions, energy consumption, and the indirect impacts of our supply chain and waste management.

Our sustainability initiatives include expanding solar energy use across our sites, transitioning our fleet vehicles to hybrids where possible, and tackling a unique challenge: finding eco-friendly solutions for managing our animal waste.

“At RSPCA NSW, we are a passionate and innovative team committed to ensuring that the decisions we make today lead to a sustainable future for our animal friends.”

*- Kia Bailey,
RSPCA NSW Sustainability Committee Member*



Image: Rescue pup, Maple and student making snuffle mats with recycled materials



MODERNISE THE VOLUNTEER FRAMEWORK

We could not care for as many animals, nor reach as many of their owners without the dedication of our wonderful volunteers. These incredible individuals give their time and energy to support animals in need, making a meaningful impact every day. We're deeply grateful for their commitment to our mission.

This year, we've modernised our volunteer framework to better engage, inspire, and train our volunteers. Through our 'one mission, one team' approach, we're building a **stronger, more connected community** and empowering our volunteers to deliver the highest standards of care and support.

At RSPCA NSW, our volunteers play a vital role across every facet of our organisation. From hands-on roles such as walking dogs and providing enrichment and love to the animals in our care, to essential support behind the scenes, our volunteers truly do it all. They assist with administrative tasks, create engaging content, help transport pets for our programs team, and provide

invaluable support in our contact centre. With so many ways to get involved, there's a role for everyone to make a difference for animals in need.

One shining example is our Volunteer of the Year, Reba. For over 15 years, she has made an extraordinary difference at our Hunter Shelter cattery and has fostered hundreds of cats, providing loving temporary homes. We are endlessly thankful to Reba and our other volunteers who stand with us, united by our mission.

We currently have **17 Branch and Supporter Groups and 8 Community Volunteer Groups** across the state. These volunteer-led groups support their communities through desexing programs, fundraising, and more.

During this financial year, we welcomed 677 new volunteers into our organisation. Not only have we had the pleasure of onboarding, training and teaching these individuals about their respective roles, we have also been able to create life-long connections with them along the way.



Image: Our dedicated volunteer Graham shares a special bond with the dogs at our Coffs Harbour Shelter



“Our volunteers are an inspiring group whose passion and dedication create life-changing outcomes for animals in need. They are a vital part of the RSPCA NSW team, helping to create brighter futures every day.”

Jodie Eldridge, RSPCA NSW Senior Manager, Branches and Volunteers

ONLY POSSIBLE BECAUSE OF YOU

Your support is the backbone of our work, enabling us to facilitate meaningful change for animals every day.

With the help of more than **45,000 donors, we received \$15,500,000 in life-saving contributions last year.** Along with the thousands of passionate attendees at our community events, nearly 4,000 fundraisers, and the 222 generous individuals who left gifts in their Wills to RSPCA NSW, you helped us make astonishing leaps and bounds for vulnerable animals across the state.

RSPCA NSW remains committed to adding to and improving the diverse range of services we provide. From our donor-funded Access to Vet Care Program, to expanding the impact of our Crisis Support and Outreach Programs, helping us reach the most vulnerable humans and animals in our communities, the progress we have made would not have been possible without your kindness and belief in our mission.

Thank you for sharing our vision of a world where animals are cared for, healthy, and safe. Without your support, our triumphs and achievements simply would not be the same.

“Our donors care so much, and their love for animals is truly inspiring. They’re the reason we work so hard every day. They understand how tough this work can be and always stand behind RSPCA. Looking at everything we’ve achieved, it’s clear - we couldn’t have done it without their incredible kindness.”

- Phoebe Brasher, RSPCA NSW Senior Manager, Fundraising

A COMPANY THAT CARES

A long-term partner of RSPCA NSW (and interstate member societies), The Hoyts Group advocate their staff to contribute via Workplace Giving and workplace fundraisers. They also rally behind our efforts by promoting our campaigns in their cinemas, as well as hosting our inaugural RSPCA In Shorts Film Festival, in October 2023, which showcased heart-warming and poignant animal rescue stories.



Image: Ambassador dog, Cailin and a supporter attending the inaugural RSPCA In Shorts Film Festival

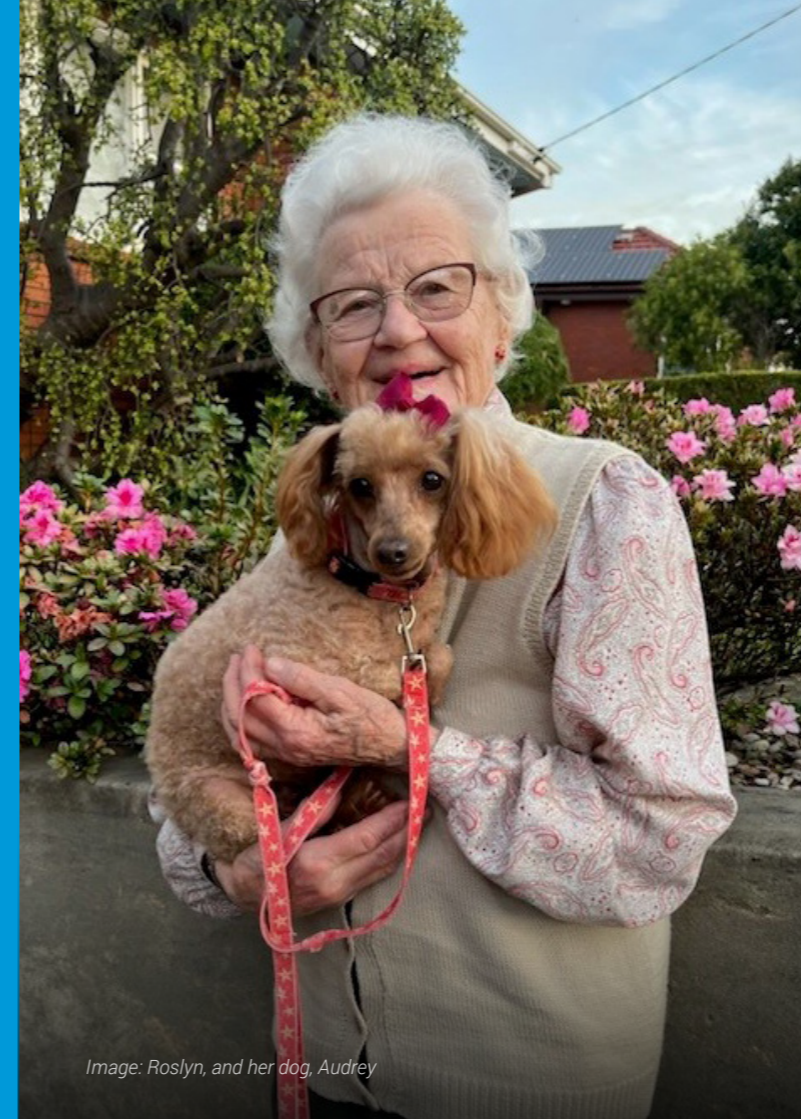


Image: Roslyn, and her dog, Audrey

ROSLYN'S LOVE FOR ANIMALS

Joining the cause in 1970, it was a humble beginning for Roslyn. Fundraising with a small group of animal lovers, **she helped to raise \$17,000 to build a small shelter on leasehold land for which Wollongong Council** agreed to accept a peppercorn rent – all operated by volunteers before employment was affordable. The shelter was named the James Memorial Centre in honour of its first President.

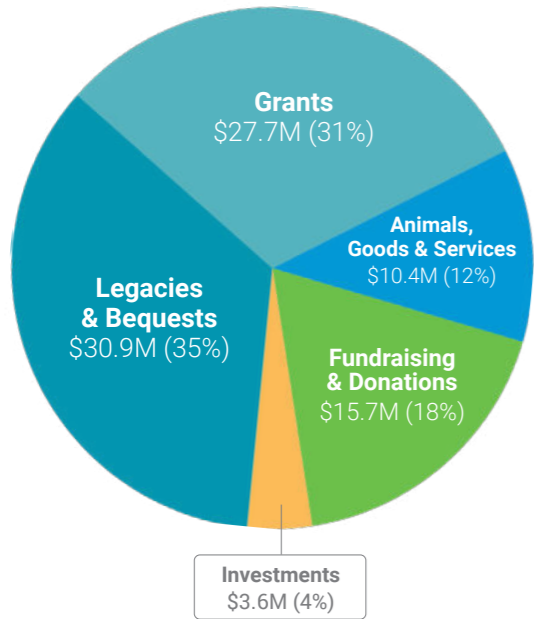
Her incredible five decades of partnership and firm determination includes (but is not limited to) **rallying community members for funding, speaking against the atrocities of animal neglect and cruelty that once were overseen, and visiting schools and organisations to educate** about animal care and positive ownership practices.

Today, the RSPCA NSW Illawarra Shelter operates from a newer, larger building in a tranquil area of the region. And Roslyn continues to support and advocate for the animals, including popping into the shelter to make donations of all sorts and visit staff.

Roslyn's tenacity to better the welfare of animals has inspired us and so many animal lovers to continue forging a path where all creatures great and small only experience **love, safety, and good health.**

FINANCIAL SUMMARY

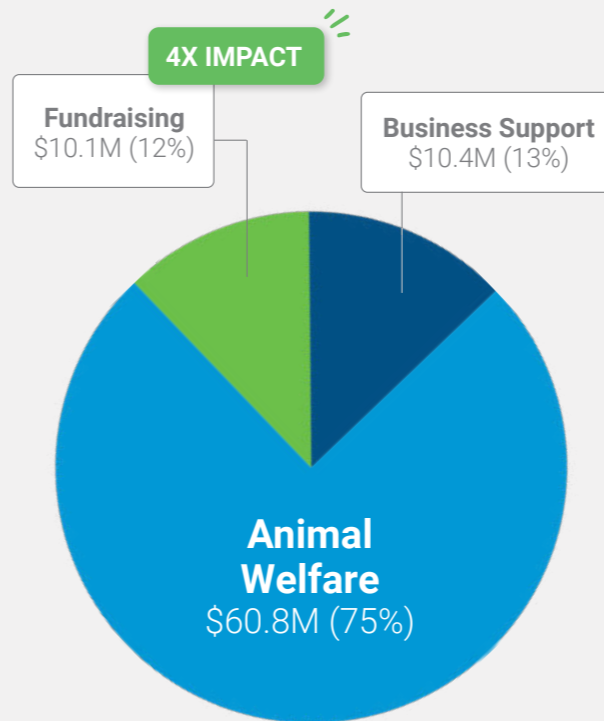
INCOME



Total income: \$88.3M

- Grants (31%)**
 In the 2023/24 financial year, RSPCA NSW was the recipient of a one-time commitment from the state government to fund inspectorate services (flip to page 22 to read more about this funding). In the previous year, government grants comprised only 10% of our annual revenue. Grants also supported capital projects that improved RSPCA NSW facilities.
- Animals, Goods & Services (12%)**
 Includes the revenue from private clients of our three veterinary hospitals, the fees for animal adoptions, and retail sales.
- Fundraising & Donations (18%)**
 We are so grateful to our generous, passionate donors who show their love for animals in so many ways. Whether giving to annual and urgent campaigns, making recurring monthly donations which provide stable and dependable funds to RSPCA NSW, or participating in community events, their support allows us to respond immediately to the greatest needs across the state.
- Investments (4%):**
 Occasionally, RSPCA NSW will receive generous gifts of securities, such as shares, largely through Gifts in Wills. Retaining some of these gifts provides the organisation with predictable, secure future income we can use should we need to, or if emergency funds are required.
- Legacies & Bequests (35%)**
 The beautiful, final gifts animal lovers leave in their Wills provide care for one in every three animals RSPCA NSW helps. Compassionate supporters' legacies live on through the thousands of animals saved by their kindness every year.

EXPENSES



Total expenses: \$81.3M

- Animal Welfare (75%)**
 Encompassing the operation of our shelters, rehabilitation centres, and hospitals, the work of our Inspectorate, and our numerous Community Outreach initiatives, Crisis Support Programs, and veterinary assistance funds. This is the reason we are all here - to improve the lives and wellbeing of animals both in our care and through supporting pet owners across the state.
- Fundraising & Donations (12%)**
 Fundraising is essential to the sustainability of RSPCA NSW. It's how we ensure our vital work for animals continues long into the future.
Return on Investment: For every \$1 spent on fundraising, the team raised more than \$4 back!
- Business Support (13%)**
 Frequently referred to as 'overheads', not-for-profits may feel external pressure to keep these expenses low. But we cannot be successful, sustainable, or accountable without them. Investments in areas like technology, data security, governance, training, and mental health support programs ensures all our staff and volunteers are best placed, and supported, to help more animals.



Meow, Woof, Neigh, Baa, Oink, Chirp, Squeak, Moo, Cluck, Bleat,
Cock-a-Doodle, Quack.

Thank you!



PETBARN