

A man with dark, wavy hair and a slight smile is holding a ginger and white tabby kitten. He is wearing a dark blue polo shirt with the RSPCA logo on the sleeve. The background is a blurred indoor setting, possibly a shelter or veterinary clinic. The right side of the image has a blue and green gradient overlay containing the RSPCA logo and report title.

RSPCA[®] 
Queensland

IMPACT

REPORT 2023

Passion

to be the change,

Courage

to walk the talk,

Integrity

in all we do.



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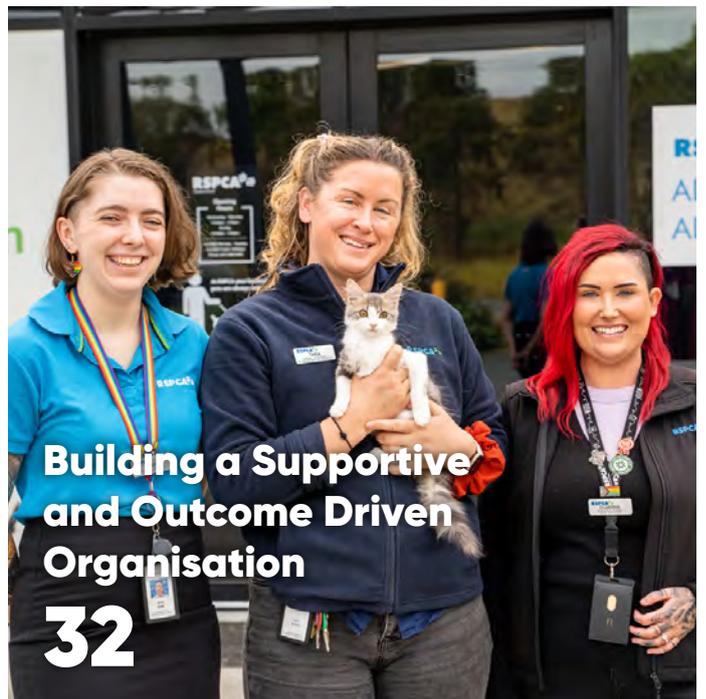


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We acknowledge the Traditional Custodians of the land on which we operate and pay our respects to Elders past, present and emerging. We recognise their connection to Country and their role in caring for and maintaining Country over thousands of years.

Building a Supportive
and Outcome Driven
Organisation

32



FROM OUR CEO

RSPCA Queensland has much to be proud of again this year as we continue to deliver against our key pillars of Animals, People and Community.

Our five-year strategy set out to transform RSPCA into a sustainable organisation that would not only continue to deliver outstanding animal outcomes, but would also be a safe place to work where our people are empowered to make a difference not just in the narrow confines of our shelters, but in the community at large.

Four years into delivering the strategy we have made considerable progress and I am pleased to share the many outstanding achievements of the people of RSPCA Queensland who continue to deliver for the animals each and every day.

Our Vision of "Together we change lives" is supported by a drive to become proactive and address the root cause of why animals need the RSPCA in the first place, providing the opportunity to make a lasting impact.

Our teams have delivered some incredible results that you will see in the following pages, including keeping over 1,200 pets together with their humans through community outreach programs, caring for nearly 200 pets caught in domestic and family violence situations, desexing over 12,000 animals in Operation Wanted as well as a further 757 cats in a Community Cat Program, and reaching nearly 1,800 Queensland schools with our AWARE education programs.

We, like most animal shelters, are seeing the numbers of incoming animals decline as typically adoptable animals are reunited with their owners through social media, increased microchipping and the humanisation of pets. The animals we are seeing as a result are generally more behaviourally challenged or with significant medical treatment required. Whilst this is making it more challenging to find loving homes for every animal, our shelter, behaviour, vet and adoption teams continue to find ways of rehoming as many animals as possible with an ever-increasing array of support and rehabilitation programs for the animals in shelter and post-adoption.

Wildlife in need continues to grow and our team has been outstanding in meeting this demand. Our grand plan of building a new Wildlife Centre of Excellence is several steps closer, with land secured as part of a partnership with

Redlands City Council and a \$5m grant from the Federal Government as part of their Saving Koalas fund. We have \$3m in pledged funds from three very generous philanthropists and hope to raise the remaining \$12m throughout the coming year.

We have had a strong focus on our people; launching a Mental Health First Aid program, and appointing a registered clinical counsellor for our people to access in addition to the Employee Assistance Program. We have developed the RSPCA Leadership Academy where we will provide our leaders with ongoing growth and development, and implemented The Huddle, a monthly town hall style virtual meeting to bring our teams together and celebrate our wonderful people. Most pleasingly, our volunteer satisfaction rating continues to climb to over 90%, and we are seeing a steady flow of past staff returning to work at RSPCA Queensland.

From a corporate governance perspective, there is much to be proud of. We have a stable and highly capable leadership team, from our Senior Leaders to our next level leadership layer who have on average seven years tenure with RSPCA Queensland and a wealth of animal welfare experience. We have made deep inroads to become more efficient with our fleet, replacing many of our older vehicles with new ones, whilst saving money in the process, and have invested heavily in areas of data security and training, physical security, and improving delegations of authority so we become more efficient through empowering our teams to make all levels of decisions, whilst maintaining appropriate governance and controls. This drive towards efficiency, cost control and good corporate governance has enabled us to invest an additional \$2m in animal outcomes year on year.

Finally, to all our supporters, donors, volunteers, foster parents, carers and corporate supporters, thank you. I know that we are in difficult economic times and your continued willingness to step up and support our mission and the animals in need in both your time and beyond, is generous. Ensuring we honour the trust you place in us is something we never take for granted. I hope that you are as proud of the impact you have enabled us to have, as we are.



DARREN MAIER



THE IMPACT YOU MAKE POSSIBLE

Passionate animal lovers provide vital care to all creatures great and small



You helped
42,949
animals in need this year



With your support
24,871
sick or injured patients were treated at our Wildlife Hospital and Rehabilitation Centre



You helped our
Rescue Team attend
26,052
animal rescues





Jessie's New Year Wish

Jessie the cat was found clinging to life in someone's backyard. Brought into RSPCA emergency care on New Year's Eve by our Rescue Team, Jessie received a life-saving blood transfusion. Luckily, she made a full recovery and found a loving, new home.

Your support means animals could get their second chance



57,715

generous donors helped raise

\$31,437,099

to support our vital work



Loving new owners adopted

9,825

animals this year



3,048

caring volunteers donated

302,824

hours of their time to our cause



718

foster carers provided support to

3,597

animals in their own home

Because you care, we can continue to support people and their pets, and build a brighter future for animals



1,227

pets and their

967

owners received vital support from our Community Outreach team

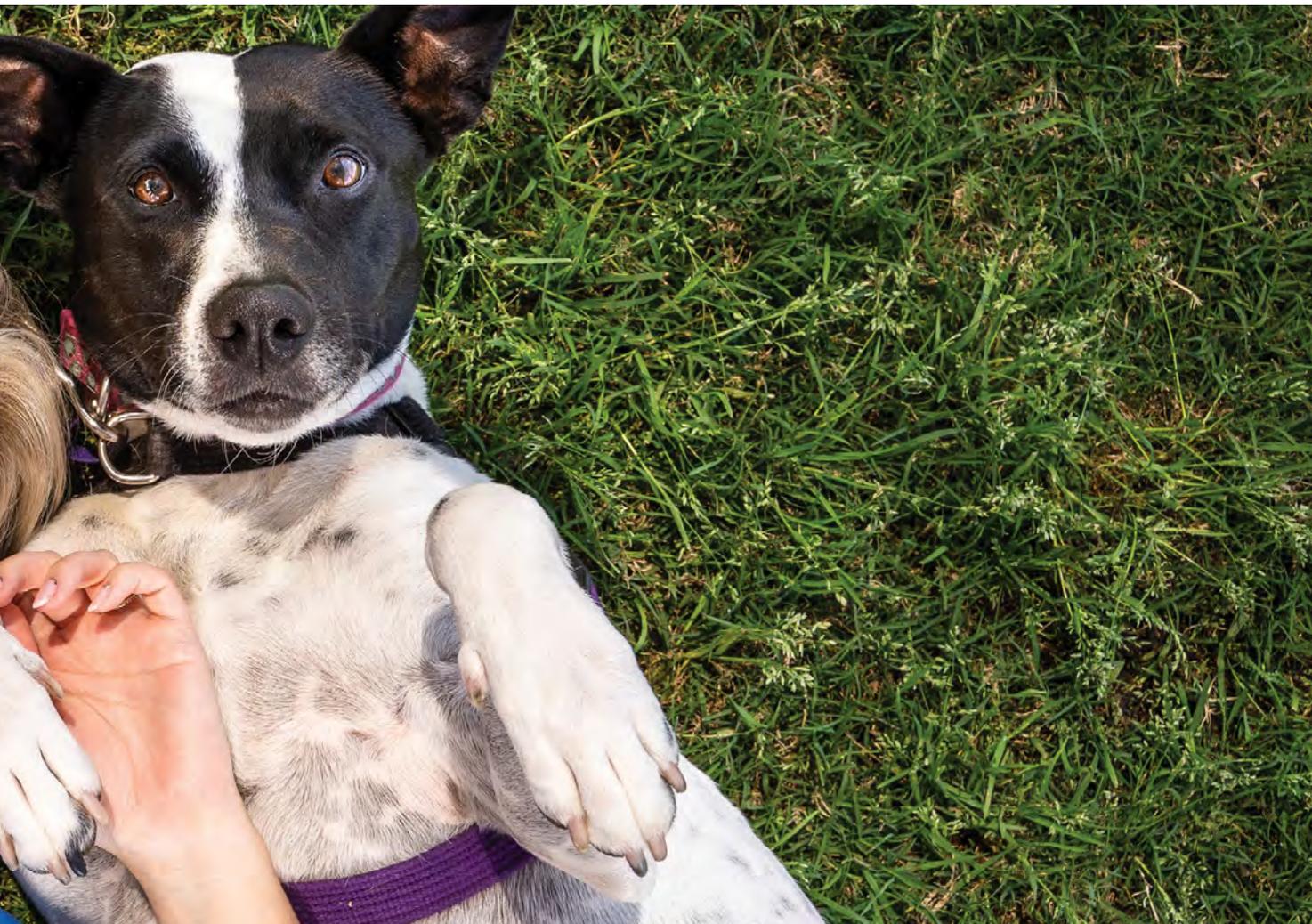


183

pets received refuge to support their

109

owners in domestic or family violence situations



Your support meant we could answer
506,340
community calls for assistance and enquiries through our call centre



You helped to educate
7,029
children about animal welfare



We reached
1,798
schools in Queensland with our AWARE curriculum program

FROM OUR CHAIRPERSON

I am delighted to provide my report as Chair for the financial year of 2022/23. As I write this and reflect on the extraordinary work that RSPCA does, I am so proud to be a director as well as a donor, volunteer and foster mum.

Of course, we cannot do what we do without the help and collaboration of others, so I would like to mention just a few organisations that we have partnered with in the past year to deliver better animal outcomes.

We have a special partnership with the Department of Agriculture and Fisheries (DAF) who task us with enforcing the *Animal Care and Protection Act*. This legislation was amended and strengthened in 2022 and our Inspectors are on the road throughout Queensland every day investigating and responding to calls about animal welfare. It is a special privilege to work with Biosecurity Queensland and DAF in the community.

Our Inspectorate continues to work closely with the Queensland Police Service (QPS) who support us in attending dangerous call-outs. Our two organisations have also recently formed a strategic partnership facilitating the exchange of information associated with animal cruelty investigations to support QPS with intelligence associated with domestic and family violence (DFV).

We have also worked with QLD Racing Integrity Commission (QRIC) during the year. We assisted with the veterinary care and housing for a large number of greyhounds seized by QRIC, treating their various medical conditions and gradually bringing them back to a healthy weight as many were severely malnourished. It was very touching for the directors to get to meet a number of these animals who have been given a second chance.

Some of our most significant partnerships are with RSPCA Australia and our fellow RSPCA societies across the federation. For the past two years we have been working with our colleagues to look at ways that we can work more effectively together, sharing knowledge and resources for the betterment of animal welfare across the country. RSPCA Queensland established its Wildlife Hospital more than ten years ago and now we have been pleased to support RSPCA South Australia with expert advice and training as they build their first wildlife hospital. We have also been working with our interstate RSPCA colleagues in areas such as IT, fundraising, procurement and advocacy on important national issues such as phasing out caged eggs and the live export of sheep.

The work of the RSPCA however would not be possible without our most important and vital collaborators; our volunteers and donors. These are a veritable army of supporters who enable us to put 'boots on the ground' to be there for animals in need. Our incredible wildlife carers and foster parents have our animals in their homes, day and night, feeding and

treating them with care and compassion. They are truly the unsung heroes and it would be impossible for us to care for 42,949 animals each year without their support.

I would also like to acknowledge the thousands of volunteers who come to work every day at our shelters, op shops, call centre and across all of our support functions, bringing their skills, passion and energy to deliver our mission. Our heartfelt thanks to each of you as we could not open our doors without you. I would also like to say a personal thank you to my fellow directors on the board, who are also volunteers. It is such a privilege to work with you and I thank you for your support, wise advice, and generosity.

RSPCA Queensland receives just 4.5% of its funding from government which means that we rely heavily on the generosity of individuals. Over 12,000 regular givers provide vital monthly income for which we are incredibly grateful. With current cost of living pressures, many people in our community are doing it very tough and yet they continue to give what they can and I offer our heartfelt thanks for that.

In recent times we have sadly lost several good friends and I would like to honour their memory and acknowledge their great generosity through their bequests that we received in this last year. Dr Ruth Fitzhardinge from Warwick who, together with her beloved father Grantley, supported RSPCA for many years. Margaret Van De Velde left her beautiful Mermaid Beach home to RSPCA Queensland and the new owner of this home was thrilled to know that so many animals would be helped. During the year we also lost Margaret Wilson (we continue to help care for her eight beautiful Arab horses), and we were remembered in the Wills of Terrance Siggers (father of Sully the cat), Kevin Stark, Tracey Murphy, Noriko Oliver, Rhonda Rowland (a devoted cat rescuer), Ursula Pinkstone (mum to Rimu and Cassandra her adored pups), Helen Harper (mum to Ralph who was adopted from our Noosa shelter), Ronah Burton and many others. A gift left in a Will makes a lasting difference to our mission. We also ensure that bequestors' precious pets are carefully rehomed through our Home Ever After program and continue to receive the same level of love and care.

I sign off with gratitude and respect for our entire RSPCA community. Together we are Changing Lives!



JUSTINE HICKEY



INSPIRING SOCIALLY CONSCIOUS ANIMAL COMMUNITIES

People and Pets are Better Together

Our vital Community Outreach program is a key pillar of RSPCA Queensland's strategy to help keep people and their pets together and improve animal welfare across the state.

In the past year, your support of RSPCA Queensland has meant we've been able to assist 967 people and 1,227 pets.

The impact our Outreach team have had in the community has risen by 77 percent this year; helping even more people and pets in need.

Supporting our most vulnerable community members, our Outreach team has provided vital veterinary care, pet essentials, food and responsible pet ownership education to residents in Moreton Bay, Logan and Townsville. This year we expanded our Community Outreach program into Logan and Townsville, reflecting the need to improve animal welfare outcomes in these regions based on animal welfare complaints our Inspectorate team received.

In May, our Outreach team partnered with Animal Management in Rural and Remote Indigenous Communities (AMRRIC) and The University of Queensland (UQ) to provide essential support to the community of Cherbourg. The team desexed **40 dogs and one cat over the three-day program**. We will continue to expand our services and support to indigenous communities through our Community Outreach program in the coming year.

Our Cairns Community Outreach programs will also commence in mid-2023.

Our vets and community team members have experienced the importance of addressing the root cause of animal welfare issues through pet care support. Since our Community Outreach program launched in the Moreton Bay region, **our Inspectorate has seen a reduction in animal welfare complaints reported in the area by 19 percent**.

To date, you've helped us support 1,504 animals in need through our Community Outreach program. Just over half of these animals also received additional services at the RSPCA such as desexing or other surgeries.

Thank you for helping us be there for people that need a helping hand and improving the lives of hundreds of pets while creating an engaged and supportive socially conscious community of animal welfare advocates.

Building a Compassionate Generation

Our children can continue to improve and advocate for animal welfare into the future. Education is vital to ensure our youth can lead socially conscious animal communities.

Over the past year, you've helped our Education team engage **7,029 children across Queensland through school visits, early learning sessions and RSPCA onsite programs**. We believe it is vital to ensure that children are also taught to develop empathy, respect and responsibility, for all living things.

1,798 schools are enrolled in AWARE. That's a 12 percent increase in Queensland this year. AWARE is a free educational platform designed for primary and middle school teachers, providing animal welfare contexts for curriculum based learning.

Our team also initiated a new program with Queensland Police; Youth 4 Paws. **The program is designed to engage young people who are at risk of being sentenced to a Youth Detention Centre**. Weekly sessions help individuals gain confidence within themselves, understand the importance of empathy, and are taught an assortment of skills within the animal welfare industry. This helps toward their career prospects and gives them the chance to engage in future volunteering.

Instilling compassion in children from troubled backgrounds can help break the cycle of reoffending and get them back on track. Also on a weekly basis, RSPCA team members attend the Brisbane Youth Detention Centre as part of a reward system for juveniles, where good behaviour leads to quality time with an RSPCA animal.



INSPECTORATE

Inspectorate Investigations

This year you helped our Inspectors investigate 15,165 animal welfare cases.

The majority of welfare complaints received were resolved by our Inspectors through education and supportive services addressing situations of animals in poor condition, inappropriate living conditions, medical treatment required and basic pet care needs.

Unfortunately, our Inspectors still dealt with shocking cases of animal cruelty, neglect and abandonment.

In the space of two months, our Inspectorate were called to investigate two separate cases of animal cruelty where dogs were found abandoned and tied to trees in the Brisbane region. One dog was found deceased from blunt force trauma to the head, the second dog, Banksy was lucky to be alive and went on to be rehabilitated and rehomed. Your support ensures we can continue to be there for animals like Banksy.



IN NOVEMBER, RSPCA Inspectors were called to assist QPS and the Department of Environment and Science (DES) at a Brisbane property. **110 native animals were seized** at the property after being found living in appalling conditions with **25 located deceased**. The rescue of the animals required officers from QPS, Queensland Parks and Wildlife Service, RSPCA, wildlife staff, and several vehicles to transport the **85 remaining animals** to our RSPCA Wildlife Hospital at Wacol for veterinary assessment and treatment.

JANUARY 2023 saw our Inspectors called to assist two dogs that had been left locked in a car at a Gold Coast theme park for hours. With the assistance of QPS, the dogs were rescued from the vehicle before they would have perished from heat stress.

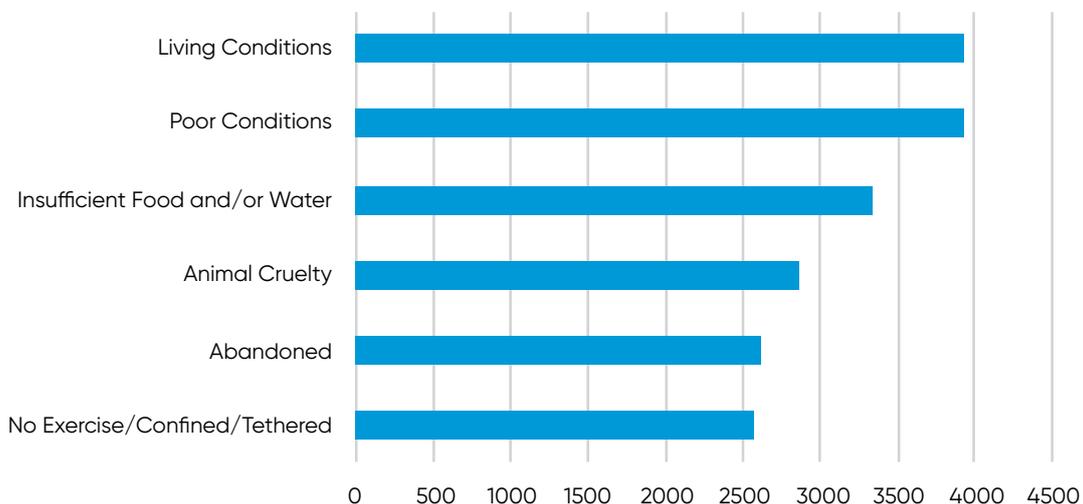
IN FEBRUARY, we put a call out for information about a masked lapwing that had been found shot by a blow dart. Luckily, after surgery at our Wildlife Hospital the bird made a full recovery and was able to be released back into the wild.

IN MARCH, our Gold Coast Inspector assisted Police with investigations into swan cruelty on our waterways with vessels deliberately driving at, injuring and killing swans. The case is still an active investigation.

IN MAY, a tiny kitten was found dumped in a post box on the side of the road in Caboolture South. Thankfully rescued in time by our team with assistance from Queensland Fire and Emergency Services (QFES), the kitten made a full recovery and was rehomed.

We can only continue to investigate these situations with your support, so thank you for being by our side this year.

The top six offences reported to RSPCA Queensland in the past year are consistent with the previous year.



Banksy was lucky to be alive and went on to be rehabilitated and rehomed. Your support ensures we can continue to be there for animals like Banksy.



Animal Care and Protection Act Amendments

In December 2022, the Animal Care and Protection Amendment Bill was passed by Queensland Parliament.

RSPCA Queensland prepared a thorough submission for change and were please to see the following changes implemented:

- A new offence for aggravated breach of duty of care with a **maximum penalty of \$287,500 or three years' imprisonment**.
- Animal Prohibition Orders issued in states outside of Queensland can now be enforced.
- When travelling with animals in vehicles, dogs must be appropriately secured on the back of utes and trailers and dogs cannot have more than their head protruding from vehicle windows.

While several animal welfare improvements have been made to the *Animal Care and Protection Act (2001)*, we believe future improvements still need to be made:

- Maximum penalties increased for dogfighting and cockfighting offences.

We advocated for this to be considered within the new amendments as people involved with dog or cockfighting cause deliberate and horrendous suffering to animals and penalties should be reflective of these illegal acts.

RSPCA Queensland will continue to advocate for legislative change to ensure animals do not have to suffer as victims of animal cruelty.

- Increased powers for Inspectors to monitor compliance with Prohibition Orders.

Under the current legislation, Inspectors have no authority to monitor a person's compliance with a court ordered animal prohibition order. These orders detail what animals the person is prohibited from owning for a defined period. Without this ability, Inspectors rely on calls from the public to provide information on possible breaches of these orders. This is ineffective and needs to change to deter people from continuing to own animals when they are lawfully not permitted.

JAIL SENTENCE

In July 2022, a 46-year-old man was found guilty of two counts of supplying animals for a prohibited event.

He was also found guilty of animal negligence against all four of his dogs for tethering them with heavy chains and not seeking veterinary treatment for one dog. He was sentenced to six months imprisonment, suspended after two months for an operational period of 19 months and prohibited from owning dogs for five years. Sadly, all four dogs were significantly traumatised and had serious psychological and behaviour issues. As a result, they were unable to be rehomed.



ADVOCACY

Our Advocacy Goals are aligned with improving animal welfare in line with key issues identified by the community

We know that animal lovers in Queensland are concerned for the welfare of animals and want to see improvements made across a wide range of issues.

An End to Caged Eggs

For numerous years we have advocated for and supported national RSPCA campaigns to end cage egg systems.



We are pleased that by **2036 all caged egg systems will be banned in Australia.**

While this is still over a decade away for hens still stuck in caged systems, we encourage our Queensland egg

producers to fast track their transition away from these outdated systems.



Live Sheep Export Phase Out

This year, the Federal Government reaffirmed their commitment to end the live sheep export trade by sea from Australia.

RSPCA Queensland supported a **#LegislateTheDate campaign**; asking the Government to set an end date and enshrine it in legislation before the next Federal election. We will continue to advocate for better welfare of animals within the live export trade.

In line with community expectations, our Advocacy team have been focusing on:

- Reviewing the dog breeding code in Queensland to improve animal health and wellbeing
- Ending puppy farms and educating about responsible pet buying
- Enhancing awareness about the dangers of heat stress (leaving pets in cars, tethered in backyards or walking on hot surfaces)
- Safe travel with pets
- Education around living with wildlife
- Reviewing issues that impact our wildlife such as land clearing
- Changing animal laws and regulations to improve welfare



RESCUE UNITS AND RSPCA HOTLINE

With your help our Rescue Team were able to respond to 26,052 calls for assistance. Helping 33,190 animals, most commonly our team rescued injured and sick birds or marsupials.

Our Call Centre team are on the frontline with members of the public logging jobs for our Rescue Team and providing advice to animal loving community members across Queensland 24 hours a day, 7 days a week via our 1300 ANIMAL hotline.

Our Rescue Team have been actively working with vets, wildlife carers, QFES, Council, QPS and DES to get animals the care they need in the most efficient way. Animal rescue call-outs peak in spring and through summer for our team as their busiest time of year.

Our rescue staff and volunteers operate seven days a week and cover regions such as Brisbane, Gold Coast, Logan, Toowoomba, Rockhampton and Townsville.

Over the past year, while animal rescue numbers have declined slightly, the call-outs we have been receiving have been more complex/technical; requiring specialised skills

to rescue elusive, sick and injured animals. This means that complicated rescues can take our staff and volunteers longer to achieve positive outcomes for the animals.

Our Rescue Team attended 2,092 jobs involving animals with entanglements or were trapped in difficult places. 109 animal rescues over the past year were for calls to assist large animals like livestock. These rescues often require aid from Rural Fire Services with specialised rescue equipment.

One intense case in March 2023 saw our Rescue Team called in to assist after deceased and sick birds were being found in their dozens every day in Pinkenba near the Brisbane Airport. Two separate bodies of water seemed to be linked to the mysterious bird poisoning and led to the death of over 150 birds. Your support ensured our Rescue Team could be there every day, saving dozens of birds and triaging them with the help of local wildlife carers.



TOP 10 ANIMAL SPECIES RESCUED THIS YEAR



Lorikeets
3065



Ringtail Possums
2334



Brushtail Possums
1874



Kangaroos
1889



Magpies
1684



Cats
1459



Noisy Miners
1276



Pigeons
1133



Tawny Frogmouths
1101



Kookaburras
982

SUSTAINABLE SHOPPING

Our social enterprises deliver profit for purpose



Sustainability is at the heart of our RSPCA Op Shops. Over the past year, we've opened four new op shops across Queensland with more to follow in the coming year.

With the current cost of living crisis impacting families across the state, our op shops provide discounted pre-loved items to help people in need while at the same time, directly supporting our core animal care services through sales of donated items.

Our op shops are an important part of delivering a profit for purpose strategy. This year we opened **new op shops at Brassall, Lawnton, Moorooka and Paddington**. We now have more locations to reach new RSPCA supporters and raise much-needed funds for animal outcomes.

But our op shops are only as successful as the support they receive and the reliance on good quality donated goods. Quality, pre-loved items are always needed at our stores across the state which can sometimes prove difficult to source.

The decision to open new op shops is always one of great consideration as having physical stores comes with overheads. Rigorous research and forethought ensure a store's viability before opening and store performance is regularly reviewed for efficiency.

Your support means our **op shops can continue to grow and support animal outcomes** through sustainable shopping.

BUILDING STRONG RELATIONSHIPS

Queensland Police Service

Our Inspectorate continues to work closely with Queensland Police Service (QPS) who support us in attending dangerous call-outs and also sharing information that helps our Inspectors assess the risks of attending animal welfare complaints.

Recently, our two organisations formed a strategic partnership facilitating the exchange of information associated with animal cruelty investigations to support QPS with intelligence relating to domestic and family violence (DFV).

This valuable relationship with QPS helps our Inspectors safely access animals in need of our help in uncertain situations. We're hopeful our new strategic partnership **can also help prevent animal cruelty** where there is a known risk of violence in the home.

The University of Queensland

The University of Queensland (UQ) and RSPCA Queensland have continued our longstanding partnership throughout 2023, facilitating students' access to practical education in shelter medical practices, animal care, and ongoing veterinary clinical services.

We collaborate to expose fifth-year students to surgical and medical cases within a shelter setting, enabling hands-on experience with animals. UQ manages desexing, dental procedures, and diagnostics (X-rays, ultrasounds, blood work), guided by a UQ educator.

UQ run our foster clinic consult hours, aiding the hospital's workload and granting UQ students practical experience in consulting practices.

This important partnership between **UQ and RSPCA has been in operation since 2011.**



Operation Wanted

This year we saw the highest uptake since 2020 in Queenslanders registering to receive discounted pet desexing at their local vets through our Operation Wanted campaign.

11,988 pet owners registered to desex their pets with many opting to have multiple pets desexed. This resulted in an estimated 15,000 animals desexed this year as part of Operation Wanted.

159 vets across 19 council regions participated in our three month desexing campaign, reinforcing their support of the importance of preventing thousands of unwanted litters entering shelters and pounds every year.

Next year will see Operation Wanted hit a massive milestone for RSPCA Queensland, 10 years since launch. We understand desexing can be costly for pet owners and a discount incentive continues to help pet owners make responsible choices for their animals.

Community Cat Program

A total of 757 cats have been desexed at RSPCA Queensland over the past year as part of the Community Cat Program; an Australian Pet Welfare Foundation initiative to desex stray and partially owned cats in communities.

Since the program began, our vets have offered their services to **desex 2,285 cats** within the Ipswich region.

One cat owner who had their cat desexed in the program said, *"I was very lucky to be able to have my male cat Apollo desexed/microchipped at the Wacol hospital yesterday and I must say the whole experience was lovely. Without this program I could not afford to pay for it, so I would like to thank your wonderful organisation for providing this opportunity."*

Thanks to you, we can continue to support the Community Cat Program and offer this service to people and cats within communities that need it most.



Vet Nurse Nadia with Roo, Turtle and Porkie

These three pups were part of an unwanted litter found dumped on the side of the road. They are the reason we run desexing initiatives across Queensland.



Happy Paws Happy Hearts

Happy Paws Happy Hearts (HPHH) exists to create positive connections between socially isolated Australians and rescue animals.

The organisation aims to solve two significant challenges by uniting them; people experiencing social isolation or exclusion and thousands of animals waiting for adoption each year.

Founded in Queensland, HPHH is now considered one of Australia's most successful social enterprises. HPHH has received recognition for supporting Australia's most disadvantaged groups and growing their ability to re-engage socially and in the workforce.

This year, **HPHH participants facilitated 23,900 animal engagements** across our Dakabin, Mackay, Toowoomba and Brisbane locations. For our 'paws', this equates to **11,969 hours of animal socialisation and training.**

Across Queensland, over 500 people who live with disability or mental health challenges, including young people, veterans and first responders, all actively participate in weekly HPHH programs onsite at the RSPCA. Demonstrated benefits for our 'hearts' include increased confidence and skills development, improving quality of life and offering genuine vocational pathways.

RSPCA Queensland is a founding partner of HPHH and our team understand the people they work with deliver significant value to animals in our care, assisting their wellbeing in our shelters.

Together, we have successfully secured several grants to enhance RSPCA Queensland facilities including the Queensland's Government's Community Infrastructure Investment Partnership to rebuild the Flyball Arena at the Brisbane Animal Care Campus.

For nine years, the work of HPHH has amplified RSPCA Queensland's social impact and involves more community members in animal care through inclusivity.



Working with Council

To ensure animals get the best possible second chance if they find themselves at a council facility, we have contracts and arrangements in place with various councils across the state to assist in rehoming displaced and unwanted animals, as well as support services.

Across Queensland we have four council contracts to run pound and reception services for Dakabin, Gympie, Noosa and Kingaroy.

Stray animals that find themselves at Mackay and Toowoomba council facilities that have not been reclaimed by their owners are also transferred to RSPCA for adoption.

Our RSPCA team work closely with Fraser Coast Council to assist when their facilities are at capacity with animals and we also provide animal training for their Animal Management Officers.

This year we are pleased to have made an agreement with Cherbourg Council so that displaced and unwanted animals in the region can also be rehomed by the RSPCA.

In Bundaberg, our RSPCA team assist with microchipping of pets that are reclaimed through Council facilities.

In Townsville and Rockhampton we utilise Council animal kennels to care for and rehome animals in need.

This year in Cairns we signed an agreement to occupy the consult and surgery rooms at Council's new Animal Care and Education Centre which opened in July. We employed a local vet and vet nurse who will use these rooms to treat our Cairns shelter animals, Community Outreach program referrals from the region, and for triaging of council animals. This new opportunity has huge growth potential for improving welfare outcomes for animals in Cairns and surrounding areas.

We also have arrangements in place with DAF and Wet Tropics Management Authority to provide daily accommodation and weekend care of working dogs that are deployed by Queensland Government handlers to detect Electric Ants and Yellow Crazy Ants – both highly invasive and venomous species in the region. In Toowoomba, we provide short term accommodation and triage for animals seized or surrendered to DAF inspectors.

These working relationships with council and government departments means RSPCA can reach more animals in Queensland that need help by providing care, treatment, rehoming and support services that improve animal welfare.

Petbarn

Across Queensland we have an arrangement in place with Petbarn stores that help us rehome our cats and kittens. Petbarn understands the importance of responsible pet buying and has been helping us adopt out animals for over a decade in Queensland. Over the year, Petbarn stores have helped us rehome 1,701 of our feline companions.

Being able to transform traditional pet stores with rescue pets through Petbarn has been invaluable for helping us to rehome more cats and kittens through new audience exposure and a change of scenery for cats that may have been overlooked at our shelters, or where shelter capacity is limited.



SUPPORTER CARE

Every year our philanthropy team meet with our supporters right across Queensland – from Port Douglas to Stanthorpe – to bring our biggest advocates in the community up to speed with everything RSPCA and how their donations are helping to positively change lives for the animals.

If you were able to come along to one of our [46 Supporter Days](#), thank you! Supporter Days held at one of our RSPCA locations across Queensland are also extra special as guests get to tour our facilities to see firsthand the animals they're directly impacting.

Home Ever After

Wondering what will happen to your beloved pets when you can no longer care for them is often the biggest barrier older people face when considering animal companionship.

At the RSPCA we believe that no matter your age, it shouldn't be a barrier to enjoying an animal's company in your own home. But when the time comes that you cannot care for your beloved animals, our Home Ever After program is making an incredible difference to the lives of animals and their devoted pet parents.

This year, 1,651 pets were registered in our Home Ever After program ranging from much loved pet rats, chickens, parrots, alpacas, horses and of course, many dogs and cats.



RHONDA'S STORY

Rhonda is a volunteer and RSPCA foster carer. At 93-years-young, Rhonda has witnessed a tremendous amount of change in her life, but one thing has remained a constant... her love of animals.

She is a devoted animal lover with the biggest heart, who falls head over heels in love with every animal she meets.

Rhonda and her late husband Frank moved to a beachside suburb in Queensland over 40 years ago and were fortunate to have a very large block of land that enabled them to welcome alpacas to their menagerie of much-loved pets.

"Frank surprised me by bringing home three beautiful boys – they were all intelligent and gentle and we adored them. Alpacas thrive on social interaction with each other and so three was obviously the perfect number for our home."

After losing her beloved husband, **Rhonda became a volunteer foster carer for her local RSPCA shelter** and devoted many hours to helping care for homeless animals. During this time, Rhonda also registered her own pets in our Home Ever After program to give her peace of mind knowing that the RSPCA will care for her pets if ever she is unable to. Ensuring that her animals will always be well looked after, is of utmost importance to Rhonda.

Sadly, earlier this year one of her alpacas Sepia passed away after a wonderful long life and Rhonda was left with her two precious boys Gabriel and Houdini. However, the loss of Sepia had a devastating impact on their peaceful farm life and the two remaining boys started to have serious disagreements.

Rhonda asked us for help to rehome Gabriel so the boys could live happy, separate lives. Thankfully, Rhonda knew that the RSPCA would find the perfect family for Gabriel and he would continue to receive the same abundance of love and care in his new home.



Animal Attendant
Emmaline with
Gabriel the alpaca
in RSPCA care.

BUILDING A SUSTAINABLE FUTURE FOR ANIMALS

Our current RSPCA Wildlife Hospital at Wacol was built to cater for 5,000 wildlife patients. In its first year of operation in 2012, our teams cared for 8,359 patients. Over a decade later, we're treating nearly 25,000 native animals every year.

Wildlife Centre of Excellence

The demand on RSPCA Queensland's services is ever-increasing and our current Wildlife Hospital at Wacol is exceeding its capacity.

There is now a **pressing and urgent need to build a new and expanded facility**, one which better delivers critical care to our precious wildlife.

Over the past year, our teams have been critically assessing new opportunities for a purpose-built Wildlife Centre of Excellence within South East Queensland. Recently, we were able to secure land in a partnership with Redland City Council.

A transformational project of this size requires an investment of more than \$20 million to become a reality. RSPCA Queensland supporters have already contributed \$3m for the specific purpose of building this much-needed Wildlife Hospital and Centre of Excellence. But to make this vision a reality, substantial community support from **animal lovers like you will be required**.

Once built, this state-of-the-art facility will bring together cutting-edge technology, international best practices, and enhanced abilities to care for wildlife. It will also become Queensland's Centre of Excellence for wildlife education and research, providing leadership and knowledge to collectively tackle growing challenges facing native animals every day.



Partnering with Vets and Wildlife Carers

One of the biggest challenges our wildlife teams have faced over the years at our Wacol Wildlife Hospital and Eumundi Rehabilitation Centre is animals coming into care that could have been triaged and received medical treatment at veterinary practices where they were admitted.

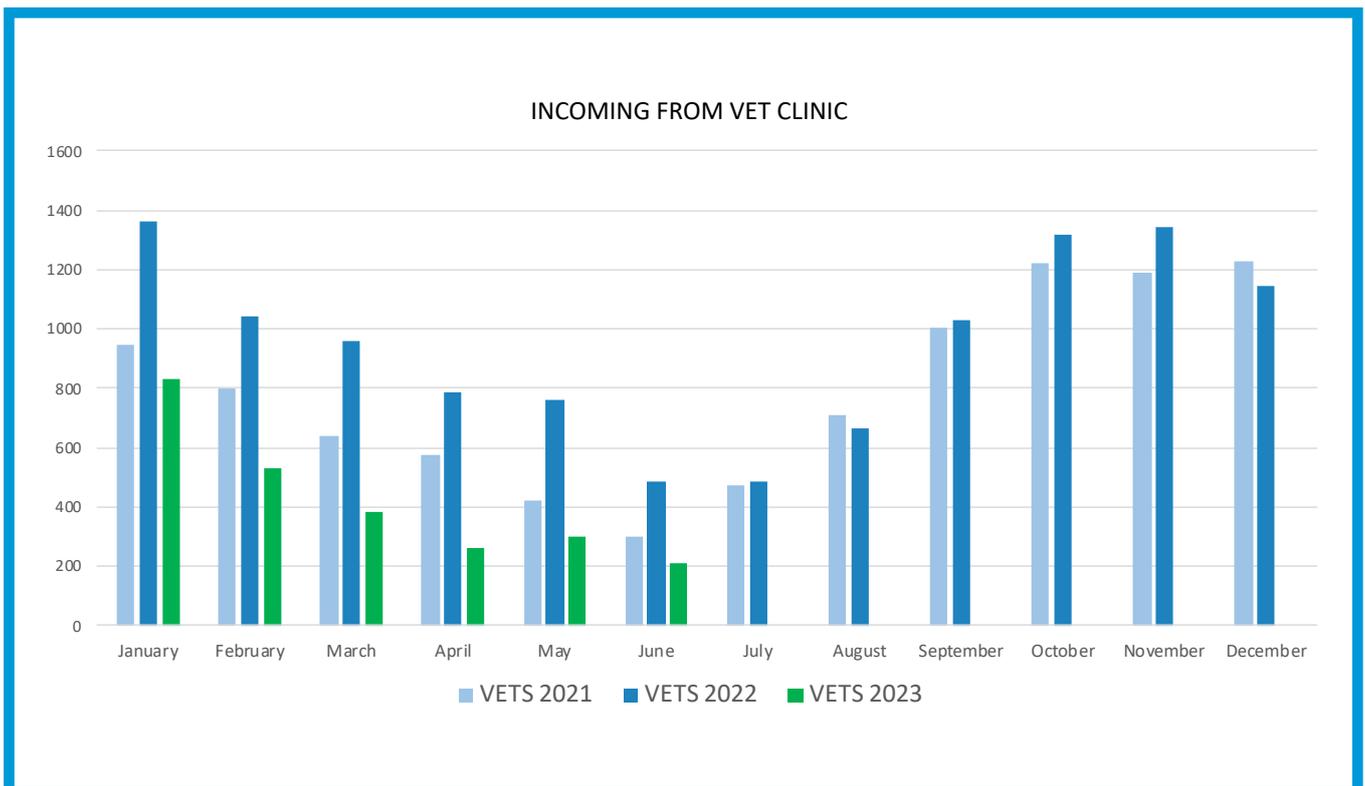
When wildlife are found sick and injured and taken to their local vets, not all domestic practices have the skills or knowledge to adequately triage wildlife. This can mean animals are waiting for specialist care from wildlife vets. Our RSPCA Rescue Units frequently transport these animals from local vets to our hospitals; it's not always a short drive.

Over the past year, our dedicated Wildlife Community Development Manager has been directly **working with over 160 veterinary clinics in Brisbane** and **10 on the Sunshine Coast** to provide education on triaging wildlife patients.

Every month, RSPCA can receive hundreds of wildlife patients from veterinary clinics. Through better education and triaging, we've seen a notable decline in patients requiring our care as they receive firsthand treatment at the clinics where they have been admitted. This is helping wildlife get the treatment they need faster and streamlining processes so our wildlife vets, nurses and rescue teams can focus on getting to emergencies and treating patients that require specialist surgery.

This year we've also been focusing on growing our wildlife carer network by 50 percent. This will help us better streamline current capacity issues within our hospital and place animals that require rehabilitation with a specialised wildlife carer. Freeing up resources and space within our hospital allows for critical emergency situations and specialist care. This is essential as we approach a change in weather patterns which will see an increase in bushfire activity and heightened risk of wildlife patient influxes, like we saw in 2019.

We'd like to thank the veterinary clinics, wildlife carers and members of the public that are helping injured and sick animals by calling **our 1300 ANIMAL hotline** and taking animals to their nearest vet where able.



Wildlife ER

We're incredibly proud and excited that this year a new television series launched – Wildlife ER.

Wildlife ER is a heartwarming show produced by Wildbear Entertainment. Showcasing our work at RSPCA Queensland, the show brings to life what it's like to rescue, treat, rehabilitate and release our iconic wildlife.

Wildlife ER showcases our dedicated wildlife vets, nurses, rescue officers, wildlife carers and volunteers in action; saving the lives of our precious wildlife every day.

The **whole team at RSPCA Queensland is proud to be a part of Wildlife ER**, highlighting the vital work being done to save our Australian wildlife and ensuring they still have a home in the wild for many generations to come.

You can watch Wildlife ER on SBS On Demand.

PETA'S PLIGHT

Peta the koala was lucky to be found in time. Noticed by a caring member of the public, Peta was found face-down in floodwaters and rushed into our Wacol Wildlife Hospital.

Peta was just recently independent of her mum. She was lacking the skills and experience she needed to survive a major weather event.

Luckily, Peta didn't have any major health complications. She just needed rest and round the clock observation in our hospital by our dedicated wildlife team.

Thankfully, Peta was able to return to the wild after making a full recovery and koala carers from Moreton Bay Koala Rescue returned her back to her home in the park.



Photo of release courtesy of Wildbear Entertainment.

ANIMAL CARE

Adoptions and Surrenders

This year we introduced a capacity to care model and have been working on optimising process efficiencies in line with our strategic Animal pillar.

Our Capacity to Care model focuses on:

- Minimising length of stay.
- Identifying efficiency opportunities to better utilise and optimise our scarce resources.

By improving efficiencies across animal intake processes, the time an animal spends in RSPCA care can be **significantly reduced based on their individual needs**. Through streamlined veterinary, behaviour and support processes, animals can be placed into homes faster as we know that home environments are highly beneficial for animal welfare.

Our Animal Care teams continue to follow the eight tenets of Socially Conscious Animal Sheltering (SCAS) to improve animal outcomes. Whilst animals that fall into our Behaviour Category 4a and 4b require a heavier investment to rehabilitation and spend longer in RSPCA care to prepare them for adoption, investment in these animals' care has shown that they do live successfully in their adoptive homes. 18,078 domestic animals came into RSPCA care this year. While this is fewer than last year, the reduced number of animals coming into our care is partially due to an increase in supportive community activities by our Community Outreach and Inspectorate teams; keeping people and pets together. Initiatives like Operation Wanted and the Community Cat Program are also contributing to less unwanted animals entering RSPCA shelters each year.

FRANK'S FOREVER HOME

Frank was one of our Behaviour Category 4a dogs. He's now loving life in his new home.

His adopter says, "Frank is really starting to realise that this is the forever home. He is starting to wag his tail when I get home, as well as kisses. Baby steps with ceiling fans he doesn't like them. He is starting to want to play with us when inside. Overall, Frank is never coming back to the RSPCA unless it's only to visit. He is home."

Adoption applications received online across this year have **declined by 15 percent**. This reduced demand from the community can have a significant impact on the length of stay for some of our animals. To combat this trend, in March we launched a new marketing campaign 'Tails of Honour'. The goal of the ongoing campaign is to change consumer behaviour to think about rescuing an animal first when considering bringing a pet into the family.

This year, we were excited to introduce value-add bundling options for all dog and cat adoptions with support from our partners Royal Canin and Catmate. Every RSPCA Queensland dog, cat, puppy or kitten is adopted with a free bag of Royal Canin pet food and free bag of Catmate cat litter for felines. Additionally, **we are continuing to adopt all puppies at our Brisbane and Noosa locations** with RSPCA School for Pets training included in their adoption fee.

Unfortunately, **surrender applications have increased this year**. The most common surrender reasons being cited for animals coming into RSPCA Queensland care include financial hardship, unable to find pet-friendly rentals, and housing crisis issues. While we won't turn away emergency cases, the cost of living impacts are also impacting our ability to care for and rehome animals.

With you by our side, we can continue to assist animals that need it most and do everything possible to help them get a second chance.



OUR VOLUNTEERS

Our organisation is fuelled by the dedicated volunteers who selflessly contribute over 302,000 hours per year, embodying the very essence of our mission.

Over the last year, the rental crisis and rising cost of living has significantly impacted the number of people applying to volunteer at RSPCA Queensland. Regular volunteer attendance has also declined as people prioritise paid work or are unable to travel to volunteer. While this year on year impact has put a strain on RSPCA operations as the generosity of our **volunteers make up 80% of our workforce**, once again, dedicated volunteers are picking up additional shifts to support our cause. Their devotion to helping animals is steadfast.

We want to continue to grow our current volunteer workforce and create a program that recognises and rewards the invaluable impact of our volunteers, where they feel respected and know their contribution makes a difference. To help achieve this, our team finalised our first three-year strategy to strengthen volunteer engagement throughout all services of RSPCA Queensland. Our volunteer recognition program has grown and **951 volunteers this year have reached a volunteering milestone with RSPCA.**

Foster Care

We'd like to thank our incredible foster carers who welcome our animals into their homes to help them on their adoption journey.

This year we have **718 active foster carers** who have fostered a total of **3,597 animals.**

Foster carers play a vital volunteer role at RSPCA Queensland. Having animals in loving home environments positively impacts their welfare and can help fast track their journey to adoption.

We are always looking for more animal lovers in the community to take on board a foster animal on a temporary basis.

SPOTLIGHT

Volunteers like Pamela Redfern are the reason we can continue to support animals in need every year

Pam started volunteering at the RSPCA as a foster carer in 2008. Since then, she's fostered 383 animals in need at her home, making an incredible impact on animals in the Townsville community. Pam also volunteers her time by helping with our washing, making cushioned crate pads and covers out of material she finds and buys herself from op shops, transporting our animals between vets and RSPCA locations, bottle feeding tiny kittens, and assisting her sister with wildlife caring. Her dedication to all creatures great and small is an inspiration to us all.

Thank you Pam!



PETS IN CRISIS

Supported by the Petbarn Foundation

The number of animals supported by our Pets in Crisis Program has doubled this year.

The program provides safe and reliable, temporary emergency accommodation and veterinary care for pets of owners in domestic violence situations. We are proud that you've been helping us continue to run this program with DVConnect since its inception in 2005.

This year, **183 animals and their owners have been supported** through the program.

In the first three months of 2023, our team were caring for **70 pets in the program**. This is closer to what we would usually see in six months.

With more people experiencing financial hardship and unable to find accommodation for their pets, this adds extra stress when victims are trying to leave situations of domestic and family violence.

This year the **Petbarn Foundation donated \$105,000** along with the **Queensland Government who also provided \$200,000 in funding** to support the program's operating costs. Needing approximately \$30 per day, per animal, plus additional costs for transport, vet care and foster care, additional funding for the program is certainly welcomed. With pet stays in the program being extended regularly, the costs to assist members of the community at risk of domestic violence can stack up fast.

Through your thoughtful support, you're helping us assist people when they need it most and keep their pets safe.

KELLY'S STORY

Kelly was one of the dogs our team have assisted through Pets in Crisis this year. The Kelpie cross had been part of our Pets in Crisis program since the end of 2022.

Many pet owners, like Kelly's, extended their pet's stay at the RSPCA due to the struggle to find suitable pet friendly accommodation.

After two months in the Pets in Crisis program, Kelly was able to be collected by her owner.

Kelly was also desexed and vaccinated during her time at the RSPCA. Her owner was extremely grateful as having her dog desexed had helped her find new accommodation.

Coming back into the RSPCA to collect Kelly, her owner said she had goosebumps. Kelly was ecstatic to be reunited with her owner – jumping around in excitement and hopping straight into her owner's car.

Your support makes these outcomes possible.



BUILDING A SUPPORTIVE AND OUTCOME DRIVEN ORGANISATION

This year our People and Culture team have implemented several programs to not only recognise our volunteers and staff for the great work that they do, but to also provide opportunities within RSPCA Queensland for career growth, learning and development, along with access to services that support the wellbeing of our passionate people.

RSPCA Leadership Academy

As of June 2023, the Leadership Development program is poised for its imminent launch, following a year of dedicated planning and research tailored to the specific needs of our organisation.

The program's foundation was laid with a **detailed Training Needs Analysis, beginning in 2022**. This analysis involved conducting insightful interviews with our Senior Leadership Team, Managers, and subject matter experts. It also included a review of exit interviews and historical employee engagement surveys to gain a well-rounded understanding of the team's experiences and aspirations. Additionally, an analysis of position descriptions was undertaken to identify the essential competencies, skills, and knowledge required for various roles, supplemented by insights from current industry trends. This research was crucial in developing a Competency Framework that caters to all staff levels, including People Leaders and individual contributors.

In anticipation of the program's launch, learning content has been curated to align precisely with each organisational competency, and practical, hands-on workshops have been developed for key development areas. A significant aspect of this initiative is the Leadership Academy Framework, a strategic approach to nurturing

leadership skills within our organisation. Selected outsource partners have been onboarded to enhance the program's offerings. The Academy's introduction to managers and people leaders in **June 2023 is a pivotal step, leading up to the first workshop scheduled for July 2023**. This comprehensive program is expected to drive significant growth in leadership capabilities, **with its conclusion projected for June 2024**.

Mental Health First Aid Program

In 2023, RSPCA Queensland launched the Mental Health First Aid (MHFA) program, marking a significant step forward in our commitment to the mental wellbeing of our staff and volunteers.

A major development early in 2023 was the MHFA Instructor Certification obtained by our Learning and Development Manager. This certification has empowered us to offer in-house training, establishing a foundation for a sustainable approach to mental health education within our organisation. Our first in-house, two-day face-to-face MHFA training session is scheduled for October 2023, with the **capacity to train up to 24 individuals**, promising to broaden our mental health support while offering potential cost savings.

We also established a dedicated Microsoft Teams Community for our MHFA Officers, providing a supportive platform for knowledge sharing, advice, and peer support.

In partnership with MHFA Australia, we are working towards having RSPCA Queensland recognised under the Mental Health First Aid Workplace Recognition Program. Achieving this recognition is contingent upon the proportion of our staff trained in MHFA and the implementation of effective mental health supportive actions in our workplace. Furthermore, the initiation of quarterly Wellness Webinars, addressing topics like Burnout, Resilience, and Compassion Fatigue, showcases our proactive stance in tackling the unique challenges we face in the animal welfare industry.

These foundational activities in 2023 lay the groundwork for a robust approach to mental health support within our organisation.

As we move into 2024, we have plans to expand the program with a virtual MHFA session in collaboration with Mental Health First Aid Australia. **This initiative aims to extend the program's reach**, ensuring that training is accessible to all staff, regardless of their location. This step reflects our ongoing effort to enhance the reach and effectiveness of our MHFA program, reinforcing our long term goal of fostering a mentally healthy and supportive workplace environment.



Registered Clinical Counsellor

Last year we partnered with a Registered Clinical Counsellor, addressing the need for more comprehensive mental health support beyond standard Employee Assistance Program (EAP) offerings.

Our research this year revealed that while EAPs are beneficial, they often fall short in serious crises or situations requiring ongoing support. Additionally, **we identified a notably low employee uptake of EAP services.** Recognising the limitations of standard EAP support, which typically includes a stress test and referral to a General Practitioner, **we sought to provide our staff and volunteers with a more robust support system.**

Our partnership with a Registered Clinical Counsellor marks a significant enhancement of our mental health support infrastructure. We now offer three free, confidential counselling sessions to any staff member or volunteer, catering to their individual needs. These sessions are flexible, available either face-to-face at the clinic or virtually, ensuring accessibility for all. To streamline access to this support, we have established a process where individuals can either reach out to a Mental Health First Aid (MHFA) Officer for support, or contact the counsellor directly.

Overall, this initiative represents a significant step in our ongoing commitment to the mental health and wellbeing of our team at RSPCA Queensland.

Celebrating Our Advocates

In June 2023, we introduced The Huddle, a monthly town hall meeting aimed at bringing our organisation together to celebrate shared achievements and encourage a culture of inclusiveness and recognition that strengthens team connections and boosts morale.

The Huddle offers a platform for disseminating information, learning and growth, but also creates a space for building connection and understanding and appreciating our team members. One of the fundamental aspects of The Huddle is an **Employee Recognition component comprising of a peer nominated Shout Out Award and a Senior Leadership nominated Top Dog Award.** Both awards seek to recognise those within the organisation that go above and beyond in their roles, embodying the values and dedication that define RSPCA. Over the past six months we have recognised individual and team accomplishments. The Huddle has provided a voice for staff to feel heard, valued and recognised for their hard work and dedication. This initiative has been a testament to RSPCA Queensland's commitment to fostering a positive workplace culture, acknowledging excellence and working collaboratively to advance our mission of helping animals and our community.



IMPROVED CYBER SECURITY

Since June 2023, our Information Technology (IT) team has been delivering cyber security outcomes in line with our strategic pillars to improve operational efficiency, user experience and risk mitigation at RSPCA Queensland.

The following has been achieved by our IT team:

- A completed migration to Microsoft 365, enabling enhanced security including threat protection, information protection, and identity and access management.
- Implementation of new email security and end user cyber awareness training. Since commencing security awareness training, **53% of our email users indicated they changed something** in their daily lives to make themselves more secure.
- Implementation of firewall migrations to a more robust and reliable solution that provides enhanced protection of the RSPCA network.
- Implementation of new end-point security for our servers and user devices. **We now have 24/7 monitoring**, threat detection and remediation services in place.
- Implementation of upgrades to several critical systems that were no longer supported.



KEY IMPACTS AND FINANCIAL HIGHLIGHTS

Financial Year 2022/23 was another year where RSPCA Queensland was able to further strengthen its financial position, ensuring that long term sustainability is now secure.

In the past year, we have successfully:

- **Repaid \$6m of debt**, resulting in being debt-free for the first time in 20 years
- **Increased spending** on direct animal outcomes by \$2m
- **Increased spending** in IT by another \$900k, ensuring focuses like cyber security, data safety and staff safety were front of mind
- **Invested over \$1m** into Community Outreach as we proactively take education and care to animals in need in the community and work to keep people and pets together
- **Invested \$400k** into increasing access to learning and development and most importantly, mental health support

Support from the community was once again overwhelming with your generous support **contributing 23.8% in donations**. Our ability to deliver the very best outcomes for the animals we care for can only occur thanks to you.

This result was considerably aided by another incredible year of immense kindness with **33.9% of our income coming from those who have left a gift in their Will**. Our heartfelt thanks go to those who have made sure we can continue to care for the animals.

We also saw a much-improved contribution from our social enterprises with a 14% increase in performance. This has not only meant a much healthier profit being generated towards our mission, but also an increase in customers and therefore future supporters of RSPCA Queensland.

The hard work to achieve a strong financial position now underpins our plans for the year ahead, with a focus on:

- **Continuing** to build out our role in Community Outreach and expanding into more regions across Queensland
- **Delivering** the long-awaited fitout of the veterinary clinic at our Toowoomba Animal Care Campus
- **Expanding** our services and improving our facilities in areas where we do not have shelters, such as Rockhampton and Townsville
- **Improving** our animal care facilities, including upgrading some facilities to care for dangerous dogs and creating whelping areas
- **Finding** ways to improve cat accommodation to help prevent illness and improve welfare outcomes

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.**

WHERE RSPCA QUEENSLAND FUNDING CAME FROM IN 2022/2023



23.8%
Our Individual Supporters



33.9%
Gifts in Wills



1.1%*
Our Corporate Supporters



18.1%
Social Enterprise



4.3%
Adoptions



6.3%
Council Contracts



4.5%
Government Funds



7.3%
Other Revenue
Includes some vet fees, sundry income, interest, etc



0.7%
Court Fines and Costs

*Excluding an additional \$1m of pet food and parasiticide donations from our major corporate supporters, Royal Canin and Elanco



HOW YOUR GENEROUS DONATIONS WERE INVESTED IN 2022/2023

Providing immediate care for animals in need

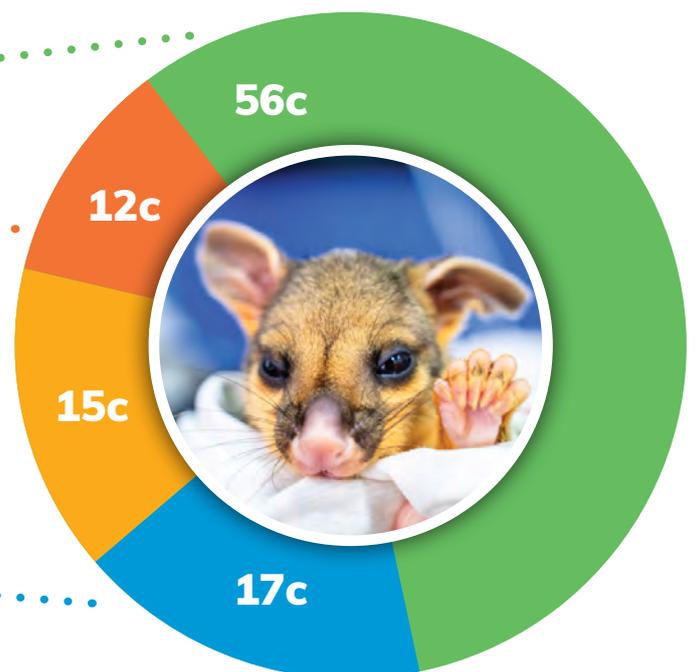
- **56 cents** in every dollar directly supports animals in need right now, including the Inspectorate, shelters, veterinary hospitals, wildlife and community outreach and education programs.

Investing in the future welfare of animals

- **12 cents** in every dollar is reinvested into raising vital funds, so we can be ready to help even more animals in the future.
- **15 cents** in every dollar funds our Social Enterprises to ensure we have ongoing revenue streams to deliver profit for purpose.

Making sure we do things the right way

- **17 cents** in every dollar covers the essentials to ensure we run our organisation effectively and efficiently.



Message from the Minister

Honourable Mark Furner MP

The Palaszczuk Government is committed to upholding high welfare standards for all animals and recognises the important role the RSPCA plays in delivering animal welfare services in Queensland. Queenslanders expect animals to be treated with care and respect, and cruelty towards animals is not tolerated.

A key milestone for animal welfare in Queensland has been the review of the *Animal Care and Protection Act 2001* (the Act). Following extensive stakeholder and community consultation, including with RSPCA Queensland, the *Animal Care and Protection Amendment Act 2022* commenced on 12 December 2022. These amendments have strengthened the Act to ensure it keeps pace with contemporary animal welfare science, practice and community expectations.

Early this year, the Government also completed a sunset review of the Animal Care and Protection Regulation 2012 and remade the regulation to ensure that the existing strong regulatory framework is maintained. The Animal Care and Protection Regulation 2023 will commence on 1 September 2023 and will continue to support the purposes of the Act by prescribing details about the ethical use of animals in research and education and prescribing Codes of Practice for dog breeders, rodeos and livestock.

Queensland continues to be at the forefront of national animal welfare policy, chairing the Animal Welfare Task Group and leading key projects on standards and guidelines for livestock at processing facilities, and improving the welfare of horses during land transport.

Biosecurity Queensland and the RSPCA liaise on investigations and prosecutions under the Act and have established a robust process for reviewing cases and providing feedback to ensure continual improvement in best practice regulation and animal welfare outcomes.

A comprehensive learning and development program for all RSPCA and Biosecurity Queensland Inspectors appointed under the Act is now well-established, with ongoing professional development for Inspectors to continually improve their skills and knowledge to deliver effective animal welfare services.

In 2023, I announced my intention to bring legislation to Parliament by the end of the year reforming Queensland's dangerous dogs laws. The RSPCA made important contributions to the *Animal Management (Cats and Dogs) Act* Taskforce advising on the reforms, provided a detailed submission during the public consultation phase, and are now represented on the Animal Management Stakeholder



Engagement Group, which is examining ways to promote greater community awareness of responsible dog ownership.

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

Honourable Mark Furner MP

Minister for Agricultural Industry
Development and Fisheries and
Minister for Rural Communities



Message from our Patron

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

As Governor and Patron of the Royal Society for the Prevention of Cruelty to Animals in Queensland, I am pleased to be able to provide this message of support.

The RSPCA is a household name, known across this country as a champion of abandoned and mistreated animals, and of our native wildlife. Less well understood is how the RSPCA assists people, and especially Queenslanders, in their lives also.

By caring for sick and injured creatures, helping to rehome them, and educating our community about animal welfare, RSPCA Queensland not only provides a much needed service but also exemplifies a most humane aspect of our society.

By rescuing animals in crisis and bringing them together with people who can provide a safe and loving environment in which to help rehabilitate them, we are reminded that people are capable of great kindness. We are also assured that human beings can connect with other living beings and form a bond, at any point in our lives and regardless of our social circumstances.

Each dog, cat, horse, chicken, goose, duck, guinea pig, snake, lizard, or turtle the RSPCA adopts brings joy to a Queensland household, companionship to someone who would otherwise go without, and perhaps even a feeling of comfort and security.

Of course, finding forever homes for deserving animals, be they furry, feathered or covered in scales, is no easy task. The RSPCA relies greatly on the generosity of friends and supporters, and the sheer scale of giving should indicate the esteem in which this organisation is held.

I am proud to support RSPCA Queensland and the work that it does in helping care for and connect our most vulnerable community members, be they on four legs or two.

I extend my congratulations on all that has been achieved to date and my best wishes for the future.

A handwritten signature in black ink, reading "Jeannette Young".

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.

RSPCA Queensland Directors each commit to do the following:

- To attend all meetings, ideally in person for those meetings which are held onsite
- To do a 'Day in the Life of' work experience once a year
- To be a donor to RSPCA Queensland, according to their capacity
- To adhere to our agreed behaviours and how we do things
- To contribute their individual skills and experience to assist and support the CEO in delivering RSPCA's strategic priorities



Justine Hickey

Justine joined the RSPCA Queensland Board in 2011 and has been the Chairperson since 2019.

She sits on the Community Engagement Committee, Finance and Risk Committee and People and Governance Committee. Justine is a professional non-executive director with over 20 years' experience in corporate governance, investments and superannuation.

Justine chairs the board of fund manager, DNR Capital and is a director of industry super fund Equipsuper.

Previously she was a director of Hastings Infrastructure, GPT Metro, Rio Tinto Super Fund and Australian Ethical Investment Ltd and was a member of the Sunsuper Investment Committee.



Amena Reza

Amena is a Chartered Accountant whose extensive executive career has spanned the property and not for profit sectors in CEO, CFO, Company Secretary and Managing Director roles. She is currently Head of Strategy and Operations at Bureau Proberts.

Amena also sits as a member of the Finance and Risk Committee and the Community Engagement Committee. Amena is also on the Gambling Community Benefits Fund Board and a member of the Audit and Risk Committee for Mining3.

With a Bachelor of Business Accounting, she is also a Member of the Institute of Chartered Accountants Australia and New Zealand and is a Graduate Member of the Australian Institute of Company Directors.

Amena has led and supported several not for profit and service organisations.



Kirby Anderson

Kirby is a government and corporate affairs consultant with experience in public and private sector roles over the last 25 years.

He has developed and implemented communication strategies and advised private sector CEOs and government leaders on communication, stakeholder management and public policy development.

He was Deputy Chief of Staff to the Premier of Queensland (2016 – 18), overseeing the whole-of-government, and was the 2017 State election Communications Director.

Kirby was government affairs and policy director for General Electric (GE) for Australia, New Zealand and Papua New Guinea from 2009 to 2016 and led the GE Volunteers program (2015 – 2016).

Kirby also served 10 years as a senior advisor to the Queensland Government in numerous portfolios. He also sits on the Community Engagement Committee.

The Board contains four sub committees, each chaired by members of the Board providing the opportunity to help advise and consult with Management on the strategic direction of RSPCA Queensland.

The four sub-committees are:

- Finance and Risk Committee
- People and Governance Committee
- Animal Welfare and Ethics Committee
- Community Engagement Committee



Tony Barnes

Tony has 30 years' broad business leadership and governance experience in the utilities, media, HR services, technology and cyber security sectors in Australia, United Kingdom and New Zealand.

Tony is a Partner with advisory and restructuring firm McGrathNicol and advises organisations extensively on managing cyber risk. He has previously served as CEO of a London stock market listed technology company and COO of an ASX200-listed business, as well as holding director positions for listed, private, NFP, community trust-owned organisations and critical infrastructure companies including an electricity network and a fiberoptic telecommunications business.

Tony is a Certified Information Systems Security Professional (CISSP) and is a Fellow of the Governance Institute of Australia (FGIA). He also sits on the Finance and Risk Committee.



Jo McKennarley

Jo has more than 20 years' experience in strategy, governance, organisational design, culture, talent and performance, stakeholder engagement, external relations, communications, and community/ social investment.

She has worked across a variety of industries and sectors including financial services, energy, transport, technology, retail, not for profit, and government.

Jo also chairs the Community Engagement Committee, is the nominated director on the RSPCA Australia board and chairs the Animal Welfare and Ethics Committee. She is also a board member of APS Benefits Group and a member of its Remuneration Committee.

Jo holds a Bachelor of Arts in Politics and Government and an Executive MBA. She is also a Graduate of the Australian Institute of Company Directors (GAICD) and a Certified Professional of the Australian Human Resources Institute (CAHRI).



Graham Newton

Graham has over 25 years of business and leadership experience and is currently a Partner in McGrathNicol's Forensic practice where he focuses on helping his clients address concerns in relation to matters of financial irregularity, integrity and governance.

With qualifications in accounting, and a strong background in risk and governance, Graham draws on these skills and experience in his role as a Director on the Board. Graham also Chairs the Finance and Risk Committee.

Being a city person Graham has always grown up with cats and dogs. At the moment it's Oliver and Honey, the rescue cats, who are getting all the attention at home. Graham is passionate about animal welfare and has been a supporter of RSPCA Queensland for many years.

RSPCA QUEENSLAND BOARD



Professor Nigel Perkins

Professor Nigel Perkins is currently the Head of School for the School of Veterinary Science at The University of Queensland.

Nigel has held leadership roles in several organisations including: Agrifutures, Rural Industries Research and Development Corporation (RIRDC), The American Association of Veterinary Medical Colleges, North Australian Beef Research Council (NABRC), Veterinary Schools of Australia and New Zealand, QLD Veterinary Surgeons Board, Australian Biosecurity Co-operative Research Centre (AB-CRC), and the Australian and New Zealand College of Veterinary Scientists.

Nigel has practiced as a veterinarian in Queensland, New South Wales and Victoria and has worked as a veterinary academic at university veterinary schools in Australia, the USA and New Zealand. His veterinary career has a strong focus on improving animal health, production and animal welfare outcomes.

He sits on the Animal Welfare and Ethics Committee.



Alison Sherry OAM

Alison is an experienced Non-Executive and Executive Director with skills acquired over 25 years that have enabled her to competently perform principal roles across a variety of sectors. Her skills in the field of organisational consulting and human resource management are awarded and well respected among her peers.

Alison has held executive, strategic and tactical level positions with private partnership and publicly listed companies (ASX & FTSE) as well as public sector. She is the Chief People Officer at RP Infrastructure and formally a Non-Executive Director of National Veterinary Care and APMA.

Alison has an MBA, is a Fellow of the Australian Human Resources Institute (FAHRI) and a Member of the Australian Institute of Company Directors. She also Chairs the People and Governance Committee.



Eileen Thumpkin

Eileen is now semi-retired. Eileen led great teams in the public service and was involved in delivering several large projects and education reform initiatives.

She has completed studies across several disciplines: education, arts, social planning, and animal welfare. Today she continues to follow her passion to help create 'a life worth living' for all animals and has conducted research into dog adoptions and their home life transitions.

Eileen is also a Graduate of the Australian Institute of Company Directors (AICD) and the Governance Institute of Australia.

Eileen volunteered across several areas including hockey team management, RSPCA fostering, and BlazeAid fence building. Previously she was a Director on the Board of RSPCA Australia and currently, Director on the Board of the Queensland Veterinary Surgeons.

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Royal Canin

As our Official National Nutritional Partner, Royal Canin supply and deliver high quality food for animals in all RSPCA shelters. This year, RSPCA Queensland introduced adoption bundles to ensure our cats, kittens, dogs and puppies go home with a bag of Royal Canin dry food included in our adoption packs. As a major sponsor of Million Paws Walk, Royal Canin created a wonderful footprint at the event, with free tote bags, an inflatable arch and interactive games and giveaways for participants and their pets. Royal Canin's support also extended to helping shelter animals find their forever homes through their contribution as a dollar matching partner for the Give to Get Them Home giving day.



Elanco

As our Official National Pet Health Partner, Elanco supply the RSPCA an uncapped volume of parasiticide products to support animals in RSPCA shelters and foster care across the country. Each new animal adopter receives a \$30 discount on Elanco brands, Advocate, Credelio Plus and Seresto, to support continued parasite protection for animals in their forever homes. In addition, Elanco generously supported the rehoming of hundreds of animals through our Give to Get Them giving day as a valued matched partner.



Petbarn Foundation & Petbarn

The Petbarn Foundation annually raises funds through their Tree of Hope Campaign, donating \$105K in the past 12 months to 'Pets in Crisis, supported by the Petbarn Foundation', a critical program aiding individuals and pets in domestic violence situations, facilitating safe escapes. An additional significant contribution also boosted our Community Outreach program, providing funding and pet accessories to aid those in genuine need, enabling them to stay together in their homes and avoid shelters. Moreover, the Tree of Hope donation by the Petbarn Foundation supports our extensive foster care program, crucial for shelter operations, and aids our beloved senior animals in finding forever homes. Serving as our Official Adoption Partner, Petbarn facilitates cat and kitten adoptions in their stores statewide, donating 100% of adoption fees back to RSPCA Queensland.

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