

ANNUAL REPORT

2017–2018

About RSPCA Queensland

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

RSPCA Qld requires \$51 million annually to support our animal centres, programs and services. As a non-government, community based charity, RSPCA Qld receives less than 4% in operational funding from the government and relies on donations, bequests and sponsorships from ordinary Queenslanders, just like you.

*Our mission statement is simple, but powerful:
Helping Animals, Enlightening People, Changing Lives*



*Thank you to **Peter Wilson** and our volunteer photographers who helped supply images for this report.*

*A special mention to volunteer illustrator, **Chris Ward** for providing us with our illustrations on page 18 and 19.*

CONTENTS

Minister's Foreword	03
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OUR REPORTS

President's Report	04
CEO's Report	05
Treasurer's Report	06

Financial Highlights	09
Strategic Plan	10

ENGAGING QUEENSLANDERS

Community Activations & Adoptions	12
Events & Community Fundraising	14
New Ambassadors	16
Campaigns & Website	17
Snapshot of the Year	18

SAVING LIVES

Happy Tail	20
Wildlife & Rescue	21
Foster Care	22
Cruelty & Social Media	23
Incoming & Outgoing Statistics	26

Education	28
Our People	29
RSPCA Supporters	30
RSPCA Locations	31
Snapshot Tear-Out	32

THE BOARD



Dr Andrew Tribe | *President*



Justine Hickey | *Treasurer*



Eileen Thumpkin



Amena Reza



Jo Kearney



Graham Newton



Alison Sherry



Michael Bowers



Tracey Vieira

MINISTER'S FOREWORD

“The Palaszczuk Government was proud to pass legislation to crack down on illegal puppy farms in 2017.”

I along with many other Queenslanders, appreciate the valuable work that the RSPCA does on a daily basis.

As a pet owner myself I've always had a love for animals big and small and I know this view is shared by my parliamentary colleagues.

That's why the Palaszczuk Government was proud to pass legislation to crack down on illegal puppy farms in 2017.

In the first year of the laws, more than 16,000 people registered to ensure the breeding process in this state was regulated.

I must also commend the work being done by the RSPCA Inspectorate in ensuring the welfare of all animals in Queensland.

This is not easy work but is vital to ensure our pets are kept safe from undue harm.

A highlight of my time in this portfolio so far was definitely my visit to the RSPCA facility at Wacol.



It's disheartening to see Queenslanders abandon their beloved pets, but the excellent care provided in rehoming these animals is a credit to the organisation and a credit to those Queenslanders to seek a rescue pet in the first instance.

It was also eye opening to see that the RSPCA cared for more than just cats and dogs, but some of the slithering serpents that call Queensland home.

And thanks to the friendly staff at the Wacol facility, one of my staff members was able to overcome his fear of snakes!

I am proud to be the Minister responsible for animal welfare and will continue to collaborate with the RSPCA to ensure that Queensland has some of the best regulation and support for animals in the country.

I encourage all Queenslanders to continue to support their RSPCA and if you see or suspect animal cruelty call 1300 ANIMAL.

Hon Mark Furner MP,
Minister for Agriculture and Fisheries

OUR REPORTS



President

It's been both a tough and rewarding year for everyone at RSPCA Qld. Wildlife continues to be an escalating problem with thousands more native animals and birds being brought into our Wildlife Hospital at Wacol and our Eumundi Wildlife Centre.

Just under 25,000 native animals came into our care and sadly the sheer weight of numbers shows no sign of abating. Loss of habitat, the ensuing increase in dog and cat attacks, and traffic injuries are large contributors. We continue to try and educate the public about locking up their dogs and cats at night and slowing down at dusk and dawn, but sadly there appears to be no easy fix and the koala population in particular is being decimated.

While wildlife solutions are hard to come by, we've made some major inroads in pioneering new methods to prosecute people involved in dog and cockfighting. A special Task Force was set up in March and a Digital Intelligence Officer came on board to assist

in tracking down individuals involved in these invidious "sports". 13 warrants in relation to cockfighting were executed and 15 in relation to dog fighting. 100 dogs were seized and thankfully the vast majority have been successfully rehomed. While most warrants were residential and rural properties, a veterinary clinic was targeted where semen was seized. The prosecutions as a result of these raids continue to go through the courts.

Nationally, there have been some positive outcomes surrounding the live export trade. Of course, the battle is by no means won yet. While we welcome the cancellation of Emanuel Exports' licence, just removing one leading exporter is not enough.

As RSPCA Australia's Senior Policy Officer Dr Jed Goodfellow pointed out, "Live sheep exporters have a shameful history of flouting Australia's animal welfare standards, and decisive action to address this is long overdue."

I believe and so do many millions of Australians, that the only way to protect our farmers' future and our animals' welfare is to end live sheep export and get behind an expanded trade in chilled and frozen meat.

As President I continue to be inspired by the ongoing commitment of our staff and volunteers. It goes without saying that I am very proud to be considered a member of an inspiring team.

Dr Andrew Tribe,
RSPCA Qld President

CEO

Once again it's been a busy year for all of us at RSPCA Qld and we have trialled a number of new initiatives in an effort to improve animal welfare and increase our rehoming outcomes.

Our Pop Up Adoption event at the Brisbane Convention Centre continues to kick goals with 439 animals adopted and the Big Adopt Out at the Brisbane Showgrounds, which we host with rescue groups, adopted 320 animals on the day. Both successes were complemented by the massive Clear the Shelters promotion.

Clear the Shelters was designed as a national adoption event with all animals available to adopt at \$29. By the end of the three day event, 1,064 animals had found new homes, more than any other state. Our centres were 90% clear!

This year also saw us being forced to make a concerted push to reduce the number of animals that were being surrendered to our Care Centres. Over 5,000 were being surrendered each year, costing us over \$3.5 million in animal care costs. We needed to understand the motives for surrender and what pathways led to owners surrendering their pets. We simply couldn't keep accepting animals when our centres were bursting at the seams.

The first step was to set up a platform on our website that had reliable advice for specific problems and also suggested possible alternatives and support services.



The success of our Surrender Portal almost immediately became apparent. A lot of people obviously still loved their pets but felt they could no longer care for them. The website offered viable alternatives and sound advice. In the first year there have been over 1,000 fewer pets surrendered, a 22% decrease resulting in savings of just under \$800,000.

I would also like to acknowledge the wonderful support we have received through Grants. The Community Benefit Fund continues to support us with grants for vehicles and trailers, the Mary Kibble Trust has helped us continue our vital Pets in Crisis program for victims of domestic violence, and the Kinder Charitable Trust has donated \$10,000 to help us step up our investigations into dog fighting.

Once again this year I would like to offer my sincere thanks to all our staff and volunteers who continue to achieve what many would regard as unachievable.

Mark Townend AM,
RSPCA Qld CEO



Treasurer

The 2018 financial year achieved a surplus of \$1.1m from \$51m revenue, a good improvement on the prior year's surplus of \$0.4m.

However, despite the solid headline result, the past year was a challenging one, with cash flow tight throughout the year until June when we received a number of significant bequests that had been expected months before.

Looking at our income, donations of \$7.6m were down on last year (\$11.6m) however this was offset by increased bequest income of \$13.4m (prior year was \$10.4m).

Our Enterprises which include World for Pets, RSPCA op shops, School for Dogs animal training and Pets at Rest crematorium generated a surplus of \$1.2m (\$1.7 prior year).

Adoption income was flat at \$3.5m with the adoption of 18,339 animals.

RSPCA Qld also benefited from an uplift in

grants, with a grant of \$1.7m received from the Queensland Government for the rebuild of the Cairns shelter. Any government support is much appreciated as, on average, less than 5% of our total income comes from government sources.

We retained a tight control on operating expenses with an increase of less than 1%, however we did incur two large one-off expenses being the write-off of the old Cairns shelter upon its demolition and also the closure of the Townsville shelter resulted in a loss on the disposal of the building and redundancy costs.

Our veterinary related costs increased to \$2.7m as more animals were handled through the shelters and more difficult medical and behavioural cases were treated.

Our net assets improved to \$37.8m, with property assets at \$44m. During the year we finalised the purchase of land at the Wellcamp precinct in Toowoomba where we will build a much needed new shelter.

We restructured our debt in April, reducing our overdraft in favour of longer dated debt and increasing our debt to \$7.5m on more favourable terms.

During the year RSPCA Qld went to tender for our audit, in line with best governance practice, and appointed a new auditor, Deloitte, who have carried out the audit for the 2018 fiscal year.

A copy of the full financial report is available at rspcaqld.org.au.

Justine Hickey
RSPCA Qld Treasurer



“Our veterinary related costs increased to \$2.7m as more animals were handled through the shelters and more difficult medical and behavioural cases were treated.”

The full audited financial reports are available on our website for download.



FINANCIAL HIGHLIGHTS

Income	\$	%
Adoptions & Animal Services	8,558,000	17
Fundraising, Donations & Legacy	26,274,000	52
Inspectorate & Rescue	2,191,000	4
Merchandise	9,224,000	18
Investments, Grants & Sundry	4,777,000	9
Total	51,024,000	100

Expenditure	\$	%
Shelter, Animal Welfare, Training & Education	22,037,000	44
Fundraising	8,750,000	18
Inspectorate & Rescue	3,800,000	8
Retail Operations	7,167,000	14
Administration, Finance Costs & Other	8,160,000	16
Total	49,914,000	100

Surplus	\$
Total	1,110,000

STRATEGIC PLAN

To promote kindness and to prevent cruelty to all animals we must:

- *Provide vision and leadership that builds a society free of cruelty and abuse of animals.*
- *Investigate and prosecute cases of animal cruelty.*
- *Influence strategic thinking, policy and legislation.*
- *Provide information, services and facilities to support an animal's Five Freedoms: From hunger and thirst; Discomfort; Pain, injury or disease; Fear and distress; To express normal behaviour.*
- *Promote changes in people's attitudes and behaviours towards animals.*
- *Pursue sound business management and governance practices that ensure RSPCA Qld's sustainability and economic longevity.*

Influence | Influence people to value, understand, respect and care for animals more.

Our Promise

- Be respected and recognised as the leading authority for animal welfare in Queensland.
- Be the key advisory body for animal laws and policies in Queensland.
- Improve companion animal welfare through promoting and advocating responsible pet ownership.
- Grow awareness in the community of living responsibly with wildlife.
- Improve welfare standards through advocating for the rights of animals that are used in sport, entertainment and recreation.
- Inform and promote to consumers the benefits of humane farming practices.
- Grow our influence and expand our demographic reach in Queensland by creating advocates in young people and diverse cultures.
- Advocate greater acceptance of animals in the community e.g. public transport and high-density housing.

Our Scorecard

- Achieve legislative changes to further benefit wildlife in Queensland.
- Achieve legislative changes in line with RSPCA policies and positions.
- Grow RSPCA Qld's supporter base.
- Establish a strategy to engage young and culturally diverse advocates and transition them to lifelong supporters.
- Reduce the number of unwanted animals in the community.

Services | Engage the community in the delivery of services and continuous improvement of animal welfare standards and practices across Queensland to improve animal welfare outcomes.

Our Promise

- Demonstrate greater efficiencies for the care of animals through improved service delivery.
- Consistently improve our services to respond effectively and efficiently to animal welfare needs in the community.
- Continuously improve customer experience to build positive relationships and ensure customer advocacy.
- Develop and enhance partnerships to increase our capacity to deliver animal welfare outcomes.

Our Scorecard

- Maintain rehoming target of 100% of healthy companion animals.
- Upgrade shelter facilities to improved standards by 2020.
- Return 100% rehabilitate-able wildlife patients to the wild.
- Achieve customer satisfaction ratings across all service delivery areas above industry standards.
- Decrease animal length of stay in our care.
- Maintain animal return rates under 5%.

Sustainability | Secure financial certainty so we can continue to inspire Queenslanders and deliver our mission.

Our Promise

- Deliver services that are sustained by the regions within which we operate.
- Ensure sustainable and diverse revenue streams to guarantee consistent and long-term service delivery.
- Focus on continuous improvement to enhance delivery and manage costs.
- Commit to business governance structure aligned to our strategy and direction.
- Understand the value of our people and empower them to realise their potential.

Our Scorecard

- Deliver a surplus on costs each year.
- Build legacy fund of 20% of operating budget by 2020.
- Use innovative technology to improve efficiencies.
- Ensure any cost increase delivers increased revenues or improved animal outcomes.
- Identify aligned enterprises for closer relations/investment.
- Set and exceed benchmarks for staff and volunteer experience with RSPCA.
- Increase leadership capability of managers of our people.

ENGAGING QUEENSLANDERS

Community Activations

Our Community Activation Team (CAT) has been out in force again this past year, bringing adoption animals to the people. Thanks to a passionate group of volunteers, CAT hosted and attended over 100 community activations.

Our team offered 'Pup-A-Gram' visits to workplaces to spread workplace cheer for a donation before Christmas, attended market days, assisted with dog yoga sessions, and took long-term adoption dogs out to community events to help them find a home and give them a break from shelter life.



Sit, Drop, Shop

Our concept adoption stores are expanding!

In 2017, our second Sit, Drop, Shop store opened at the Logan Hyperdome. It has been well received by the public with over 160 adoptions in the year!

Run mainly by a team of dedicated volunteers, the RSPCA's retail concept stores are changing the face of traditional pet stores, finding homes for over 300 pets in the past year and utilising otherwise empty retail space.



Clear the Shelters

For the first time in the RSPCA's history, a joint, national adoption promotion, Clear the Shelters, was run in February 2018.

With the majority of states across Australia participating, all adoption fees were reduced to just \$29*. The promotion was a huge success right across the country and also helped to relieve shelter pressures that all RSPCA's encounter at the start of each year. 1,024 animals were adopted across three days in Queensland, more than any other state! Some of our regional shelters were 100% clear of adoption animals by the end of the promotion. It was a great testament to all RSPCA's working together for a better outcome for animals in need.



Over
1 million 
people saw the
promotion on Facebook

Our shelters were
90%

cleared!

EVENTS

Gold Coast Pet & Animal Expo 2017

Saturday 8 & Sunday 9 July

For the first time, RSPCA Qld hosted the long-running Gold Coast Pet and Animal Expo.

\$ \$20,000 in donations raised

👤 6,500 people attended



Big Adopt Out 2017

Saturday 16 September

- 📍 Brisbane Showgrounds
- ❤️ 320 animals adopted
- 👤 8,000 people attended
- 21 animal rescue groups



Pop Up Adoption 2018

Saturday 13 January

- 📍 Brisbane Convention & Exhibition Centre
- ❤️ 432 animals adopted
- 👤 10,000 people attended



COMMUNITY FUNDRAISING

Cupcake Day 2017

Monday 21 August

- 💰 300,000 raised in Queensland
- 👤 1,698 hosts



Million Paws Walk 2018

Sunday 20 May

- 💰 450,000 raised in Queensland
- 👤 10,065 attendees



NEW AMBASSADORS



Bianca Dye



Jessica Stafford



Shayna Jack

This year we welcomed three new human and more new furry ambassadors to RSPCA Qld. Our ambassadors help us reach new audiences with important messages about adoption, desexing, fundraising events and community engagement.

Bianca Dye is a Queensland radio personality who has helped spread the word about RSPCA events and adoptions through her networks. Jessica Stafford is an MC, Stunt Woman and Actress who has been the MC for many of our RSPCA events and supported multiple adoption promotions and campaigns. Shayna Jack is a Commonwealth Games Gold Medalist who had her puppy desexed as part of our Operation Wanted initiative and has helped spread the word about many RSPCA promotions.



Coco

Coco went missing for two years before turning up at our Noosa RSPCA. She was reunited with her mum and has been supporting the RSPCA ever since!



Nathan

Nathan is now known as 'The Beach Cat' but was once a little kitty adopted by her parents from our Bundaberg RSPCA. Nathan uses her social following to share RSPCA messages.



Daisy Rey

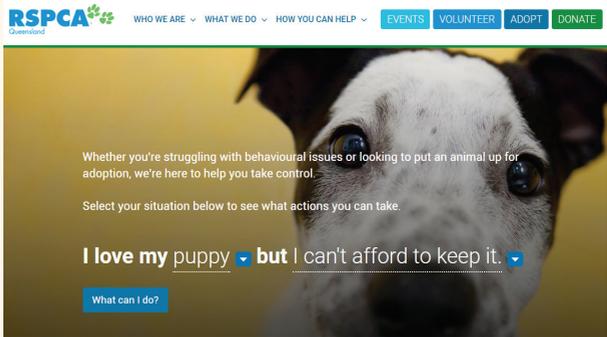
Daisy Rey is a Dachshund who has supported the RSPCA through sales of her book, and attended many RSPCA fundraising events.

WEBSITE & CAMPAIGNS

Surrender Portal

This year we created a platform on our website called the Surrender Portal.

An interactive tool, it was designed to help provide useful solutions for pet owners struggling to find answers to common pet or situational problems. The tool provides multiple options as alternatives to pet surrender.



22%
decrease in animals surrendered

\$800K
saved in animal care costs

64
top surrender reasons covered by the portal

Statistics gathered 12 months after the portal launched.

Operation Wanted Desexing Promotion

173 vets participated in 25 council regions.

Approximately 20,000 dogs and cats were desexed, an estimated 10,000 as a direct result of Operation Wanted.

 **35%**
were cats

 **65%**
were dogs

77% of cats and 59% of dogs desexed were < 1 year.

Thanks to our Operation Wanted Sponsors: Brisbane City Council, Bundaberg Regional Council, Fraser Coast Regional Council, Gladstone Regional Council, Gympie Regional Council, Ipswich City Council, Lockyer Valley Regional Council, Logan City Council, Mackay Regional Council, Moreton Bay Regional Council, Redlands City Council, Rockhampton Regional Council, Scenic Rim Regional Council, South Burnett Regional Council, Sunshine Coast Council, Toowoomba Regional Council.

SNAPSHOT OF THE YEAR

Incoming Animals



Foster Care



Customer Touch Points



56,015

Animals Cared For

7,716

Pets Fostered

354,941

Customer Contacts

(calls, emails, SMS)

24,958

Wildlife Admitted

18,339

Animals Adopted

Adoption
13,353

EHP
(Environment & Heritage Protection)
3,852

Donations
9,117

General Enquiries
97,122

1300 Animal
111,692

Lost & Found
29,798

External States
90,007

Inspectorate



Volunteers



Social Media



31,695
Ambulance Jobs

over
5,000
Volunteers

181,201
Facebook Likes

17,929
Cruelty
Complaints

519,415
Hours Completed

35,000
Instagram
Followers

HAPPY TAIL

Marbles

Ginger cat Marbles is now living the well-travelled life with new owner Ollie after being adopted from the 2018 Clear the Shelters promotion.

It was over a year ago when Marbles went missing from her original home. She turned up in Townsville but sadly couldn't be reclaimed. So Marbles lived a life of mystery while she was a lost cat for over a year!

10-year-old Marbles was transported from Townsville to our Rockhampton RSPCA in the search for a new home.

Her life on the road was about to change for the better when Ollie fell for Marbles in February.

Ollie says, "In case you're wondering how her last 6 months have been... she's turned into quite the adventure cat! She joins me on weekend adventures in my campervan whenever she can, and loves to just chill up the front with me when driving, and nap in the back during the day.

"She's made me a very happy adopter that's for sure!"

Below: Marbles enjoying her new weekend adventures!



WILDLIFE & RESCUE

Keona



Keona the koala was hit by a car twice and managed to get back up a large iron bark tree.

Luckily the driver who hit Keona called our 1300 ANIMAL number for assistance and Keona was able to be rescued and brought into the RSPCA Wildlife Hospital for treatment.

Our wildlife vets treated Keona for the internal bleeding and soft tissue injuries that she sustained.

After recovering from her injuries, Keona was able to be released back into the wild and eligible to be tracked.

After a few months of tracking, Keona had found a male friend and now has a baby on board, well away from the dangerous roadside where she was found.

Phascogale Rescue

Our RSPCA Ambulance officer Sarah attended to a call about a possible injured possum by a concerned member of the public, it was believed to have been injured and brought in by a cat.

What was thought to be a brushtail possum, in fact turned out to be a brush-tailed Phascogale.

Phascogales are a rarely seen species due to their shy behaviour and out-of-sight habitat.

After a full examination at our RSPCA Wildlife Hospital, it turned out that the Phascogale hadn't sustained any injuries and was in fact an adult female carrying a pouch full of little pinkies (seven in total).

The mum and babies were observed over the day and once given the all clear by our wildlife vets, safely released back into the wild.



FOSTER CARE



Jack Hingert's Foster Journey

RSPCA Ambassador and professional footballer for the Brisbane Roar, Jack Hingert has fostered over 12 dogs.

"I've always loved animals especially dogs. I never had my own growing up but would always spend a lot of time with friends' dogs and pets. My partner Sym has always been passionate about helping animals and it was her initial idea to help out through the RSPCA and I've loved every minute of it.

Left: Jack Hingert visits the Brisbane RSPCA
Above: Nala left a lasting impression on Jack

"I wasn't really sure what to expect when becoming a foster carer but it's been amazing. Now that we've seen how much we can really help each pup firsthand, I don't think I could stop!

"I've loved all 12 of our foster pups so far. They've all had different personalities and needs but have all been great. To be honest I think our current foster pup Nala is my favourite, it will be hard to let her go!"



Above: Evie suffered terrible abuse and needed urgent and extensive medical treatment

CRUELTY & SOCIAL MEDIA

Cruelty and social media continue to go hand-in-hand, however this year, we saw the positive impact that social media can make for animals in desperate need of assistance.

Evie, our cover model of this year's Annual Report, made a remarkable recovery from her terrible ordeal. It was thanks to community support, generous donors, and the Brisbane Veterinary Specialist Centre (BVSC) that led to Evie's incredible transformation.

Cruelty & Social Media

When Evie first came into RSPCA care her injuries were so severe that she was initially thought to be too “broken” to recover.

Evie was extremely malnourished and had multiple breaks to her face, head, ribs, hips and back legs after continual abuse. Her injuries had been ignored for so long that she learned to walk on her two front legs.

Because our RSPCA vets were able to manage her pain and she was able to eat, the decision was made to get further advice and everyone was delighted when Dr Wendy Archipow and the team at BVSC, Albany Creek said they were confident that they could fix her breaks. With surgery, physiotherapy and lots of love from the team at RSPCA Qld, she could hopefully have a chance at a new life.

The call was put out on social media to the community for assistance in raising vital funds to pay for Evie’s surgery and rehabilitation. Generous donors were quick to respond, raising an incredible \$27,000.

It was a very long road to recovery for little Evie with months of rehabilitation post-surgery, but she eventually found her happy new beginning, with another furry companion too.



Evie going home with her new companion, Stretch.



Helen K Bishop Just a fairytale ending for Evie. Excellent work RSPCA and the Surgical team BVSC Animal hospital and congratulations to the new owners for adopting this very special furbaby.

Aimz Clark Love this ending for her, look at that Staffie smile! U just can't keep em down! Congrats Evie..... run free little one! #staffierule

Karen Gold So happy for Evie you do an amazing job rehabilitating these gorgeous animals thank you

Evie's Prosecution Outcome

Rhys Eden Cleland and his partner Hope Shannon Peele both pleaded guilty to breaching their duty of care by failing to provide medical treatment for injuries to Evie that included two broken femurs, broken teeth, a broken hip, broken jaw, multiple broken ribs and broken toes on her feet, as well as other injuries.

Magistrate Andrew Sinclair said the case was so extreme that he had concerns for the safety of the couple's newborn child. "History tells us that people who do bad things to animals may do bad things to people," he said.

The Magistrate sentenced Cleland, identified as the major offender because of the injuries he caused, to three years' probation and recommended anger management counselling. He said that if it were not for Cleland's young age, lack of criminal history, and the fact that he and Peele had a newborn baby, imprisonment would have been considered. However Mr Sinclair said that the number, nature, types and timings of the injuries told him that this was not a one off incident, and he dealt with Cleland on that basis.

He ordered one year's probation for Peele. Each was also ordered to pay \$96.15 summons fees and \$550 legal costs.

Mr Sinclair also ordered the couple to pay \$12,000 to the RSPCA for its care for Evie.

While no jail time was handed down, the Magistrate did take the matter seriously.

Cruelty Statistics

31,695

17,929

107

79

75

74

Ambulance Requests

Cruelty Complaints

People Charged

Pending Cases

Finalised Prosecutions

Successful Prosecutions

INCOMING & OUTGOING

Incoming animals | 2017/2018

Type	Ambulance	Council	Humane Officer	Owner Surrender
Dog	579	6,921	960	1,558
Cat	1,551	3,902	612	1,567
Small	516	72	475	293
Livestock	159	269	805	68
Reptile	20	3	99	35
Wildlife	17,219	3	62	0
Total	20,044	11,170	3,013	3,521

Outgoing animals | 2017/2018

Type	Adopted	Escaped	Euthanased	Reclaimed	Stolen
Dog	6,344	14	1,516	5,521	13
Cat	10,337	59	1,904	880	3
Small	1,138	6	407	149	0
Livestock	334	2	657	164	0
Reptile	186	1	95	5	0
Wildlife	0	4	14,690	0	1
Total	18,339	86	19,269	6,719	17

* Incoming statistics included all live animals that RSPCA Qld took in and cared for on behalf of local councils.

** In some cases, the total number of outgoing animals exceeded the number of incoming animals. This was due to the number of animals already in care at the start of the year.

***Our Live Release Rates are calculated using the Asilomar Accords Matrix.

Returns	Offspring	Stray	Transferred In	Wildlife	Total
595	215	2,169	791	0	13,788
571	236	3,829	1,329	0	13,597
31	115	392	7	0	1,901
5	1	167	9	0	1,483
2	0	15	114	0	288
0	0	0	0	7,674	24,958
1,204	567	6,572	2,250	7,674	56,015

Transferred Out	Unassisted Death	Wildlife Release	Released to Wildlife Rehab	Total
464	54	0	0	13,926
296	251	0	0	13,730
203	77	0	0	1,980
305	20	0	0	1,482
5	5	0	0	297
1,142	1,371	3,116	4,625	24,949
2,415	1,778	3,116	4,625	56,364

EDUCATION

Junior Crew

In 2017, we developed a new program for children aged 10 to 15 to interact and learn about animal welfare in a hands-on capacity at our RSPCA Animal Care Campus at Wacol.

The popular week-long School Holiday Junior Ambassador Program offers a maximum group of 12 children a behind the scenes experience of the RSPCA in almost every department. They see the day-to-day life in the wildlife and domestic animal hospitals and even observe medical procedures.

The program has given big insights for children with a love of animals and our second Junior Crew volunteer has completed orientation and is attending an animal care volunteer shift at the RSPCA!



Growing Our Own

RSPCA Qld is committed to providing career opportunities to our staff and volunteers. As an organisation, we pride ourselves on offering roles to employees who are strong performers, and will be retained as top talent.

Learning new skills and growing internally allows us to continue to provide excellent care to all creatures great and small. In the last year we have provided 73 internal career opportunities to support the work of those individuals who live the mission of Helping Animals, Enlightening People and Changing Lives. Congratulations to the 34 staff and 39 volunteers whose strong performance and commitment to our mission have seen them embrace exciting career opportunities!

OUR PEOPLE

2017 Awards Night

On Friday, November 24, we celebrated the work of RSPCA staff and volunteers at the 2017 Awards Night. The evening embraced the ongoing work and achievements of our workforce across the state, with a special celebration of our long-term staff and volunteers.

We would like to thank everyone who attended, or helped with the event. Congratulations to the below winners for each category:

CEO Award
Winner | RSPCA Black Cat Cafe

President's Award (Staff)
Winner | Gold Coast Pet & Animal Expo

President's Award (Volunteers)
Winner | Angela Christodoulou

Team Excellence Award (Staff)
Winner | Wacol Animal Care Team & Customer Service – Call Centre

Team Excellence Award (Volunteers)
Winner | Creative Production and Community Engagement Team

Animal Care Centre of the Year
Winner | Noosa RSPCA Animal Care Centre

Make Your Mark Most Dedicated Volunteer Award
Winner | Wendy Chell

Continuous Improvement Award
Winner | Rescue and Transfer Team

All Time Greats Award
Winner | Eileen Thumpkin & Carol Jelly



Eileen Thumpkin

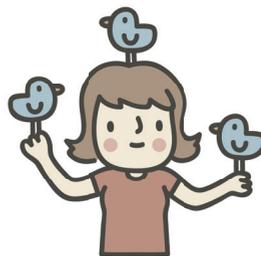


Justine Hickey with Carol Jelly

Volunteer Outcomes

In 2017/18, volunteers contributed 519,415 hours, volunteering their time across our animal care campuses, adoption centres, retail outlets, op shops, training franchises and events.

Across the state, over 5,000 volunteers helped all creatures great and small by rehoming 18,339 animals.



SUPPORTERS

RSPCA AUSTRALIA

MAJOR NATIONAL PARTNERS

Hill's Science Diet
Petbarn Foundation
Peter Alexander

MAJOR PARTNERS

Queensland Rail
Telstra (Vita Group)
Southern Cross Austereo
Channel 7

MAJOR SUPPORTING PARTNERS

Brisbane Convention & Exhibition Centre
David Wheldon Solicitors
Ipswich City Council
Isuzu
Zoo Studio

SUPPORTING PARTNERS

Bendigo & Adelaide Bank
Compounding Lab
Detective Desk
Morgans Foundation
PPQ
Retail First
RNA Showgrounds
Star Entertainment Group
The Good Guys
Team Transport
ThinkEDU

CORPORATE SUPPORTERS

Deloittes
Dulux Australia
KONG
National Seniors Australia
QRI Lifestyle
Liquid Interactive
Rydges
Sunsuper

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RSPCA Qld Animal Care Centres

BRISBANE

139 Wacol Station Rd, Wacol 4076
07 3426 9999

BUNDABERG

31 Doblo St, Bundaberg 4670
07 4155 1736

CAIRNS

Cnr Arnold & Greenbank St, Cairns 4870
07 4055 1487

DAKABIN

Goodwin Rd, Dakabin 4503
07 3480 6450

GOLD COAST

2172 Gold Coast Hwy, Miami 4220
07 5575 6146

GYMPIE

Lot 6 Laurenceson Rd, Gympie 4570
07 5482 9407

IPSWICH

6 Hooper St, West Ipswich 4305
07 3258 5680

KINGAROY

43 Warren Truss Dr, Kingaroy 4610
07 4162 5501

MACKAY

Cnr of Strickland Rd & Mount
Bassett Cemetery Rd, Mackay
Harbour 4740
07 4944 1726

NOOSA

Cnr Hollett & Eumundi Rd,
Noosaville 4562
07 5449 1371

ROCKHAMPTON

391 Yaamba Rd, North Rockhampton 4701
07 4926 6633

TOOWOOMBA

43 Vanity St, Toowoomba 4350
07 4634 1304

RSPCA World for Pets

ROCKHAMPTON

391 Yaamba Rd, North Rockhampton
07 4926 6633

SPRINGWOOD

Cnr Lexington & Logan Rd
07 3340 6500

WACOL

139 Wacol Station Rd
07 3258 5630

RSPCA Sit, Drop, Shop

INDOOROOPILLY

Shop 3088, 322 Moggill Rd

JINDALEE DFO

Shop 32, 16 Amazons Pl

LOGAN HYPERDOME

Pacific Highway & Bryants Rd

Pets at Rest Qld

BRISBANE

139 Wacol Station Rd, Wacol
1300 543 543

RSPCA Black Cat Cafe

BRISBANE

139 Wacol Station Rd, Wacol
07 3258 5621

RSPCA Op Shops

BUNDABERG

12 Maryborough St
07 4151 6955

GYMPIE

18 Monkland St
07 5482 3766

LABRADOR

118 Brisbane Rd
07 5529 1216

MIAMI

2172 Gold Coast Hwy
07 5575 6146

MOOROOKA

485 Beaudesert Rd
07 3276 8269

NEW FARM

Cnr Merthyr & Lamington St
07 3254 2309

NORTH TAMBORINE

Shop 40, Main St
07 5545 3988

ROBINA

Robina Shopping Village
07 5562 1756

SHERWOOD

637 Sherwood Rd
07 3278 2459

STONES CORNER

313 Logan Rd
07 3847 9030

STRATHPINE

8 Dixon St
07 3889 9850

WACOL

139 Wacol Station Rd
07 3258 5657

WEST BURLEIGH

3/18 Township Dr
07 5586 2550

Take me!

SNAPSHOT OF THE YEAR



56,015

Animals Cared For



17,929

Cruelty
Complaints



over
5,000

Volunteers

24,958

Wildlife Admitted

519,415

Hours Completed

18,339

Animals Adopted



7,716

Pets Fostered



31,695

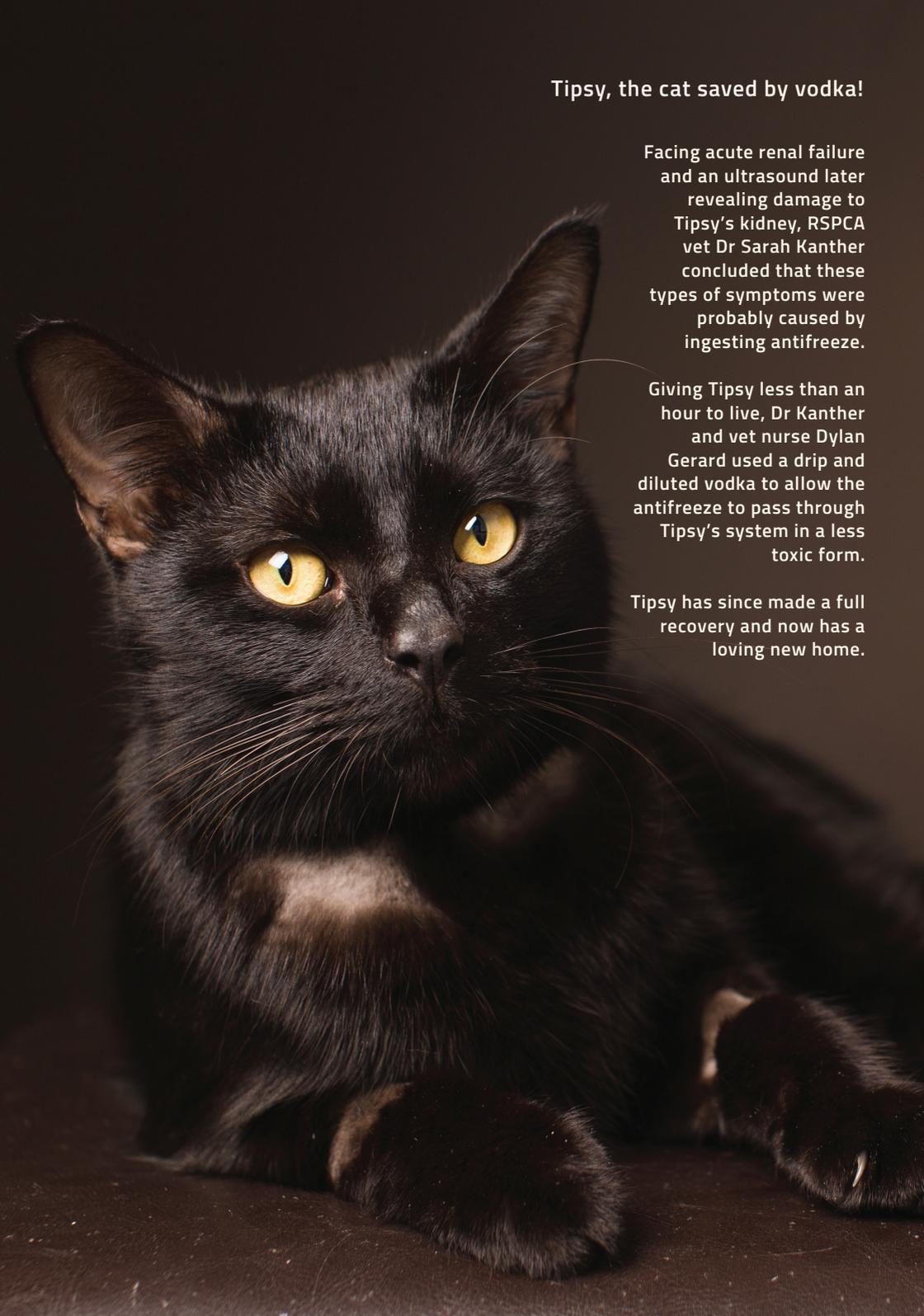
Ambulance Jobs



354,941

Customer Contacts

(calls, emails, SMS)



Tipsy, the cat saved by vodka!

Facing acute renal failure and an ultrasound later revealing damage to Tipsy's kidney, RSPCA vet Dr Sarah Kanther concluded that these types of symptoms were probably caused by ingesting antifreeze.

Giving Tipsy less than an hour to live, Dr Kanther and vet nurse Dylan Gerard used a drip and diluted vodka to allow the antifreeze to pass through Tipsy's system in a less toxic form.

Tipsy has since made a full recovery and now has a loving new home.



2918



rspcaqld.org.au