

When we all care, animals thrive

FY2025 Annual Report



RSPCA 
New South Wales



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

President's letter

I have been privileged to lead RSPCA NSW since my appointment as President in November 2024, after having spent four years as a Director on the Board. Working alongside our dedicated staff, volunteers, supporters and fellow Board members remains one of the great honours of my career. Every day I am reminded of this organisation's extraordinary commitment and enduring purpose which is to improve the lives of animals and the people who care for them.

This year has seen remarkable progress in establishing our next strategic phase, which provides a **Prevention-First Framework** for a proactive, prevention-led approach to animal welfare. At its core it will ensure our focus extends beyond responding to crisis and cruelty, to building knowledge and capacity, and supporting initiatives that keep animals safe and families and their pets together. By acting earlier and more collaboratively, we are reducing suffering, strengthening community resilience and achieving better outcomes for both animals and people.

We also recognise the growing impact of cost-of-living pressures across our communities. Many families are struggling to meet basic needs, and these challenges affect the welfare of the animals who depend on them. Through our education and outreach, veterinary and community programs, RSPCA NSW is supporting people in hardship so their pets can remain part of the family.

At the same time, we are strengthening long-term financial sustainability through careful stewardship, diversified income and investment in our people and infrastructure to ensure compassionate, evidence-based and resilient services for the future.

Peter O'Callaghan
President




 **26,206**
animals helped

 **14,687**
people supported

 **5,994**
animals adopted

 **4**
shelters

 **2** behaviour and
rehab facilities

 **17,946**
cruelty reports received

 **2,094** volunteers
and **549** employees

 **1,032**
foster carers

 **3** veterinary
hospitals

 **1** Education
Centre

Year at a glance

July

On 1 July 2024, the NSW Government implemented **new laws to protect people from coercive control**. Our advocacy efforts were instrumental in reforms to protect the **safety of pets** who are often weaponised by perpetrators of domestic and family violence to exert control and manipulate their partners or family members.



October

Broken Hill was hit hard by a storm that destroyed the town's power supply. At the same time, their back-up generator overheated and failed. A shout out to our Broken Hill Veterinary Hospital for swiftly organising a generator so we could keep providing care to local animals over those two weeks!



August

Thanks to the incredible generosity of a compassionate, dog-loving donor, **adoption fees for dogs and puppies were covered for a two-week promotion**. The 168 dogs adopted during the promotion went to their new homes with a care package from Royal Canin, Advocate and Kong.



November

We launched a new campaign for the **Keeping Cats Safe at Home** program: *Not All Cat Videos Are Funny*. It was developed to raise awareness of the risks of cats roaming and increase caregivers' motivation to keep their cats safe at home to minimise risk of injury and death on the road.



September

Virbac hired the Sydney Education Centre for a full-day session as part of their new starter induction. A great opportunity to offer a unique experience and support a cause they care about, staff enjoyed a behind-the-scenes tour of the Adoption Centre and Veterinary Hospital. It was Virbac's ninth time hiring the Centre.



December

We received a **huge number of donations in the lead up to the holiday season**, including pet toys and food, blankets and other items. The generosity of our community brought immense joy and comfort to our animals and made sure every animal in the shelter felt loved and special.



January

Back by popular demand, our third **Poorly Drawn Pets** campaign put the fun back into fundraising! For a small donation, people submitted photos of their pets and were sent a poorly drawn portrait (or a masterpiece!) of their pet in time for Valentine's Day. **1,302 portraits were drawn by our volunteers to raise \$53,445**.



April

Our Education and Outreach teams made the 1,960 km roundtrip to Wilcannia for education visits to **deliver sessions on Caring for Animals and Animal Careers**. The team provided 108 dogs and 16 cats with vaccinations, health checks, microchips, parasite prevention and pet food. We also desexed 49 dogs and 16 cats!



February

We regularly host industry professionals from vets and students to international government officials. Sharing our practices globally enables us to impact animal welfare. Through our National Nutrition Partner, Royal Canin, **we welcomed 40 vets from India** who toured our Sydney veterinary hospital, learning from Dr Jeffrey about veterinary care at RSPCA NSW.



May

We announced **Ann Dewson as our 2025 RSPCA NSW Volunteer of the Year!** As our longest-serving volunteer, Ann has dedicated an extraordinary 48 years to RSPCA NSW. As the powerhouse behind the Illawarra Branch, her leadership helps to raise vital funds to support the shelter and provide surgeries. Thank you, Ann!



March

Our Hunter Veterinary Hospital took home the **SafetyNet PetAssist Community Service Award** at the inaugural GapOnly® Veterinary Awards. Our **Access to Vet Care** program was honoured for breaking down financial and social barriers to getting veterinary treatment. It's a testament to our team's compassion, innovation and belief that every animal deserves care, no matter their owner's circumstances.



June

RSPCA NSW Central West Shelter closed its doors for the last time. For over 60+ years, thousands of animals were cared for, adopted into loving homes for a fresh start or reunited with their families. Thanks to the staff, volunteers, foster carers and donors who made an extraordinary difference in the Orange region.



Fur-well to Million Paws Walk



After an incredible 31-year journey, we said goodbye to Million Paws Walk this year with **One Last Lap**. While the Sydney, Port Macquarie and Taree events had to be cancelled because of extreme weather, seven other walks (including in the Illawarra, Broken Hill and Albury) went ahead with hundreds of participants and their super pooches.

Million Paws Walk participants not only supported animal welfare through registration and fundraising, but they became ambassadors for the RSPCA, championing our work within their own communities.

Over the decades, 765,000 superhumans and 410,000 super pooches pounded the pavement, collectively raising \$18 million for vital RSPCA services across Australia.

Ending one of RSPCA's most beloved fundraising events was not an easy decision. Rising event costs, changes in community fundraising, the increased cost of living and the desire to ensure maximum funds go directly to animal care led us to make this difficult decision.

"I know this event will be sorely missed, but its legacy of joy, community and support for animals will live on."

- Ben Wilhelm, Community Fundraising Manager



A warm thank you

To every superhuman and super pooch who took part, every staff member and volunteer who brought the events to life, and every family and friend who cheered, raised funds and donated along the way, thank you a million times over. The legacy of Million Paws Walk will live on in the animals helped, the communities connected and the memories cherished.

Million Paws Walk may have taken its final lap, but the commitment, love and support of our community continue to inspire the next chapter of fundraising for animals in need.

From all of us at RSPCA NSW, thank you for 31 incredible years of Million Paws Walk.



"... I get choked up to see the solidarity and I'm reminded there are more good people in the world taking a stand for animals with no voice."

- Lucy, A long-time walker who attended Million Paws Walk for 10+ years

The power of kindness

At RSPCA NSW, kindness keeps us going. We couldn't continue our work without the generosity of people all over NSW who care deeply about animals. Their compassion powers every part of our organisation, and their dedication helps create a better world for animals.

The generosity of these kind individuals ensures that we can:

- **operate our shelters and veterinary clinics**
- **advocate for stronger animal welfare protections**
- **deliver community and education programs that change lives**
- **treat and rehabilitate animals brought in through our Inspectorate.**

Bequests to RSPCA NSW represent more than 30% of our total funding and are vital to the rescue, rehabilitation and rehoming of tens of thousands of animals each year.

We're deeply grateful to the many individuals who choose to leave a gift to RSPCA NSW in their Will. Their compassion lives on through every animal cared for and every life transformed in their name.

"Muffin is the best thing that ever happened to me. When my mum died, Muffin's comfort made me know that I was going to be ok. I decided to leave RSPCA NSW in my Will because every pet deserves a loving home... My friends love that I left RSPCA in my Will and it's inspired them to do the same."

- Felicity Cooper, on leaving a gift in her Will to RSPCA NSW



RSPCA NSW and Petbarn working together for the animals

Since 2012, RSPCA NSW and Petbarn have worked hand in hand to help animals in need. Together, we created Australia's first in-store cat and kitten adoption program, and over the past 13 years, more than 25,000 animals in NSW (and more than 62,000 across Australia!) have found their forever homes, including 1,173 in FY2025.

Today, RSPCA NSW animals are adopted from 48 Petbarn stores across NSW with 100% of adoption fees directed back to us to support the care of animals in need.

In FY2025, the Petbarn Foundation contributed another \$450,000 to RSPCA NSW, funding vital programs that give animals and the people who care for them a brighter, safer future. We are grateful to the Petbarn Foundation, all dedicated Petbarn staff and their animal-loving customers for this tremendous ongoing support.

"Our relationship with the RSPCA continues to grow and together we've been able to create meaningful impact for thousands of animals in need."

- Janelle Miller, Petbarn Foundation Manager

 **31,448**
individual donors

 **23,089**
monthly donors

 **2,031**
community fundraisers

 **701**
corporate supporters

 **197**
Gifts in Wills

\$250,000

raised in the Petbarn Tree of Hope campaign, funding outreach days, adoption support, foster care and those escaping domestic and family violence

\$80,000

of products in-store to support our Inspectorate

\$70,000

raised in NSW to support pet owners escaping domestic and family violence in a new in-store campaign (\$300,000 in total raised for RSPCAs nationally!)

\$50,000

for Wilcannia veterinary, education and outreach

Letter from the CEO

In my role, nothing is more rewarding than seeing the exceptional expertise, dedication and compassion of our hard-working staff and volunteers.

This year – like so many people and communities across the state – we experienced financial challenges that impacted our operations, planning, and staffing. Despite this, I am immensely proud of our gains in delivering impactful and innovative programs and services to the people and animals of NSW that raise standards of care and contribute to national leadership in animal welfare.

Our work is guided by a deep commitment to meeting the changing needs of our communities. After extensive consultation, learning and planning, we introduced a **'Spectrum of Prevention' framework** to better align our teams and focus our efforts. This approach spans proactive, early intervention and reactive modes of prevention and helps us to deliver impact where it's needed most. Already we are seeing positive trends, signalling that our prevention initiatives are making an impact. And for those animals who do come into

our care, our inspectors, shelters and expert teams are still there to provide safety and the care they need.

When people and communities are safe, healthy and thriving, so are their animals. Our programs are designed to help animals live in safe, healthy environments and support the people who care for them.

None of these efforts are possible without the generosity of so many compassionate people across NSW. Because of every supporter, donor, volunteer and partner, we can continue to care for animals, strengthen communities, support pet owners and drive lasting change across NSW.

Thank you.



Steve Coleman
RSPCA NSW CEO



Image: RSPCA NSW Community Vet Nurse holding a puppy at a Community Outreach event



The Spectrum of Prevention

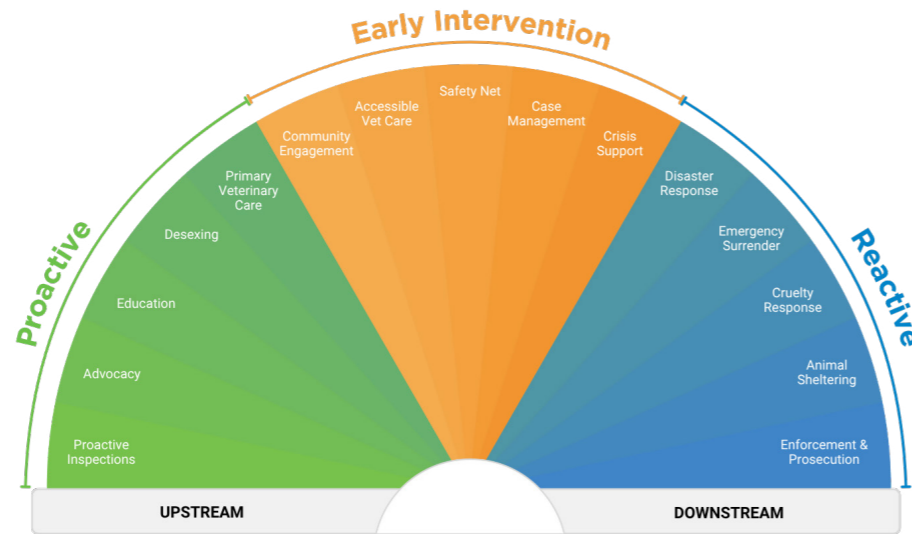
For years we have found ourselves caught in a reactive cycle, responding to more cruelty complaints and support requests each year. It led us to ask an important question: how can RSPCA NSW break that cycle and focus more on preventing harm, suffering and cruelty before it happens?

The answer was to create a **'Spectrum of Prevention'** framework that takes a truly holistic approach to animal welfare.

In practice, our initiatives and programs often overlap and evolve, reflecting the real-world complexity of animal welfare. The Spectrum helps us shift our focus from responding to crises to tackling the root causes of suffering, including social and economic disadvantage and inequitable access to care.

By connecting service delivery, education, enforcement and advocacy under a unified approach, the Spectrum builds alignment across our organisation.

It strengthens our ability to plan strategically, allocate resources effectively and create lasting impact for animals and the people who care for them.



Proactive

Proactive prevention encompasses forward-looking initiatives that tackle the social, economic and systemic factors that lead to animal suffering and help to:

- keep animals safe
- mitigate the risk of harm occurring.
- support people to care for their pets

Early Intervention

Early intervention includes prompt support that identifies and addresses welfare concerns before they escalate. This helps to:

- protect animals
- help animal carers
- mitigate the risk of further harm
- help to improve outcomes for both.

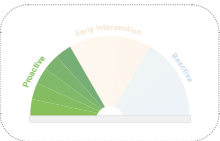
Reactive

Reactive prevention is the swift, compassionate response to harm which has already occurred. These actions:

- provide urgent care to support recovery
- reduce further suffering
- ensure animals receive the urgent help they need.

Image: Client kitten at Bidwell Healthy Pet Day





Creating a kinder future through advocacy

Throughout FY2025, RSPCA NSW continued to advocate for stronger animal welfare protections and to improve legislation.

Our advocacy included consultations and submissions on the Prevention of Cruelty to Animals Amendment (Puppy Farming) Bill 2024, the Residential Tenancies Amendment (Pet-friendly Rentals) Bill 2024 and the Crimes Amendment (Animal Sexual Abuse) Bill 2024.

We also participated in key reviews and inquiries, such as the Companion Animals Act review, the Inquiry into Cat Management in NSW and the Inquiry into Virtual Fencing. Ongoing engagement has driven law reform to support renters, victim-survivors of domestic and family violence with pets and the continued advocacy for the phase-out of battery cages by 2036.

We are frequently sought out by government, industry and the broader community to consult on animal welfare regulatory issues. At times we would prefer to see greater improvements and more quickly, but it is our job to speak on behalf of animals and advocate for enhanced animal welfare protections where they are lacking and even if progress appears slow.

 **11** legislation sessions and briefings

 **8** inquiries and consultations

 **6** legal and presentation papers



Pets in rental housing

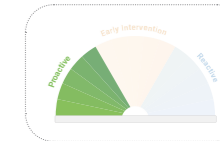
Since 2022, we have championed tenancy laws to support pet ownership, reduce surrenders and ensure fair treatment for tenants and their pets. Our advocacy helped shape the Residential Tenancies Amendment (Animals in Residential Premises) Bill 2024, which:

- bans extra rent or bond for pet owners
- prevents unreasonable pet refusals
- makes it illegal to advertise rentals with blanket 'no pets' policies.

These reforms took effect on 19 May 2025, making it easier and fairer for renters and their pets to stay together in safe, caring homes.



Giving animals a voice in emergencies



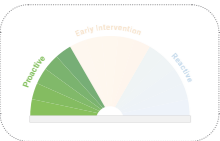
On 11 June 2025, we held our inaugural **Animals in Emergencies Conference** at our Sydney Education Centre.

A first of its kind in Australia, we brought together animal welfare and wildlife groups, emergency services, farming organisations, councils and government agencies, united by a shared goal to find better ways to support animals before, during and after emergencies.

The aim of the conference was to strengthen collaboration across key sectors and improve outcomes for animals through:

- Interactive sessions to share strategies and solutions
- Expert insights on emergency response and best animal welfare practices
- Opportunities for connection between professionals to improve NSW's response to disaster preparedness and emergency response

We hope this event continues to grow and inspire greater collaboration across the sector, ultimately helping more animals in need.



Building a safer, compassionate future through education

Education is key to RSPCA NSW's mission to prevent cruelty to animals. Through a One Welfare and Humane Education approach, our programs:

- raise awareness
- foster compassion
- empower young people to value and protect animals.

Youth and Animals Program

Our Youth and Animals Program (YAP) helps young people recognise that animals experience a wide range of emotions. By connecting with animals' feelings and experiences,

participants develop compassion, empathy and respect, values that extend beyond the classroom.

YAP is delivered in partnership with youth support groups that work with young people facing challenges such as school disengagement, low self-efficacy, behavioural or emotional regulation difficulties, or mental ill health.

Through hands-on engagement, participants learn how to recognise and respond to animal body language, practice respectful interactions and challenge negative stereotypes.



"I continue to be blown away by the powerful connection [the kids] have with the animals while attending this... sensitive, empowering, life changing program."

- Angela, Wellbeing and Careers Counsellor, Warakirri College

Junior Animal Carers


In early January we welcomed young people from the Bidwill and Cranebrook communities to our Education Centre for two free Junior Animal Carers school holiday sessions.


Participants learnt about animal welfare and how to recognise animals' emotions through interactive activities such as quizzes and scavenger hunts. They practised gentle care with plush animal models and met some of our shelter residents, including the newest member of our education team, a female betta fish.

Image: RSPCA NSW School Holiday Program




 **3,076** children reached through curriculum-aligned initiatives


 **551** students studied and participated in accredited and general interest courses


 **15** First Nations-focused education sessions, reaching **616** young people in remote communities

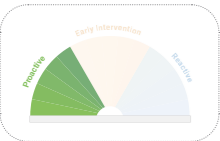
 **105** RTO graduates

 **438** YAP participants across **52** sessions

 **125** education sessions and engagements

 **25** school holiday sessions for **346** participants

 **42** current staff started via our Cert II Animal Care course



Reaching the animals who need us most

RSPCA NSW's Community Outreach focuses on helping families keep their animals healthy and well cared for at home. Taking a community-centred approach, our team delivers services where they're needed most, breaking down barriers to accessing essential veterinary care such as health checks, desexing, vaccinations and microchipping for people and animals who might otherwise go without.

During FY2025, we supported **2,291 low-income families with 3,340 animals in underserved communities** across NSW through our Community Outreach work. Services were delivered through 13 Healthy Pet Day events, four Community and Animal Welfare Scheme desexing programs and six Indigenous Community Companion Animal Health Programs.

Essential to these programs is providing education and positive pet ownership advice within each community, and during the year we **reached 3,368 adults and 124 children**. We also co-designed culturally appropriate partnerships

with the Indigenous communities visited, delivering real benefit and lasting impact. By providing remote and underserved communities with trusted information and practical support, we're helping create a brighter future for humans and animals alike.



Maria and Luna


Maria brought her young cat, Luna, to a Community Outreach event in regional NSW. Maria explained that Luna had already had one litter of kittens and she was struggling to manage the costs and find homes for them.

Without support, Maria would not have been able to afford desexing. Through our program, Luna was desexed, vaccinated and microchipped at no cost to Maria, who also received positive pet ownership advice and parasite prevention treatments to help Luna stay healthy.

Maria later told our team, "I feel such relief knowing Luna won't have more kittens I can't care for. Thank you for helping me do the right thing for her."

Image: RSPCA NSW Senior Manager - Outreach, Education and Crisis Support Programs with a client's puppy at a rural community outreach desexing event

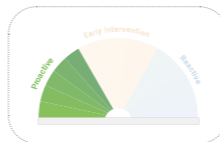


 **2,680** animals desexed via our community programs and volunteer groups

 **2,190** animals vaccinated

 **2,069** doses of parasite prevention administered

Image: A cat visiting one of our clinics for its annual health check



Cat populations across NSW

Cats consistently make up the largest group of animals entering our shelters, accounting for 55% of our intake this year and 49% last year. With around 65% of these cats arriving as strays, tackling the root causes of cat overpopulation remains a critical focus for RSPCA NSW.

We are working to transform the way communities care for cats across NSW, combining behavioural insights, education and practical support to help owners and caregivers keep cats safely contained and reduce preventable litters.

During FY2025, the **Keeping Cats Safe at Home (KCSAH)** campaign continued to promote the benefits of

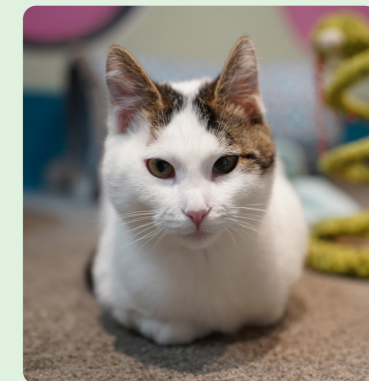
keeping cats safe at home, including that they can have longer lives, fewer injuries and a stronger bond with their carers.

We also successfully completed a pilot of **StrayCare**, a cat desexing program targeting the Cumberland local government area (LGA), thanks to the support of The Curtis Family Foundation.

Through this initiative, **237 cats were desexed**, preventing an estimated **670 kittens** from being born and reducing cat intake in the area by 31% compared to the previous year. The pilot was so successful that we've now expanded it to 29 new areas.

We successfully completed **Phase 1 of the KCSAH** project in 11 NSW LGAs, which increased uptake of cat containment and desexing and also reduced cat intake and euthanasia at key council pounds.

Building on this success, we secured a \$6 million grant from the NSW Government's Environmental Trust that will support a statewide, **prevention-first** social marketing campaign alongside targeted desexing programs in 30 LGAs.



Through KCSAH initiatives:

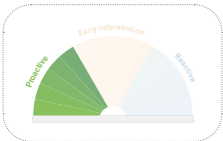
2,700+
cats desexed

Free roaming cat population density reduced by:

25%
in Tweed Shire

35%
in Campbelltown

51%
in the Blue Mountains



Keeping animals healthy in shelters and homes

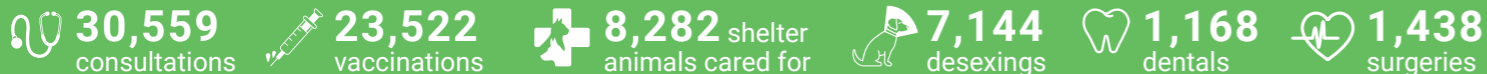
Shelter medicine is a unique field of veterinary science focused on providing **high-quality care to individual animals while also managing the health and wellbeing of the shelter population.** With more than 10,000 animals coming through our doors in FY2025, preventing disease and maintaining animal health is complex but essential to ensuring every animal receives the care they deserve in busy shelter environments.

Our approach to shelter medicine extends beyond our facilities to supporting the health of animals in foster and adoptive homes where **reduced fear, anxiety and stress can aid recovery.**

To manage high volumes while meeting each animal's individual needs, our veterinarians support the other RSPCA teams by delivering:

- an integrative health approach to protect the welfare of shelter animals
- treatments and procedures for Community Outreach and Access to Vet Care clients
- contributions to cruelty investigations and prosecutions, providing clinical assessments and expert opinion

At our three RSPCA NSW veterinary hospitals in Sydney, Hunter and Broken Hill:



Glow program

Ringworm is a fungal infection that affects both animals and people. Though highly contagious, it is entirely treatable but difficult to do so in a shelter setting. To give affected cats a better chance at recovery, RSPCA NSW launched the **'Glow' program to help cats with ringworm be adopted** into their forever homes while still receiving treatment.

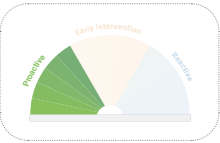
Over the year, 15 cats (and four puppies!) were adopted through this program. The average length of stay before adoption for Glow cats was 18 days, with some kittens rehomed after only one to two days, **saving an estimated 840 days in the shelter.**

Image: RSPCA NSW kitten patiently awaiting adoption

"We foster ringworm cats because initially very few other people would, but we continue to do it because it's enormously rewarding. In foster they learn to be confident, affectionate and resilient so they can fit into any adoptive home as the perfect pet."

- Michelle, fostered more than 300 ringworm cats and kittens





Helping adoptions last a lifetime

Nothing brings us more joy than seeing animals find their forever homes. While only a very small number of adopted animals are returned each year, we know that welcoming a new pet can come with challenges, and assistance may be needed through the transition.

During FY2025, we **enhanced our post-adoption care and follow-up support** to help families and their new companions settle in and thrive together.

Post-adoption advice and guidance from our team includes follow-ups for rehomed animals through phone calls and emails. We also provide a dedicated helpline offering behavioural support and care advice to our adopters

These ongoing connections with adopters not only help animals settle in successfully but also provide valuable insights into how rescue animals adapt and flourish in their new homes. This feedback directly informs the work of our Senior Manager for Animal Care, a PhD candidate at the University of Sydney, whose research is helping

us continuously refine and strengthen our adoption processes.

This compassionate, evidence-based approach is easing the anxieties of new pet parents and ensuring more animals thrive in loving, permanent homes. Each one is a story of resilience and the power of support when people and animals are helped to succeed together.

“Every touch point is an opportunity to really listen to adopters – to be a sounding board – and reassure them that the adjustment to a new home can take time. I often see myself as a mentor or counsellor, helping to share the animal’s perspective and guide adopters through their journey together.”



- Maila Corkill, Post Adoption and In Home Support Manager

2,323 follow-up phone calls, emails, or both supporting:



1,004 feline adoptions



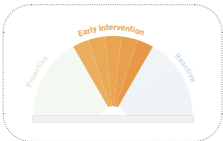
1,328 canine adoptions



RSPCA NSW provides tailored post-adoption support to help pets and families thrive together.

Image: Pure happiness on four paws – a dog enjoying the outdoors





Breaking down barriers to care

Financial hardship remains one of the greatest barriers preventing people in NSW from accessing veterinary care for their animals. Our continued efforts to reduce this barrier saw the expansion of our Access to Vet Care (AVC) program in FY2025.

The program provided \$1,078,000 in discounted services as well as no interest payment plans for clients experiencing financial hardship (a 71% increase from what we were able to provide last year). This support means that pet owners don't have to choose between financial stability and their animals' wellbeing.

During the year, the AVC program helped:

- 3,231 clients with 4,211 animals at RSPCA NSW veterinary hospitals, including 114 clients who were provided with payment plans for emergency or urgent treatments.

- 275 clients and their 306 animals in areas without an RSPCA facility received treatment from external veterinary clinics, by providing payment plans of more than \$210,000.

The impact of the AVC program extends beyond medical care; it directly prevents surrenders, euthanasia and suffering. Of those surveyed, **76% of clients** reported reduced financial stress and **79% of veterinarians** said the initiative lessened the emotional burden of being unable to help cost-constrained clients.

In FY2025, we also launched our RSPCA NSW Animal Behaviour Clinic to improve access to behavioural support. By subsidising consultations and offering flexible service options, including in-clinic, telehealth and home visits, the clinic provided **154 consultations** led by behaviour-qualified veterinarians and supported by our behaviour and rehabilitation trainers.

Jackson's story

When Jackson scratched his left eye, his owner did everything she could to help him, including taking him to her local veterinarian and following their care instructions. But despite the treatment, Jackson's eye became worse. Reaching her financial limit, Jackson's mum booked a consultation at our Hunter Veterinary Hospital, only to have her car break down on the way.

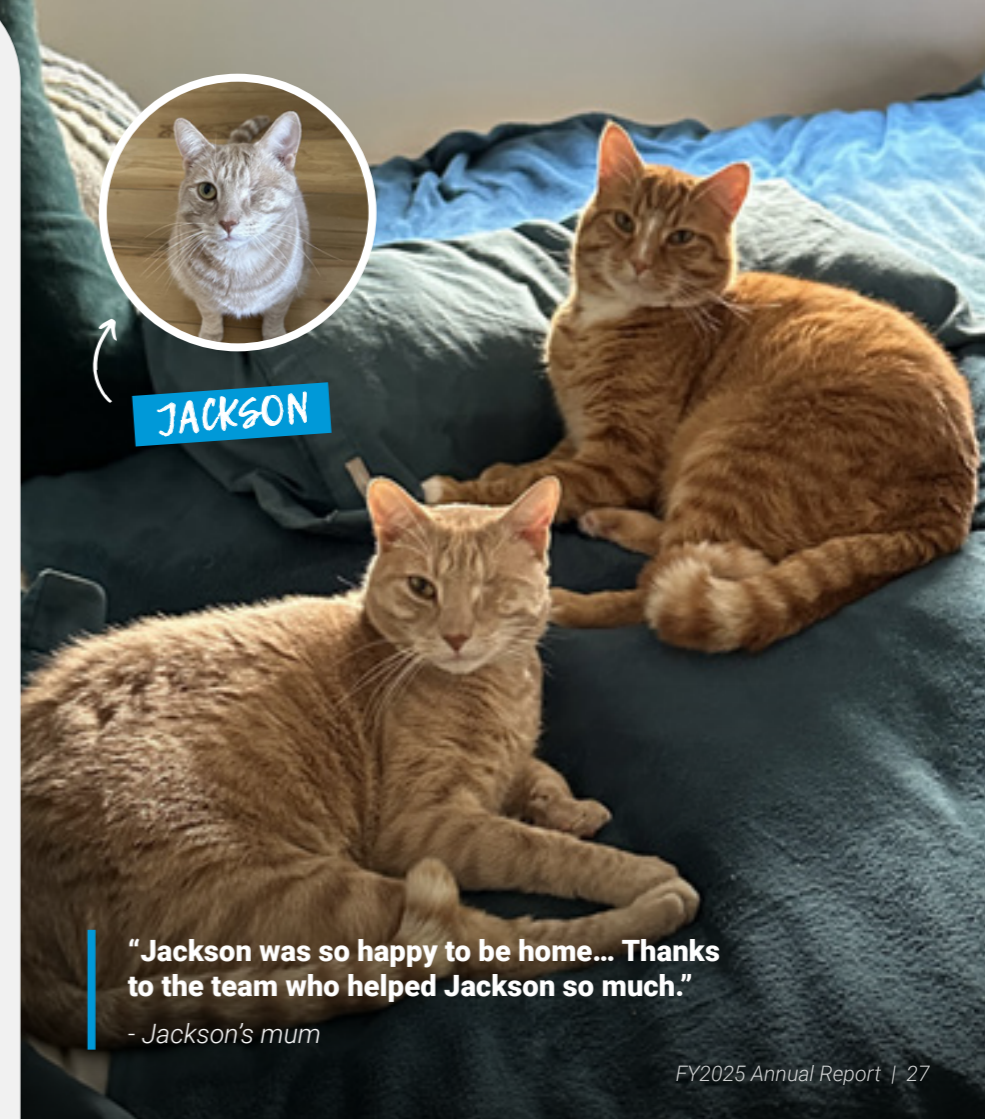
Desperate to get him help, Jackson's mum reached out to our AVC team who rescheduled the consultation and arranged for one of our volunteers to collect him.

At the hospital, our vets discovered that Jackson's vision was almost gone and that his eye needed to be removed to stop his pain. His mum, a pensioner, couldn't afford upfront costs for the surgery the next day, so we arranged for financial assistance for Jackson's surgery, his delivery home and follow up assistance.

Today, Jackson is thriving – one-eyed but full of life – thanks to the AVC program and the generosity that makes it possible.



JACKSON



"Jackson was so happy to be home... Thanks to the team who helped Jackson so much."

- Jackson's mum

5,530
veterinary consultations

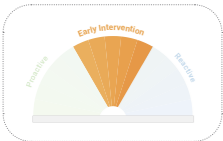
3,597
clients assisted

700
animals desexed

3,110
vaccinations

719
surgeries and procedures

287
dentals



One team, one mission

Volunteers support RSPCA NSW in a variety of roles across the state and are at the heart of everything we do. Their dedication makes it possible for us to care for animals in need every single day. We're committed to growing and engaging a strong volunteer community that is connected to our mission, guided by our values and empowered to make a difference.

During FY2025, **we welcomed 1,539 new volunteers and celebrated the many long-serving volunteers** who give their time so generously. From our Branches, Community Volunteer Groups and Supporter Groups to those assisting in shelters, offices or on our Board of Directors, our volunteers keep RSPCA NSW moving forward, 365 days a year.

We want every volunteer to feel supported, respected and connected so they can confidently improve the lives of animals and the people who care for them. This year we introduced new training modules, including Kennel Volunteer, Foster Care Dog Behaviour and Transport training. **RSPCA NSW's staff, volunteers and foster carers now all receive the same high level of training in basic dog behaviour.**

This training equips our people with the skills and knowledge to deliver the best possible care for animals, while enhancing their own volunteer experience. By investing in training and development, we're strengthening our teams, supporting the animals in our care and building a stronger, more sustainable future for our communities in NSW.

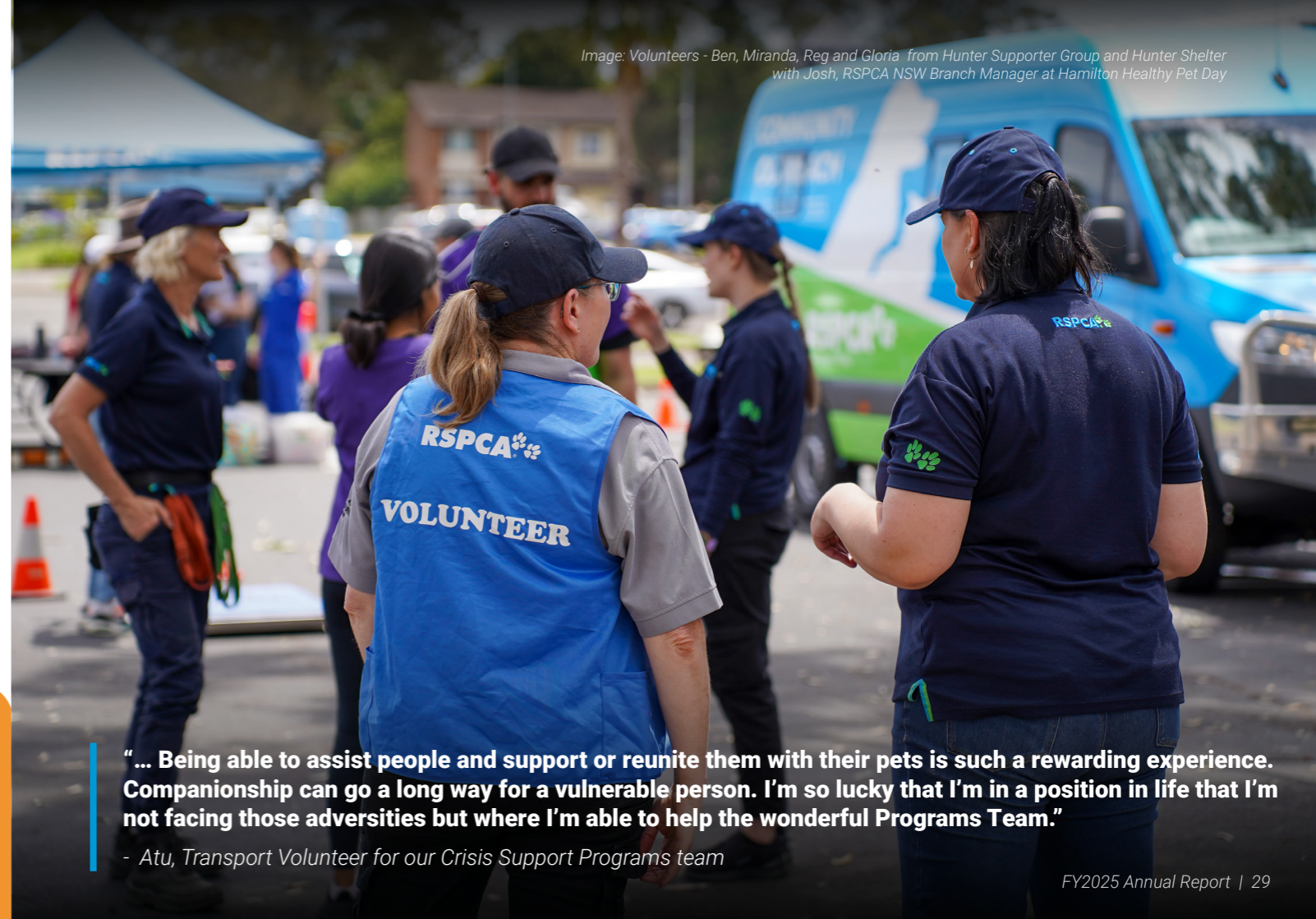


Image: Volunteers - Ben, Miranda, Reg and Gloria from Hunter Supporter Group and Hunter Shelter with Josh, RSPCA NSW Branch Manager at Hamilton Healthy Pet Day

 **13** Branches and Supporter Groups

 **8** Community Volunteer Groups

 **10** volunteer members of our Board of Directors

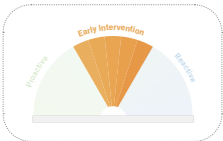
 **\$92,098** raised by Member and Community Volunteer Groups

 **2,094** active volunteers donated **237,358** hours

 **207** volunteers enrolled in Kennel Volunteer Training

"... Being able to assist people and support or reunite them with their pets is such a rewarding experience. Companionship can go a long way for a vulnerable person. I'm so lucky that I'm in a position in life that I'm not facing those adversities but where I'm able to help the wonderful Programs Team."

- Atu, Transport Volunteer for our Crisis Support Programs team



Foster care: Helping animals to heal at home

In FY2025, **34% of all animals in our care were in foster homes**, representing a significant increase from 24% the previous year.

Our foster carers extend the reach of our shelters and adoption centres by providing temporary homes for animals who are too young to be in shelters, need the time and space to recover from treatments, or simply need to experience a safe family home as they await adoption. Foster care helps animals build confidence and allows us to better understand their behaviour in a familiar household setting, making it easier to place them successfully with their forever families.

To give our foster carers the support they need, during FY2025 we:

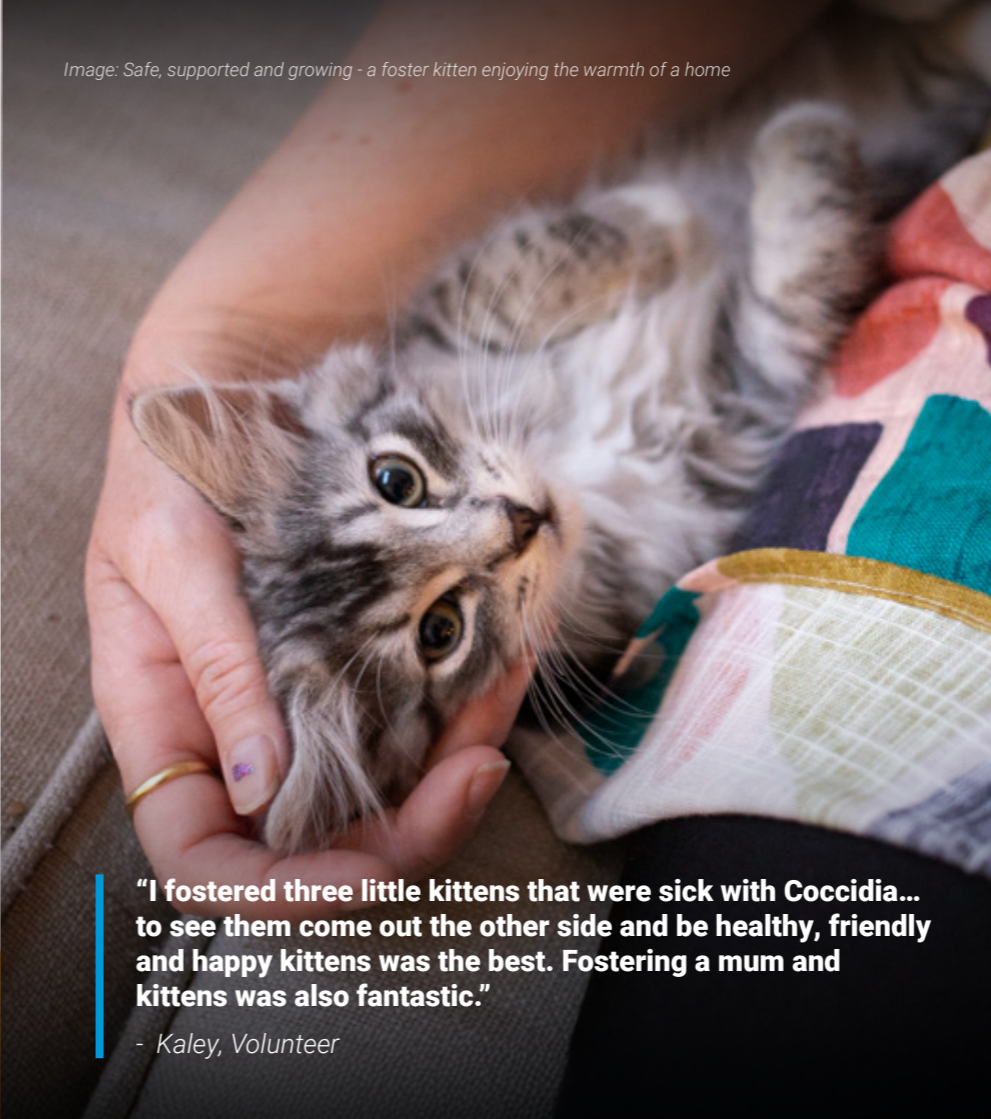
- developed species-specific foster care guides to help foster carers feel more confident
- created an online portal to easily access animal information including treatment protocols

- rolled out new Kitten Neonate, Dog Behaviour and Transport training for foster carers to increase their confidence and provide support
- provided additional canine behavioural support from animal behaviour-trained staff members. (This has been particularly important over the past year as the pool of Inspectorate animal foster carers has increased and they require additional support.)

“Having the ability to get our inspectorate animals out into foster care is so beneficial for them behaviourally. They are often long-term cases so placing them with a suitable foster carer, and out of the shelter, is our top priority. We’ve noticed significant behavioural improvement when they are in foster homes.”

- Kasey Bridge, Senior Manager - Intake, Capacity and Emergency Response

Image: Safe, supported and growing - a foster kitten enjoying the warmth of a home



“I fostered three little kittens that were sick with Coccidia... to see them come out the other side and be healthy, friendly and happy kittens was the best. Fostering a mum and kittens was also fantastic.”

- Kaley, Volunteer

Celebrating our foster community


Our foster carers play a vital role in giving animals the best possible chance at a new life. To honour their dedication and inspire others to get involved, we introduced the **Foster Carer of the Month** program, highlighting the extraordinary dedication of those who open their homes and hearts to animals in need. We’ve also begun celebrating carers with meaningful rewards when they reach significant milestones for the number of animals fostered.

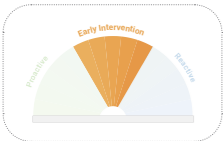
We also feature a **Foster Animal of the Month** on the foster carer groups’ Facebook pages, showcasing one animal in care who is ready – or almost ready – for adoption. By sharing their stories, this initiative helps connect more foster animals with loving homes.

 **1,032**
foster carers

 **5,357**
animals fostered

 **1,264** of 5,357
were Inspectorate animals

 **218** foster carers enrolled in Foster Care
Dog Behaviour and Transport training



Keeping people and pets together in times of crisis

Through our Crisis Support Programs, we help people and their pets stay together safely during life's most challenging moments, preserving the invaluable bond at times when they are most vulnerable.

For older pet owners and those facing homelessness or experiencing domestic and family violence, caring for an animal companion can become incredibly difficult. We know that changes in living circumstances don't reflect someone's ability to love and care for an animal, but forced separation can compound hardship, trauma and grief. That's why RSPCA NSW is committed to helping wherever we can.

This year, we bolstered our Crisis Support Programs team to deliver more targeted care.

"I wanted to donate to Safe Families because it's an amazing project that is keeping people and their pets safe and together. Now these vulnerable families can accept the support they need knowing they can keep their pets and no longer leave them behind in an unsafe environment."

- Julie, proud RSPCA NSW donor



RSPCA NSW's Safe Families: A pet-inclusive framework

Our Safe Families initiative – the first pet-inclusive framework of its kind in Australia – helps remove barriers for families needing to escape domestic and family violence (DFV). By partnering with DFV refuges we support refuges to welcome animals, so families can begin rebuilding their lives together. RSPCA NSW works closely with the refuge to:

- assess facilities and prepare safe spaces for pets and their owners
- train staff in animal handling, behaviour and care before pets arrive
- develop practical care guides and procedures for staff and residents
- provide secure enclosures and essential equipment for housing pets
- tailor protocols to ensure the safety of residents, staff and animals
- offer ongoing veterinary and behavioural support.

During FY2025:

- we assisted four refuges to become pet-inclusive
- we provided 4,992 'nights of safety' for people and their pets experiencing DFV
- 26 supporters made special donations off our Annual Survey to pay for one Safe Family conversion.

"[The] owner of the pet was so happy when she knew that she could go and get her pet and bring it back to the refuge with her as the perpetrator was abusing the animal. It was such a relief for the client. Other residents at the refuge are happy to have the dog around."

- Shoalhaven refuge case worker



129 clients and **206** animals helped through our Domestic and Family Violence Program



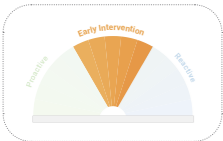
109 clients and **199** animals supported by our Aged Care Program



15 clients and **22** animals assisted by our Homelessness Program



100 clients and **184** animals helped by our Mental Health Emergency Boarding Program



Strengthening our Standards of Care

We always strive to improve the welfare of animals in our shelters by constantly enhancing the opportunities they have to cope in the busy environment and increase their chances of finding a loving home.

This year we redefined and strengthened our pathway guidelines to ensure that we can provide individualised care based on both the physical and emotional needs of animals.

Following the introduction of our industry-leading Feline Standards of Care, we implemented our Canine Standards of Care. Both are grounded in the **'Five Domains Model of Animal Welfare'** to ensure our work continues to be guided by evidence-based best practice. These standards inform and support every staff member and volunteer in how they interact with and care for the animals in our shelters.

One initiative that has significantly improved the overall welfare of the dogs in our care was **the introduction of 'Quiet Time' between 12:30 and 1:30pm every day**. During this dedicated rest period, dogs can relax without interruption from staff, volunteers or visitors. This quiet, restorative time promotes better wellbeing and leads to calmer, more positive interactions when activities resume.

Kennel sponsorship

Paws and Pen partners help cover costs associated with caring for an animal while in shelter. Generous companies like AlSCO demonstrate their support for RSPCA NSW's life-changing work by sponsoring a Dog Hut and a Cat Lounge.



Image: Animal Attendant and dog in our sensory garden



"Quiet Time has been a key initiative for the dogs in our shelters. Sleep is a vital part of wellbeing, the dogs can get a break from the busy shelter, and we can really see a difference in their overall behaviour since."

- Georgie Caspar, Senior Manager - Animal Care



46

Petbarn partner locations



44

rescue groups worked with



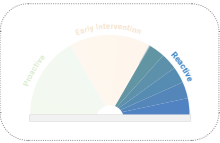
294,664

kms travelled to transfer/pick up animals



4,333

animals transported by Animal Transport Officers



Supporting animals and people after disaster strikes

Like all family members, animals need to be cared for and protected during emergencies and having a plan in place greatly increases the chances of evacuating safely, together.

RSPCA NSW is committed to helping communities prepare their animals for bushfires, cyclones and flooding and we're there afterwards to help people and animals recover.

In March 2025, following **ex-Tropical Cyclone Alfred**, our **Emergency Response Team** led relief efforts across the Northern Rivers region, providing essential support to affected animals and their owners, including:

- Community Relief Points: We set up pop-up relief events in impacted regions where 160+ pet owners received essential supplies for approximately 255 animals.
- Essential supplies: At these points, we distributed animal care supplies to affected pet owners, including food, bedding and carriers.

- On-site veterinary care: Volunteer veterinarians and nurses provided animal health checks and advice for pet owners.

Soon after Cyclone Alfred, communities in the Mid Coast and Hunter regions were devastated by severe flooding. Again, our teams jumped into action to provide supplies and veterinary support.

“Moments like these reaffirm why we do what we do. We are incredibly grateful to these communities for welcoming us in, allowing us to do our part to support them and their beloved animals. We wouldn't be able to help without the ongoing support provided by the Petbarn Foundation, Bravecto, the Animal Rescue Collective, and our compassionate donors.”

- Anne Keyvar, Emergency Response Manager

Image: Community Relief Point at Lismore during ex-Tropical Cyclone Alfred recovery



“I grew up in the Manning Valley. The local flooding was devastating. RSPCA NSW's emergency response programs allowed me to help people directly impacted by floodwaters by paying for their pets' vet treatment.”

- Rachel, generous donor to relief efforts

A second chance after the storm

In May, Taree experienced a weather system that caused a one-in-500-year flood which compounded the impacts of Cyclone Alfred.

A community relief pop-up event was organised in Taree by the Emergency Response Team. At the event, a young couple surrendered two pups to us that they could no longer look after. The pups had come to them during the floods, and they had their own dogs to care for. After the event, an RSPCA NSW vet and an Emergency Response Team volunteer, Ben, transported the puppies to our Sydney veterinary hospital for assessment. The pups were hungry but otherwise in good health.

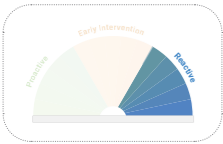
After spending a few weeks in care, we were thrilled to see Ben returned to adopt one of the sweet puppies. He now has a living reminder of the work he did to help the Taree community.

1,503
animals helped

478
people helped

7 Community
Relief Points

4
supply drops



Where enforcement meets compassion

In FY25, RSPCA NSW Inspectors responded to more cruelty complaints and finalised more prosecutions than ever before. Reports of cruelty increased by 3% compared to the previous year, while prosecutions rose 34%, demonstrating a growing demand for intervention in more serious matters.

We have seen increases in:

- serious cases involving the intentional harming of animals
- poor mental health and financial constraints adversely affecting the welfare of people and their pets
- Stock Welfare Panel Inspections concentrated in the southern parts of NSW where dry conditions have resulted in welfare concerns around livestock. (We expect this to continue in FY2026.)

Our Inspectorate’s work is guided by a commitment to using all the available educational, referral and statutory powers at their disposal, including:

- working collaboratively with other agencies
- prioritising education for animal owners, carers and the broader community
- making internal referrals to RSPCA NSW Community Outreach, Crisis Support, Surrender Intervention and Access to Vet Care programs
- using the full range of NSW Prevention of Cruelty to Animals Act 1979 (POCTAA) powers where necessary, including giving cautions, penalty infringement notices, written directions, seizing animals and, where appropriate commencing proceedings in the NSW Local Court.

“

“RSPCA NSW Inspectors recognise the vital role animals play in people’s lives. They witness the importance of the human-animal bond every day. Unfortunately, they also see the risks to animals when their owners or caregivers are struggling with poor mental, physical or cognitive health, financial constraints, and other common stressors, which can impact their capacity to care for those animals. Our Inspectors are privileged to be empowered to engage with owners to improve animals’ lives in NSW.”

- Scott Meyers,
RSPCA NSW
Chief Inspector



Prosecution outcome

A 58-year-old man was convicted and sentenced at Armidale Local Court after pleading guilty to four offences contrary to the POCTAA (NSW). The Court imposed a sentence of eight months imprisonment, with a non-parole period of four months for:

- failing to provide veterinary treatment for emaciation, dehydration and intestinal worms, resulting in the death of a male Maremma sheepdog
- failing to provide veterinary treatment to a female Maremma sheepdog for emaciation and intestinal worms
- committing an act of cruelty on both dogs by tethering them to a log in a manner that left them exposed to the extremes of weather, unable to access sources of food or water and unable to adequately move or exercise, conduct that caused the dogs significant suffering and distress.

The man was also convicted with no further penalty for failing to comply with two written notices issued by RSPCA NSW, which had required him to take certain actions regarding several horses and a donkey in his care.

The offender was subsequently ordered to forfeit all animals in his care, disqualified from owning or having anything to do with the keeping or care of animals for ten years and ordered to pay costs of \$2,563.06 to RSPCA NSW.



“FY2025 marks an unprecedented milestone for RSPCA NSW Legal, with the most prosecutions commenced and finalised in our history. Each prosecution reflects our unwavering commitment to act in the public interest by protecting animals, upholding the law and strengthening community trust in animal welfare enforcement.”

- Kathryn Jurd, General Counsel





Inspectorate activity



17,946

 Cruelty complaints received

90,882

 Total calls taken

35,768

 Information and advice

29,844

 Cruelty concerns

14,649

 Stray/lost and found

7,830

 Adoption enquiries

2,791

 Crisis support services

16,713

 Cruelty complaints investigated

40

 RSPCA NSW Inspectors

992

 Intelligence reports

170

 Referred to other agencies

71

 Referred to NSW Police

4,216

 Matters revisited

1,320

 Written directions

127

 PINs issued

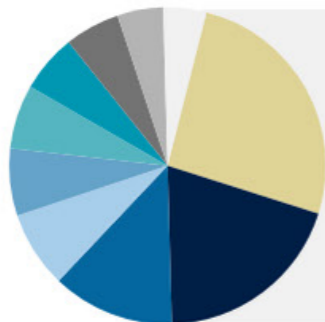
54

 Proactive or routine inspections

11

 Stock welfare panels (~4,000 animals)

11

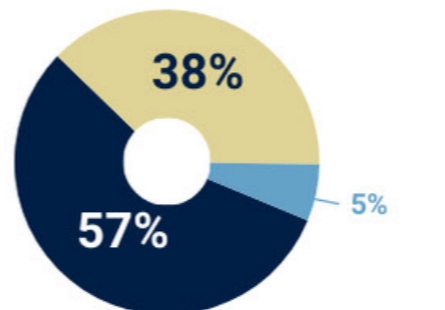
 Official cautions

Top 10 cruelty complaints

- 8,340 No food/water
- 6,382 Concern for welfare
- 4,018 Inadequate vet treatment
- 2,520 Shelter inadequate
- 2,265 Unattended 24hrs
- 2,098 Ill treatment
- 1,964 Breeder
- 1,858 Locked in small pen
- 1,554 Tied continually
- 1,427 Abandoned



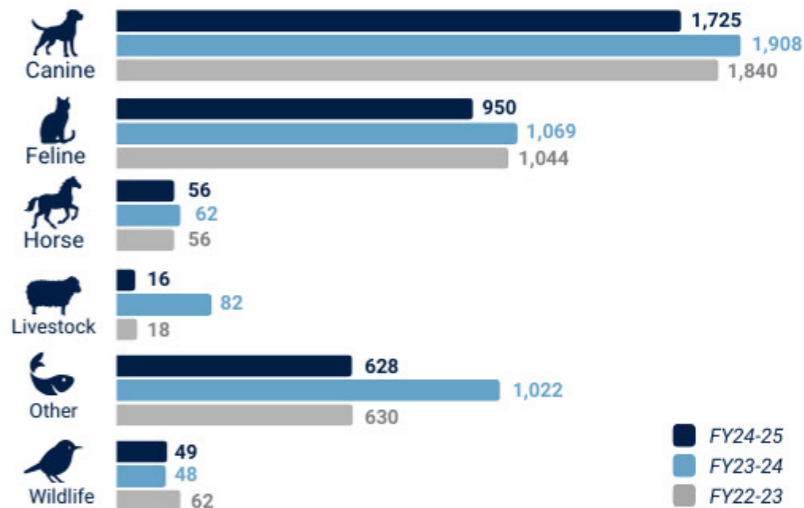
3,650

 Animals brought into care

- Inspector seized
- Inspector surrendered
- Other*

*Euthanasia requests and animals deceased on arrival.

Incoming animals by type



156

 Prosecutions commenced

69

 New prosecutions this year

53

 Prosecutions from previous years

991

 Offences

96

 Disqualification orders imposed

122

 Prosecutions finalised

Caring for **13,996** animals in the community

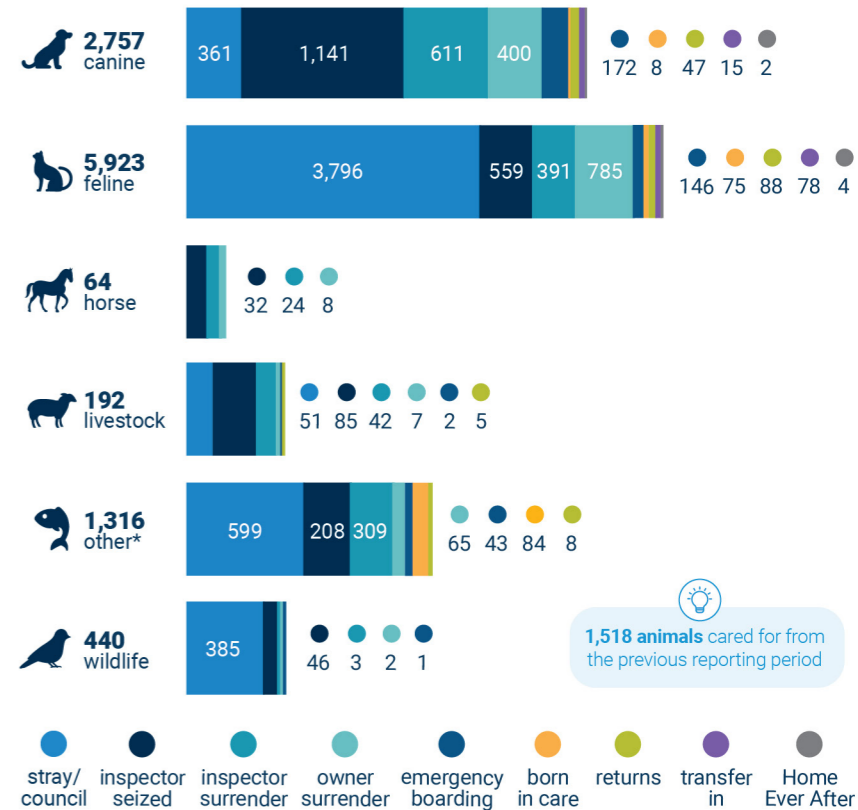
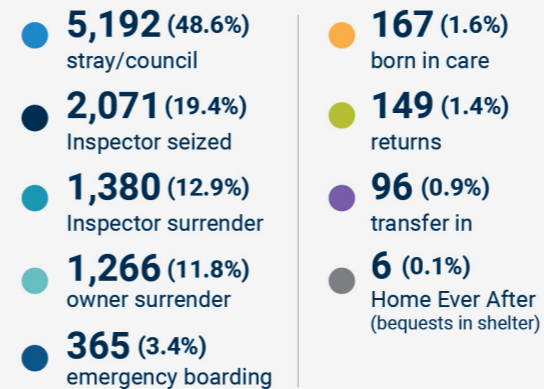
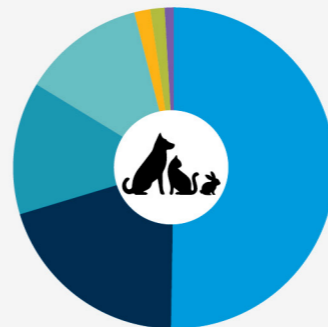
Community care in action



RSPCA NSW is proud to deliver in-community assistance, helping to keep animals in safe and caring homes with the people who love them.

and **12,210** animals in our shelters

Intake pathways



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

Animal outcomes

7,507
total live outcomes

5,994
(79.8%)
adopted

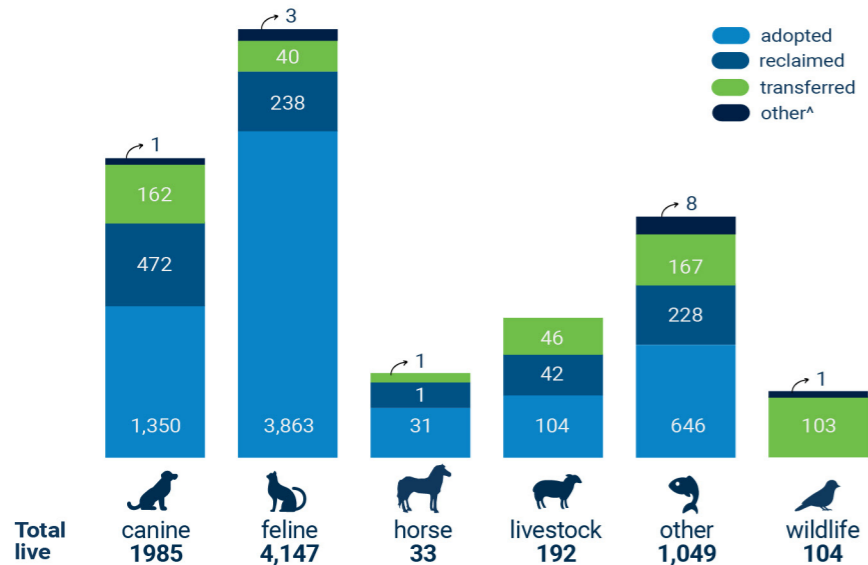
981
(13.1%)
reclaimed

117
(1.6%)
transferred to council

402
(5.4%)
transferred to rescue groups

13
(0.2%)
other[^]

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

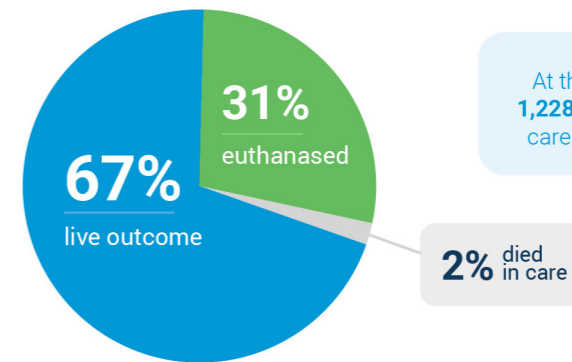


Happy tail

After 382 days in care, Magenta finally found her forever home!

Welfare outcomes

RSPCA NSW provides refuge for animals from diverse circumstances, from family pets and injured strays to those rescued from cruelty or neglect. Wherever possible, we focus on rehabilitation and rehoming, including animals with complex medical or behavioural needs. In cases where recovery isn't possible, we make compassionate and considered decisions to prevent ongoing suffering.



At the time of reporting
1,228 animals were still in care awaiting outcomes

Non-live outcomes by animal type

893
canine

1,870
feline

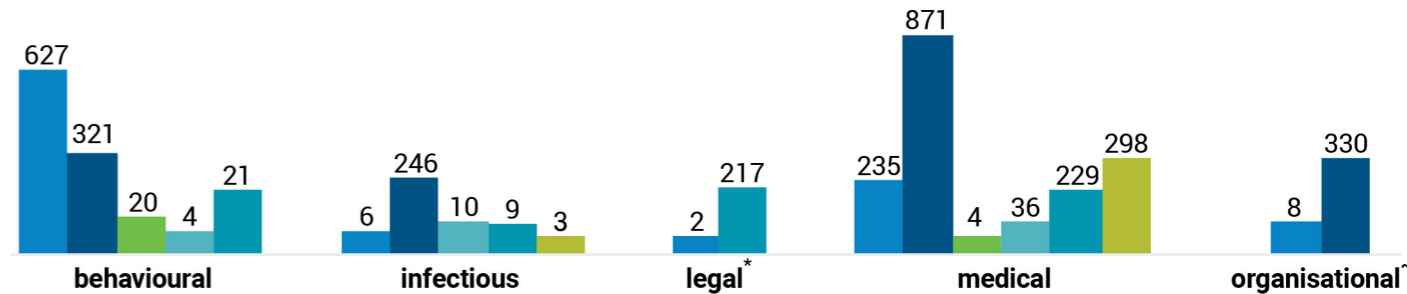
26
horse

52
livestock

522
other

312
wildlife

Reasons for euthanasia



*Deemed dangerous or menacing by local council ~ Unweaned or too young to survive without their mother



Navigating challenges while sustaining impact

In FY2024, RSPCA NSW was granted \$20.5 million from the NSW Government requiring us to scale up our Inspectorate, Contact Centre and legal capabilities which significantly increased our annual cost base. This was in response to recommendations from the NSW Legislative Council's 2023 Inquiry into the operation of the approved charitable organisations under the POCTAA (NSW).

In FY2025, that same grant was reduced by almost half to \$11.4 million while our operating costs continued to rise due to the expanded enforcement team. To maintain the size of our enforcement efforts the RSPCA NSW Board endorsed the **divestment of \$11 million in assets** to address this unanticipated funding shortfall.

Reducing costs further

Last year at RSPCA NSW, every \$1 spent on fundraising raised more than \$6. While this is an incredible return on investment, during the year we were compelled to reduce spending further, including on income generating activities.

Along with raising much needed funds, these income generating activities are professional and engaging ways to seek support, providing essential non-financial benefits which support our mission, including:

- Raising public awareness
- Building relationships and strengthen others
- Attracting new donors

Income

FY25 \$82.6M

FY24 \$88.3M

Legacies and bequests	\$31.5M	\$30.9M
Fundraising and donations	\$14.3M	\$15.7M
Animals, goods and services	\$9.3M	\$10.4M
Government regulatory grant	\$11.4M	\$20.5M
Grants - capital and other	\$6.5M	\$7.2M
Investments	\$9.5M	\$3.6M

Expenses

FY25 \$80.2M

FY24 \$81.3M

Animal welfare	\$63.1M	\$60.8M
Business support	\$10.7M	\$10.4M
Fundraising	\$6.5M	\$10.1M



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

Thank you!



RSPCA NSW is committed to protecting animals and the planet. We pledge to achieve Net Zero emissions by 2045 - with an interim target of 50% reduction by 2030 - while continuing to reduce our environmental footprint across shelters and hospitals. Our initiatives include soft plastics recycling, TerraCycle pet food packaging recovery, medication blister pack collection, composting trials and uniform recycling programs designed to create a safer, healthier world for the animals in our care and the communities we serve.