



ANNUAL
REPORT...
2011/2012

ABOUT RSPCA QLD



Photo: Taylor Scott

The Royal Society for the Prevention of Cruelty to Animals Queensland Incorporated 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 is the only charity with powers of prosecution under the *Queensland Animal Care and Protection Act 2001*.

Patron: Her Excellency Penelope Wensley AC, Governor of Queensland

Mission

Helping animals, enlightening people, changing lives.

Vision

A world in which all animals, great and small, will be:

- Free from hunger and thirst
- Free from discomfort
- Free from pain, injury or disease
- Free to express normal behaviour
- Free from fear and distress.

Objectives

To promote kindness and to prevent or suppress cruelty to all animals by:

- Providing vision and leadership of the cause to end cruelty and abuse to animals
- Providing services and facilities to prevent abuse, to treat the victims of cruelty, neglect and abuse and to effectively provide for their care, recovery and management
- Investigating and prosecuting cases of animal cruelty
- Influencing strategic thinking, policy and legislation
- Promoting changes in attitudes and behaviours towards animals.

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HIGHLIGHTS OF THE YEAR



SERVING ALL CREATURES

- 40,828 abused, neglected or unwanted animals received care at nine RSPCA Qld Animal Care Centres
- 19,176 animals were adopted or reunited with their owners
- Inspectorate responded to 15,102 cruelty complaints and 17,203 rescue calls
- 8,359 wildlife patients were admitted
- Call Centre staff and volunteers provided assistance and information about animals to 211,326 callers
- More than 1,800 animals were adopted outside the shelter environment at RSPCA Adoption Centres and through the Adopt-from-Foster Program
- More than 5,200 animals received foster care



INFLUENCING CHANGE

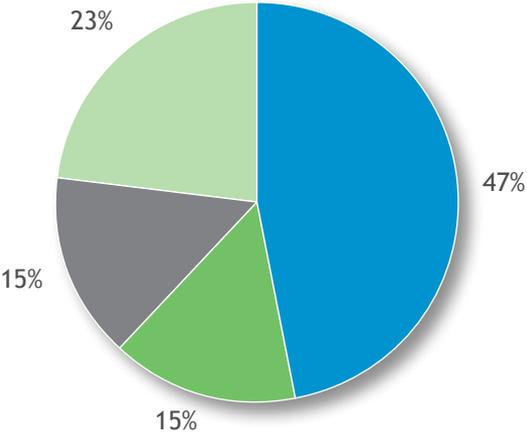
- 157,646 children and adults experienced the RSPCA's animal welfare educational messaging
- RSPCA Qld proactively provided input into resolving wildlife welfare issues in the community, including standards for the care of rescued koalas
- 1,319 people participated in training programs with their dogs, learning how to understand their dog's behaviour
- The 2011 RSPCA Qld World Farm Animal Day Symposium brought together key stakeholders to discuss 'Live Export: Time for a Sea Change'
- Hens Deserve Better campaign was launched to encourage shoppers to choose cage-free eggs, to help put an end to battery hen farming



SUSTAINING OUR FUTURE

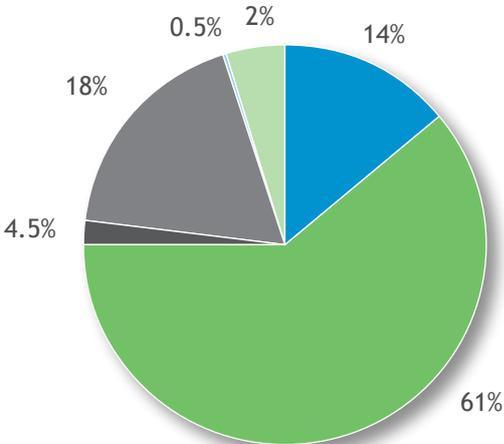
- Animal Care Campus opened its doors for the first time on 13 December 2011, providing the Society with the infrastructure necessary to further develop its programs and services
- RSPCA Qld around the state was assisted by approximately 2,000 volunteers and 780 foster carers
- The number of volunteer Wildlife Heroes grew to 533, enabling us to expand the reach of our wildlife emergency response
- The RSPCA Companions program was launched to recognise supporters who donate on a monthly basis, helping us to plan for the future
- Sales through World for Pets Online increased by 24 per cent, with all profits directly supporting the animals in our care

FINANCIAL HIGHLIGHTS



EXPENDITURE 2011/2012

- Animal welfare **47%**
- Fundraising and public campaigns **15%**
- Retail **15%**
- Support services **23%**



INCOME 2011/2012

- Animal welfare service fees **14%**
- Fundraising and public campaigns **61%**
- Retail **18%**
- Government grants **2%**
- Investments **0.5%**
- Other **4.5%**

MINISTER'S FOREWORD



As the state minister responsible for animal welfare, and also as a pet owner, it is a pleasure for me to provide this foreword to RSPCA Qld's annual report.

My department, DAFF, financially supports RSPCA Qld's animal welfare complaints and investigation processes in Queensland.

Ghandi said that the greatness of a nation and its moral progress could be judged by the way it treated animals.

Along with 63 per cent of Australian households, my family has two much-loved pets, a Border Collie, Bella, and a Burmese, Ralph. They are part of our family and as such we are very fond of them, and I hope that this is the case for other pet owners.

Unfortunately, there is a small number of people who do not treat pets with the care and the respect they deserve.

This can lead to tragic consequences for not only pets, but also our young people who may be influenced by these bad and careless actions.

This is why I am grateful for the work of RSPCA Qld.

Both the RSPCA employees and volunteers not only rescue and help pets which have been abused, but they also promote positive attitudes and practices in the community.

Whether it has been during flood or fire, the RSPCA has been there for animals in Queensland so I'm delighted that earlier this year they opened the Animal Care Campus at Wacol so they can better care for animals.

We need to continue to work in the community to ensure everyone knows that pet ownership is a responsibility, not a right.

RSPCA Qld truly is there for all creatures great and small and I applaud each and every Queenslanders who supports it by donating time or money or giving an animal a second chance by adopting from the RSPCA. So I thank RSPCA Qld for its work and commend its annual report to you.

Hon John McVeigh MP

MINISTER FOR AGRICULTURE, FISHERIES AND FORESTRY

BOARD

The RSPCA Qld Board is the governing body of RSPCA Qld Inc. It currently consists of nine Board members, who are legally responsible on a voluntary basis for the effective use of the Society's resources in accordance with the objectives of RSPCA Qld. They also provide leadership and direction in all affairs of the Society and promote the highest standards of accountability and transparency.

- Eileen Thumpkin - President
- Dr Andrew Tribe - Vice-President
- Lisa Bundesen - Treasurer
- Peter Hayes - Secretary
- Andrew Antonioli
- Margaret Gibson
- Justine Hickey
- Alison Sherry
- Corrie Verbeeten
- Maree Parker (resigned December 2011)

Back row: Justine Hickey, Peter Hayes, Margaret Gibson, Andrew Antonioli, Corrie Verbeeten (with Panda) and Alison Sherry
Front row: Lisa Bundesen, Andrew Tribe (with Hunter) and Eileen Thumpkin



PRESIDENT'S REPORT



This past year has been one of great significance for RSCPA Qld. It was marked by the historic move to Wacol and the grand opening of the Animal Care Campus on 26 February 2012. This shift is a testament to the outstanding support that the RSPCA and animal welfare enjoy in Queensland.

This Campus provides the RSPCA with unique facilities and the environment to attract world-class expertise to improve our care for all creatures great and small. Quality veterinary care, education and training, and leading shelter management are key to the improved care and rehoming of animals in our care across the state.

In its first six months of operation, the new Wildlife Hospital admitted almost 20 per cent more patients than in the last six months of operation at the old wildlife ward at the Fairfield Animal Care Centre. Many of the patients in the

Wildlife Hospital came to our attention through a call from a member of the public to our 1300 ANIMAL emergency hotline. It is heartening to think this signifies an increasing awareness among Queenslanders for wildlife and that they are willing to help.

This year we moved from strength to strength with our agenda for improvement and innovation across animal welfare. We participated at the national level, providing input into policies and advocating for the welfare of animals, in particular those impacted by live export. We also worked with producers and retailers on rearing and selling humane foods.

One key to making a difference is the dedicated support of our volunteers. It is with deep gratitude that I say thank you to all of our 600 new volunteers who have come on board this year with increasing demand at Wacol. They are but one group of around 2,000 volunteers across the state, who generously donate their time to support the RSPCA to give animals a second chance for a better life.

I look forward to another productive year and invite you to stay involved and passionate as we all work towards our mission of Helping Animals, Enlightening People, Changing Lives.

In closing, I would like to acknowledge my fellow Directors. This year we farewelled Maree Parker and I thank her for her contribution. We also welcome Justine Hickey and Alison Sherry to the Board. It is a skilled and energetic team, who are clearly focused on steering RSPCA Qld to continue as the premier welfare organisation in Queensland operating at the highest level of corporate governance and ensuring we have a vibrant and effective organisation.

Eileen Thumpkin
RSPCA QLD PRESIDENT



On 13 December 2011, we said goodbye to the Fairfield Animal Care Centre and opened our doors at the Animal Care Campus at Wacol, in Brisbane's western suburbs. It was a much-needed move, as our much smaller Fairfield site simply could not cope with the increasing number and broader range of animals entering our care each year.

The larger, purpose-built facilities of the Animal Care Campus will play a significant role in sustaining the future of the RSPCA in Queensland. Better facilities means that we have a greater capacity to care for animals across the spectrum of our operations. The improvements are already being felt in the new Animal and Wildlife Hospitals, with each seeing significantly more patients than at Fairfield.

We are here to serve all creatures, great and small, and in the past year our Inspectorate continued to prosecute people who had committed cruelty or breaches of their duty of care for an animal. We were pleased to see increased penalties awarded against animal cruelty offenders.

Rehoming animals remains our top priority and congratulations go to the Community Outreach team, whose programs have made a significant contribution to rehoming animals outside of the shelter environment. They adopted 1,209 animals at offsite Adoption Centres, and more than another 600 animals directly from foster care through the Adopt-from-Foster Program.

The Foster Care Department has been developing programs and resources to better support foster carers. Initially implemented in Brisbane, many regional foster care coordinators have commenced training in Brisbane to take advantage of these opportunities – just one example of how programs developed at the Animal Care Campus can make a difference to animals and people at our facilities statewide.



Photo: Annie Curry

Further afield from our Animal Care Centres, we have sought to influence change, particularly in the area of wildlife, where we have proactively provided input into external programs and policies affecting wildlife and their natural habitats.

The Animal Care Campus would not have been possible without the generosity of Queenslanders who helped us raise \$1 million in our final fundraising push to complete the Campus. This came on top of the funding required to support our annual operating costs statewide, which are now \$33.9 million. I sincerely thank our donors, sponsors, community fundraisers, Branches, Friends of the RSPCA Groups, and attendees at our fundraising events for their continued support.

Mark Townend
RSPCA QLD CEO



The RSPCA is at the frontline of animal welfare, prosecuting cruelty, providing care and treatment and, most important of all, finding new homes for animals in need.

SERVING ALL CREATURES





Photo: Zoo Studio

SERVING
ALL CREATURES ...

INSPECTORATE



The Inspectorate responded to 32,305 cruelty complaints and animal rescue calls



Photo: Claudia Baxter courtesy of The Queensland Times

RSPCA Qld's Inspectorate enforces the *Queensland Animal Care and Protection Act 2001* in all major metropolitan regions on Queensland's eastern seaboard, and also travels to the far reaches of the state, including the tip of Cape York and remote Indigenous communities, as part of its animal welfare services.

Animal Cruelty

In 2011/2012, RSPCA Qld's 21 inspectors responded to 15,102 animal cruelty complaints. Unfortunately, the past year has shown no change in the trend of people making poor choices in relation to the care of their animals. Breaches such as failing to treat illness or injury and neglecting to take reasonable steps to provide appropriate food and water continue to be the main concerns. The inspectors have also had to investigate numerous complaints as a result of people committing deliberate acts of cruelty to animals.

A strong education methodology continues to be the main focus of inspectors when responding to animal cruelty. However, the worst cases demand prosecution. RSPCA Qld successfully prosecuted 30 people (with the assistance of BLEATS - Brisbane Lawyers Educating and Advocating for Tougher Sentences), issued 146 animal welfare directions, seized 326 animals, and successfully completed forfeiture applications in 44 investigations. The Inspectorate also provided expert advice and assistance to many external agencies such as the Queensland Police Service and Biosecurity Queensland.

The Inspectorate has continued to develop its capabilities in animal forensic investigations, with one inspector winning a scholarship to attend the 2012 HSUS Expo and the 5th Annual Veterinary Forensic Sciences Conference in the United States, where they gained knowledge that will aid the Inspectorate in producing watertight evidence in court proceedings.

Animal Rescue

The Inspectorate volunteer ambulance program continues to assist our Humane Advocate Officers, with five volunteer ambulances operating in Brisbane, Gold Coast, Toowoomba, Rockhampton and Townsville. We are progressively developing this service as the demand on our two staffed rescue units operating from Brisbane continues to increase.

During 2011/2012, we responded to 17,203 animal rescue calls. As this was an increase of 42 per cent compared with the number of rescue calls responded to in 2010/2011, the need for volunteer ambulance officers is greater than ever. There is no other service in Queensland that responds on this scale to both native and non-native animals that are sick, orphaned or displaced.

VETERINARY SERVICES

The Veterinary Services Department's biggest challenge in the past year was relocating its Brisbane facilities from the Fairfield Animal Care Centre to the new Animal Care Campus at Wacol in December 2011. The move required significant planning and commitment from the team to ensure the continuity of veterinary care for animals over the period of the relocation and while fully establishing operations at the new site.

The Animal Hospital at the Animal Care Campus has been purpose-built to handle the ever-increasing caseload of the department. The facilities include three consultation rooms, two operating theatres, isolation wards to effectively control and contain the spread of infectious disease, and species-specific recovery and hospital wards to accommodate surgical and medical cases.

With the larger and improved facilities at the Animal Care Campus, we now have the space available to accommodate the number of staff required to handle the caseload, and the facilities and equipment required to provide the standard of care that our animals deserve.

The new Animal Hospital also provides first-class training facilities in which to host fifth-year veterinary students

from the University of Queensland during their shelter rotation. This partnership is proving a great success, and it is hoped that when the students move into practice they will be welfare advocates who can further assist the work of the Society within the community.

Working in the Community

In April the Veterinary Services team partnered with Footprints Inc and Drug Arm in assisting the welfare of the pets of homeless and disadvantaged people. Pets were given free vet checks, worming and flea treatment, pet products and blankets, as well as access to local community organisations. The event was the first of its kind held in Brisbane and was based on a similar event that has been running for several years in Sydney.

International studies have shown that the majority of homeless people have experienced significant trauma and find pet ownership highly therapeutic, and that it gives them a sense of purpose and responsibility. The Veterinary Services team were pleased to be able to make a practical difference to the lives of pet owners who were in need and experiencing difficult times.



40,717 animals required veterinary assessment and treatment statewide

SASHA GETS A SECOND CHANCE



Five-month-old Sasha was in a horrific condition when seized by an RSPCA inspector. Shamefully neglected, she was emaciated and in immense pain from the raw, red wounds and weeping sores covering 50 per cent of her body. Her paws painfully swollen and blistering, she was unable to walk. Her attending veterinarians did not think she would survive.

She received urgent intensive care and treatment for a severe case of mange, infection and emaciation. On the brink of death, she was placed with a specialised volunteer foster carer for round-the-clock care, rehabilitation and treatment.

Thankfully, Sasha survived. It took her months to recover, but she is now safe and happy in a new home.



8,359 wildlife patients were admitted to the RSPCA statewide



Photo: Taylor Scott

WILDLIFE

The Wildlife Department provides care to thousands of sick, injured and orphaned wild animals, and provides support and assistance in dealing with tens of thousands of wildlife-related calls directed to the RSPCA's Call Centre.

In 2011/2012, RSPCA Qld admitted 8,359 wildlife patients across the state. The majority of these were admitted to RSPCA Qld's state headquarters in Brisbane, which relocated from the Fairfield Animal Care Centre to the Animal Care Campus at Wacol in December 2011.

The small, makeshift wildlife ward at Fairfield is in stark contrast to the large, purpose-built Wildlife Hospital at Wacol, which has enabled the department to more than double its team, thereby better coping with the increased number of patients presenting to the new facilities. In just its first six months of operation at

Wacol, the Wildlife Hospital admitted 3,876 patients, or 18 per cent more than in the last six months of operation at Fairfield.

EHP Partnership

In the past year, RSPCA Qld implemented a formal agreement and trial partnership with the Department of Environment and Heritage Protection (EHP) to improve the efficiency of wildlife rescues statewide, through engagement of current wildlife rehabilitation groups and further development of the 1300 ANIMAL and Wildlife Heroes Programs.

Through the partnership, all wildlife emergency calls in Queensland, including marine animal strikes and beach strandings, are now being directed to and responded to by RSPCA Qld's 1300 ANIMAL hotline. Calls previously directed to a recorded message service operated by EHP are

answered by trained RSPCA call centre operators 24 hours a day, 365 days a year. The central hotline has sped up the reporting and rescue of sick and injured wildlife, by finding help for them through the RSPCA's network of Wildlife Heroes.

1300 ANIMAL and Wildlife Heroes

Supported by Xstrata, RSPCA Qld expanded its 1300 ANIMAL and Wildlife Heroes Programs in 2011/2012. Additional call centre staff were recruited to assist with responding to calls made to the 1300 ANIMAL hotline to report sick or injured wildlife. In addition, increased engagement with the community and wildlife care groups has seen the number of Wildlife Heroes increase to 553. These volunteers transport wildlife to carers following an emergency call made to the 1300 ANIMAL hotline.

SHELTER OPERATIONS



A commitment was made in 2010/2011 to increase the live release rate of animals across Queensland (via animals adopted, returned to their owners, or transferred to other internal or external facilities). In 2011/2012, this pledge was honoured by all staff and RSPCA Qld delivered a 12 per cent increase in the live release rate.

In 2012/2013 our goal is to continue to increase our live release rates across all of our Animal Care Centres. We also plan to implement educational and preventative programs with the support of local government bodies and the general community that will decrease the current high volume of animals surrendered across all Centres.

ANIMAL CARE CENTRE HIGHLIGHTS

Brisbane - Relocated the RSPCA's state headquarters from the Fairfield Animal Care Centre to the new Animal Care Campus at Wacol. The purpose-built facility includes animal and wildlife hospitals, each of which has the capacity to treat 70 per cent more patients than at Fairfield.

Bundaberg - Implemented many improvements thanks to the continued support of the Bundaberg Branch, including animal housing improvements, and received approval of a grant to make improvements to the public car park area and driveway.

Cairns - Delivered exceptional live release figures during the past year. Facility improvements, made possible by the support of the Cairns Friends of the RSPCA Group, included the upgrade of the canine adoption building.

Dakabin - Increased the RSPCA's responsibilities at the Dakabin Animal Care Centre in regards to council animal surrenders and releases. As a result, Moreton Bay Regional Council has commenced ground and services improvements for a major upgrade and refurbishment of the Centre.

Gympie - Introduced back-up generators necessitated by the closure of the Centre on numerous occasions in the last two years due to isolation by floodwaters; implemented services

improvements to accommodate these generator inclusions and purchased several pieces of back-up equipment.

Kingaroy - Initiated the expansion of and improvements to all of the animal holding areas, with completion due in November 2012. Under the stewardship of the Centre's new manager, animal live release rates improved significantly in the past year.

Noosa - Reduced some statutory costs at the Centre thanks to support from Sunshine Coast Council, freeing up funds that can now be redirected to animal adoption programs; continued to support all other regional Queensland RSPCA Centres by relocating animals to Noosa to give these animals a better chance of being adopted.

Toowoomba - Installed a grooming parlour, which has proved to be financially viable and has had the added bonus of bringing increased visitations to the Centre and increasing the adoption rate.

Townsville - Continued to make solid improvements with live release rates; enjoyed rejuvenated community support, demonstrated through donations, as well as in kind and volunteer support.



40,828 animals received our care statewide

FOSTER CARE

RSPCA Qld's network of approximately 780 foster carers opened their hearts and homes to more than 5,200 animals in 2011/2012. Because many of these animals were fostered more than once, the actual number of foster placements that had to be found was more than 6,900.

Foster carers provide animals with short- and long-term care away from the shelter environment. Many of these animals are simply too young for desexing and adoption. Others may be injured, sick or have a behavioural issue that needs

addressing. Some need care outside of adoption centre opening hours, while others have come through our Pet Legacy Program. In addition, many of the 130 animals that were admitted to the RSPCA through the Pets in Crisis Program entered foster care while their owners sought refuge from domestic violence at women's shelters.

Whatever the reason, the same applies to all: a home environment is far more desirable than a concrete pen. A home environment and loving foster family allow the animals to grow, thrive and recover in a much more stress-free and caring situation.

In Brisbane, the Second Chance Program continues to have success in placing dogs and cats in foster care

with prisoners at the Brisbane Women's Correctional Centre, where the animals are socialised and receive training.

In regional areas, a number of volunteers have been engaged as foster care coordinators for RSPCA Animal Care and Adoption Centres. Several of these coordinators have commenced training with foster personnel in Brisbane to develop their knowledge of foster care program processes and protocols.

In the year ahead, we will be trialling a neonate foster care program that will place orphaned puppies and kittens under four weeks of age in foster homes to be bottle-fed and reared until they reach normal minimum foster age and weight.



Over 5,200 domestic animals received foster care in a home environment





ADOPTIONS

The RSPCA's greatest priority is giving animals a second chance by finding new 'forever' homes for them. To help achieve this, we have continued to develop new adoption initiatives at our Animal Care Centres and have further developed existing Community Outreach programs, such as Adopt-from-Foster.

Adopt a Cat Month

During the summer, all RSPCA Animal Care and Adoption Centres are at capacity with cats and kittens, the result of cat overpopulation stemming from the failure by owners to desex their cats and prevent unwanted litters.

To help find homes for these felines, in February 2012 RSPCA Qld launched the inaugural Adopt a Cat Month. Cats and kittens were available at significantly reduced prices, proving a great incentive to families seeking an addition to their family. By month's end, 253 cats and 377 kittens had been adopted to new homes – almost 50 per cent more than the average rate for February. Most importantly, during February no cats or kittens had to be euthanased simply because of 'too many cats' in our Animal Care Centres.

Adopt-from-Foster

As the name implies, the Adopt-from-Foster program enables the adoption

of animals that are in foster care rather than at an RSPCA Animal Care or Adoption Centre. Animals may be adopted from foster care for a variety of reasons. The animal may not be able to cope with the busy shelter environment and is better suited to a home environment, while sometimes the Animal Care Centre may simply be at full capacity. Other animals may be recovering from surgery and it may be a number of weeks or months before a suitable, permanent home is found. In 2011/2012, more than 600 animals were adopted directly from foster care.

RSPCA Adoption Centres

RSPCA Qld's Adoption Centres in suburban and regional areas make RSPCA animals more accessible to potential adopters. RSPCA Adoption Centres are located in Brisbane at Kenmore (Petbarn) and Springwood (RSPCA World for Pets); on the Gold Coast; and regionally at Gladstone and Rockhampton (RSPCA Pet Shop). These Adoption Centres found new homes for 1,209 animals (14 per cent more than in 2010-2011) that otherwise might not have had the opportunity to be rehomed. The regional Adoption Centres are especially valuable in rehoming animals where the RSPCA does not have an Animal Care Centre, with the Gladstone Adoption Centre rehoming 512 animals and the RSPCA Pet Shop at Rockhampton rehoming 208 animals.

LOST AND FOUND

As part of its lost and found service, RSPCA Qld provides the Pet D Tect service to help reunite animals with their owners. Previously limited to manual search methods, such as database checks and posters, this year two new initiatives were launched.

Rapid Call Service

In April 2012 a rapid call service was launched, which calls up to 2,000 households within a defined radius of where a pet has been reported missing. Operated by service provider ReahTel, a broadcast with a description of the missing animal is sent to local households. The rapid call service has resulted in at least one sighting for every missing pet whose owners have employed the service since it was launched.

Pet Recovery Network

The Pet Recovery Network aims to reunite lost pets with their owners by enlisting the help of members of the local community. This service notifies registered members by SMS of lost pets in their area and gives them the option to respond if the pet has been sighted or located.



We aim to change the attitudes and behaviours of people towards animals and achieve better animal welfare outcomes, whether the animals be domestic or farm animals, wildlife, or even their own pets.

INFLUENCING CHANGE





INFLUENCING
CHANGE ...

HUMANE EDUCATION

Often noted as the most powerful means to change attitudes and behaviours towards animals, Humane Education has undergone a positive period of transition and strong growth over the year.

We acquired additional staff, expanded our suite of programs and resources and worked with groups across the spectrum of education, community and corporate sectors to deliver our range of innovative evidence-based programs that focus on the development of kindness, respect and empathy for animals, people and the environment.

In total, 157,646 people experienced our unique animal welfare educational

messaging and activities via our key touch point areas of:

- **On Foot** - 43,974 people met the RSPCA at schools and community events, the Currumbin Community Farm Campus and at our onsite school holiday programs.
- **On Wheels** - 31,466 people experienced the interactive animal welfare education activities on board EMU, our Education Mobile Unit.
- **On Campus** - 547 people from community and corporate groups toured the new Animal Care Campus in Brisbane for a peek behind the scenes of the RSPCA's day-to-day operations.

- **Online** - 81,659 people visited the RSPCA's WOAW (World of Animal Welfare) website, which was revitalised in the past year to encompass new content and increased user interaction.

Particular growth points for Humane Education were within the vocational and experiential sectors, with new programs being successfully designed and delivered at the Animal Care Campus.

The nationally-accredited Certificate II-level Horse Care Program, delivered with support from Metropolitan South Institute of TAFE, enabled participants to gain knowledge, skills and practical experience across a range of equine needs. Practical sessions were



4,521 students learned about farm animal welfare at the Currumbin Community Farm Campus



undertaken at local riding schools Forest Lake Riding School and Indarra Equestrian, Wellington Point.

Our new suite of School Holiday Programs proved highly popular this year. The novel Vet Nurse for a Day program (run at the Animal Care Campus) gave participants a true insight into the breadth of a vet nurse's role, working across both companion animals and wildlife sectors. Meanwhile, the Wildlife Crusaders program (run at the Animal Care Campus and at the Bundaberg Education Centre) explored the beauty of local wildlife and how people can live in harmony with the animals that share our world. These programs were complemented by the Farmer for a Day program (run at the Currumbin Community Farm Campus) through which 'rookie' farmers learned about the needs of farm animals and how to provide the Five Freedoms to poultry, sheep and pigs.

INSPECTORATE IN THE COMMUNITY

RSPCA inspectors are the public face of our work in responding to animal cruelty, and also often proactively engage with the community to prevent animal cruelty from happening in the first place.

Inspectors regularly visit primary schools, universities, and other community groups, such as Probus and the Queensland Justices Association, to deliver presentations raising awareness and educating the public in relation to animal welfare issues.

They also avail themselves of the power of the media and, in particular, inspectors in regional areas make regular appearances on local radio, helping the RSPCA to improve animal welfare standards throughout the state.

CAMPAIGNS

Ban Live Export

Every year, millions of Australian cattle, sheep and goats are exported live for slaughter on a journey that subjects them to inhumane transport and delivers them to countries where animal welfare laws do not protect them from inhumane handling and slaughter.

The Ban Live Export campaign, run by the RSPCA in conjunction with Animals Australia, had rapidly gained momentum following an exposé of the trade that aired on the ABC's *Four Corners* in May 2011.

On 14 August 2011, 20,000 fellow animal advocates across the country stood up in a nationwide rally to call for a ban on live exports. An estimated crowd of 3,000 supporters gathered in King George Square, Brisbane. Never before had the public spoken so loudly against the mistreatment of animals. Therefore, it was disappointing that on 18 August 2011, the Federal Parliament voted against legislation that could have brought an end to the live export trade.

Hens Deserve Better

Nearly 70 per cent of the 4.7 billion eggs produced in Australia last year came from 11 million hens that live in cages. The cages provide less space than an A4 piece of paper for each hen, which is too small for the hens to stretch their wings, perch, dust bathe, and lay their eggs in a nest.

In March 2012, the RSPCA launched the Hens Deserve Better campaign, which encourages animal-friendly conscious shoppers to choose cage-free eggs and convert their friends, family and colleagues to do the same.

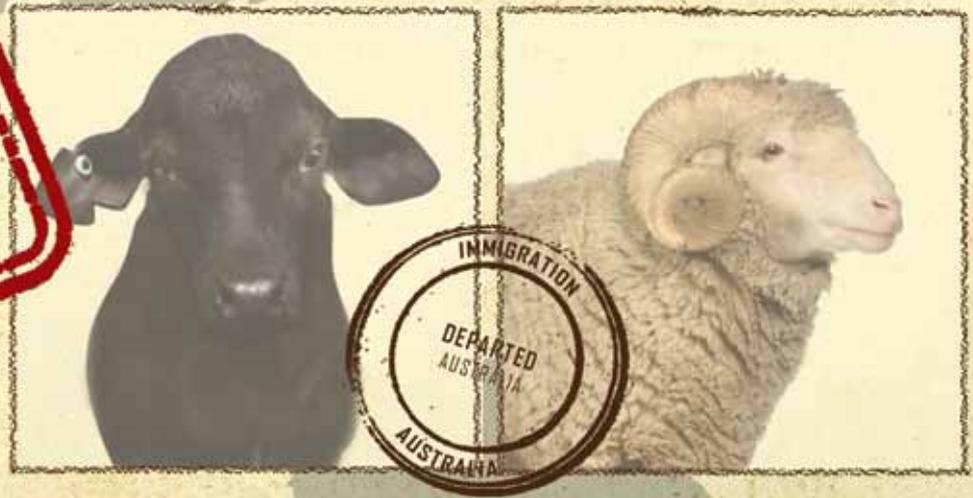
Choose Wisely

Choose Wisely continues to grow a list of ethical businesses that have committed to serving eggs, chicken and/or pork produced from animals that have been humanely farmed.

In August 2011, The Coffee Club's 240 stores across Australia committed to the Choose Wisely Silver level for eggs. This means that all egg-containing foods made on the premises (a total of 100,000 eggs per week) are made with cage-free eggs.

As well as the 120 Coffee Clubs in Queensland, there are now 21 other Choose Wisely-registered businesses across the state, giving consumers the chance to make a difference to farm animal welfare when they dine out.





RSPCA Qld World Farm Animal Day Symposium

RESEARCH AND POLICY

RSPCA Qld is committed to ensuring that RSPCA activities and policies are well grounded in the latest scientific knowledge, and to proactively providing input into external policies affecting animals and animal welfare issues on a broad scale. We also believe in engaging the community and key stakeholders in discussion.

Wildlife

The past 12 months saw an increased focus on providing input to resolve broader wildlife welfare issues:

- **Indigenous hunting of marine turtles and dugong** - This collaboration with Aboriginal and Torres Strait Islander communities is investigating and providing input into the development of humane techniques.
- **Land clearing** - The RSPCA is providing advice on the development of standards and guidelines based on the Draft Code of Practice for the welfare of animals affected by land clearing, and advice on the use of spotter-catchers during land clearing.
- **Koala care** - RSPCA Qld has hosted a series of koala care forums aiming to improve and standardise the

processes and standards of care between koala rescue and care facilities, with a focus on improved animal welfare outcomes.

- **Wildlife carers** - We have provided input into the further development of the Code of Practice for the care of orphaned, sick or injured protected animals by wildlife care volunteers.
- **Fraser Island Dingo Management Strategy** - The RSPCA is represented on the FIDMS advisory committee.
- **Wildlife rescue** - RSPCA Qld has partnered with Logan City Council, south of Brisbane, to improve wildlife rescues in Logan City.

Farm Animal Welfare

In October 2011, the RSPCA Qld World Farm Animal Day Symposium 2011, 'Live Export: Time for a Sea Change', was an opportunity to build a better understanding between key stakeholders. Participants heard from researchers (Prof Clive Phillips, Mr Eduardo Santurtun-Oliveros and Dr Andrew Robins), a veterinarian who had worked on export ships (Dr Peter Kerkenezov), a strong advocate against the trade (Ms Lyn White), the meat industry (Mr Lee Norris) and AgForce.

Activities of the Principal Scientist

In addition to providing advice on many of the above issues and coordinating the World Farm Animal Day Symposium, RSPCA Qld's Principal Scientist coordinated a number of research projects to gain knowledge about surrendered cats, people's attitudes towards cats and low-cost adoption cats. The findings from these studies will underpin future RSPCA cat adoption and education campaigns.

Another activity of the Principal Scientist was developing discussion papers on topics of current interest, such as whale watching and dolphin feeding as tourist activities, animals and colour perception, and surgical techniques for early-age desexing.

The RSPCA was also represented by its Principal Scientist on a range of boards and committees, including the Australian and New Zealand Council for the care of Animals in Research and Teaching (ANZCCART), Biosecurity Queensland Ministerial Advisory Committee and Brisbane Homelessness Community Action Plan, Hoarding and Domestic Squalor Working Group.

MEDIA

The RSPCA is enormously lucky to have unprecedented media support. Print, radio and television outlets continually feature the RSPCA, and we have become, without question, the first port of call for anything relating to animals and animal welfare. The media have been there to support us in raising awareness of the good, the bad and the ugly side of human nature and animal welfare.

On the good side, every television network, and newspapers and radio stations across the state, followed our progress as we moved our headquarters from Fairfield to the new Animal Care Campus at Wacol, in Brisbane's west. Network Ten's *Totally Wild* also did a superb half-hour special on the move.

The media were also there to help us promote our special adoption drives and vital fundraising events, such as The Great Migration in October 2011 and the annual Million Paws Walk in May 2012. Without their support the results would no doubt have been a lot less impressive.

On the bad side of human nature, the media also reported on the ignorance, cruelty and neglect that our inspectors, veterinarians and shelter staff and volunteers deal with on a daily basis. These cases included a seeming escalation in the number of animals, native and domestic, that had been shot with arrows. What possible enjoyment could be felt from shooting a stationary and defenceless creature confounded not only us but the media, as well.

While we owe thanks to media across the state for their support, special thanks go to the local media on whose turf the new Animal Care Campus now resides at Wacol. *The Queensland Times*, *The Satellite*, *South West News* and River 94.9 have all made us incredibly welcome.



When a selection of animals boarded the 'Paws Express' from Fairfield to Wacol on 11 December, the media followed their journey.



Photo: Zoo Studio

DIGITAL COMMUNICATIONS

We have continued to maximise the potential of digital communication channels to reach our supporters and influence change.

Social Media

We continue to develop our social media strategies to engage Queenslanders and raise awareness of our programs and services. As a charity, it is important to use as many 'free' avenues as possible to get the message out there.

Over the past year, our presence has grown significantly on the likes of Facebook, Twitter, Pinterest, You Tube and more. While a full digital strategy is employed to maximise our message, there is nothing quite like the engagement and instant action achieved from these networks.

On our Facebook page alone, more than 30,000 people have chosen to hear our message, with an astounding average of more than 500 individuals engaging in a single message.

As we go forward, we have found that not only is social media a great tool for conversation, but a great avenue for action. This past year we have seen outcomes after just one hour from the original post – for example, funds raised for the treatment of an animal, volunteers recruited for specific jobs, goods donated for use at Adoption Centres and more.

Website

While social media and new technologies have been a focus over the last year, a complete digital representation cannot be forgotten. A highlight this financial year was the completion of stage one of the new RSPCA Qld website. After more than eight years (light years when it comes to technology), RSPCA Qld invested in a new website. Even at stage one, the improvement is large in ease of use alone.

In June 2012, 46.4 per cent of visits to our site were returning visitors, compared with 45.7 per cent at the start of the financial year in July 2011, while the average monthly visits to the website increased by 2,000 from July 2011 to June 2012. We are pleased to see this increase in monthly website visits and such a high returning rate of visitors, indicating that content is of use to the community and offers services they use regularly. We hope to see a greater increase in the next financial year.



FANS COME TO THE RESCUE OF POSSUMS



Photo: Peter Wilson

It was Spring 2011 and the RSPCA's wildlife department was abuzz with patients, particularly of the baby kind. Many were orphaned baby possums.

Caring for baby possums requires simulating the mother's pouch. With so many babies coming in at once, we put the call out on Facebook for people to send in knitted possum pouches.

We were astonished by the overwhelming response to our plea for help. The post reached thousands of people on the social forum, after 50 people immediately shared it from RSPCA Qld's page.

Very quickly, we were inundated with pouches. The mass media caught wind of our social media success, and the story went international. Overall, we received more than 2,000 possum pouches from all over Australia, as well as from France and Germany.

ANIMAL TRAINING

The team at the Animal Training & Behaviour Centre remain focused on providing education that helps clients understand their pets and what they are trying to tell them through their body language. Our goal is to help deepen the bond between our clients and their pets, to ensure that pets remain with their families.

A highlight of the year was relocating the AT&BC's base to the Animal Care Campus at Wacol, where the facilities include two K9 Kindergarten rooms, a dedicated consultation room, and three training fields for group classes. The spacious facilities will allow us to deliver better services to our clients.

More than 1,300 clients participated in animal training programs across our three training venues (Wacol, Springwood, and Boondall).

A further 1,252 clients received free advice through the Behaviour Helpline. In the past year, we expanded the helpline service and the resources available to clients through it, which saw a dramatic increase in the number of feline behaviour enquiries received.

Another focus has been on enhancing the skills of our trainers and managers. Three staff obtained their CPDT-KA (Certification Council for Professional Dog Trainers) qualifications, being the first three people to gain this qualification in Queensland, and the only three out of five CPDT-KA-certified trainers in Australia.

Additionally, the AT&BC's two managers completed Behaviour Diplomas with CASI (Companion Animal Sciences Institute), one completing the Canine and the other the Feline Behaviour Science and Technology course. The new skills gained by these staff will be imparted to all AT&BC trainers.



1,319 clients participated in dog training programs





Our future depends on solid infrastructure to support our programs and services, on the dedication of our staff and volunteers to deliver our services, and on the generosity of the community who support our fundraising efforts.

SUSTAINING OUR FUTURE





Photo: Peter Wilson

SUSTAINING
OUR FUTURE ...

ANIMAL CARE CAMPUS A NEW BEGINNING

The culmination of over a decade's work to source a site and raise the funds to construct a new home for the RSPCA in Queensland was finally achieved on 13 December 2011 when the Fairfield Animal Care Centre was finally closed and the Animal Care Campus opened at Wacol, in Brisbane's western suburbs.

The Fairfield site had served the Society well for almost a century, but it could no longer keep pace with the increasing number and broader range of animals entering our care each year.

Although just 15 minutes by road from Fairfield, the Animal Care Campus is a world away in its capacity to deliver animal care and welfare outcomes and is one of the most important animal welfare facilities in the southern

hemisphere. It offers an adoption centre like no other; two veterinary hospitals, one for companion animals and the other for wildlife; an education centre; family dog training fields and a pet supply retail experience all in one location.

The most significant improvements are in the veterinary and wildlife areas, with each hospital having the capacity to treat 70 per cent more patients than at Fairfield. This planning has proved to be great foresight, with the Wildlife Hospital caring for more animals in its first six months of operation than in the previous two years when it operated from a small wildlife ward at Fairfield.

The Animal Care Campus is a new beginning for the RSPCA, and the benefits will be felt throughout

the state as we now have better infrastructure in place to enable us to further develop our ground-breaking programs, which will be rolled out to our eight regional Animal Care Centres.

To date, we have completed stage one of the Animal Care Campus. The humane education 'Discovery Centre', livestock yards and wildlife rehabilitation enclosure are still to be built, upon securing funding.

We extend our thanks to our construction partners FKG, architects Brand and Slater, the Queensland Government for partially funding the facility and, most of all, to the generous Queensland community whose donations made the Animal Care Campus possible.



GRAND OPENING



The Animal Care Campus was officially opened on 26 February 2012 by Her Excellency, the Governor of Queensland, Ms Penelope Wensley AC. More than 6,000 people turned out to help us celebrate our 'housewarming party'. The festivities included on-stage entertainment, featuring headline act Diesel. Amongst the many other activities on the day, a train ride proved the popular way for adults and children alike to take in the sights of the Campus. Supporters who had donated towards our 'Pave the Way' program took great delight in searching for their personalised pavers, issued in recognition of their donation.



OUR PEOPLE



Photo: Peter Wilson



Approximately 2,000 volunteers assist the RSPCA statewide

- Review of the reward and recognition framework to ensure reward is based on employee performance, potential and contribution towards the success of RSPCA Qld
- Renegotiation of a new Enterprise Agreement for our shelter and veterinary services employees. This agreement underpins our workforce culture and our ongoing partnership with our employees
- Launch of the HR advice line, ensuring a more consistent, timely and measured HR support mechanism for RSPCA Qld employees
- Implementation of a more streamlined recruitment and selection process, including a shift to a group assessment framework to best assess capabilities and commitment to improve the lives of animals.

VOLUNTEERING

Volunteers are an invaluable asset to RSPCA Qld. Without our volunteers we would not be able to achieve a number of key milestones for the organisation and provide our extensive range of services for animal welfare across the state.

When RSPCA Qld's state headquarters moved from the Fairfield Animal Care Centre to the Animal Care Campus at Wacol, volunteers generously gave their time to assist with the large-scale movement of offices, people and animals. Another challenge of moving to the Animal Care Campus was the need to recruit an additional 600 volunteers, bringing our Brisbane volunteer base to 800.

Our regional Animal Care Centres also heavily rely on volunteers to assist with day-to-day animal care, offsite events such as Millions Paws Walk and other local activities such as Sunday

HUMAN RESOURCES

Human Resources brings together a range of integrated practice areas, including workforce planning, recruitment and engagement, health and safety, capability and performance, employee relations, learning and development, and reward and recognition.

Our focus in 2011/2012 was on implementing an integrated framework designed to attract and retain the best people and provide them with the opportunity to grow and develop the capabilities needed to deliver on our strategic plan and the RSPCA Qld mission.

Highlights of the year included:

- Review of the staff performance management program to ensure that the program best captures organisational objectives and that staff performance is aligned with our mission and strategic plan
- Launch of our new online induction program to ensure that all new starters are provided with a consistent, comprehensive induction and are 'job ready' from day one

BRANCHES AND FRIENDS OF THE RSPCA

dog walking in community areas to promote the RSPCA and to increase adoptions. Regional volunteers working directly with animals are now receiving specialised training in animal behaviour following the statewide roll-out of the Four Paws Forward Program.

Other areas within the organisation that strongly rely on volunteers include Community Outreach, Op Shops, Wildlife Heroes, Call Centre, Animal Hospital, Wildlife Hospital, Laundry, Ambulance and Administration, among others.

Making up a large number of our army of volunteers are our 780 foster carers who provide a loving and enriching home environment for animals until they are ready to be adopted. To better support this valued network, in the past year the Foster Care Department focused on improving the level of service provided to foster carers, by providing specialist foster carer training and more regular contact between carers and coordinators throughout the duration of a foster placement.

The foundation of our volunteer program throughout the state is very strong and we will continue to develop and grow in the forthcoming year with our ever-changing needs.



Photo: Rose Watson

Branches and Friends of the RSPCA Groups are comprised of wonderful volunteers who work tirelessly to support their local Animal Care Centre or Inspectorate. A number of Branches and 'Friends of Groups' also operate in areas without an RSPCA facility, and their dedication in helping animals in their community is invaluable. We are delighted to present a selection of key highlights.

Brisbane Branch - Donated animal products to the Animal Care Campus, including \$2,000 worth of dog coats; funded surgery for Cookie, a beautiful cat that had Cornial Sequestrum, and which has since been adopted.

Bundaberg Branch - Purchased a new vehicle to be shared by the Bundaberg Op Shop and Animal Care Centre; contributed to the maintenance and running expenses of the Care Centre.

Cairns Friends of Group - Raised almost \$20,000 from RSPCA Paw Boxes and donations from the local community and businesses; raised almost \$9,000 from the yearly RSPCA Pet Calendar; funded the purchase of equipment for the Cairns Animal Care Centre.

Gladstone Friends of Group - Rehomed 512 dogs and cats at the RSPCA Gladstone Adoption Centre; raised \$28,000 from our cent sales and \$9,000 from sausage sizzles.

Gold Coast & Hinterland Branch - Raised funds towards the erection of the Military & Service Working Dog National Monument at the Animal Care Campus, Wacol; expanded the West Burleigh Op Shop; continued to fund the Gold Coast regional inspector and committed to funding 50 per cent of an additional inspector, as well as covering the costs associated with the Volunteer Animal Ambulance.

Gympie Branch - Continued to fundraise to purchase goods for the Gympie Animal Care Centre, through raffles and sales from the Gympie Op Shop.

Kingaroy Friends of Group - Held Cupcake Day and Million Paws Walk events and a fundraising dinner at Accents Café; held information booths at local markets.

Mackay Friends of Group - Succeeded in obtaining a lease from Mackay Regional Council for land adjoining the Council Pound, on which we plan to build an RSPCA Adoption Centre in conjunction with the Council.

Noosa - Sunshine Coast Branch - Funded major refurbishments at the Noosa Shelter, including remodelling of kennels, construction of a behaviour assessment area and upgrading of the reception area; held the Branch's annual World Animal Day Luncheon with over 100 attendees; conducted numerous other fundraising events.

Rockhampton Branch - Continued to raise funds through monthly visits to the North Rockhampton Shopping Fair; held Cupcake Day, Santa Paws and Million Paws Walk events; held education and fundraising days at Heritage Village.

Toowoomba Friends of Group - Raised over \$20,000 through major fundraising activities such as the annual trivia night, Million Paws Walk, Cupcake Day and Santa Paws; contributed funding towards projects at the Toowoomba Animal Care Centre, including improvements to the grooming parlour and boarding kennels.

FUNDRAISING AND EVENTS

Animal Care Campus Appeal

Early in the financial year, we were firmly focused on raising the final funds necessary to complete stage one of the Animal Care Campus at Wacol.

With the help of our Ambassador Matt Hayden and promotions through Channel 9, ReachTEL and Quest Newspapers, we raised \$1 million through 'paver' donations, which saw donors receive a personalised paver at the entrance to the Campus in appreciation of their donation over a set amount.

Bequests

We were honoured to be the beneficiary of over 80 estates in the past year. Special acknowledgment goes to the lives of Dr Ruth Molphy and Mrs Lorraine Hannah, whose legacies have been critical in the development of the Animal Care Campus this year. We also thank solicitor David Wheldon for his generous advice and support.

Other fundraising achievements of the year included:

- **Appeals** - Our major public appeals, especially our Christmas 2011 Guardian Angel appeal and the May 2012 Animal Rescue tax appeal, were well received in the past year, in spite of gloomy economic forecasts. Donors have continued to be there for the animals, helping us to record a 10 per cent increase on the previous year's support.
- **RSPCA Companions** - We launched this program to recognise those donors who give on a monthly basis, direct from their credit cards or by direct debit, giving us more certainty in the planning and delivery of life-saving services and reducing the costs of fundraising.
- **Corporate care** - We welcomed several new corporate partners and sponsors (Isuzu UTE Australia, RBS Morgans Foundation and John Holland), whose contribution is supporting the RSPCA in very practical ways, while we appreciated the continued support of Hill's Pet Nutrition, X-Strata and Zoo Studio.

- **Art Union** - Support for the RSPCA Qld Art Union grew by 30 per cent to approximately 20,000 raffle ticket buyers in each draw.

Events

This year offered a host of activities that attracted people of all ages, lifestyles and interests, with a common bond to make a difference for animals.

- **Cupcake Day** - Almost 1,500 Queenslanders registered to bake and raise funds in 2011.
- **The Great Migration** - In this inaugural event in October 2011, 80 business teams walked 17km from Fairfield to the new Animal Care Campus at Wacol, and raised \$2,000 each to help complete an operating theatre in the new Animal Hospital.
- **Million Paws Walk** - Proceeds from online fundraising increased by 136 per cent for Million Paws Walk 2012.
- **Ruff Riders** - 56 motorbike riders took part in this 500km charity ride, raising over \$45,000 towards the building of the humane education Discovery Centre, to educate children about caring for animals.



On the first-ever Ruff Riders charity ride, 56 riders raised over \$45,000 on the 500km round trip from Brisbane to Noosa.



PET LEGACY FINDS BONNIE A NEW FAMILY



Bonnie's owner sadly passed away, but because they had enrolled her in our Pet Legacy Program, Bonnie was ensured of finding a new home.

Following the passing of her owner, Bonnie was taken by RSPCA staff to our Brisbane Centre, and was checked over by the vets before being transferred to an approved foster carer's home, where she was made available for adoption from the foster carer's home through our Adopt-from-Foster Program.

Although a friendly and very beautiful cat, Bonnie wasn't attracting attention from potential adopters. So we brought her back to the RSPCA where she would be seen by more of our visitors. We also enjoyed spending time with her in our offices.

After we featured her on Facebook, a lovely family came to meet Bonnie and adopted her into their wonderful home.



RETAIL

In a difficult year for retailers, we achieved good results and a number of significant developments across our three key retail areas.

World for Pets Retail

Overall, retail sales at our World for Pets retail outlets were up by 20 per cent in 2011/2012, buoyed by the opening of our latest retail store at the new Animal Care Campus at Wacol. The 500 sq m store has been a hit with visitors to the Campus, and is already achieving similar sales to those of our Springwood Superstore, which is now in its ninth year of operation. The Springwood store continues to be challenged by a number of vacant tenancies in the shopping precinct, but we hope to see an improvement in 2012/2013.

Smaller stores at Rockhampton and the Gold Coast have been consistent in their sales and we hope to introduce new strategies next year to further improve results.

World for Pets Online

The Online Store continues to grow, with a 24 per cent increase in sales in the past year. We can only see future expansion as we prepare a new inventory management program and refreshed website. The effectiveness and efficiency of our online service is remarkable and we plan to increase its marketing significantly over the next 12 months.

Op Shops

Our Op Shops are an ongoing success, thanks to the dedication and tireless efforts of our volunteers who donate their time to organise the stores, sort the donations and sell the goods. Our sincere thanks go to all of the crews at Bundaberg, Coopers Plains, Gympie, Miami, Nerang, New Farm, North Tamborine, Robina, Sherwood, Strathpine, West Burleigh, and at our new store at Moorooka, which has a focus on furniture.

It is important to continually remind ourselves that we drive our retail operations for one purpose: to raise vital funds to care for and protect animals. But to achieve this we have to run our Op Shops like a commercial business because the more successful we can be, the more animals that can be helped. This is great motivation to our team, and we believe to our loyal customers.

FOR THE RECORD





Photo: Peter Wilson

FOR THE
RECORD...

STATISTICS

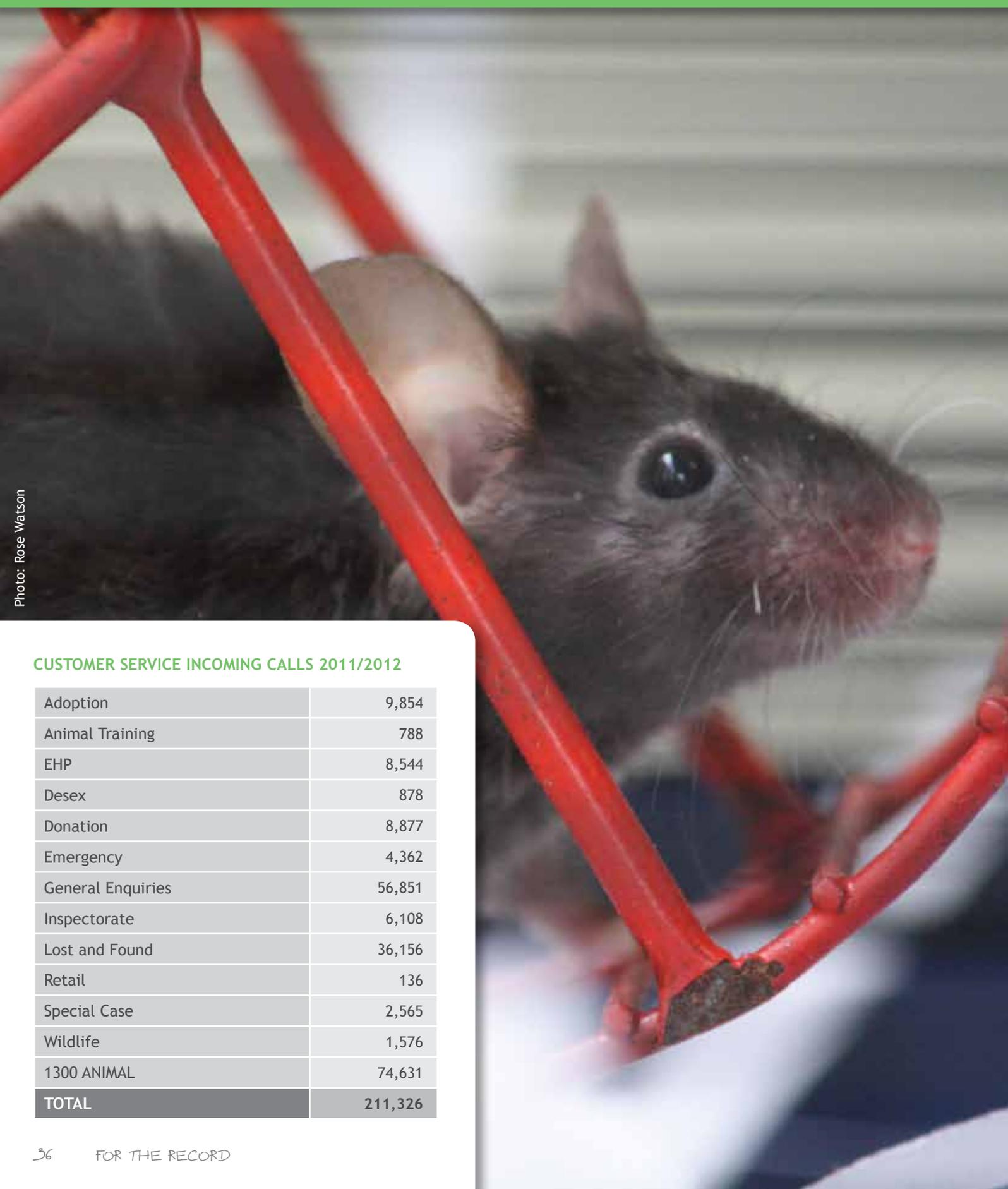


Photo: Rose Watson

CUSTOMER SERVICE INCOMING CALLS 2011/2012

| | |
|-------------------|----------------|
| Adoption | 9,854 |
| Animal Training | 788 |
| EHP | 8,544 |
| Desex | 878 |
| Donation | 8,877 |
| Emergency | 4,362 |
| General Enquiries | 56,851 |
| Inspectorate | 6,108 |
| Lost and Found | 36,156 |
| Retail | 136 |
| Special Case | 2,565 |
| Wildlife | 1,576 |
| 1300 ANIMAL | 74,631 |
| TOTAL | 211,326 |

TOTAL INCOMING ANIMALS BY SOURCE 2011/2012

| ANIMAL | Ambulance | Council | Euthanasia Request | Humane Officer | Owner Surrender | Return | Offspring | Stray | Transferred In | Wildlife | TOTAL |
|--------------|--------------|--------------|--------------------|----------------|-----------------|------------|------------|--------------|----------------|--------------|---------------|
| Dog | 418 | 5,264 | 1,049 | 472 | 3,018 | 263 | 0 | 2,730 | 1,013 | 0 | 14,227 |
| Puppy | 23 | 528 | 39 | 182 | 1,025 | 62 | 123 | 641 | 333 | 0 | 2,956 |
| Cat | 569 | 1,437 | 354 | 212 | 2,105 | 153 | 0 | 1,592 | 499 | 0 | 6,921 |
| Kitten | 213 | 1,029 | 41 | 162 | 1,935 | 75 | 94 | 2,125 | 366 | 0 | 6,040 |
| Small Pets | 89 | 9 | 48 | 166 | 628 | 14 | 1 | 257 | 30 | 13 | 1,255 |
| Livestock | 189 | 111 | 69 | 151 | 306 | 0 | 65 | 122 | 55 | 2 | 1,070 |
| Wildlife | 3,991 | 3 | 0 | 17 | 0 | 0 | 0 | 0 | 3 | 4,345 | 8,359 |
| TOTAL | 5,492 | 8,381 | 1,600 | 1,362 | 9,017 | 567 | 283 | 7,467 | 2,299 | 4,360 | 40,828 |

TOTAL OUTGOING ANIMALS BY SOURCE 2011/2012

| ANIMAL | Adopted | Escaped | Euthanased | Reclaimed | Stolen | Transferred Out | Unassisted Death | Wildlife Released | Wildlife Released to Rehabilitator | TOTAL* |
|---------------|---------------|------------|---------------|--------------|-----------|-----------------|------------------|-------------------|------------------------------------|---------------|
| Dog | 4,036 | 15 | 4,872 | 4,975 | 21 | 741 | 25 | 0 | 0 | 14,685 |
| Puppy | 1,952 | 4 | 370 | 157 | 2 | 61 | 33 | 0 | 0 | 2,579 |
| Cat | 2,905 | 49 | 3,616 | 546 | 2 | 131 | 64 | 0 | 0 | 7,313 |
| Kitten | 3,286 | 6 | 2,068 | 34 | 1 | 143 | 39 | 0 | 0 | 5,577 |
| Small Animals | 758 | 19 | 328 | 86 | 0 | 144 | 69 | 0 | 0 | 1,404 |
| Livestock | 404 | 15 | 320 | 37 | 1 | 120 | 27 | 0 | 0 | 924 |
| Wildlife | 0 | 5 | 4,428 | 0 | 0 | 1,051 | 472 | 996 | 1,301 | 8,253 |
| TOTAL | 13,341 | 113 | 16,002 | 5,835 | 27 | 2,391 | 729 | 996 | 1,301 | 40,735 |

*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. In addition, statistics include all live animals that we take in and care for on behalf of local councils.



PROSECUTION RESULTS

| Pros No | Details of offence | Location of Offence | Outcome | Fine | Costs |
|---------|--|---------------------|--|--|----------|
| 1 | Cruelty offence in which a woman confined a dog in her car with the windows only slightly down while she went shopping. The dog suffered severe heat distress as a result. | Cairns | Guilty | \$750.00 | \$75.90 |
| 2 | Duty of Care offence in which the defendants failed to treat a dog with a skin condition, including acute hair loss and dry, flaky skin. The dog was old and had to be euthanased. | Wurtulla | Guilty; second defendant's charges withdrawn | \$5,000.00 | \$78.00 |
| 3 | Duty of Care offence in which a man failed to treat his dog's broken leg, which had occurred when the dog fell out of a ute being driven by the defendant. Upon seizure, the injury was found to be so severe that the leg required amputation. | Aloomba | Guilty | \$1,500.00 | \$78.50 |
| 4 | Duty of Care offence in which a man failed to provide treatment to a horse, which had been suffering an injury to its leg for at least two to four months. The horse had to be euthanased. The defendant was a property owner and was agisting the horse on behalf of its owner. | Elimbah | Guilty | \$10,000.00 | \$78.00 |
| 5 | Cruelty offence in which a woman placed a dog in a wheelie bin at a vacant address. The animal was located alive in the same wheelie bin two days later. | Mt Gravatt | Guilty | \$4,000.00 | \$78.00 |
| 6 | Duty of Care offence in which a woman failed to provide treatment to three cats. The woman was also charged with providing false information and obstructing RSPCA inspectors. | Lockyer Waters | Pending | | |
| 7 | Duty of Care offence in which the defendants failed to provide adequate food, water and appropriate living conditions for two dogs, and further failed to treat one of the dogs, which resulted in its death. The matter was heard in conjunction with Prosecution Number 20. | Crestmead | Guilty | \$8,000.00 (\$4,000.00 for each defendant); 3 years' prohibition order | \$234.00 |
| 8 | Unreasonable abandonment offence in which three kittens were abandoned without a reasonable excuse. The three-month-old kittens were rescued and subsequently rehomed by the RSPCA. | Gailes | Guilty | \$400.00 | \$78.00 |
| 9 | Duty of Care offence in which a woman failed to provide appropriate living conditions for three dogs. The dogs were all in good health but were kept in conditions riddled with faeces, urine and rubbish. | Adare | Guilty | \$1,000.00 | |
| 10 | Duty of Care offence in which a man failed to provide treatment for his dog, which was emaciated and suffering from hookworm. | Woodridge | Guilty | \$5,000.00 | \$744.00 |

| Pros No | Details of offence | Location of Offence | Outcome | Fine | Costs |
|--------------|--|-------------------------|---------|---|--------------------|
| 11 | Duty of Care offence in which the defendant failed to provide appropriate food to, and unreasonably abandoned, a Rainbow Lorikeet. The bird was found dead, and a post mortem found the bird to be emaciated, with no food in its gut. | Calamvale | Pending | | |
| 12 | Cruelty offence in which a man beat and abused a dog. | Moore Park Beach | Guilty | 2 years' probation; 2 years' prohibition order | \$129.00 |
| 13 | Duty of Care offences in which a man failed to provide treatment for his dog, which had a fractured hind leg. | Woodridge | Guilty | \$4,000.00 | \$2,364.00 |
| 14 | Duty of Care offence in which a woman failed to provide treatment for her three horses' various conditions, and failed to comply with an Animal Welfare Direction. | Yandina | Pending | | |
| 15 | Duty of Care offence in which the defendants failed to provide six horses with appropriate food and water. | Mutdapilly | Pending | | |
| 16 | Duty of Care offence in which the defendants failed to provide treatment for a large cancerous growth on a dog's head. | Mt Gravatt | Guilty | \$7,000.00 ($\$3,500.00$ for each defendant); 3 years' prohibition order | \$156.00 |
| 17 | Duty of Care offence in which a man failed to provide treatment for his dog's fractured leg for a period of 13 days, and failed to comply with an Animal Welfare Direction. | Pimpama | Guilty | \$5,000.00 | \$4,878.34 |
| 18 | Cruelty offence in which a man confined two dogs in a vehicle in such conditions that they suffered heat stress, resulting in the death of one of the dogs. | Cairns | Guilty | \$2,000.00 | \$78.00 |
| 19 | Duty of Care offence in which a woman in charge of three horses failed to provide them with appropriate food. | Jimboomba and Tamborine | Guilty | 200 hours' community service | \$78.00 |
| 20 | Duty of Care offence in which a woman failed to take reasonable steps to provide treatment for her guinea pig's broken leg. The matter was heard in conjunction with Prosecution Number 7. | Kingston | Guilty | Refer to Pros No 7 | Refer to Pros No 7 |
| TOTAL | | | | \$53,650.00 | \$9,127.74 |

Continued overleaf...

PROSECUTION RESULTS

Prosecutions held over from 2010/2011

| Pros No | Details of offence | Location of Offence | Outcome | Fine | Costs |
|---------|---|---------------------|--|--|------------|
| 7 | Tail docking offences in which a woman who was not a veterinary surgeon docked the tails of six Rottweiler puppies. | Glenwood | Guilty | \$2,000.00 | \$2,936.58 |
| 11 | Cruelty offence in which a man killed a kitten in an inhumane way by suffocating it. | Deception Bay | Guilty | 12 months' probation; 150 hours' community service; 2 years' prohibition order | |
| 12 | Cruelty offence in which a woman killed a mouse in an inhumane way by cutting off its head with a blunt kitchen knife. The defendant posted a video of the act on the internet. | Caboorture | Guilty | 18 months' probation; 180 hours' community service; 2 years' prohibition order | |
| 15 | Cruelty offence in which a man inhumanely killed his family's golden retriever puppy by hitting her on the head with a wooden chair leg and then drowning her in the pool with a diver's weight belt tied around her. | Pullenvale | Guilty | \$3,000.00 | \$75.90 |
| 18 | Duty of Care offences in which a couple failed to provide appropriate feed and treatment for their five horses. | One Mile | Guilty on 6 charges; not guilty on 4 charges | 12 months' probation 2 years' prohibition order | |
| 19 | Cruelty offence in which a man was observed by a witness kicking and beating his dog in his backyard. | Buderim | Guilty | \$750 good behaviour bond | |
| 20 | Duty of Care offence in which a woman failed to provide treatment for her dog's skin condition and secondary infections. | Earlville | Guilty | \$3,000; 3 years' prohibition order | \$75.90 |
| 21 | Duty of Care offence in which a man failed to provide appropriate treatment for his dog's severe ear infections in both ears, generalised skin infection and eye discharge in both eyes. | Chambers Flat | Guilty | \$5,000.00 | \$608.98 |
| 22 | Cruelty offence in which a woman staying at a resort chased and caught a wild duck that had become habituated to the resort and guests, and threw it against a wall, resulting in the duck suffering injuries that required veterinary treatment. | Golden Beach | Did not proceed (evidentiary and public interest) | | |
| 23 | Cruelty offence in which a man caught his neighbour's cat and took it to a boat ramp and threw it into the river where he abandoned it. | Edmonton | Did not proceed (evidentiary and public interest) | | |



| Pros No | Details of offence | Location of Offence | Outcome | Fine | Costs |
|--------------|--|---------------------|---------|--|--------------------|
| 24 | Cruelty offence in which a man set a net over his fruit trees and used a stick to beat one of the flying foxes trapped in the net. The flying fox was euthanased due to its injuries. | Goodna | Guilty | \$2,000.00 | |
| 25 | Cruelty offence in which a man killed his neighbour's cat by strangling it. | Hyde Park | Guilty | 2 months' imprisonment, suspended for 9 months | |
| 26 | Duty of Care offence in which a woman failed to provide treatment for her dog's severe skin condition, weeping sores and scabs. | Ipswich | Guilty | \$5,000.00 | \$5,078.00 |
| 27 | Duty of Care and False Statement offences in which a man failed to provide treatment for his puppy's severe skin condition and denied ownership of the dog. | Redbank Plains | Guilty | \$5,000.00 | \$5,078.00 |
| 28 | Duty of Care offence in which a woman failed to treat her dog's broken pelvis after it was hit by a car. | Morayfield | Guilty | \$5,000.00 | \$549.75 |
| 29 | Cruelty and Duty of Care offences in which a woman failed to treat her cat for marked lesions and ulcerated holes on the cat's abdomen and then inhumanely killed the cat by way of freezing it. | Caboolture | Guilty | \$6,000.00 | \$78.00 |
| TOTAL | | | | \$36,750.00 | \$14,481.11 |

Prosecutions held over from 2008/2009

| Pros No | Details of offence | Location of Offence | Outcome | Fine | Costs |
|---------|--|---------------------|--|------|-------|
| 9 | Duty of Care and Cruelty offences in which a woman failed to provide appropriate food, treatment or living conditions to her dogs. The defendant is a breeder of pedigreed poodles and is running a boarding kennel. | Waterford | Prosecution stayed (defendant deemed unfit to stand trial) | | |
| 11 | Duty of Care and Prohibition Order contravention offences in which a couple kept a large number of animals in poor conditions while under a prohibition order. And further Contravention of Prohibition Order offence in which a woman was in possession of, and tried to sell, two golden retriever puppies while she had a prohibition order in place. | Calcium | Pending | | |

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