

Annual Report

2015 - 2016



About RSPCA QLD

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

RSPCA Qld requires \$45 million annually to support our animal centres, programs and services. As a non-government, community based charity, RSPCA Qld receives less than 1% of funding from the government and relies on donations, bequests and sponsorships from ordinary Queenslanders, just like you.

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



Thank you to our photographers Will France and other staff and volunteers who supplied images for this report.

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The Board



Dr Andrew Tribe | *President*



Eileen Thumpkin | *Secretary*



Justine Hickey | *Treasurer*



Graham Newton



Alison Sherry



Andrew Antonioli



Janet Houen



Jim Toohey



Tracey Vieira

Minister's Foreword

"Since becoming Minister for Agriculture last December, I have come to appreciate just how much great work RSPCA Qld does."

Like the great volunteer institutions, (Surf Lifesavers, Rural Fire Brigades, St John Ambulance Brigade and the SES) it is far too easy to take the RSPCA for granted and we all instinctively appreciate that the RSPCA will be there when needed.

Since becoming Minister for Agriculture last December, I have come to appreciate just how much great work RSPCA Qld does, day in, day out, often in the most harrowing of circumstances. I would like to take this opportunity to thank everyone involved with the organisation for the great contribution they make to our Queensland community.

Both the RSPCA and the Palaszczuk Government each have zero tolerance of animal cruelty and we work closely together on a range of initiatives to minimise the harm people cause. A few months ago I was able to steer new legislation through Parliament aimed at halting the callous exploitation in puppy farms. RSPCA Qld provided the government with invaluable advice and assistance during the framing of the legislation. RSPCA inspectors will play a vital role in the implementation of the new licencing and inspection regulations. I acknowledge the organisation's workload will increase as a result.

That is why, in the State Budget, we allocated additional funding to support the Inspectorate's response to what I believe is landmark anti-cruelty legislation. We are lifting our annual funding for RSPCA Qld to \$500,000. In addition, I was very proud to announce infrastructure funding of \$3m over two years to upgrade RSPCA facilities in the north of the State.

I visited both the Cairns and Townsville RSPCA animal shelters where upgrades will take place as a direct result of this much needed investment. I sincerely hope that this allocation will make it easier for staff to provide the wonderful care we all expect the RSPCA to give to mistreated and abandoned pets and wildlife.

Hon Leanne Donaldson,
Minister for Agriculture and Fisheries

Our Reports



President

As President of RSPCA Qld, it's been immensely gratifying to look back at our successes and I continue to be impressed by the innovative techniques used to increase adoptions and improve animal welfare.

Our Pop Up Adoption event at the Brisbane Convention and Exhibition Centre rehomed a staggering 415 animals in just seven hours. The Big Adopt Out at the Brisbane Showgrounds was also a great success, and with the support of the community, we found homes for 202 dogs and cats. This event alone highlights our close working relationship with other rescue organisations and is getting more popular every year.

Other initiatives we have embraced include the Work for the Dole program, which has added an additional 40,000 volunteer hours into the animal care area. The extra hands ensure all our animals receive high-quality care and enrichment.

A simple example of this is that every dog is now walked at least once a day, which greatly improves their quality of life. A number of participants have gained employment after their experience through this initiative, making it a huge success for RSPCA Qld, the animals and local job seekers.

Our 'Make Your Mark' program has also continued to grow and challenges staff and volunteers to go "above and beyond" for the animals in our care. It has a 79% participation rate and has racked up over 54,000 completed commitments to animal welfare.

This year our Inspectors investigated 18,386 complaints of animal cruelty and neglect and our ambulances responded to 29,460 calls for assistance. Our Wildlife Hospital too has been feeling the sheer weight of numbers with 21,723 native animals and birds needing treatment. And of course we must not forget our 1,500 foster carers throughout the state who cared for over 7,500 animals. More and more animals are being rehomed directly from foster care and this is the ideal scenario and one we want to expand.

Here at RSPCA Qld we really do see the good, the bad, and the ugly, but I think we can be justifiably proud of our achievements and the efforts we continue to make to improve animal welfare in Queensland.

Dr Andrew Tribe,
RSPCA QLD President



CEO

As with every year we have our high and low points and some of the lows are centred around the horrific cruelty that some of our fellow humans continue to inflict on innocent animals—a case in point when treasured native wildlife was tortured by some supposedly well-educated privately schooled young males. The good news is, due to some great and diligent work by our Inspectorate team, we successfully tracked the culprits down, prosecuted them and they were found guilty.

On a positive note, the last year has included some inspiring wins for RSPCA staff and volunteers, in terms of animal rehoming and reuniting rates with the past year being our most successful to date. We cared for over 50,000 animals and a total of 17,887 animals found new homes. This means for the fourth year running, RSPCA Qld has reunited and rehomed more animals than anyone else south of the equator! Not only are our veterinarians performing more increasingly complex surgeries to save lives, but our behavioural team is succeeding in rehabilitating more adult dogs that have suffered early years of mistreatment.

Live Release Rate



Our rehoming and reuniting rate now stands at 88% for dogs and 87% for cats. As I'm sure you realise we simply couldn't do the work we do without our fabulous volunteers and we now have over 5,000 state-wide who have contributed over 430,000 hours of service.

I feel it's important we understand the enormous workload RSPCA Qld deals with on a yearly basis and I'm pleased to announce that we have received some additional financial assistance from the State Government to help us manage the burgeoning numbers. I want to thank and congratulate the Palaszczuk Government with the introduction of new puppy farm laws and in assisting RSPCA Qld with increased funding for both operational and some capital works, totalling \$6 million over the next four years.

I sincerely thank all our dedicated staff, volunteers and the board who help to guide the organisation, in its mission of saving lives.

Mark Townend AOM,
RSPCA QLD CEO



“The total number of animals who found new homes was 17,887, an increase of 15% on the previous year.”

Treasurer

The 2015 – 2016 year provided a strong financial result for RSPCA QLD. We achieved a surplus of \$1.8m from revenues of \$47.6m. This compares with a surplus of \$4.1m from revenues of \$46.2m last year.

Some of the financial highlights from the fiscal year were:

- Our Op Shops and World for Pets stores improved on last year and provided a net extra \$0.4m above last year's results. Those steady incoming funds are vital to support our animal outcomes.
- Adoption income was up \$0.3m or 10% due to some fantastic results by the shelter teams adopting animals. The total number of animals who found new homes was 17,887, an increase of 15% on the previous year.
- Our total donation income of \$8.3m was in line with the exceptional outcome we achieved last year.

Our total operating costs have risen by 8% as we continue to strive for better outcomes for our animals. For example, the increased animal adoptions have been achieved by increases in advertising and equipment hire for special events.

Also we have unfortunately seen a significant increase in legal fees paid to solicitors for prosecutions due to the large number of cruelty cases our Inspectorate team have put before the courts.

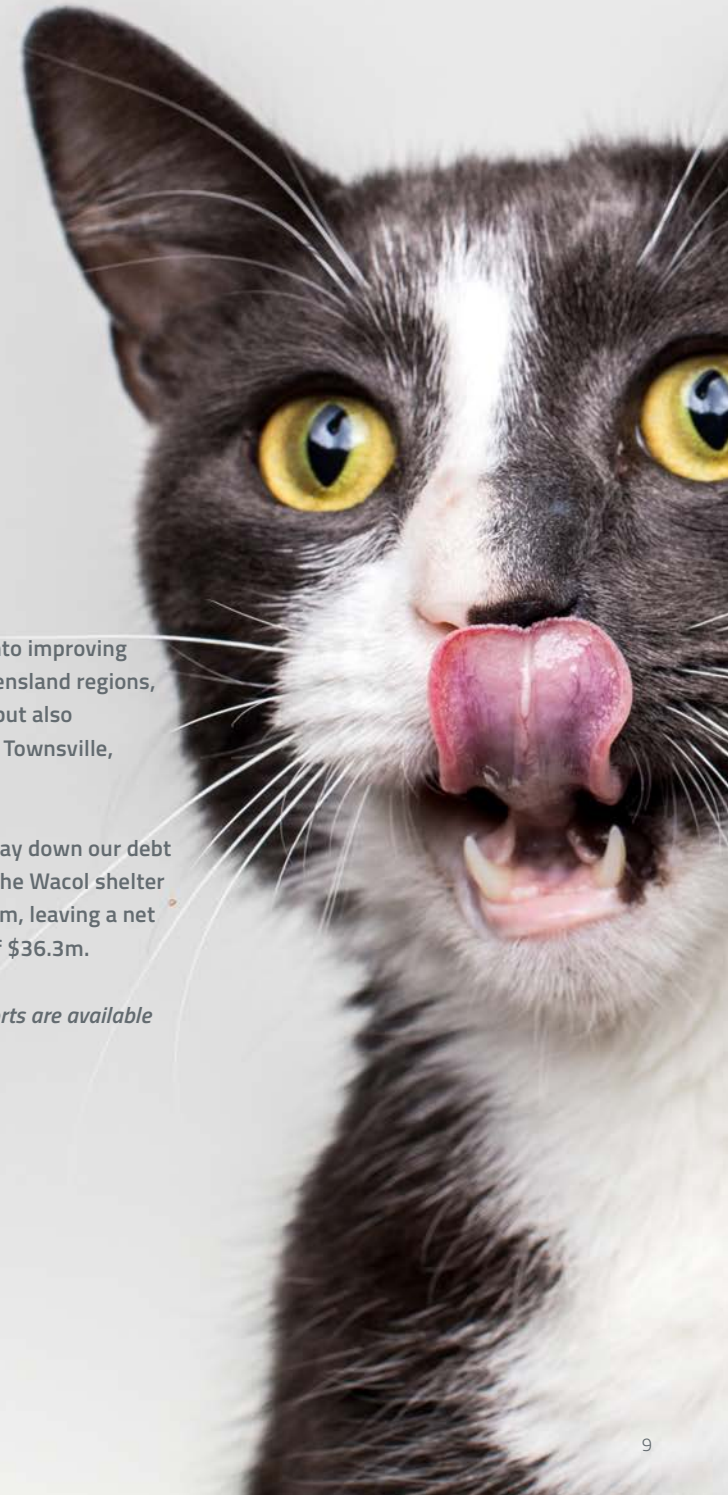
However, our expenses remain tightly controlled. As animals in our care have increased we have managed to maintain the level of our vet costs by negotiating improved agreements with our suppliers. Also, the hard work of our 5,000 volunteers provide savings of approximately \$8.5m p.a.

We have invested \$0.95m into improving our shelters across the Queensland regions, predominantly in Kingaroy, but also significant improvements in Townsville, Dakabin and Wacol.

We have also continued to pay down our debt that was borrowed to fund the Wacol shelter building, now sitting at \$4.4m, leaving a net asset position at year end of \$36.3m.

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

Justine Hickey,
RSPCA QLD Treasurer



Financial Highlights



Expenditure	\$	%
Shelter, Animal Welfare, Training & Education	17,900,000	39
Fundraising	9,460,000	21
Inspectorate & Rescue	3,604,000	8
Retail Operations	7,407,000	16
Administration, Finance Costs & Other	7,332,000	16
Total	45,703,000	

Income	\$	%
Adoptions & Animal Services	5,798,000	12
Fundraising, Donations & Legacy	28,026,000	59
Inspectorate & Rescue	2,133,000	4
Merchandise	9,776,000	21
Investments, Grants & Sundry	1,867,000	4
Total	47,600,000	

Surplus	\$
Total	1,897,000

Strategic Plan

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

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

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

Our Promise

Our Scorecard

- | | |
|---|--|
| <ul style="list-style-type: none"> ▪ Be respected and recognised as the leading authority for animal welfare in Queensland. ▪ Be the key advisory body for animal laws and policies in Queensland. ▪ Improve companion animal welfare through promoting and advocating responsible pet ownership. ▪ Grow awareness in the community of living responsibly with wildlife. ▪ Improve welfare standards through advocating for the rights of animals that are used in sport, entertainment and recreation. ▪ Inform and promote to consumers the benefits of humane farming practices. ▪ Grow our influence and expand our demographic reach in Queensland by creating advocates in young people and diverse cultures. ▪ Advocate greater acceptance of animals in the community e.g. public transport and high-density housing. | <ul style="list-style-type: none"> ▪ Achieve legislative changes to further benefit wildlife in Queensland. ▪ Achieve legislative changes in line with RSPCA policies and positions. ▪ Grow RSPCA Qld's supporter base. ▪ Establish a strategy to engage young and culturally diverse advocates and transition them to lifelong supporters. ▪ Reduce the number of unwanted animals in the community. |
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Services | Engage the community in the delivery of services and continuous improvement of animal welfare standards and practices across Queensland to improve animal welfare outcomes.

Our Promise

Our Scorecard

- | | |
|--|---|
| <ul style="list-style-type: none"> ▪ Demonstrate greater efficiencies for the care of animals through improved service delivery. ▪ Consistently improve our services to respond effectively and efficiently to animal welfare needs in the community. ▪ Continuously improve customer experience to build positive relationships and ensure customer advocacy. ▪ Develop and enhance partnerships to increase our capacity to deliver animal welfare outcomes. | <ul style="list-style-type: none"> ▪ Maintain rehoming target of 100% of healthy companion animals. ▪ Upgrade shelter facilities to improved standards by 2020. ▪ Return 100% rehabilitate-able wildlife patients to the wild. ▪ Achieve customer satisfaction ratings across all service delivery areas above industry standards. ▪ Decrease animal length of stay in our care. ▪ Maintain animal return rates under 5%. |
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Sustainability | Secure financial certainty so we can continue to inspire Queenslanders and deliver our mission.

Our Promise

Our Scorecard

- | | |
|---|---|
| <ul style="list-style-type: none"> ▪ Deliver services that are sustained by the regions within which we operate. ▪ Ensure sustainable and diverse revenue streams to guarantee consistent and long-term service delivery. ▪ Focus on continuous improvement to enhance delivery and manage costs. ▪ Commit to business governance structure aligned to our strategy and direction. ▪ Understand the value of our people and empower them to realise their potential. | <ul style="list-style-type: none"> ▪ Deliver a surplus on costs each year. ▪ Build legacy fund of 20% of operating budget by 2020. ▪ Use innovative technology to improve efficiencies. ▪ Ensure any cost increase delivers increased revenues or improved animal outcomes. ▪ Identify aligned enterprises for closer relations/investment. ▪ Set and exceed benchmarks for staff and volunteer experience with RSPCA. ▪ Increase leadership capability of managers of our people. |
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Engaging Queenslanders



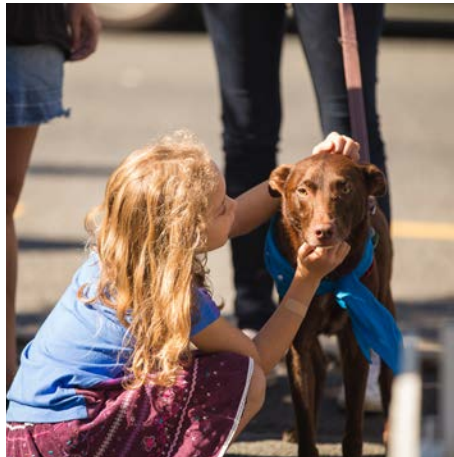
Mini Pop Up Adoptions

As part of RSPCA Qld's adoption strategy over the past year and moving well into the future, we have decided to engage the community and raise awareness about adopting RSPCA Qld animals by hosting small community activations at various local cafes, cinemas, markets, university market days and shopping districts.

These activations not only raise awareness relating to all things RSPCA, but they also give our animals that may be overlooked the ability to shine outside of a shelter environment and allow them to have a fun day out. It also increases their socialisation skills and training, allowing them to become more adoptable.

Bakery Lane, Fortitude Valley

Atticus Finch Cafe, Paddington



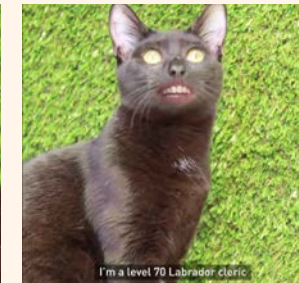
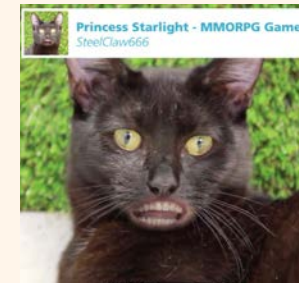
Adopt Meow *"Calling all gamers and homebodies looking for the purrfect partner."*

Adopt Meow is an Adoption Promotion RSPCA Qld ran during the month of June. With over 560 cats looking to find homes, we needed to come up with a creative way to rehome them. We worked with *Liquid Interactive* to create hilarious short videos of our cats superimposed with human mouths. These videos went viral on Social Media and we were quite chuffed with the result.

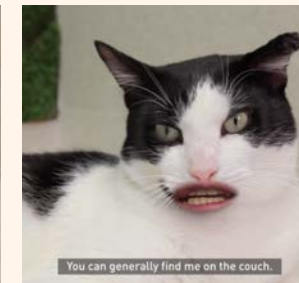
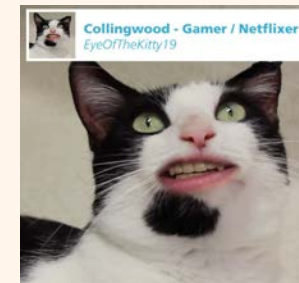
 Reach: 473,859 | Impressions: 1,367,656  Website Clicks: 2,367

RSPCA Qld has successfully hosted more than 40 community activations in the past year & this is expected to increase in the future.

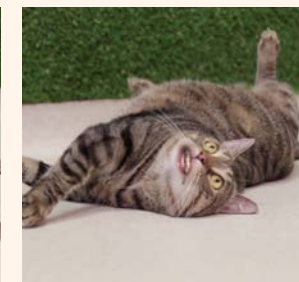
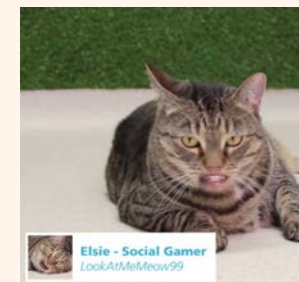
Princess Starlight



Collingwood



Elsie



Million Paws Walk 2016

Sunday 15th May

📍 22 Locations across Queensland

💰 Over \$550,000 raised

👤 Over 20,000 people attended, including over 250 staff and volunteers



Top: North Lakes walk, Brisbane.

Middle: Lorna Jane walking with her pooches at Southbank.

Far left & Bottom: Southbank Walk, Brisbane.



Pop Up Adoption 2016

Saturday 16th January

📍 Brisbane Convention and Exhibition Centre

💖 415 animals adopted in seven hours

👤 Over 10,000 people attended, plus over 400 staff and volunteers

New Ambassadors



Andrew McCullough



Chris Lynn



Isabella Gray



Jack Hingert



Matt Gillett



Matt McKay



Rachel Moore

This year we welcomed newly appointed Ambassadors to help raise RSPCA Qld's profile and increase awareness of the services that we provide. Our Ambassadors have a great love for animals and are keen to help promote adoption, fundraising events and other activities through their networks.

Cricketer *Chris Lynn* has jumped on board to support Operation Wanted, Brisbane Broncos players *Andrew McCullough* and *Matt Gillett* have helped support State of Adoption and Million Paws Walk. Brisbane Roar players *Matt McKay* and *Jack Hingert* have just joined us, while *Rachel Moore* from The Bachelor is supporting RSPCA Cupcake Day, and model *Isabella Gray* is helping to promote adoption animals as well as National Op Shop Week through her Instagram following.

We are actively recruiting new Ambassadors with aligned values to support the cause and help build the RSPCA brand in Queensland.

Campaigns & Website Stats

Operation Wanted Desexing Promotion Results

174 vets participated in 24 Council regions, desexing at least 20,000 animals
50% of which were desexed as a direct result of the promotion.



30%
were cats



70%
were dogs

RSPCA Website Stats

Total visitors = 1,822,903



48.4%

New visitors to the site = 882,299



51.6%

Returning visitors to the site = 940,604

Snapshot of the year

Animals Cared For



50,342
Animals

Foster



over
7,515
Fostered

Call Centre



323,070
Calls

Inspectorate



29,460
Ambulance Jobs

Volunteers



over
5,000
Volunteers

Social Media



142,206
Facebook Likes

Wildlife Cared For

21,723

Animals Adopted

17,887

Adoption
11,538
EHP
(Environment & Heritage Protection)
4,392
Donations
9,882
General Enquiries
71,535
1300 Animal
112,970
Lost & Found
33,632
External States
79,121

18,386
Cruelty
Complaints

Hours Completed

430,078

20,000
Instagram
Followers



Saving Lives

Ruby's Happy Tail

When Ruby was found on a property in a terrible state at the beginning of 2015, RSPCA Qld sought to ensure that her owners were fittingly prosecuted for her neglect.

When Ruby was seized by RSPCA Qld she was emaciated and extremely unwell. At just six months of age, she and another puppy were left tied up and alone for seven days. Unfortunately, the other puppy was never accounted for. Ruby's original owners were charged with offences under the Animal Care and Protection Act 2001 (Qld) for failing to provide appropriate food to Ruby and failing to treat her emaciated state and other medical conditions.

In a victory for Ruby and an excellent court outcome for the Beenleigh Magistrates Court, the pair were fined a combined total of \$10,000, with 50% being awarded to the RSPCA. Both defendants received a prohibition order banning them from having any animals for the next three years.

Ruby was one very ill puppy when she was rescued but with her fighting spirit and expert care from RSPCA vet staff, she made a full recovery and was adopted by a doting family. Although Ruby's growth was initially so stunted she was adopted out as an "Italian Greyhound cross", a DNA breed test arranged by her new family showed she was actually a mix of Boxer, Border Collie and Australian Koolie!

Despite being determined to destroy everything from TV remotes to shoes, she is very loved in her new home. She lives in the lap of luxury with her friends, Archie the dog and Charlie the cat, and is very happy with her new family.

Before



Top Left & Right: Ruby at six months, emaciated.
Bottom: Ruby happy and healthy today, 2016.

After



Foster Care



Above: Judy with one of her foster pups.

Judy Kuhn's Foster Story

One of our amazing long-standing foster carers in Toowoomba, Judy Kuhn, shares her experience about fostering a dog named Charlie and 13 of Charlie's puppies – seven girls and six boys, all with different personalities. Judy and her husband Carl have fostered over 120 canines to date in the past eight years.

Charlie was an exceptional mum and kept her babies extremely clean. Some mums are more diligent than others but when you get a good one, our job is so much easier. We would have loved to have had a camera on Charlie and the puppies. Every time we went outside there would be puppies feeding. There would also be a little group asleep and another little group with her paw over them so those feeding could do so comfortably.

When Charlie went back to RSPCA Qld I felt the usual lump in my heart. She was such a big softie and if she could have, she would have been a lap dog. There was something very special about her and a gentleness not always found in a big dog. She wasn't the easiest dog to walk because she was so strong but we went most mornings – just to get her away from the puppies and to give her a bit of Charlie time. I hated saying goodbye to Charlie and her puppies, but quite a few of the little rascals had Charlie's temperament which would make them great pets.

Foster Care

Over
7,500

Animals in Foster Care



Prison Foster Care Programs

24 Dogs

At Arthur Gorrie Correctional Centre's
BARK Program

70 Cats

At Brisbane Women's Correctional Centre's
Second Chance Program

Pets in Crisis program

RSPCA Qld continues to provide animal boarding and health care, for a nominal fee, for individuals fleeing domestic violence. The aim of the program is to reunite owners with their pets after the initial upheaval and family stress has passed.

We provided
**4,330 Days
of Care**



Average animal stay
24 Days

Inspectorate & Rescue

29,460

Ambulance Jobs

18,386

Cruelty Complaints

57

Cases Pending

72

People Charged

44

Successful
&
Finalised
Prosecutions



Cruelty & Social Media

By Michael Beatty

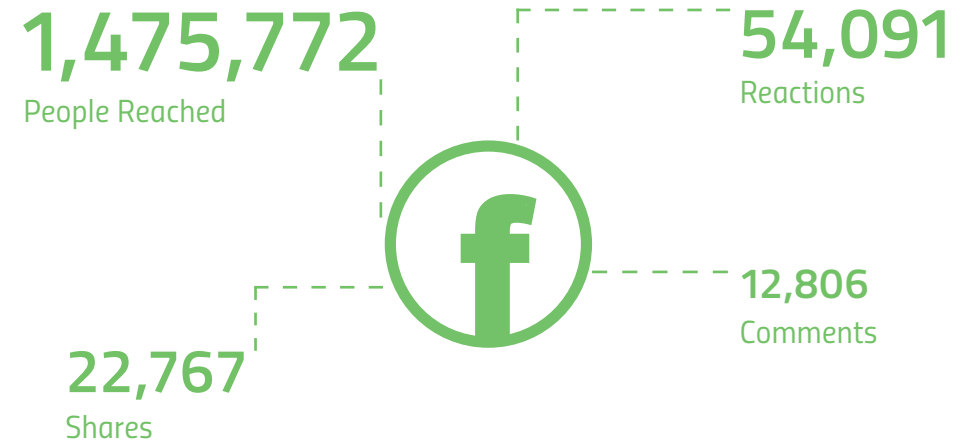
Over the years, slowly but surely, the penalties have increased for animal cruelty, gradually becoming more in line with community expectations. This is largely due to the professionalism and dedication of our BLEATS legal team who provide their services pro bono, and the huge effort the inspectors put into continuously increasing the quality of the prosecutions.

Early in 2016, everyone—'especially the media', was taken aback by the cases of animal cruelty that came to light where 17 kangaroos were deliberately mowed down in Wacol and a man was filmed biting off the head of a live rat and then posted the video on his Facebook page. But the case that attracted the most media attention, both mainstream and social, were two young men who deliberately ran back and forth over the bottom half of a possum with the wheel of their car. After it agonisingly crawled off to die in the bush, these two young men laughed and joked and sent the video to "friends" on Snapchat. The video was given to RSPCA Qld and through mainstream and social media, the young men were identified.

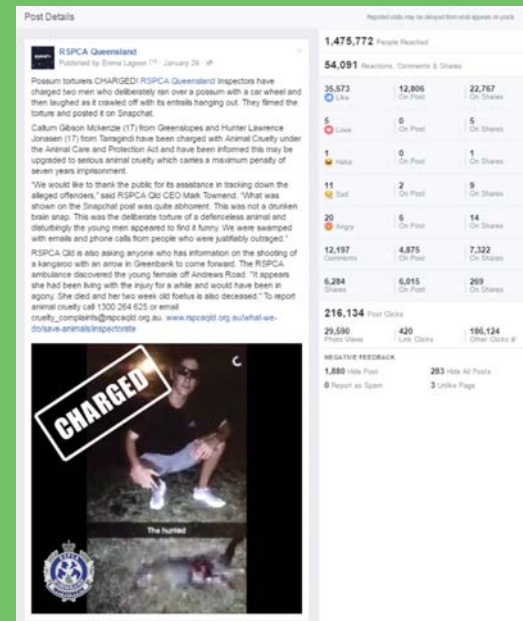
Callum Gibson McKenzie from Greenslopes and Hunter Lawrence Jonasen from Tarragindi were charged with animal cruelty which carries a maximum penalty of three years imprisonment. They were both sentenced to one year's probation. Magistrate Coates took into account their age, (they were 17 at the time of the offence), the fact that they were vilified on social media and that they showed remorse by building possum boxes.

When the outcome was reported in the media there was community outrage at the leniency of the sentence and we had over 12,000 comments on our Facebook post relating to this. RSPCA Qld, along with members of the public, felt they should have at least been required to do substantial community service. This was re-enforced when Callum McKenzie posted an expletive-laden rant on social media.

The Inspectorate is seeing more and more cases come to light through the use of social media and this can often prove a vital tool in tracking down offenders.



"When the outcome was reported in the media there was community outrage at the leniency of the sentence and we had over 12,000 comments on our Facebook post relating to this."



Left: Screenshot of results from our Facebook post.

Incoming & Outgoing

Incoming animals | 2015/2016

Type	Ambulance	Council	Humane Officer	Owner Surrender
Dog	599	5,068	707	2,403
Cat	1,251	2,021	431	2,292
Small	353	14	133	483
Livestock	122	99	83	134
Reptile	22	0	18	28
Wildlife	14,421	0	9	0
Total	16,768	7,202	1,381	5,340

Returns	Offspring	Stray	Transferred In	Wildlife	Total
591	168	2,877	941	0	13,354
536	324	4,427	1,488	0	12,770
23	71	437	37	0	1,551
21	0	225	37	0	721
0	2	32	121	0	223
0	0	0	16	7,277	21,723
1,171	565	7,998	2,640	7,277	50,342

Outgoing animals | 2015/2016

Type	Adopted	Escaped	Euthanased	Reclaimed	Stolen
Dog	6,819	11	1,351	4,703	7
Cat	9,768	105	1,533	664	2
Small	720	10	112	87	0
Livestock	416	22	162	49	0
Reptile	164	1	15	8	0
Wildlife	0	0	11,665	0	0
Total	17,887	149	14,838	5,511	9

Transferred Out	Unassisted Death	Wildlife Release	Released to Wildlife Rehab	Total
410	86	0	0	13,387
355	300	0	0	12,727
108	93	0	0	1,130
40	30	0	0	719
0	5	0	0	193
1,494	1,239	2,532	4,753	21,683
2,407	1,753	2,532	4,753	49,839

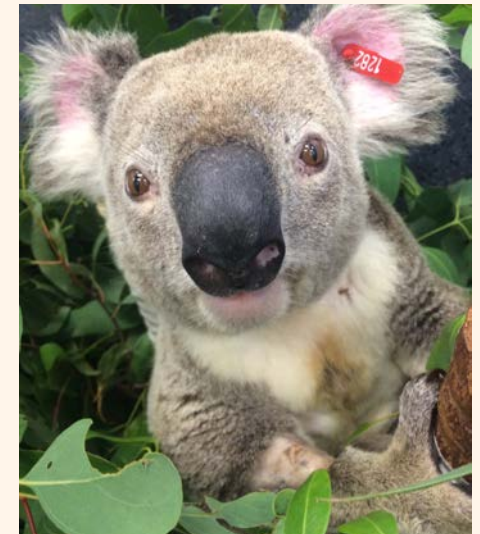
* Incoming statistics included all live animals that RSPCA Qld took in and cared for on behalf of local councils.

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

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

Wildlife

Bruiser the Koala



Opposite page: Bruiser recovered & released.
Above: Bruiser saying his final goodbyes to Lee.

On the 9th of December 2015 at 10:27pm, our RSPCA call centre was alerted by a member of the public that an injured koala had been found down the Jinker Track on Brisbane's north side. The koala was not moving and lying in the middle of the road.

It was clear to the caller that the koala was in a bad state, so she kindly offered to stay with Bruiser until an RSPCA ambulance officer could get there. The patience and the kindness of the caller to stay with Bruiser truly helped to save his life!

Lee, our State Wildlife Coordinator, was not far away and arrived within minutes of the call. Given the tenacity of our rescue team, Bruiser arrived at the Wildlife Hospital within one hour of the initial call where he was triaged, assessed and stabilised by Lee.

Our Wildlife Veterinarian, Dr Claude Lacasse, found a tyre mark over his right arm and chest, contusions and bruising on his chest, and blood in his abdomen. The team performed a procedure on Bruiser to relieve the pressure on his lungs and make him more comfortable.

Bruiser spent two-and-a-half weeks in rehabilitation at our Wildlife Hospital and was released back into the area he was found. During his release, Bruiser raced up the tree, turning back at the first branch as if to say 'thank you' to everyone who had helped him before climbing further up.

If you would like to help animals in distress like Bruiser, you can prepare by keeping a towel, flash light and some water in your car, and remember the 1300 ANIMAL phone number.

Our People

The New Zealand Exchange Program

In 2015, RSPCA Qld launched the New Zealand Exchange Program in conjunction with SPCA Canterbury. Centred on learning and stretch opportunities designed to grow and develop our people. The Exchange Program has seen a wealth of knowledge and experience shared between the two animal welfare organisations and has created mutually beneficial relationships enabling our people to impact animal welfare on a global scale.

Townsville's Assistant Shelter Manager, Jacinta Wight, was awarded the opportunity to travel to the SPCA Canterbury. *"The trip was an incredible exercise in knowledge sharing for both organisations. To observe the workings of another welfare organisation was so valuable and the knowledge I gained is still benefiting RSPCA Townsville today. In exchange, I was able to pass on information about some of the incredible work being done by RSPCA Qld and to this day I am still communicating with their staff as we brainstorm ways to improve animal welfare in both shelters."*

Make Your Mark

The Make Your Mark program has continued to grow and challenge our people to go above and beyond for the animals in our care. With a 79% participation rate Make Your Mark has reached over 54,000 completed commitments to animal welfare by our people in 2016!



NO. OF VOLUNTEERS



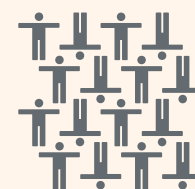
Over 5,000

NO. OF HOURS OF SERVICE PROVIDED BY VOLUNTEERS



430,078 Hours

WE EDUCATED



Over 36,000 People

Via our Education Mobile Unit (EMU) = 19,484

Education off-site visits = 15,691

Onsite Wacol campus tours = 1,159

Locations

GENERAL CONTACT

139 Wacol Station Rd, Wacol Qld 4076
P 07 3426 9999 | F 07 3258 5610
E admin@rspcaqld.org.au

RSPCA BLACK CAT CAFE

139 Wacol Station Rd, Wacol Qld 4076
P 07 3426 9999

RSPCA QLD Animal Care Centres

BRISBANE

139 Wacol Station Rd, Wacol 4076
07 3426 9999

BUNDABERG

31 Doblo St, Bundaberg 4670
07 4155 1736

CAIRNS

Cnr Arnold & Greenbank St, Cairns 4870
07 4055 1487

DAKABIN

Goodwin Rd, Dakabin 4503
07 3480 6450

GOLD COAST

2172 Gold Coast Highway, Miami 4220
07 5575 6146

GYMPIE

Lot 6 Laureceson Rd, Gympie 4570
07 5482 9407

KINGAROY

43 Warren Truss Dr, Kingaroy 4610
07 4162 5501

MACKAY

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

NOOSA

Cnr Hollett and Eumundi Rd, Noosaville 4566
07 5449 1371

ROCKHAMPTON

391 Yaamba Rd, North Rockhampton 4701
07 4926 6633

TOOWOOMBA

43 Vanity St, Toowoomba 4350
07 4634 1304

TOWNSVILLE

69 Tompkins Rd, Bohle 4818
07 4774 5130

RSPCA Op Shops

BUNDABERG

12 Maryborough St
07 4151 6955

MIAMI

2172 Gold Coast Highway
07 5575 6146

GYMPIE

18 Monkland St
07 5482 3766

MARYBOROUGH

121 Richmond St
07 4121 2220

MOOROOKA

485 Beaudesert Rd
07 3276 8269

NEW FARM

Cnr Merthyr and Lamington St
07 3254 2309

NORTH TAMBORINE

Shop 40, Main St
07 5545 3988

ROBINA

Robina Shopping Village
07 5562 1756

SHERWOOD

637 Sherwood Rd
07 3278 2459

STONES CORNER

313 Logan Road
07 3847 9030

STRATHPINE

8 Dixon St
07 3889 9850

WACOL

139 Wacol Station Rd
07 3258 5657

WEST BURLEIGH

3/18 Township Dr
07 5586 2550

RSPCA World for Pets

MIAMI

2172 Gold Coast Highway, Miami
07 5575 6146

ROCKHAMPTON

391 Yaamba Rd
07 4926 6633

SPRINGWOOD

Cnr Lexington & Logan Roads
07 3340 6500

WACOL

139 Wacol Station Rd
07 3258 5630

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