



RSPCA NSW DOMESTIC VIOLENCE

SOCIAL RETURN ON INVESTMENT

2023

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SOCIAL RETURN ON INVESTMENT REPORT

2023

RESEARCH TEAM

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DISCLAIMER:

Please be advised this report contains descriptions of violence and abuse against animals and people.
If you are experiencing violence and need help you can call:

1800RESPECT on 1800 737 732 for 24/7 counselling, information and support or

NSW Domestic Violence Line on 1800 65 64 63 for 24/7 information and support

All names in this report, including the names of animals, have been changed to protect the identity of the research participants and their animals.

HIGHLIGHTS



The Program generated **\$9.95 of social value** for every \$1 invested.



92% of clients and their children reported experiencing **improved personal safety** thanks to the Program.



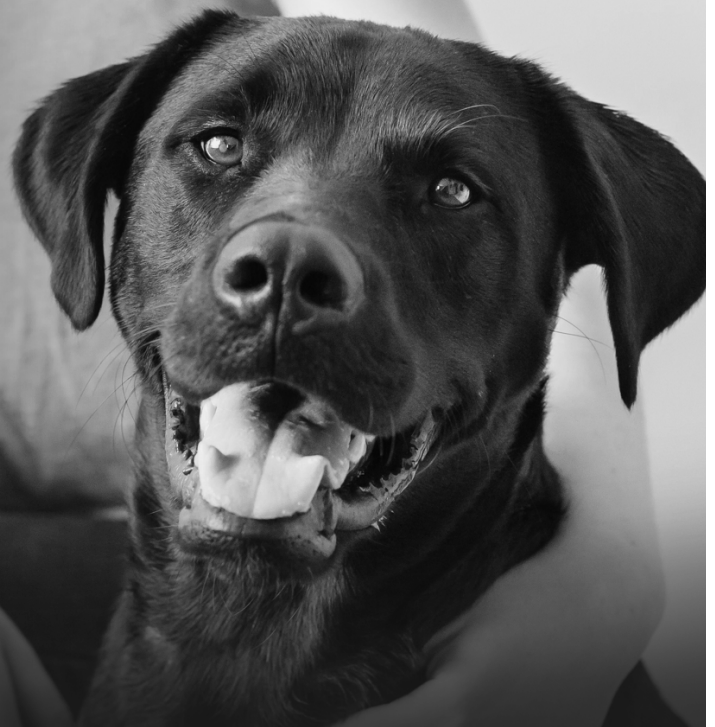
7,428 nights of crisis accommodation provided for 220 animals in FY20-21.



The outcome most valued by clients was **being able to keep their companion animal**.

“ This Program was the first stepping-stone to allow myself, children and dogs to be safe, happy and in a stable environment. If I didn't go into this Program, I wouldn't be here today. It was a life-or-death situation. It was the first program I got put into that made me feel safe. It took the worry off everything knowing that my fur babies were OK... [Without RSPCA NSW] both dogs would have had to be euthanised, 100%. Me and my children would be homeless still... It changed everything. Without this Program I would not have both my dogs, so it literally saved their lives. ”

MICHELLE
CLIENT



RECOMMENDATIONS



01

Increase funding to expand services to better meet the demand for RSPCA NSW Domestic Violence Program. Increased funding will allow an expansion of domestic and family violence (DFV) crisis services, both in capacity and location across the state, with a particular focus on the regions to support the areas where there is the highest demand.

02

DFV service providers and policy makers should **include companion animals as part of the family unit in DFV policy and practice**, prioritising preserving the human-animal bond. A particular focus should be on addressing the lack of crisis and long-term affordable housing that is pet inclusive.

03

More focused and active collaboration and information sharing between agencies and sectors, **recognising links between human and animal abuse** to provide support for animal and human victim-survivors.



BACKGROUND

Domestic and family violence (DFV) is a major health and wellbeing issue in Australia affecting people of all ages and backgrounds.

Perpetrators of DFV – mainly men – exercise power and control over their victims, who are overwhelmingly women and children. While overall rates of violent offending continue to decline in Australia, rates of DFV have remained stable since 2005¹. An estimated 2.2 million Australian adults have been victims of physical and/or sexual violence from a partner since the age of 15 equating to 1 in 6 women and 1 in 16 men². This rate of violence increases to 60% amongst single mothers, 3 in 4 of whom left their most recent relationships due to their former partner's assaults, threats, or controlling or emotionally harmful behaviour³. Currently in Australia one woman is killed every week by a current or previous partner¹.

Meanwhile, increasing awareness of DFV has resulted in rising numbers of people accessing DFV-related services including police, hospital,



child-protection and homelessness services¹. Over 6,000 Australian adults were hospitalised for DFV-related injuries in 2016-17, with the rate of hospitalisation of women for DFV-related injuries increasing 23% between 2014-15 and 2016-17¹. DFV is also an important cause of homelessness for women and children¹. The number of people accessing homelessness services due to DFV rose by almost one third between 2013-14 and 2017-18⁴. DFV has major and long-lasting impacts for victim survivors, affecting health, wellbeing, education, relationships and housing outcomes⁵. Women who have left violent relationships are often at risk of continued violence from previous partners³. They also suffer a drop in income of as much as 45 per cent³.

DFV also has important consequences for children. In Australia, around 2.5 million adults experienced physical or sexual abuse before the age of 15, with perpetrators of physical abuse against children most often a parent (ABS 2017c). In 2016-17, 288 children were hospitalised in Australia for abuse injuries perpetrated by a parent or other family member (AIHW 2019). In addition, many children witness DFV perpetrated against their mothers or other family members (ABS 2017c). Many children experience homelessness as a consequence of DFV; 22% of people seeking homelessness services in 2017-18 as a result of DFV were children aged 0-9 (AIHW 2019d). Experiencing DFV, whether directly experiencing violence or witnessing abuse against another, has important long-term physical

🗨️ **From the work that I've done with people who were victims of domestic violence and sexual assault, overwhelmingly, if they couldn't escape with their animal, then they stayed.** 🐾

DFV SERVICE PROVIDER

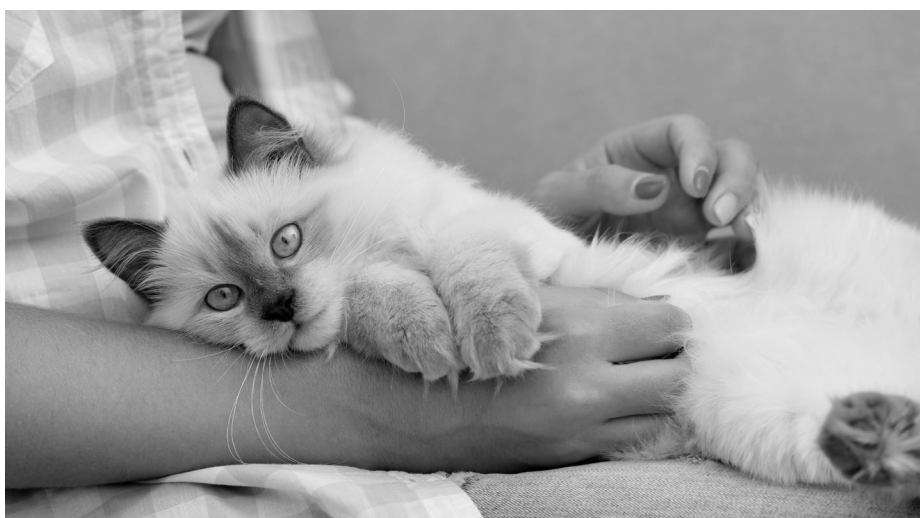
¹ AIHW. 2019. *Family, domestic and sexual violence in Australia: continuing the national story 2019*. Cat. no. FDV 3. Canberra: Australian Institute of Health and Welfare.

² ABS. 2017. *Personal safety, Australia, 2016*. ABS cat. no. 4906.0. Canberra: Australian Bureau of Statistics.

³ Summers, A. (2022). *The Choice: Violence or Poverty*. University of Technology Sydney. <https://doi.org/10.26195/3s1r-4977>

⁴ AIHW. 2019. *Specialist homelessness services annual report 2017–18*. Cat. No. HOU 299. Canberra: Australian Institute of Health and Welfare.

⁵ AIHW 2018. *Family, domestic and sexual violence in Australia, 2018*. Cat. no. FDV 2. Canberra: Australian Institute of Health and Welfare.



and mental health consequences for children that extend into adulthood⁶.

Animals can be used by perpetrators as a tactic of coercive control and psychological torture in DFV⁷. Threats and actual abuse to animals are used to increase victim survivor compliance to obey and behave in accordance to what the perpetrator of the violence directs them to do, and reduce a victim survivor's ability to resist the abuse⁸. Violence against animals is used to control and intimidate victim survivors, to assert supremacy and to silence disclosures. Animal abuse is also used with other tactics or coercive control including economic abuse, isolation, emotional abuse and victim blaming⁹. Perpetrators can withhold

money for caring for animals as a form of financial abuse¹⁰. Perpetrators can also force victim survivors (adults, children and animals) to witness or participate in violence against animals, which can be highly traumatising. An Australian study reported that 29% of DFV victim survivor's children had witnessed abuse of the family pet¹¹. Perpetrators threatening or actually injuring or killing an animal causes major, long-term emotional and psychological distress to both animals and humans⁵. In addition, DFV can cause harm to people and animals without them having to directly witness the abuse. Witnessing or being aware of animal abuse has comparable traumatic impacts on humans as being personally subjected to abuse¹².

🗨️ For people to know that the RSPCA NSW is around to be able to assist them, that makes a qualitative difference in terms of the choices which they are able to make. If it means that they can then get away from the domestic violence perpetrator, that's going to make a huge difference in their lives, the lives of their kids and the lives of those animals. 🐾

DFV SERVICE PROVIDER

The negative psychological effects may also be similar for animals witnessing abuse of their human family members; a victim survivor's animal is often the only witness to the abuse and/or violence¹³.

Companion animals are likely to be present in as many as 70% of DFV cases and the bond between victim survivors and their animals can be particularly strong¹⁴. Animals provide feelings of safety and love, particularly for children, supporting wellbeing by reducing feelings of isolation⁸. In an

⁶ Loxton D, Schofield M, Hussain R & Mishra G. 2006. History of domestic violence and physical health in midlife. *Violence Against Women* 12(8):715–31.

⁷ Peak, T., & Ascione, F. 2008. Animal Welfare and elder adults: Assessing elder abuse & neglect. *The Gerontologist*, 48, 46.

⁸ Hardesty, J. L., Khaw, L., Ridgway, M. D., Weber, C., & Miles, T. 2013. Coercive control and abused Women's decisions about their pets when seeking shelter. *Journal of Interpersonal Violence*, 28(13), 2617-2639.

⁹ Fitzgerald, A. J., Barrett, B. J., Gray, A., & Cheung, C. H. 2020. The Connection Between Animal Abuse, Emotional Abuse, and Financial Abuse in Intimate Relationships: Evidence From a Nationally Representative Sample of the General Public. *Journal of Interpersonal Violence*, <https://doi.org/10.1177/0886260520939197>

¹⁰ Dam, M. 2020. *Animals and People Experiencing Domestic and Family Violence. How their safety and wellbeing are interconnected*. Domestic Violence NSW (DVNSW). Available online: <https://www.dvns.org.au/wp-content/uploads/2020/11/Nov-DVNSW-Report-on-Animals-and-People-Experiencing-Domestic-and-Family-Violence.pdf> (Accessed 26th August 2022)

¹¹ Volant, A. M., Johnson, J. A., Gullone, E., & Coleman, G. J. 2008. The relationship between domestic violence and animal abuse: An Australian study. *Journal of Interpersonal Violence*, 23(9), 1277-1295.

¹² Tiplady, C.M., Walsh, D.B. and Phillips, C.J.C. 2018. "The animals are all I have": Domestic Violence, Companion Animals, and Veterinarians. *Society & Animals*, 26(5), pp.490-514.

¹³ Funston, L., Farrugia, C., Coorey, L., Verco, J. & Campbell, J. 2020. *There's More to the Story: Report on the NSW Health Education Centre Against Violence Roundtable on Animal Abuse and Domestic and Family Violence*. Parramatta: NSW Health Education Centre Against Violence. Available online: https://www.ecav.health.nsw.gov.au/ArticleDocuments/3753/Animal_Abuse_Domestic_Family_Volence_Report_on_NSW_Health_ECAVs_Round.pdf.aspx (Accessed 26th August 2022)

¹⁴ Coorey, L. and Coorey-Ewings, C. 2018. Animal victims of domestic and family violence: Raising youth awareness. *Animal Studies Journal*, 7(1), pp.1-40. Available online: <https://ro.uow.edu.au/asj/vol7/iss1/2/> (Accessed 26th August 2022)

👏 [Programs like RSPCA NSW's] are essential. More than needed. We all know that people delay leaving because they don't have anywhere safe for the animals to go. 🙏

NSW POLICE LIASION



Australian study, more than half the women accessing specialist DFV services reported having experienced animal abuse by their perpetrator and 3 in 10 reported that their children had witnessed abuse of a companion animal⁹. In another Australian study more than half of DFV workers had supported victim survivors where the perpetrator had killed one or more animals⁸.

Companion animals are an important reason why victim survivors delay leaving DFV. Volant et al (2008)⁹ found that one third of women in crisis accommodation had delayed

leaving DFV because of concern that the perpetrator might abandon, neglect, injure or kill animals who are left behind. Similarly, an international review found 18-42% of victim survivors did not leave or delayed leaving DFV because of their animals and that this percentage increases to over two thirds where the animal has already experienced violence¹⁵. Victim survivors also fear being separated from their animals after they have left DFV due to concerns the animal/s will be euthanased, adopted out or further traumatised if placed in an animal shelter⁸. Delays can be significant; 42% of DFV workers in Australia have

worked with victim survivors who delayed leaving for more than 12 months because of concerns for their animals⁸. Victim survivors leaving DFV can face significant barriers. Crisis accommodation is often not equipped to appropriately accommodate animals, private pet boarding can impose restrictions around desexing and vaccination status and arranging transport for animals can be challenging⁸. Victim survivors that are unable to take their animals with them immediately face significant risk returning to care for or retrieve animals, the period after separation being particularly dangerous¹⁶.

👏 [Companion animals] are probably the only safe being in the house, probably the only loving one. A perpetrator will target the animals... because of the link between the victim and their animal. So that sense of love and support and back-up and kindness and tenderness – the perpetrator knows that this is a very powerful way in which he can really take charge of his partner by threatening to, or actually engaging in harm against the animal. It is a very powerful form of violence... 🙏

DFV SERVICE PROVIDER

¹⁵ Ascione, F. R., Weber, C. V., Thompson, T. M., Heath, J., Maruyama, M., & Hayashi, K. 2007. Battered pets and domestic violence: Animal abuse reported by women experiencing intimate violence and by non-abused women. *Violence Against Women*, 13(4), 354-373.

¹⁶ Ferguson, C. and McLachlan, F., 2020. *Predicting and assessing lethal risk in domestic and family violence situations in Australia*. Available online: <https://eprints.qut.edu.au/216824/1/Final.pdf> (Accessed 21 September 2022)

RSPCA NSW DOMESTIC VIOLENCE PROGRAM

The RSPCA NSW Domestic Violence Program provides practical solutions for pet owners leaving situations of DFV.

The Program offers access to safe crisis accommodation for companion animals, allowing clients to find a safe refuge for themselves. The Program enables clients to be reunited with their beloved pet as soon as possible.

🏠 I was able to find a safe place to live where I could have my cat with me. I just wanted us to be together but to be safe. 🐾

LISA
CLIENT

Clients of RSPCA NSW Domestic Violence Program work with a case manager who arranges services including:

- Temporary foster accommodation and/or emergency pet boarding
- Financial assistance for veterinary treatment
- Financial assistance with impound fees
- Practical and financial assistance with transportation

Clients either self-refer or are referred by domestic violence advocacy services, refuges, or other human services. Demand for the Program has continued to grow since it was developed in 2004 as Safe Beds for Pets with St George Domestic Violence Service. In FY20-21 assistance was provided to 220 animals belonging to 134 clients; almost 20% more animals were assisted than the previous year.



CHRISTINE'S STORY

One Saturday in early 2022, RSPCA NSW received a call from a Sydney hospital requesting urgent assistance for a patient admitted due to DFV.

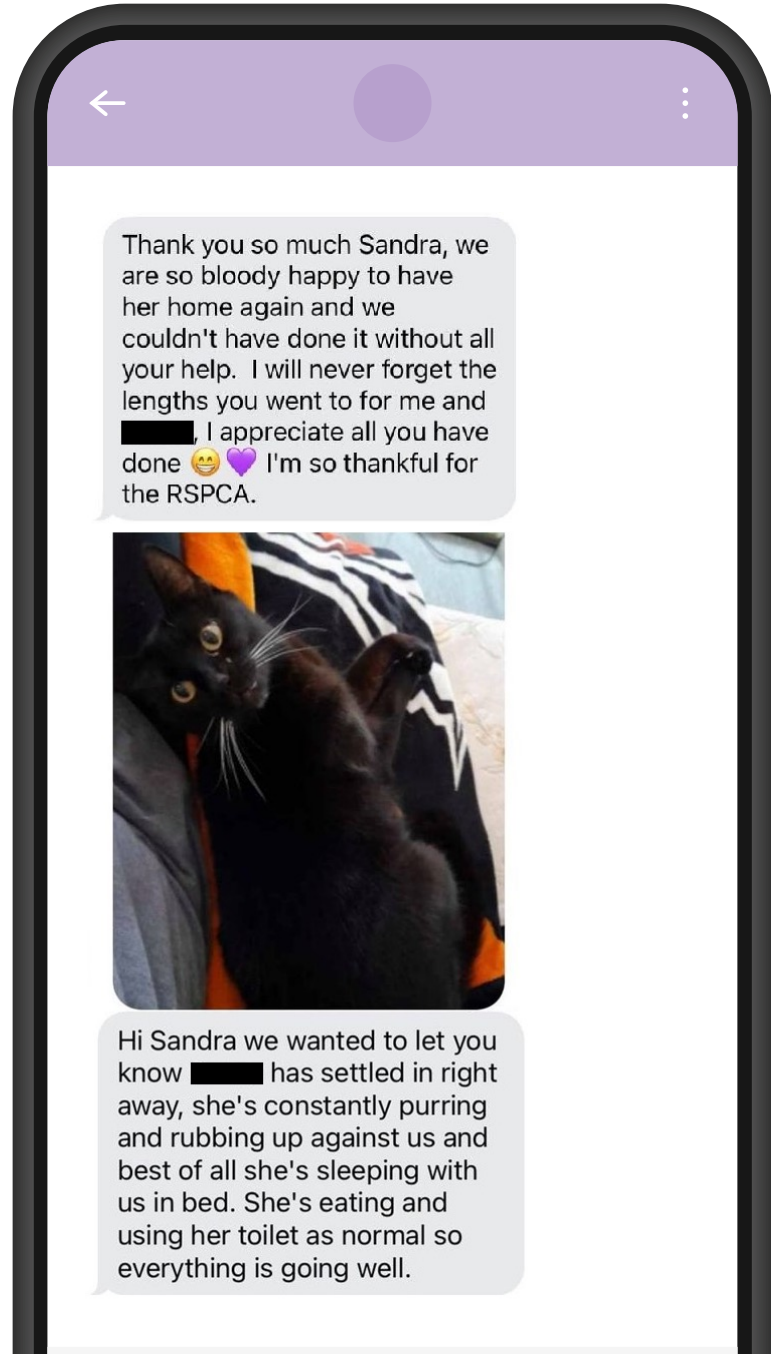
Christine was hospitalised due to injuries inflicted by her abusive partner and was concerned about several animals that remained at home. Christine was not returning to this house but desperately wanted her animals to be safe and to remain in her life when she was back on her feet.

The RSPCA NSW Domestic Violence Program arranged for Christine's companion animals to be retrieved from the property and accommodated at an RSPCA NSW shelter with the help of an RSPCA NSW Inspector, the RSPCA NSW ambulance and a police escort. Christine then faced the challenge of re-establishing her life, finding a safe place for herself, her son, and the animals to live while also navigating a lengthy court process.

Christine remained in regular contact with her RSPCA NSW case worker and loved checking in on her animals and receiving photos, so she knew they were safe. Unfortunately, she had to make the hard decision to surrender some of her animals to RSPCA NSW to find other homes, knowing that finding a place to live with all of them would be much harder.

After several months, Christine secured a place that welcomed pets and Christine was able to pick them up after several months apart.

Right: We received this lovely message and update a few days after Christine's animals came home.



🗨️ Our Community Program is so important in keeping owners and their pets together.

Everyone faces challenges and hardships in life but unfortunately with the clients, they are socially isolated and face these challenges alone.

It is heart-warming to know we can be there as a form of support, helping keep their small family unit together when all they have is each other. 🗨️

RSPCA NSW CASE WORKER

ABOUT SROI



Social Return on Investment (SROI) is an evaluation approach based on methodologies used in economics, accounting, and social research¹⁷. It assesses how change is created by measuring social outcomes as experienced by key stakeholders.

This approach allows stakeholders, including program participants and partner organisations, to contribute to understanding what changes due to a program and how outcomes are valued.

The SROI approach is built on seven principles:

1. involve stakeholders,
2. understand what changes,
3. value the things that matter,
4. only include what is material,
5. do not overclaim,
6. be transparent,
7. verify the results.

Social value is calculated by using financial proxies to value changes that occur for stakeholders.

SROI also considers what would have happened anyway and change that is attributable to other actors.

For example, for the outcome 'improved mental health and wellbeing' as experienced by clients, we have used the cost of a typical mental health plan (six sessions with a psychologist at \$210 per session) as the financial proxy.

¹⁷ Social Value International. 2009. *The Guide to SROI*. Available online: <https://www.socialvalueint.org/guide-to-sroi> (Accessed 26th August 2022)

OUR APPROACH

Stakeholders for the RSPCA NSW Domestic Violence Program were identified through interviews with Program staff involved in service design, planning and delivery.

The SROI investigated outcomes for five stakeholder groups:

1. Clients,
2. Dependent children of clients,
3. Animals of clients,
4. RSPCA NSW Inspectors,
5. Animal pounds and shelters.

In depth interviews were conducted with two clients, eight RSPCA NSW Inspectors and five external stakeholders from domestic and family violence services, NSW Police and local council staff. Interviews were conducted to understand what changes because of the Program

(including positive, negative, intended and unintended) and who experiences the change (Figure 1).

Client perspectives were also collected via an online survey that received 37 responses.

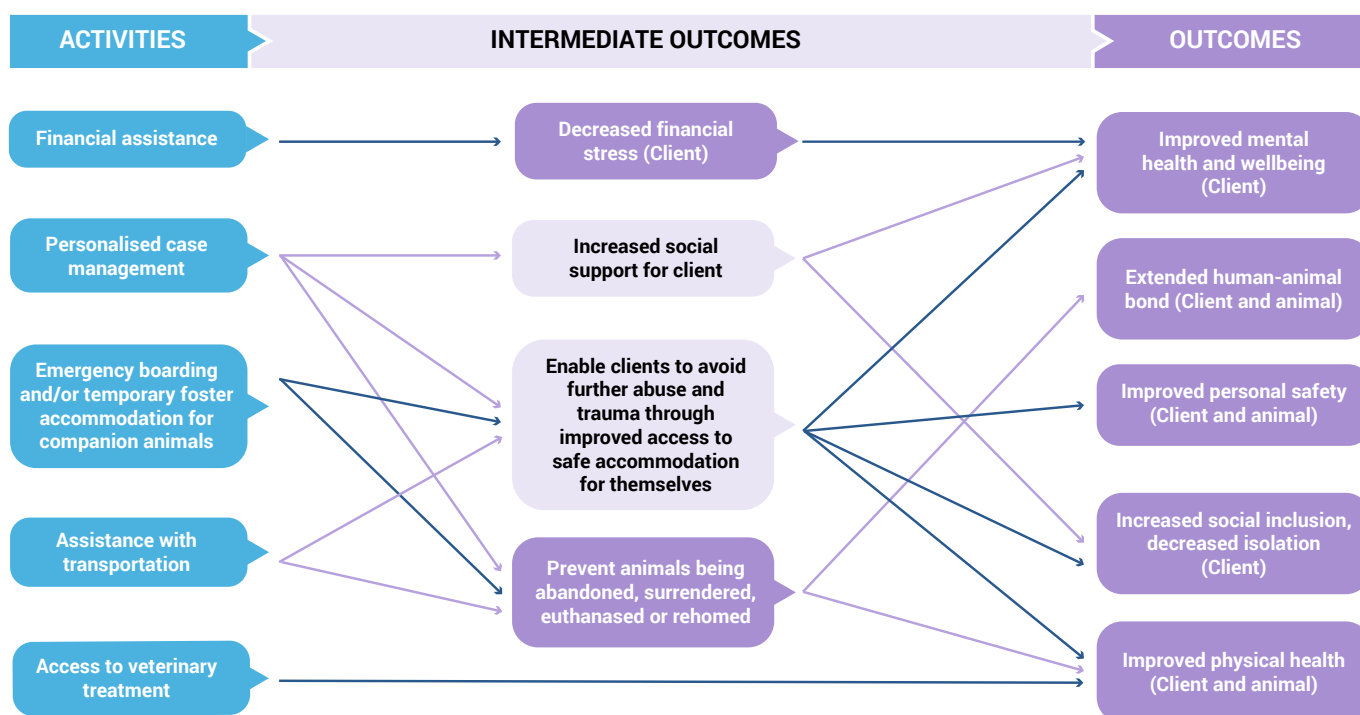


Figure 1: How change is created as a result of the RSPCA NSW Domestic Violence Program

STAKEHOLDER OUTCOMES*

1. CLIENTS

Client's animals hold a unique and important place in client's lives with clients consistently describing the bond they share with their animal as irreplaceable (Figure 2). Improved personal safety was the outcome experienced most frequently by clients (36 of 37 clients, 97%). Providing safe accommodation for client's companion animals enabled clients to access safe crisis accommodation for themselves; the alternative that was described by clients was often homelessness or living in their car.

More alarmingly, when asked what would have happened if they hadn't been able to access the RSPCA NSW Domestic Violence Program, clients frequently responded that they would have stayed in their abusive situation. Concern for their animals caused **more than half** the clients to delay leaving an abusive situation, most for 6 months or more.

The RSPCA NSW Domestic Violence Program allowed clients to find safety and preserve their relationships with their companion animals, which was the outcome

most valued by clients. Clients also experienced decreased financial stress and isolation and improved physical health.

“ I would have had to leave them with the kids' Dad, which means I would have stayed with him and not left them behind. ”

KAREN
CLIENT



Figure 2: Word cloud of client responses to the question “what does your animal mean to you?”

“ We would have slept in the car together as I was not going to give them up. We would probably still be in the car instead of the house we have now. ”

SARAH
CLIENT

* Refer to Appendix 1 for more detail.

“ I would have had to go back to the unit to feed my cat and would have risked being seen by the perp and potentially attacked again. My cat may have been attacked too if they got into my unit.”

LISA
CLIENT

Stakeholder	Number	Outcome	Value per outcome	Net social value	Total social value
Clients	134	Extended or enhanced human-animal bond	\$ 3,453	\$ 511,280	\$ 1,180,936
		Improved personal safety	\$ 3,692	\$ 220,502	
		Decreased financial stress	\$ 2,217	\$ 194,734	
		Increased social inclusion/decreased isolation	\$ 2,778	\$ 156,145	
		Improved mental health and wellbeing	\$ 1,260	\$ 75,248	
		Improved physical health	\$ 1,140	\$ 23,028	

2. CLIENT'S DEPENDENT CHILDREN

More than half of the clients had children in their care at the time they were assisted. Client's children experienced improved safety and improved wellbeing as a result of the Program by improving their access to safe accommodation and by maintaining their invaluable bond with their companion animal/s.

“ I was able to leave a very violent relationship and find a safe place for my child and I to go knowing RSPCA NSW were taking care of my animals until I could have them back... [without RSPCA NSW] I would have stayed in a very abusive relationship which was unhealthy for all of us. ”

JOANNE

CLIENT with one child, one dog and one cat.

Joanne had delayed leaving her abusive partner for more than 6 months due to concerns about her animals

Stakeholder	Number	Outcome	Value per outcome	Net social value	Total social value
Client's children	147	Extended or enhanced human-animal bond	\$ 4,290	\$ 902,887	\$ 1,128,590
		Access to safe accommodation	\$ 3,518	\$ 225,704	



“ I was able to take my daughter into a refuge where they have found us a house we can live in with our pets. We were previously sleeping in a tent after leaving DV. ”

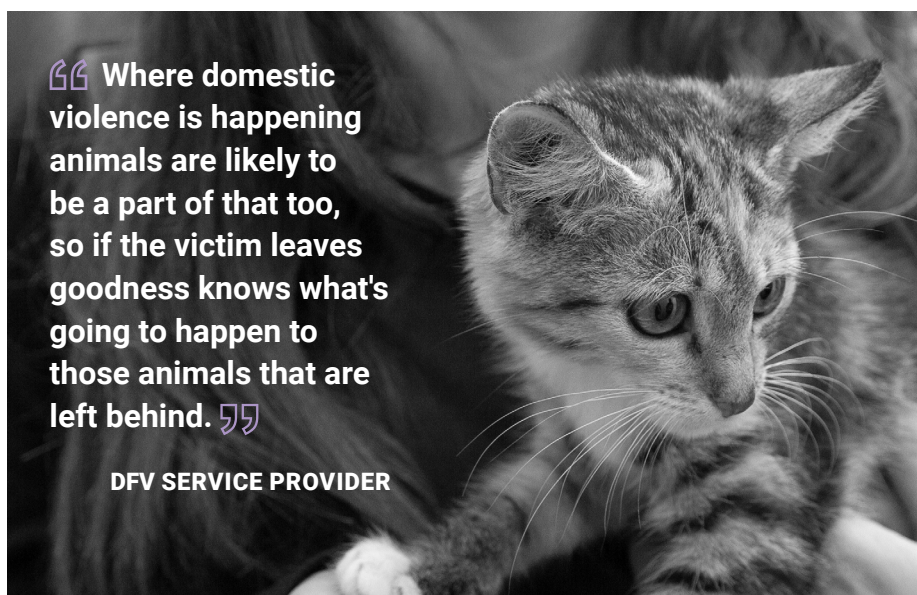
MELISSA
CLIENT

3. CLIENT'S ANIMALS

Thanks to the Program, client's animals were able to access safe accommodation and veterinary treatment and hence experienced improved safety and physical health. Clients' animals also experienced improved wellbeing as a result of being able to return to their families. The alternative described by clients being either remaining in an abusive situation and risking injury, even death, being abandoned at a property without care, being euthanised or surrendered to a pound or shelter.

👂 Where domestic violence is happening animals are likely to be a part of that too, so if the victim leaves goodness knows what's going to happen to those animals that are left behind. 🐾

DFV SERVICE PROVIDER



Stakeholder	Number	Outcome	Value per outcome	Net social value	Total social value
Client's animals	220	Improved safety	\$ 2,350	\$ 494,620	\$ 754,489
		Improved wellbeing as a result of preserving the human-animal bond	\$ 1,380	\$ 210,209	
		Improved physical health	\$ 298	\$ 49,659	

👂 I was worried he (my ex) would hurt my dog and I would be devastated. [Without RSPCA NSW] if I left, I would have had to leave my dog behind. 🐾

KATE
CLIENT

4. RSPCA NSW INSPECTORATE

Animals that are assisted by the RSPCA NSW Domestic Violence Program might otherwise be referred to the RSPCA NSW Inspectorate for several reasons. Animals might be the victims of direct violence from a perpetrator of DFV, they might be abandoned at a property without care when a victim-survivor escapes in a hurry, animals might also be subject to neglect or failure to provide veterinary care as a component of psychological abuse and coercive control. A call to the Inspectorate is often the first indication that there is a problem, and an important opportunity to connect victim-survivors with other services.

The Inspectorate are ideally positioned to offer referral to the Program. Without community assistance programs like the RSPCA NSW Domestic Violence Program,

taking animals into custody can be the only option available to Inspectors to ensure the safety of the animals involved. Hence, the RSPCA NSW Inspectorate was determined to be an important stakeholder. Through the Inspectorate these cases are investigated and potentially prosecuted under the Prevention of Cruelty to Animals Act 1979, the animals would be seized and taken into RSPCA NSW custody, separated from their families and housed in an animal shelter.

In-depth interviews with eight RSPCA NSW Inspectors were used to determine the type and frequency of outcomes experienced. The Inspectors all noted their frustration and distress that the need for services like those provided by the RSPCA NSW Domestic Violence Program far outstrips the caseload capacity limits of the Program. Several Inspectors described feelings of moral distress, which has been defined as the experience of painful feelings and

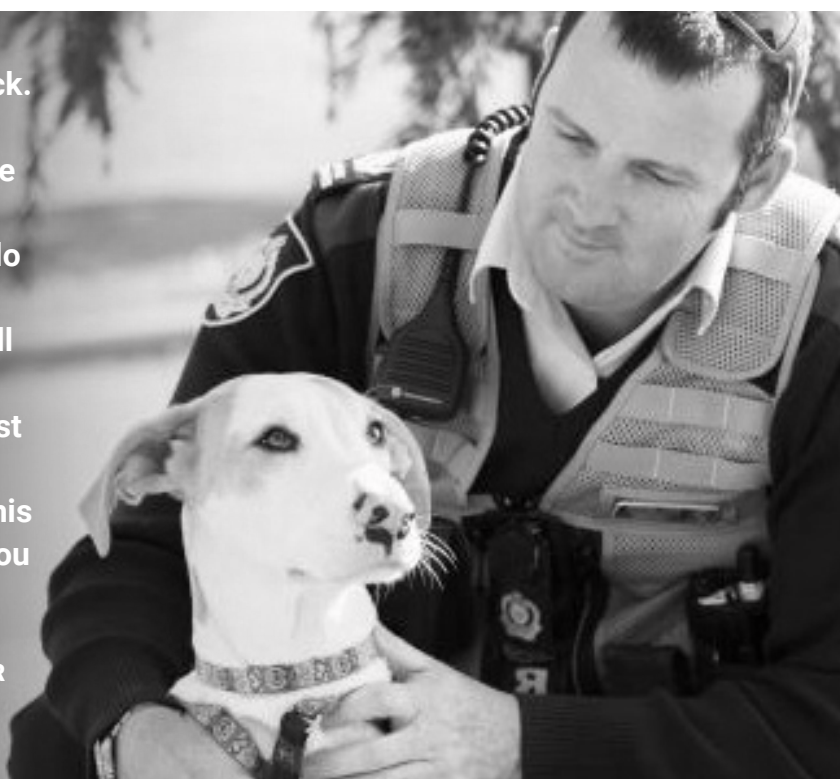
psychological disequilibrium that occurs when one is aware of the morally proper decision that needs to be made without being able to make it due to limitations such as a lack of time or available resources¹⁸. Moral distress and its deleterious effects on health, job performance and wellbeing has been well described amongst care-giving and first responder professions including nursing, occupational therapy, social work, and police. Inspectors described feelings of moral regret when responding to and actioning cases that would be more appropriately managed by a case worker.

The RSPCA NSW Inspectorate were considered to have experienced two outcomes as a result of the RSPCA NSW Domestic Violence Program:

1. More time available to pursue genuine cruelty offences.
2. Improved mental health of RSPCA NSW Inspectors.

“The DV lady never called me back. So, for all I know she may very well have got beaten the second I left the other night in retribution for having the RSPCA NSW around... So, you do carry it a bit, especially if there are kids involved, and you know full well what's going on. But you can't gain someone's confidence and their trust in a 5-minute conversation at their front door, especially when you're this giant burly male in a uniform. But you can't walk away from it either.”

RSPCA NSW INSPECTOR



¹⁸ Papazoglou, K. and Chopko, B. 2017. The role of moral suffering (moral distress and moral injury) in police compassion fatigue and PTSD: An unexplored topic. *Frontiers in Psychology*, 8, p.1999.



Stakeholder	Number	Outcome	Value per outcome	Net social value	Total social value
RSPCA NSW Inspectorate	35	Improved mental health of RSPCA NSW Inspectors	\$ 1,260	\$ 34,222	\$ 63,880
		More time available to pursue genuine animal cruelty offenses	\$ 1,092	\$ 29,659	

5. ANIMAL POUNDS AND SHELTERS

The Program prevented animals arriving at shelters or pounds by reducing the number of animals abandoned without care or surrendered. Abandoned and surrendered animals often experience considerable distress when separated from their families and placed in a shelter environment. They are not always medically or behaviourally suitable to be rehomed, in which case they might be euthanased. Those who are suitable to be rehomed can require substantial investments of time and resources to get them behaviourally and medically ready for adoption.

“ I would have had to rehome my cats, which would have traumatised me and them. ”

LAUREN
CLIENT



Stakeholder	Number	Outcome	Value per outcome	Net social value	Total social value
Animal pounds and shelters	69	Fewer animals surrendered (69 animals; 32% of clients reported their animal would have been rehomed or surrendered)	\$ 686	\$ 26,737	\$ 31,913
	6	Fewer animals abandoned (6 animals; 3% of clients reported their animal would have been abandoned without care)	\$ 885	\$ 5,176	

“ My dog would have been rehomed and it would have broken my kids’ hearts. ”

AMANDA
CLIENT

THE RATIO[†]

Number of participants	Investment (present value)	Benefits (present value)	Social value per \$1 invested
134	\$ 317,647	\$ 3,159,808	\$ 9.95

The largest portion of the total value generated by the RSPCA NSW Domestic Violence Program in FY2020-21 was experienced by clients (37%), followed by their dependent children (36%; [Figure 3](#)).

Outcomes experienced by clients were valued at more than \$1.1 million in total, with an average of \$8,813 value created for each client. Clients' animals experienced almost one quarter of the total value

created, with the remaining value divided between the RSPCA NSW Inspectorate and animal pounds and shelters.

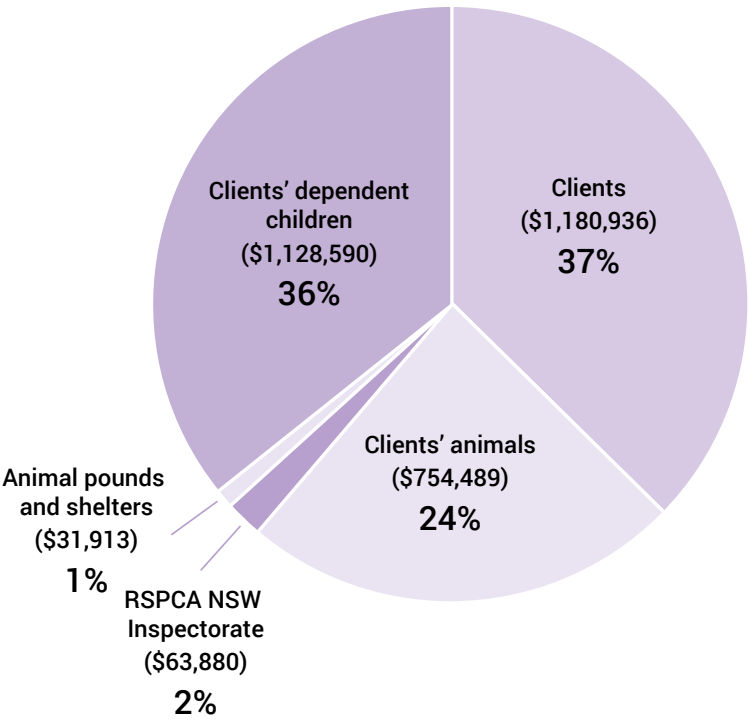


Figure 3: Value of outcomes experienced because of the RSPCA NSW Domestic Violence Program by stakeholder group

[†] Refer to Appendix 2 for more detail.

INSIGHTS & RECOMMENDATIONS

Bonds with companion animals are incredibly important for many people but especially so in times of crisis. The animal companions of those experiencing DFV become a rare source of comfort, love and safety, especially for children. They are considered members of the family. These animals also frequently experience abuse first hand in addition to the stress of witnessing the abuse of their loved ones.

There is a desperate shortage of crisis accommodation options for the animals of those attempting to escape DFV, especially outside of major urban centres. This is an important barrier that prevents victim survivors, many of whom are children, leaving abuse and finding safety. Concern for their animal companions causes victim survivors to delay leaving their abuser, often for months or years, which increases the risk of further negative impacts of DFV on health, wellbeing, education, relationship and housing outcomes¹⁹. A lack of options for animal companions puts the lives of women and children at risk.



Greater inter-agency collaboration is required to include companion animals in domestic and family violence assessments and safety planning – staff involved with victim survivors of domestic and family violence need to actively champion the human-animal bond²⁰. Ideally victim survivors of DFV, human and animal, are enabled to stay together as a family unit as they find safety in the short, medium and long term.

Where this is not possible, accessible animal boarding or foster care can be invaluable. A holistic approach to supporting victim survivors of DFV with their animal companions as provided by the RSPCA NSW Domestic Violence Program that includes expert case worker support, safe animal accommodation, and access to veterinary treatment can be literally life changing.

“ I'm really grateful that they survived because, emotionally, I was already going through traumatic stuff and then to have an animal – if they had passed that would have just destroyed me. So, it's hard to put a dollar value on it.”

STEPHANIE
CLIENT

“ It's essential that these services are there because there is nowhere else for them to go. Without them, I think we would struggle, and people would stay.”

NSW POLICE LIAISON

¹⁹ AIHW 2018. *Family, domestic and sexual violence in Australia*, 2018. Cat. no. FDV 2. Canberra: Australian Institute of Health and Welfare.

²⁰ Fraser, H., Riggs, D.W. and Taylor, N., 2020. Companion-animal-inclusive domestic violence practice: Implications for service delivery and social work. *Aotearoa New Zealand Social Work*. 32 (4) : 26-39

“ [He means] everything. It's just like a child. Just like one of my kids... I was actually very very distraught without him because he's the one I talk to and tell things to because he doesn't tell anybody else and he's not judgmental. He's just awesome... he's part of the family. One of us.”

GEORGIA
CLIENT



“ There needs to be inter-agency collaboration and education... so that when victim survivors and their kids and their animals are trying to get help within a domestic violence context that agencies are aware of what's actually happening and then to be able to assist. Whether that is to be able to provide support for them to be able to stay in their own home or if they are having to leave that there is a refuge somewhere that can take the women and the kids and their pets. Currently in New South Wales there aren't that many refuges which can do that.”

DFV SERVICE PROVIDER

“ This Program helped me and my animals stay together. I believe once you have an animal you need to treat them like your child and do whatever you can to stay together. This Program helped me do that. ”

SARAH
CLIENT



“ I was worried he (my ex) would hurt my dog and I would be devastated. If I left, I would have had to leave my dog behind. [the most valuable change because of RSPCA NSW was] knowing that there was care available and services for people in my situation. ”

KATE
CLIENT

“ I just thank RSPCA NSW so much, I'm financially free and me and Maisy are happy. I sing to her every day. I'm with my sister and safe. We are both well cared for in a family environment. ”

JUDITH
CLIENT

“ [The most valuable thing was] knowing there is a service to help me and my dog. After all, it was not our fault. ”

KELLY
CLIENT



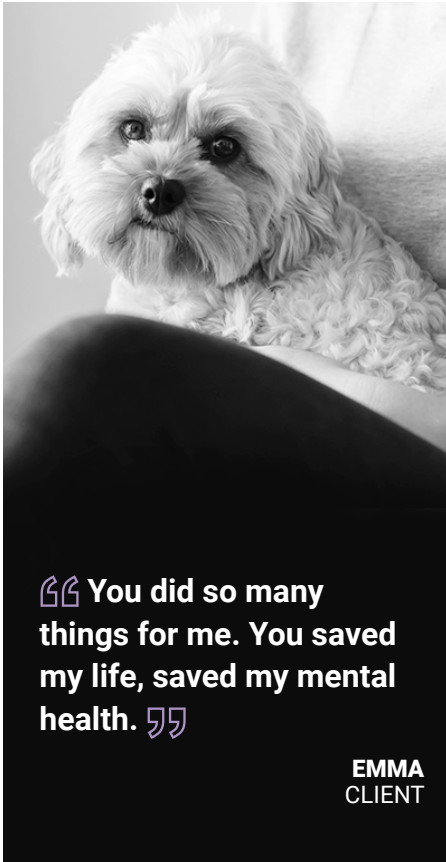
“ [The RSPCA NSW Domestic Violence Program] taught me that there are good people out there that really care for animals; that if I was stuck in this situation again, I know that there's assistance out there. ”

LAUREN
CLIENT



“ The payment plan and desexing really helped me financially as it was something I did not have to stress about when I got my animals back. I always wanted to desex them but couldn't come up with the full amount. ”

SARAH
CLIENT



“ I just appreciate them even more than I already did. It made the bond stronger between us, our little relationship, and I'm glad that they have each other as well. Because they helped each other through the healing process. ”

STEPHANIE
CLIENT

“ I am very grateful for RSPCA NSW helping me board our cat, he is our family, and we could not have gotten through it without their help. ”

LAURA
CLIENT

“ It changed my mental health; that I was able to access support to get help with the animals until I could get on my feet again. ”

ELIZABETH
CLIENT

“ They are my world, especially Zeus. If it wasn't for him, I wouldn't be alive. I wouldn't have been able to go to hospital. I say Zeus keeps me alive, but it probably would have been a different ending [without RSPCA NSW]. ”

BROOKE
CLIENT

“ Midnight got desexed. That is something I really wanted her to get done. She had a litter when she was one year old and I couldn't financially do it. I could only do it as she went to RSPCA NSW. I is a single mother with two kids. ”

LEANNE
CLIENT



RSPCA NSW DOMESTIC VIOLENCE

SOCIAL RETURN ON INVESTMENT

2023

APPENDICES

APPENDIX 1

EVIDENCING OUTCOMES

Outcomes resulting from participation in the RSPCA NSW Domestic Violence Program for clients, their animals, and their dependent children and for animal pounds and shelters were identified through interviews with clients, domestic and family violence (DFV) service providers and RSPCA NSW Inspectors. Measurable indicators were identified to quantify the amount of each outcome experienced for each stakeholder group. These indicators were measured using a client questionnaire and RSPCA NSW Domestic Violence Program case records to determine outcome incidence (Tables 1-5).

Table 1: Outcome incidence experienced by clients of the RSPCA NSW Domestic Violence Program

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved mental health and wellbeing	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My outlook on life.	Likert scale	15 of 20 ^a	0	75%	92%
	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My sense of wellbeing.	Likert scale	34	0	92%	
	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? How worried I feel about my animal/s (e.g. their safety, health and/or wellbeing).	Likert scale	30	0	81%	
	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My mental health.	Likert scale	28	0	76%	
	What are the most valuable changes that have happened for you as a result of your experience with the RSPCA NSW?	Likert scale	1	0	3%	

^a These questions were added to the questionnaire after the first 17 responses were received, hence responses to these questions were only collected from 20 clients.

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved personal safety	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My ability to find somewhere safe to live.	Likert scale	31	1	81%	92%
	Did concern for your animal/s cause you to delay leaving an abusive situation?	Yes / No	20	0	54%	
	Is there anything else you would like to share about your animals or your experiences?	Open-ended	1	0	3%	
Increased social inclusion/ decreased isolation	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My sense of being socially connected.	Likert scale	32	1	84%	86%
	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? How connected I feel to my community.	Likert scale	14 of 20 ^a	0	70%	
	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My relationships with friends and family.	Likert scale	10 of 20 ^a	0	50%	

^a These questions were added to the questionnaire after the first 17 responses were received, hence responses to these questions were only collected from 20 clients.

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Decreased financial stress	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? How worried I feel about money.	Likert scale	24	2	60%	68%
	What do you think would be different for you now if you had not accessed assistance for your animal/s through the RSPCA NSW Domestic Violence Program?	Open-ended	3	0	8%	
Extended or enhanced human-animal bond	What would have happened to your animal/s if RSPCA NSW could not assist you? Euthanased, rehomed, surrendered to a shelter or pound.	Multiple choice	18	0	49%	57%
	What do you think would be different for you now if you had not accessed assistance for your animal/s through the RSPCA NSW Domestic Violence Program?	Open-ended	3	0	8%	

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved physical health	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My physical health and fitness.	Likert scale	22	0	60%	62%
	What do you think would be different for you now if you had not accessed assistance for your animal/s through the RSPCA NSW?	Open-ended	1	0	3%	

Table 2: Outcome incidence experienced by the animals of clients of the RSPCA NSW Domestic Violence Program

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved safety	Number of animals accessing emergency boarding.	Program data	71	0	97%	99%
	Did concern for your animal/s cause you to delay leaving an abusive situation?	Yes / No	40	0	55%	

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved physical health	What kind of assistance did you access for your animal/s? Veterinary treatment	Multiple choice	54	0	74%	78%
	What would have happened to your animal/s if RSPCA NSW could not assist you? Euthanased.	Multiple choice	5	0	7%	
Improved wellbeing as a result of preserving or improving the human-animal bond	What would have happened to your animal/s if RSPCA NSW could not assist you? Euthanased, rehomed, surrendered to a shelter or pound.	Multiple choice	28	0	38%	44%
	What do you think would be different for you now if you had not accessed assistance for your animal/s through the RSPCA NSW?	Open-ended	4	0	6%	

Table 3: Outcome incidence experienced by the dependent children of clients of the RSPCA NSW Domestic Violence Program

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved personal safety	As a result of the RSPCA NSW Domestic Violence Program, how have the following things changed for you? My ability to find somewhere safe to live where my animal/s were welcome.	Likert scale	33	3	77%	90%
	Did concern for your animal/s cause you to delay leaving an abusive situation?	Yes / No	20	0	51%	

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Improved wellbeing as a result of being able to reunite the child with their animal/s	What would have happened to your animal/s if RSPCA NSW could not assist you? Euthanased, rehomed, surrendered to a shelter or pound.	Multiple choice	27	0	69%	79%
	What do you think would be different for you now if you had not accessed assistance for your animal/s through the RSPCA NSW?	Open-ended	4	0	10%	

Table 4: Outcome incidence experienced by RSPCA NSW Inspectors because of the RSPCA NSW Domestic Violence Program

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
More time available to pursue genuine animal cruelty offenses	What are the most valuable changes that have happened for you because of your experience with the RSPCA NSW Community Programs? What do you think would be different for you now if the RSPCA NSW Community Programs were no longer available?	Interview	8	0	100%	80%
Improved mental health	What are the most valuable changes that have happened for you because of your experience with the RSPCA NSW Community Programs? What do you think would be different for you now if the RSPCA NSW Community Programs were no longer available?	Interview	8	0	100%	80%

Table 5: Outcome incidence experienced by animal pounds and shelters because of the RSPCA NSW Domestic Violence Program

Outcome	Indicator Question	Indicator Type	Number of Responses Positive	Number of Responses Negative	Net Indicator Incidence	Outcome Incidence
Fewer animals abandoned	What would have happened to your animal/s if RSPCA NSW could not assist you? Abandoned without care.	Multiple choice	2	N/A	3%	3%
Fewer animals surrendered	What would have happened to your animal/s if RSPCA NSW could not assist you? Surrendered to a pound or shelter, rehomed.	Multiple choice	23	N/A	32%	32%

VALUING OUTCOMES

The social value of the RSPCA NSW Domestic Violence Program was calculated by assigning financial proxies to represent the social value created by each outcome as experienced by that stakeholder group (Tables 6-11). The relative value of outcomes was determined through client interviews and questionnaire responses (both Likert scale and open-ended questions). Clients were asked during interviews to state the value of changes experienced. Clients were also asked in the questionnaire “What are the most valuable changes that have happened for you as a result of your experience with RSPCA NSW?”

Table 6: Valuing outcomes experienced by clients of RSPCA NSW Domestic Violence Program

Outcome	Proxy Description	Rationale	Value	Source
Extended or enhanced human-animal bond	<p>Contingent valuation.</p> <p>The value of a dog life year for a companion dog, receptive owner.</p> <p>Based on a value of USD \$2,400, average exchange rate from USD to AUD in 2019 of 1.44¹, adjusting for inflation to 2021 value².</p>	Clients described the depth of the bond they have with their companion animals in both interviews and questionnaire responses; a bond that in many cases had been strengthened by their shared experiences of trauma. They also described the substantial negative impact that losing this bond would have on their wellbeing.	\$3,453	Carlson et al, 2019 ³
Increased social inclusion/decreased isolation	<p>Observed spending on related goods.</p> <p>The average amount spent on recreation for six months. Based on the average weekly income for a one-parent family of \$1,187, and the proportion of weekly income spent on recreation for families in the lowest income bracket (9%).</p>	According to clients, participation in the RSPCA NSW Domestic Violence Program increased their social inclusion and decreased their social isolation including increasing their sense of being supported and connected to their community and improved relationships with family and friends. Hence, we use the amount spent on recreation as a proxy to represent improved social interactions and social connectedness.	\$2,778	Australian Bureau of Statistics ⁴

¹ Exchange Rates.org.UK. 2022. US Dollar to Australian Dollar Spot Exchange Rates for 2019. Available online: <https://www.exchangerates.org.uk/USD-AUD-spot-exchange-rates-history-2019.html#:~:text=Average%20exchange%20rate%20in%202019%3A%201.4386%20AUD.> (Accessed 30th August 2022)

² Reserve Bank of Australia. 2022. Inflation Calculator. Available online: <https://www.rba.gov.au/calculator/annualDecimal.html> (Accessed 30th August 2022)

³ Carlson, D., Haeder, S., Jenkins-Smith, H., Ripberger, J., Silva, C. and Weimer, D., 2019. Monetizing bowser: A contingent valuation of the statistical value of dog life. *Journal of Benefit-Cost Analysis*, 11(1), pp.131-149.

⁴ ABS. 2017. *Household Expenditure Survey, Australia: Summary of Results* <https://www.abs.gov.au/statistics/economy/finance/household-expenditure-survey-australia-summary-results/latest-release#income-and-spending>

Outcome	Proxy Description	Rationale	Value	Source
Improved personal safety	<p>Observed spending on related goods.</p> <p>The cost of secure accommodation based on the median weekly rent for NSW 2020-21 of \$466.25 per week for the average length of time RSPCA NSW Domestic Violence client's animal/s were in boarding or foster care (55 days).</p>	As a result of having somewhere safe to place their animals, clients were enabled to seek safety for themselves. In the context of escaping domestic and family violence, finding secure accommodation would be expected to provide a similar outcome for clients. Hence the median weekly rent in NSW for the duration client's animal/s were in care has been used as a proxy.	\$3,692	NSW Government ⁵
Improved mental health and wellbeing	<p>Observed spending on related goods.</p> <p>The cost of a typical mental health plan of six sessions with a psychologist at \$210 per session.</p>	Clients experiencing this outcome described being relieved of substantial mental distress around the possibility of having to lose their companion animal or remain in an abusive situation. We consider this mental distress comparable with mild anxiety and hence value this outcome using a typical treatment plan for mild anxiety.	\$1,260	Australian Psychological Society ⁶
Decreased financial stress	<p>Observed spending on related goods.</p> <p>The difference in cost between the emergency boarding rate charged to RSPCA NSW Community Programs clients (\$10/day) and the cost of boarding through a private pet boarding facility (\$50/day) for the average duration a Domestic Violence client's animal/s were in care (55 days).</p>	Clients experiencing this outcome avoid incurring upfront costs associated with providing safe temporary accommodation for their animals through private boarding facilities. Clients receive greatly discounted pet boarding through the Program, which they can pay off when they are able. In interviews, clients reported the alternative to accessing the RSPCA NSW Domestic Violence Program would be to pay for pet boarding through a private boarding facility or veterinary hospital and that this would typically cost around \$50/day.	\$2,217	Client interviews

⁵NSW Government. 2021. *Rent Report* https://public.tableau.com/app/profile/facs.statistics/viz/Rentandsales_15565127794310/Rent

⁶APS. 2018. APS National Schedule of Recommended Fees. <https://psychology.org.au/getmedia/af30b47d-ef39-49c2-8116-6d20ed1dc828/18aps-2018-19-aps-is-srf-p1-a.pdf>

Outcome	Proxy Description	Rationale	Value	Source
Improved physical health	<p>Observed spending on related goods.</p> <p>The average amount spent by Australians on gym memberships.</p>	Clients commonly reported experiencing improved physical health as a result of their participation in the RSPCA NSW Domestic Violence Program. We determined that an annual gym membership would provide similar benefits to clients experiencing this outcome.	\$1,140	Canstar Blue ⁷

⁷ Canstar. 2021. *What does the average Australian spend at the gym?* [https://www.canstarblue.com.au/health-beauty/average-gym-cost/#:~:text=Aussies%20spend%20an%20average%20of,lowest%20gym%20costs%20\(%2454\).](https://www.canstarblue.com.au/health-beauty/average-gym-cost/#:~:text=Aussies%20spend%20an%20average%20of,lowest%20gym%20costs%20(%2454).)

Table 7: Valuing outcomes experienced by the animal/s of RSPCA NSW Domestic Violence clients

Outcome	Proxy Description	Rationale	Value	Source
Improved wellbeing as a result of preserving or improving the human-animal bond	<p>Observed spending on related goods.</p> <p>The cost of insurance premiums for a typical RSPCA NSW Domestic Violence Program animal (5-year-old Australian Cattle Dog Cross).</p>	<p>We have chosen the cost of insurance to reflect the value placed on ensuring an animal's continued wellbeing by their owner. We consider this to be an outcome that continues for the life of the animal. In addition, this is a relationship that strengthens over time, increasing rather than decreasing as animals age.</p>	\$1,380	Choosi: Pet Insurance. Pet insurance comparison website ⁸
Improved safety	<p>Observed spending on related goods.</p> <p>The cost of private pet boarding for the average number of days a RSPCA NSW Domestic Violence Program animal remained in care (34 days).</p>	<p>RSPCA NSW Domestic Violence clients' animals access safe accommodation either in secure boarding facilities or with foster families. Accessing private pet boarding would provide a similar outcome for these animals hence the cost of private has been used as a proxy. Clients frequently reported that this would cost around \$50 per day through local boarding kennels or veterinary practices.</p>	\$2,350	Client interviews
Improved mental health	<p>Observed spending on related goods.</p> <p>The average cost of veterinary treatment per animal that received veterinary treatment while under the care of the RSPCA NSW Domestic Violence Program.</p>	<p>Most animals participating in the RSPCA NSW Domestic Violence Program accessed veterinary treatment, whether routine medical care or treatment or injuries or illness and as a result experienced improved physical health. Hence, the average cost of the veterinary treatment provided per animal receiving veterinary treatment through the Program was used as the proxy for this outcome.</p>	\$298	RSPCA NSW Community Programs records

⁸Choosi. 2022. Compare pet insurance <https://www.choosi.com.au/pet-insurance>

Table 8: Valuing outcomes experienced by the dependent children of RSPCA NSW Domestic Violence clients

Outcome	Proxy Description	Rationale	Value	Source
Improved wellbeing as a result of preserving or enhancing the human-animal bond	<p>Observed spending on related goods.</p> <p>The cost of a fortnightly animal-assisted therapy session for the difference between the average age of a RSPCA NSW Domestic Violence Program animal and the average life expectancy for a dog (\$165 per session).</p>	<p>Several clients described the depth of the bond their children have with their companion animals; a bond that in many cases had been strengthened by their shared experiences of trauma. They also described the impact that losing this bond would have on their children's wellbeing. We consider animal assisted therapy sessions might provide some of the benefits children experience from their relationship with their companion animal/s.</p>	\$4,290	Assistance Dogs Australia ⁹
Improved personal safety	<p>Contingent valuation.</p> <p>For every woman who does not experience intimate partner violence as a result of being enabled to leave their abusive situation, \$3,518 in costs associated with their children can be avoided.</p>	<p>If they had not participated in the RSPCA NSW Domestic Violence Program, clients' dependent children experiencing this outcome would have continued to experience or witness ongoing abuse and potentially violence. This amount has been estimated by the Australian Government to represent the value of the children of women experiencing domestic and family violence finding safety and hence has been used as the financial proxy for this outcome.</p>	\$3,518	The Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) ¹⁰

⁹ Assistance Dogs Australia. *Animal Assisted Therapy* <https://www.assisteddogs.org.au/services/animal-assisted-therapy/>
¹⁰ FaHCSIA. 2022. The cost of violence against women and their children https://www.dss.gov.au/sites/default/files/documents/05_2012/vawc_economic_report.pdf

Table 9: Valuing outcomes experienced by the RSPCA NSW Inspectorate because of RSPCA NSW Domestic Violence Program

Outcome	Proxy Description	Rationale	Value	Source
More time available to pursue genuine animal cruelty offenses	<p>Time use method.</p> <p>Value of an RSPCA NSW Inspector's time spent pursuing RSPCA NSW Domestic Violence Program cases as cruelty or abandonment cases, based on the average hourly rate for Inspectors of \$35/hr, assuming 3hrs per week in total are spent assisting potential RSPCA NSW Community Programs cases, 20% of which are likely to be related to domestic and family violence.</p>	<p>In stakeholder interviews, RSPCA NSW Inspectors described taking animals from domestic and family violence situations into protective custody under the Prevention of Cruelty to Animals Act NSW 1979 as the only alternative to keep animals safe where cases cannot be referred to the RSPCA NSW Domestic Violence Program. This requires a considerable investment of time and resources that could otherwise be used by the RSPCA NSW Inspectorate to pursue genuine cruelty cases. Hence, we use the value to the Inspectors of getting this time back as a proxy for this outcome.</p>	\$1,092	Client and stakeholder interviews
Improved mental health of Inspectors	<p>Observed spending on related goods.</p> <p>The cost of a typical mental health plan of six sessions with a psychologist at \$210 per session.</p>	<p>RSPCA NSW Inspectors experiencing this outcome described being relieved of substantial moral distress when they can refer victim survivors of domestic and family violence to the RSPCA NSW Domestic Violence Program. We consider this moral distress comparable with mild anxiety and hence value this outcome using a typical treatment plan for mild anxiety.</p>	\$1,260	Australian Psychological Society ¹¹

¹¹APS. 2018. APS National Schedule of Recommended Fees. <https://psychology.org.au/getmedia/af30b47d-ef39-49c2-8116-6d20ed1dc828/18aps-2018-19-aps-is-srf-p1-a.pdf>

Table 10: Valuing outcomes experienced by animal pounds and shelters because of the RSPCA NSW Domestic Violence Program

Outcome	Proxy Description	Rationale	Value	Source
Fewer animals abandoned without care	<p>Observed spending on related goods.</p> <p>Cost to RSPCA NSW of processing an abandoned animal.</p>	<p>According to interviews with RSPCA NSW Inspectors, animals regularly come into the care of RSPCA NSW Shelters via the Inspectorate as a result of being abandoned without care. This was also mentioned in interviews with RSPCA NSW Domestic Violence clients. Costs are incurred by RSPCA NSW for retrieving, sheltering and rehabilitating these animals. Hence, the average costs associated with rehabilitating a typical RSPCA NSW Domestic Violence client's animal (a medium sized adult dog) has been used as the proxy for this outcome.</p>	\$885	RSPCA NSW records
Fewer animals surrendered by their owner	<p>Observed spending on related goods.</p> <p>Cost to RSPCA NSW of processing a surrendered animal.</p>	<p>When asked 'What do you think would be different for you now if you had not accessed assistance for your animal/s through RSPCA NSW?', some clients responded that their animal would have been surrendered to a pound or shelter. Hence the average cost to RSPCA NSW of processing a surrendered animal from the time of surrender to adoption has been used as a proxy for this outcome.</p>	\$686	RSPCA NSW records

APPENDIX 2

INPUTS

The cost of inputs for the RSPCA NSW Domestic Violence Program in financial year 2020-21 was determined through interviews with RSPCA NSW Community Programs staff and examination of Program financial records. Values are based on actual costs for the 2020-2021 financial year (Table 12). Where products and services have been donated or discounted the full market value has been used in the calculation of the SROI.

Table 12: Input costs for RSPCA NSW Domestic Violence Program financial year 2020-21

Investment	Value
People costs	\$90,570
Non-people costs	\$32,474
Animal food	\$1,855
Volunteers	\$15,598
Veterinary treatment	\$49,601
Animal boarding	\$52,749
Foster Care	\$74,800
TOTAL	\$317,647

Table 13: Net social value of outcomes experienced by stakeholders of the RSPCA NSW Domestic Violence Program

Stakeholder (n)	Outcome	Financial Proxy	Outcome Incidence	Deadweight	Attribution	Displacement	Benefit Period (years)	Drop-Off	Net Social Value ¹²
Clients (134)	Improved mental health and wellbeing	\$1,260	92%	3%	50%	0%	1	N/A	\$75,248
	Extended or enhanced human-animal bond	\$3,453	57%	3%	0%	25%	9	5%	\$511,280
	Improved personal safety	\$3,692	92%	3%	50%	0%	1	N/A	\$220,502
	Decreased financial stress	\$2,217	68%	3%	0%	0%	1	N/A	\$194,734
	Increased social inclusion/ decreased isolation	\$2,778	86%	3%	50%	0%	1	N/A	\$156,145
	Improved physical health	\$1,140	62%	3%	75%	0%	1	N/A	\$23,028

¹² To be conservative when claiming, the net present value of outcomes with a benefit period of nine years has only included the value of these outcomes for the first three years.

Stakeholder (n)	Outcome	Financial Proxy	Outcome Incidence	Deadweight	Attribution	Displacement	Benefit Period (years)	Drop-Off	Net Social Value ¹²
Client's animal/s (220)	Improved wellbeing as a result of preserving or improving the human-animal bond	\$1,380	44%	25%	0%	25%	9	0%	\$210,209
	Improved safety	\$2,350	99%	3%	0%	0%	1	N/A	\$494,620
	Improved physical health	\$298	78%	3%	0%	0%	1	N/A	\$49,659
Client's dependent children (147)	Improved personal safety	\$3,518	90%	3%	50%	0%	1	N/A	\$225,704
	Extended or enhanced human-animal bond	\$4,290	79%	3%	0%	25%	9	5%	\$902,887
RSPCA Inspectorate (35)	More time available to pursue genuine cruelty offenses	\$1,092	80%	3%	0%	0%	1	N/A	\$29,659
	Improved mental health	\$1,260	80%	3%	0%	0%	1	N/A	\$34,222

¹² To be conservative when claiming, the net present value of outcomes with a benefit period of nine years has only included the value of these outcomes for the first three years.

Stakeholder (n)	Outcome	Financial Proxy	Outcome Incidence	Deadweight	Attribution	Displacement	Benefit Period (years)	Drop-Off	Net Social Value ¹²
Animal pounds and shelters	Fewer animals abandoned without care (two animals; 3% of clients reported their animal would have been abandoned without care)	\$885	100%	3%	0%	0%	1	N/A	\$5,176
	Fewer animals surrendered by their owner (23 animals; 32% of clients reported their animal would have been rehomed or surrendered)	\$686	100%	25%	25%	0%	1	N/A	\$26,737

¹² To be conservative when claiming, the net present value of outcomes with a benefit period of nine years has only included the value of these outcomes for the first three years.

Table 14: The social return on investment on the RSPCA NSW Domestic Violence Program for financial year 2020-21

Total social value created for all stakeholders	\$3,159,808
Net Program Investment	\$317,647
Social return for each \$1 invested	\$9.95