Care that creates lasting change

FY2026 Annual Report



RSPCA New South Wales



A guinea pig available for adoption

Cover image: A client and his dogs at an RSPCA NSW Outreach event

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

1 Education Centre

1 Behaviour and Rehabilitation Centre

3 veterinary hospitals

President's letter

Having served on the RSPCA NSW Board for many years, including as Treasurer, I've had the privilege of watching our organisation grow and adapt as the needs of animals and communities have shifted across NSW.

This year marks an important point in that journey as we conclude our FY23-26 Strategic Plan. It's an opportunity to reflect not only on what we have achieved, but on what we have learnt and how those lessons will shape the years ahead.

Over the past three years, we've strengthened our ability to protect and care for the animals who need us today. At the same time, we've looked more closely at why animals become vulnerable and what we can do to prevent that vulnerability in the first place.

That shift has forced us to look further upstream and reinforce that early, practical support can often prevent a difficult situation from escalating and becoming a crisis. We can see the promise of these initiatives in our access to veterinary care approach, our targeted desexing results and our community outreach impacts.

None of this diminishes our responsibility to be there when an animal needs protection. That commitment remains at the heart of RSPCA NSW and our increasing focus on prevention strengthens it by helping us respond earlier, use our resources more effectively and create change that lasts.

As we look to the future, I feel tremendous confidence in the people who carry this work forward. On behalf of the Board, I extend my sincere thanks to our staff, volunteers, branches and supporter groups, foster carers, donors, partners and supporters. Your compassion makes this work possible, and your belief in a better future for animals continues to drive us forward.

"RSPCA NSW will always be there for animals in need, but our greatest opportunity is in preventing that need wherever we can, and prevention must remain a priority for our future."

Stewart Thompson, RSPCA NSW President



4 shelters

5,047 animals adopted

10,795 animal welfare reports received

14,077 people supported

30,081 animals helped

Year at a glance

July



Dewey adopted after 700 days in care

Some pets are so special that it takes longer to find their perfect match. Dewey, a beautiful one-eyed ginger cat, finally found a home to call his own, after nearly two years with our team. This new chapter in Dewey's life has been filled with sunbeams, blankets and snuggles.

August



41 animals seized from a single property

Over three weeks, Inspectors carried out an operation in the Blue Mountains seizing 41 animals. Responding to complex welfare concerns, they coordinated urgent vet treatment and ensured each animal received the care they needed. Inspectors' duties are often overwhelming, but every investigation is critical to protecting animals from harm.

September



RSPCA NSW volunteers recognised for their compassion and dedication!

We were incredibly proud to see them honoured at the 2025 Volunteer of the Year Awards, hosted by the NSW Centre for Volunteering. From opening their homes to animals in need to supporting programs and initiatives in our communities, they change and improve lives every day.

October



First Northern Rivers Emergency Response team training session

Following devastating floods, our Emergency Response team helped establish checkpoints and delivered food and supplies to affected pet guardians. We continued to equip and support our incredible growing volunteer team through practical animal care training and learning from other professionals in the field.

November



A record-breaking effort in Bourke and Enngonia

Over two days in Bourke and Enngonia, our Outreach team set a new record for most health checks at an Indigenous Community Companion Animal Health Program event. Providing 234 animals with vaccinations, parasite prevention and food, alongside desexing services, the team helped pet guardians access care to support their beloved animals.

December



Responding to parvo outbreak

When a parvovirus outbreak in Warrawong was linked to five reported dog deaths, our team swiftly mobilised. They vaccinated 45 dogs and spoke with more than 90 residents in just two days. By combining preventative care with practical education, we helped protect pets while giving guardians the tools to reduce further spread.

January



School Holiday Program summer sessions

In FY26, our School Holiday Program continued to bring animal education to life through interactive activities, engaging guest speakers and meet-and-greets with our beautiful shelter stars. From learning about cat safety and community outreach to giving students hands-on experience with in-shelter enrichment, we mentored 480 participants over the 20 sessions.

February



Amelia and Grayson reunited by our Domestic and Family Violence Support team

After bravely making the decision to leave an abusive partner, Amelia left her sphinx cat, Grayson, in our care as she searched for a new home. 48 days later, he and Amelia were reunited! Their love reminds us how much people and animals mean to each other, and why it's so important to advocate for safety at both ends of the leash.

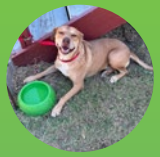
March



Alpha's life-changing crowdfunded hip surgery

After nearly four years of living with the daily pain of severe hip dysplasia, the adorable Alpha successfully underwent hip replacement surgery. This was all thanks to our generous supporters raising $13,495 as part of the Animal Emergency Fund, which included a $9,000 gift from one extraordinarily kind supporter.

April



Toomelah and Boggabilla

Over three days our Outreach team supported 67 families and 207 animals with preventative vet care, pet food and desexing opportunities. Growing community trust made this our most impactful visit yet, showing how local and regional collaboration removes barriers to care.

May



Pet of the Year Awards

The inaugural RSPCA Pet of the Year Awards brought together hundreds of entrants and voters across NSW and Victoria to celebrate the extraordinary bond between people and their pets. We raised more than $1 million and six precious pets took home prizes this year. Every entry and vote helped give animals in need a chance of finding their fur-ever home.

June



Pet food deliveries for those in need

Across NSW, RSPCA NSW's Member and Volunteer Groups helped families care for their pets, delivering more than six tonnes of pet food throughout the year, including 600kg in June alone. Behind every delivery is a volunteer making a huge difference, helping families care for their beloved pets through hard times.

Our people are the beating heart of RSPCA NSW

Behind every animal rescued, family supported, investigation undertaken and second chance realised, are people who choose to show up with compassion, skill and determination. Our committed staff and dedicated Member and Volunteer Groups are working together to protect animals and support the people who care for them.

This year our people continued to learn, grow and strengthen their capabilities. We recorded 1,402 training enrolments to increase our ability to care for animals, the community and each other. We provided training opportunities to our people in:

- animal welfare
- handling
- first aid
- enrichment
- mental health
- de-escalation
- animal behaviour
- preventative care
- emergency response.

All our people give their time, expertise and compassion when it matters most. They support pets and people by travelling to regional communities, opening their homes to foster animals and standing beside colleagues when the work gets tough. Every day they turn the deep love for animals that we all share into action.



Throughout her 20-year tenure, Claudia has seen animal welfare from all sides. Initially an Inspector responding to animals already in distress, Claudia now manages the Keeping Cats Safe at Home program.

Claudia's frontline experience has shaped her dedication to prevention-first work in community where she connects people with practical support, education, desexing pathways and local partnerships.

As one of 553 staff who bring commitment and care to their work every day at RSPCA NSW, Claudia looks for better ways to help animals and the people who care for them. We thank Claudia and every member of our organisation whose commitment to animal welfare is changing the lives of animals every day.

1,747 volunteers

1,200 foster carers

553 staff



An RSPCA NSW volunteer folding laundry with a staff member

"I can't believe it's been 20 years since I started here with a passion for helping animals. I've gone from making a difference for individual animals as an Inspector to working with whole communities, recognising that improving animals' lives also means engaging and supporting the people around them."

Claudia, RSPCA NSW Keeping Cats Safe at Home Project Manager

4,719 members

8 supporter groups

7 community volunteer groups

4 branches

6 volunteer board members

Saving lives with love

We all know how special the love of an animal can be. For many of us, life wouldn't be complete without a pet by our side. And perhaps one of the most beautiful ways to share that love is to help an animal we may never meet, by ensuring they too have the chance to feel safe, cared for and loved.

For RSPCA NSW supporter Claire, that loving connection began next door with a Labrador named Lassie. Growing up in a home without pets, Claire treasured the time they spent together in the garden when Lassie visited, remembering it as "pure joy and excitement."

Years later, that childhood happiness found a new expression through helping other animals experience the love and security she had come to value so deeply. For Claire, regular monthly giving has become part of life, alongside caring for her own family.

Her generosity extends to Christmas, too. Rather than exchanging presents, Claire and her siblings make charitable donations in each other's names. Each year, she makes her siblings RSPCA Guardian Angels, giving what she describes as "the warmth of helping beautiful creatures."

Looking ahead, Claire hopes to leave part of her estate to help vulnerable animals across NSW, ensuring her love for them continues into the future.

Claire's story is uniquely hers, but the sentiment behind it is shared by so many RSPCA NSW supporters. Whether you give regularly, make a gift when you can, or choose to leave a lasting legacy in your Will, you help turn the love you feel for animals into care for those who need it most.

To every supporter who has given their love to RSPCA NSW this year, we thank you. Your generosity makes life-saving care possible, reaching far beyond your own doorstep to change the lives of animals in need.



"Loving my own dog and giving an automated donation every month for less fortunate animals seemed to go hand in hand. I'm proud that I've been able to make a contribution month after month, year after year, while still prioritising my own family's hopes and dreams."

Claire, proud RSPCA NSW donor

168
Gifts in Wills

1,130
corporate supporters



100 reasons to smile, and counting

RSPCA's Official National Nutritional Partner, Royal Canin, supports animals at every stage of their journey.

Throughout the year, Royal Canin supplies high-quality food for animals in our shelters, helping them receive consistent nutrition while they recover, grow stronger and wait for loving homes. Through this partnership, they provided an incredible 63 tonnes of food for animals in our care, as well as more than 16,000 kilograms of food to support pets out in high-priority communities.

In March, Royal Canin joined RSPCAs across the country for National Pet Adoption Month, shining a light on the many wonderful cats and dogs waiting for loving homes.

Guided by the belief that every pet is unique and enriches our lives in their own way, Royal Canin was a natural partner for the '100 Reasons to Adopt' campaign, generously donating $100 for every cat or dog adopted from an RSPCA location.

During March, 1,250 animals found their new forever homes across the country, including Daisy, a young Australian Cattle Dog from our Sydney shelter, who found a new best friend in Grant. After the passing of his previous dog, Grant was ready to open his heart and home again, and Daisy quickly won him over.

"Daisy is such a character and she's brought so much joy into my life. From our morning walks to her love of belly rubs, she is the best companion I could have hoped for."

Grant, RSPCA NSW adopter

5,983
community fundraisers

19,266
monthly donors

33,583
individual donors

Message from the CEO

Over the past year, we've really challenged ourselves to think differently about animal welfare. Each day our people respond when animals need protection, treatment, rehabilitation or a safe place to go. We're immensely proud of that work, but we've also been asking a bigger question: what can we do earlier to help more animals live good lives?

That question has shaped our work across communities, veterinary care, desexing, foster care, shelters, education, partnerships and our Inspectorate. It has encouraged us to look beyond traditional animal welfare systems and learn from human service providers, community services and other animal welfare organisations in Australia and around the world. What we've seen has reinforced something fundamental; animals do not exist in isolation. Their wellbeing is closely connected to the wellbeing of the people who care for them and the communities they live in.

This broader understanding is pushing us to work earlier, more collaboratively and with greater purpose. And this work is made real by our people. I see it in the care shown by our shelter and veterinary teams, the determination of our Inspectors, the homes opened by foster carers, the time given by volunteers and the generosity of supporters and partners who choose to stand alongside us.

One of my proudest moments this year was walking with our people in the Mardi Gras Parade. Seeing the RSPCA NSW team take to the streets together was joyful, but it also reflected something deeply important about who we are. Compassion begins with creating a place where people feel safe, respected and able to belong.

Whether we're supporting a colleague, helping a family through a difficult moment or protecting an animal from harm, our work begins with the same belief that every life should be treated with care, dignity and respect.

To everyone who has been part of our work during FY26, I thank you. It's a privilege to lead an organisation filled with people who care deeply and who turn that care into action every day.



Steve Coleman, RSPCA NSW CEO





Team RSPCA NSW proudly walking in the Mardi Gras 2026 parade.



Stanley and Jack, supported through our Aged Care Program

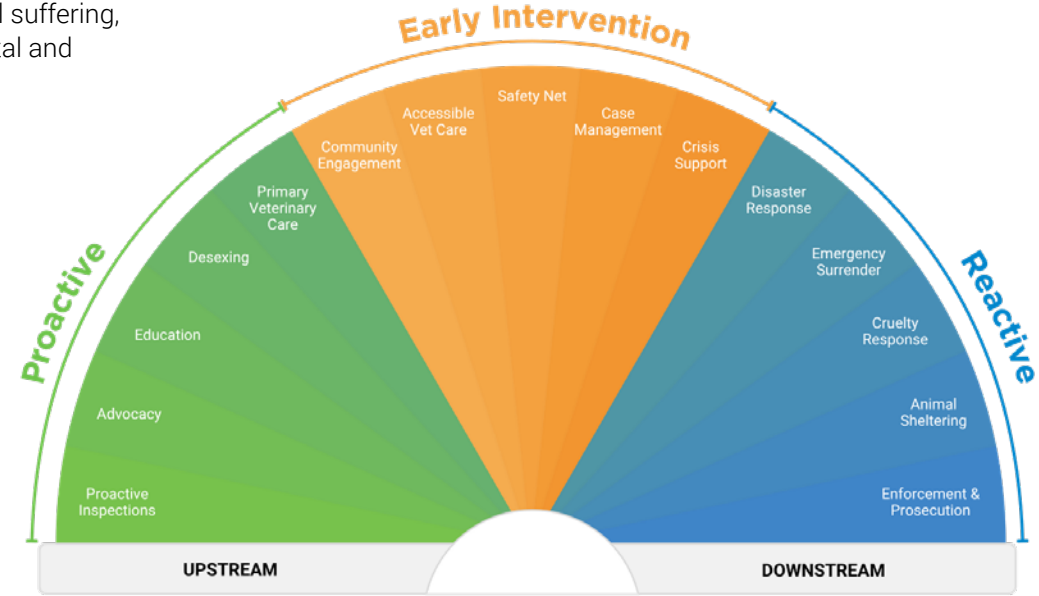
The Spectrum of Prevention

RSPCA NSW's commitment to protecting animals experiencing cruelty and neglect is unwavering. We've recently redoubled our efforts to invest in programs that prevent harm from happening in the first place, guided by the adoption of our 'Spectrum of Prevention' framework.

This framework sets a new direction for animal welfare in NSW, compelling us to identify and address the underlying causes of animal suffering, including financial, environmental and social pressures.

Through community programs, education, accessible veterinary services, continued enforcement and sustained advocacy, we're helping people overcome barriers to animal care before welfare issues escalate into crises.

This shift has illuminated more opportunities to support pet guardians early, strengthen communities and improve animal welfare outcomes over the long term. By tackling the causes of harm while continuing to respond to cruelty, we're creating a world where fewer animals experience suffering before getting the help they need.



When desexing changes the whole picture

Through the continued delivery of Keeping Cats Safe at Home (KCSAH)[1], our team has been busy helping improve the lives of cats and the people who care for them.

Together with 30 local councils, more than 70 veterinary practices, human support services and teams across RSPCA NSW, KCSAH is reaching cat caregivers who have traditionally faced difficulty accessing veterinary care. This includes people caring for unowned or semi-owned cats, as well as those managing growing cat populations across one or more locations.

We're proud to have supported the active management of more than 500 multi-cat sites this year. Each site involved more than five cats, with some populations exceeding 200. After specialised training, our veterinary teams also coordinated several dedicated high-volume desexing days throughout the year. One such event, held at our Hunter Veterinary Hospital, saw 45 cats desexed in a single day.

Improving people's understanding of cat safety is also an important part of the project. To promote cat containment and enrichment, we distributed 170 safe-at-home cat enclosures (valued at $100,130 in total) throughout the financial year.

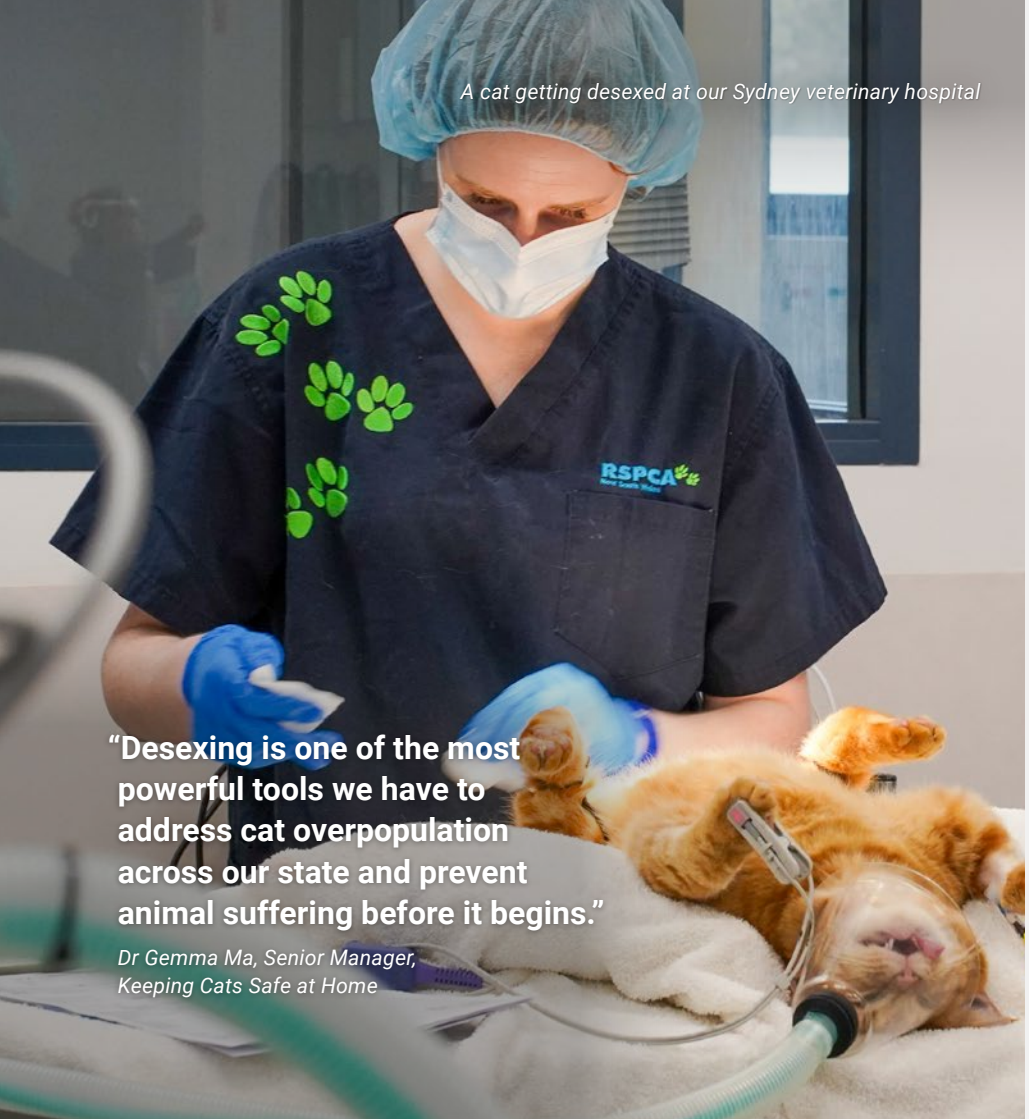
Together with the educational blogs created by our team, these giveaways help guardians to meet their cats' needs without exposing them to danger outdoors.

By working alongside various councils and agencies to make desexing, educational resources and practical support more accessible, KCSAH responds holistically to the unique circumstances behind each request for help. The project's collaborative approach to targeted support and behaviour change addresses the underlying causes of local cat overpopulation rather than simply responding to the consequences.

Through KCSAH initiatives:

- **9,727** cats desexed
- **29,607** births prevented this kitten season
- **170** safe-at-home cat enclosures given away
- **28%** fewer free-roaming cats in Canterbury Bankstown

[1] *The Keeping Cats Safe at Home project is supported by the NSW Government through its Environmental Trust.*



A cat getting desexed at our Sydney veterinary hospital

“Desexing is one of the most powerful tools we have to address cat overpopulation across our state and prevent animal suffering before it begins.”

Dr Gemma Ma, Senior Manager, Keeping Cats Safe at Home

When collaboration changes lives

Simone was caring for 28 cats in a small apartment, creating a high risk of further litters and declining welfare for both Simone and the cats. Through a KCSAH desexing program, RSPCA NSW collaborated with several agencies, including Campbelltown City Council, Simone’s social worker and Sydney University Veterinary Hospital to coordinate desexing, transport and provide additional support.

Over time, all 28 cats were desexed and veterinary partners stepped in to provide ongoing care. Simone’s story demonstrates the power of collaboration and accessible desexing to help reduce the risk of crisis and improve both human and animal welfare together.

Influencing change for animals and communities

We've advocated for stronger protections for all animals for 153 years. We're proud of that purpose and proud that commitment continues daily. Throughout FY26, we continued to bring practical, evidence-based animal welfare expertise to policy and legislative discussions across a broad range of issues.

This work included contributing to and providing submissions, evidence and practical recommendations on major reforms and inquiries, including:

- Virtual Fencing Guidelines consultation
- NSW Recreational Fishing Plan submission
- Restricted Acts of Veterinary Science consultation
- Thoroughbred Racing Act review submission and consultation
- Licences to harm native animals submission and inquiry participation
- Australian Animal Welfare Standards and Guidelines for Poultry submission
- The Prevention of Cruelty to Animals Act (POCTAA) Bill submission and consultation
- Feral Pig and Deer Management Plan submission, consultation and roundtable participation
- Game and Feral Animal Legislation Amendment (Conservation Hunting) Bill 2025 submission, inquiry participation and co-signed open letter to the Premier.

Importantly, our advocacy is not limited to animal-specific legislation. Increasingly, we're working to ensure animals are considered in broader laws and policies that shape the lives of people and communities.

"Animals are part of our homes, communities and industries, so their welfare must be considered wherever decisions are made. Our role is to bring practical, evidence-based insight into policy progress, so reform is not only well-intentioned, but capable of creating meaningful and lasting improvements for animals and people."

Dr Liz Arnott, RSPCA NSW Chief Veterinarian



Dr Gemma Ma champions a brighter future for cats and wildlife at the Keeping Cats Safe at Home project launch.

Knowledge that helps animals thrive

Knowledge sharing is essential for supporting communities and their pets to thrive. By giving pet caregivers knowledge, confidence and support, we can help them better understand their animals' needs and make everyday choices that promote good welfare.

This year, we launched our Living with Pets webpages[2] to help people care for their animals safely in a range of home environments. Making practical advice more accessible, the resources help pet guardians better understand a range of topics including animal behaviour, safe interactions, animal sentience, and steps people can take to support the animals in their homes and communities. Whether you're welcoming a new companion, adapting your home to suit your pet or looking to strengthen your animal care knowledge, good welfare starts with ensuring guidance is always available.

Containing more than 50 resources – including handouts and instructional videos – the online hub empowers people to make informed, everyday choices that help animals feel safe, secure and cared for. When people have the right tools and knowledge, they're better equipped to give their animals the happy, healthy lives they deserve.

"Every home is different, but with the right knowledge and support, everyone has a chance to create an environment where their pets feel healthy and free from distress. Making practical animal care knowledge accessible is an important step in nurturing informed, compassionate communities that feel confident caring for their animals."

Dr Kate Drew, RSPCA NSW Veterinary Operations Manager

3,400
children and youth reached

617
RTO enrolments

416
School Holiday Program participants

[2] *This initiative was supported by a $150,000 grant from the NSW Government.*



RSPCA NSW Education Officer, Tania with students

Opening doors for future animal advocates

At our annual Animal Careers Day we welcomed 48 high school students to discover the many career paths through which they can support animals and the people who care for them.

Students toured our Sydney Adoption Centre and Veterinary Hospital, gaining first-hand insight into animal care and hands-on experience creating enrichment activities for shelter animals. This year, we introduced a new session highlighting the often unseen work of Animal Crisis Support Case Workers, broadening students' understanding of the critical work RSPCA NSW does.

Made possible by the dedication of our Education team and inspiring guest speakers, our Animal Careers Day gives young people more than a glimpse into the animal welfare sector. It helps build the knowledge, understanding and motivation they need to become the next generation of advocates and animal welfare champions.

50 cohorts of animal care training

This year our Registered Training Organisation (RTO) celebrated the graduation of the 50th student cohort of our Certificate II in Animal Care course.

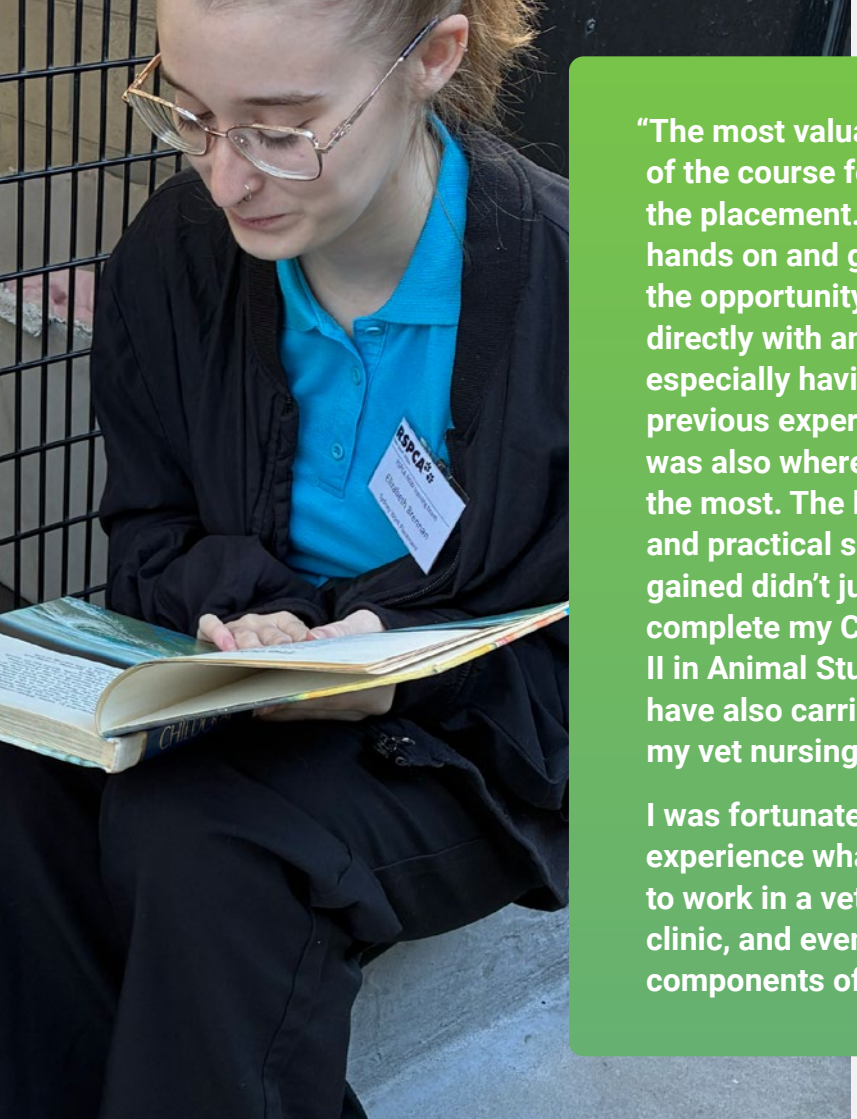
For many students, this accredited course is an important first step towards a future in animal care, veterinary pathways, shelter work, or further study. In fact, of the 33 graduates who participated in the accredited course, eight became RSPCA NSW staff after completing their studies with our RTO.

Preparing a new generation of compassionate animal care professionals is a vital step in improving the systems that shape animal welfare. That's why it's so important that the knowledge and skills we provide is relevant to industry professionals as well as those pursuing further study.

By combining structured learning with real-world insight from an organisation working directly with animals every day, we're empowering future animal carers to make a meaningful difference for people and animals in need.



A student reading to a shelter dog



"The most valuable aspect of the course for me was the placement... it was hands on and gave me the opportunity to work directly with animals, especially having had no previous experience. It was also where I learned the most. The knowledge and practical skills I gained didn't just help me complete my Certificate II in Animal Studies; they have also carried over into my vet nursing studies.

I was fortunate enough to experience what it's like to work in a veterinary clinic, and even the theory components of the course have transferred into some of my current units. Another aspect I found extremely valuable was the structure of the course. In the past, I have struggled academically and found it easy to fall behind. However, this course was structured and organised perfectly from beginning to end.

The support from the teachers gave me so much confidence and truly changed how I previously viewed education and studying. It helped me realise that with the right guidance and structure, I am capable of succeeding."

Jade, RTO Graduate

Community care takes a village

Preventing animal suffering takes more than one organisation; it takes a network of dedicated agencies, community partners, human support services, veterinary professionals and local advocates working together to assist both people and animals before challenges become crises.

Through our community care and outreach work, RSPCA NSW aims to meet people where they are, empowering communities with practical support, trusted information and viable pathways to care. This might mean helping someone access veterinary treatment, pet food, desexing, safe accommodation, emergency boarding or advice at a moment when keeping their animal at home feels uncertain.

Community attendance at our outreach events has been growing steadily each year, leading to a record number of animals assisted this year.

With the help of local councils, medical services, Local Aboriginal Land Councils, hospitals and more, we vaccinated 3,147 animals and administered 2,154 doses of parasite prevention at outreach events across NSW in FY26. Though metropolitan communities and larger regional towns may find it easier to access care, barriers to accessing core preventative veterinary services like vaccination, desexing and parasite prevention make life tough for many pet guardians simply looking to protect their animals.

Our growing impact in this space has shown that by working together and finding creative ways to make veterinary care more accessible, we can help more people get the support they need to care for their pets. Stronger collaboration between private vets, non-profit services and the wider community is key to keeping pets healthy, safe and with the families who love them most.

3,555
animals assisted

2,031
families assisted

2,918
animals desexed through community programs

3,640
people engaged with positive pet guardianship information



"No single organisation can meet every need, which is why strong community partnerships are so important. Human support services and animal welfare groups need to continue working together, connecting people with practical help and finding creative solutions that work for individual pet caregivers in need. That collective effort is the difference between a family reaching crisis point and keeping pets in the homes they already have."

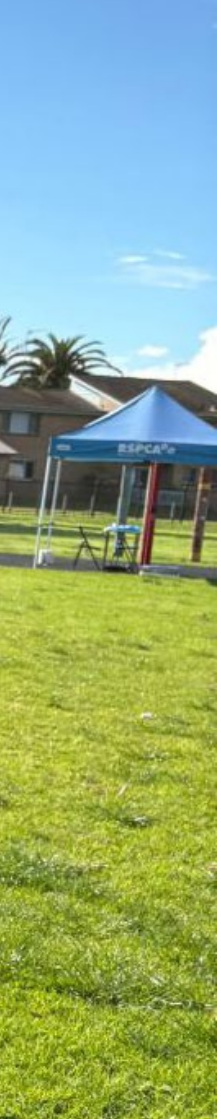
Dr Ann-Margret Withers, RSPCA NSW Senior Manager of Outreach, Education and Crisis Support

RSPCA NSW worked with Greencross Vets and the Petbarn Foundation to support people and pets at a Wilcannia Outreach event



"An effort of this scale is only possible through collaboration. The Orchard Hills Veterinary Hospital team was proud to work hand-in-hand with the RSPCA NSW Outreach team, Local Municipal Councils, ARC, and Regional Veterinary Partners & Rescue Groups. Each organisation contributed time, expertise and resources to ensure that pet owners walked away with healthier animals and peace of mind. This trip was more than just a veterinary service – it was a lifeline."

Kellie Tickner, Orchard Hills Veterinary Hospital Administrator



Bidwill Healthy Pet Day

On 20 November, local families, partners and our Outreach team came together to strengthen animal welfare through prevention-focused care.

Across the day, six vet stations and 32 volunteers and staff provided care for 120 animals. Every guardian who completed our evaluation survey rated the day five out of five!

Families were also able to access vaccinations, parasite treatment, microchipping, pet food and care supplies, as well as pathways to subsidised desexing. 40 animals were booked in for desexing at Orchard Hills Veterinary Clinic, creating long-term prevention outcomes for pets, their guardians and the wider community.

Through our Keeping Cats Safe at Home program, desexing costs for cats were waived, including for one guardian whose two young female cats had already produced multiple litters before their first birthdays. Access to free desexing brought relief, pride and the chance to break a cycle she felt she couldn't manage alone.



Days like this could not be possible without strong partnerships with likeminded organisations, in this case with Bidwill Uniting, Orchard Hills Vet Hospital, Animal Rescue Cooperative, Zoetis and Royal Canin.

With the support of these partners, families were able to access the care they may otherwise have missed, demonstrating that when agencies work alongside communities, we can reduce barriers, support people and keep more animals safe, healthy and loved at home.

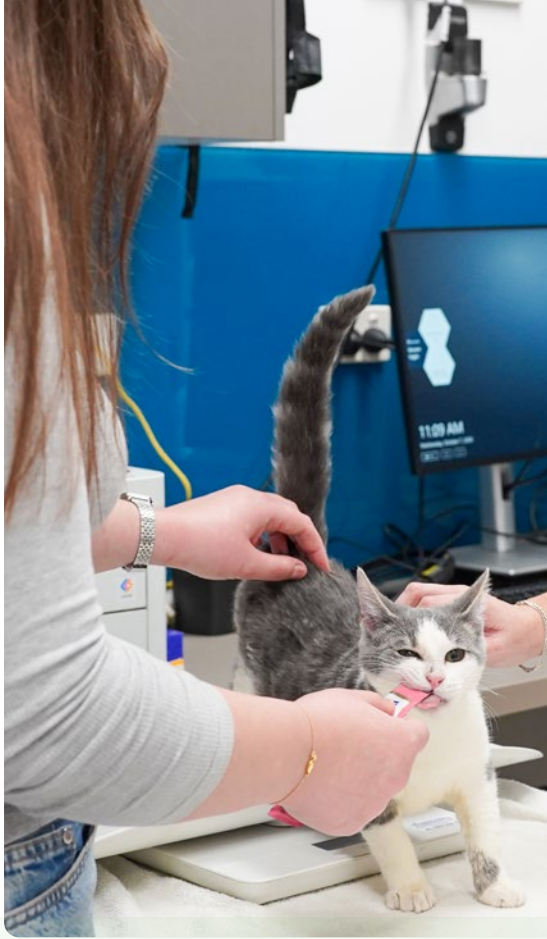
Caring for animals and the people who love them

Across NSW, our three veterinary hospitals play a vital role in supporting local communities, providing timely care for animals and practical support for the people who love them. From routine treatment and preventative care to complex medical cases and urgent decision making, our veterinary teams are there at some of the most difficult moments in the lives of a person and an animal.

This year, for the first time, our hospitals were supported by a newly created veterinary social worker role. Bringing a 'One Welfare' lens to clinical care, this role recognises that when an animal needs treatment, there's often a person who also needs support.

Working alongside our veterinary teams, our veterinary social worker helps support guardians through moments of uncertainty, grief, financial stress or complex circumstances. This additional layer of support strengthens our ability to:

- reduce barriers to care
- keep families together where possible
- respond with empathy when outcomes are sometimes challenging and complex.



26,552 consultations

20,887 vaccinations

9,913 shelter consults

7,096 desexings

2,697 Inspectorate consults

1,112 dentals

1,362 other surgeries



"When an animal needs urgent or ongoing care, there's often a person beside them who is worried, overwhelmed, or facing incredibly difficult decisions. My role is to support that person while our veterinary teams support their animal. This could be as simple as helping them feel informed, heard and supported at a time when they may need it most."

Brooke, RSPCA NSW Veterinary Social Worker

Care that goes beyond the consultation room

A client arrived at RSPCA NSW with a critically ill cat who was facing a poor prognosis. His cat was diagnosed with feline parvovirus and, sadly, could not be saved. With English as his second language, our client needed extra support to understand what the diagnosis meant and what would happen next.

Brooke, our Veterinary Social Worker, was able to step in and guide him through the process of understanding the highly contagious virus and supporting him as he said goodbye to his pet. During their conversation, he shared that he had recently lost his job and was experiencing financial hardship. As trust grew, he also revealed that he had several other cats at home.

Later that afternoon, a second cat tested positive for parvovirus and had to be humanely euthanised. With the wellbeing of his remaining cats now at risk, our client accepted our offer to test them free of charge the following day. To everyone's relief, they tested negative, and our veterinary team was able to vaccinate them at no cost.

Opening doors to better outcomes

Foster care is more than an alternative to the shelter environment: it is an extension of our care network, a community of homes upheld by incredible individuals willing to open their hearts and doors to an animal in need.

Supported by our dedicated Foster Care team, carers provide safe, nurturing homes for animals with a wide range of needs. Some need quiet time to recover from illness or surgery. Others need a secure place to raise their young, build confidence, receive behavioural support or simply take a break from the shelter environment.

This year, we expanded access to foster care, recognising its vital role in improving animal welfare and increasing our capacity to help more animals across NSW. In total, 3,407 animals were placed with foster carers, giving each one the care, time and environment they needed at an important stage of their journey.

Ghost, a handsome American Staffordshire Terrier who had come into our care several times, is just one example of an animal whose life was transformed by foster care. The shelter environment was challenging for him, and he often carried tennis balls to help him cope with stress. In the calm and stability of a dedicated foster home, Ghost was able to relax, build confidence and gradually come off his behavioural medication. By the time he was adopted, he was a settled, content dog. An outcome made possible by the patience and care of his foster family.

"It fits well with my lifestyle at the moment where I can look after a dog but I'm not ready to commit to one fulltime. I can care for them but it's not permanent. It's really nice getting to know different dogs and their own special personalities, and it's nice to know you're doing something good and spoil those that haven't had the best start to life."

Alison, Ghost's foster carer

3,407
animals placed in foster

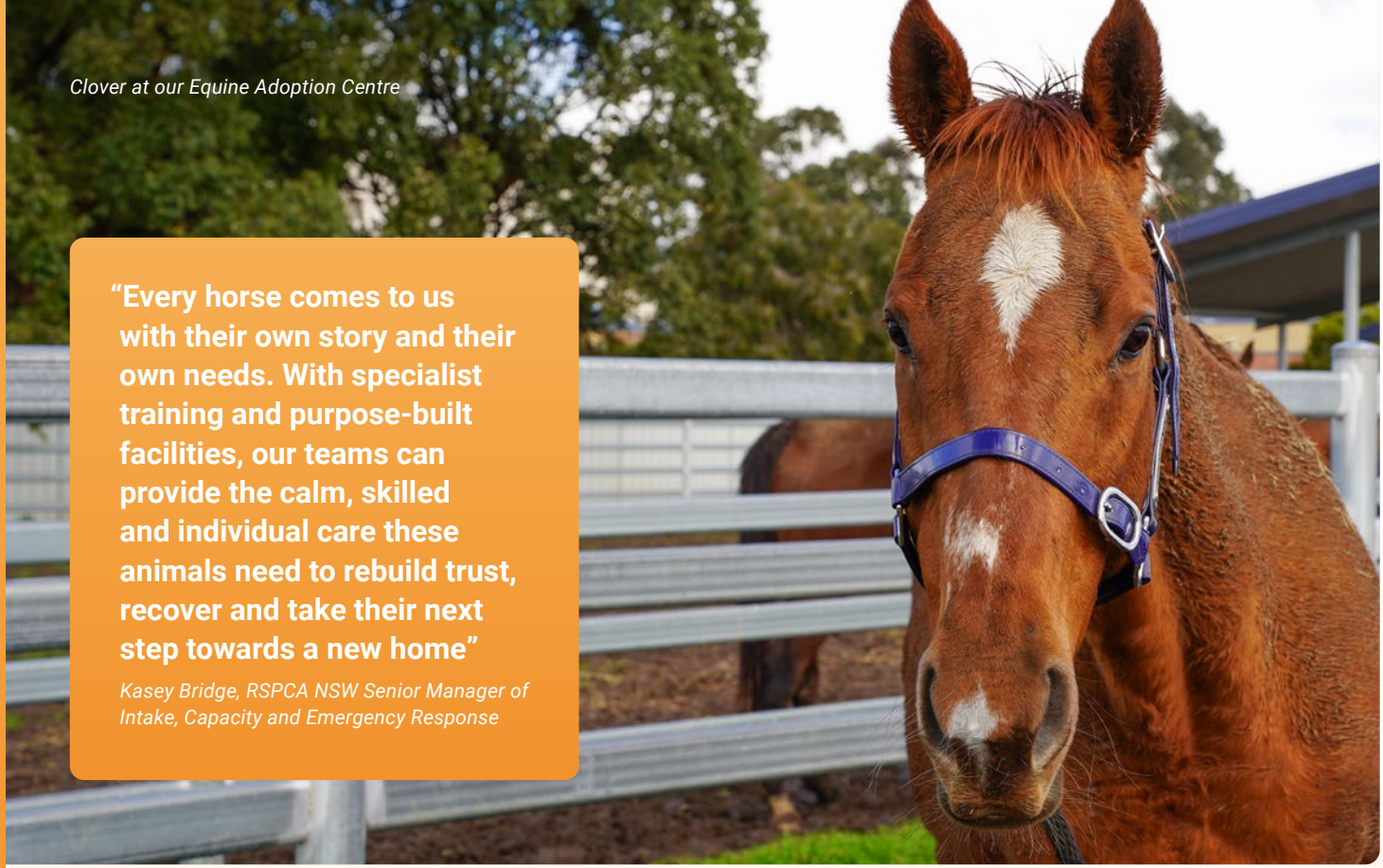
941
foster carers utilised

460
new foster carers

48%
of animals in care were in foster homes, at peak times



Ghost enjoying time in a foster home



Clover at our Equine Adoption Centre

"Every horse comes to us with their own story and their own needs. With specialist training and purpose-built facilities, our teams can provide the calm, skilled and individual care these animals need to rebuild trust, recover and take their next step towards a new home"

Kasey Bridge, RSPCA NSW Senior Manager of Intake, Capacity and Emergency Response

225 horses brought into care

60 horses rehomed

28 stable staff trained

28 inspectors trained

13 paddocks for rehabilitation

4 Equine Adoption Centre stables

1 volunteer trained

A new pathway for the horses in our care

The opening of our new Equine Adoption Centre in November 2025 marked an important milestone in our capacity to rescue, rehabilitate and rehome horses across NSW. With 77% more horses entering our care this year, the purpose-built facility at our Hunter Shelter has been vital in helping more horses access the specialist care they need to recover, build confidence and move towards loving new homes.

Whether horses have experienced neglect, abandonment or situations where their physical or behavioural needs were simply not met, we know that recovery takes time. It requires suitable facilities, skilled handling, veterinary treatment and an individual approach shaped around each horse.

Custom-designed stable blocks, veterinary examination spaces, a wash bay and scales allow our teams to provide care efficiently while maintaining high standards of hygiene and safety. Spacious paddocks connected by laneways enable more horses to be housed comfortably on site while giving potential adopters a safe way to meet horses ready for rehoming.

In the last financial year, 60 horses were adopted from the Centre. Advertising on a dedicated equine platform has significantly increased interest, while the daily training provided by our teams helps each horse develop the skills and confidence needed to be adoption-ready and better prepared for life in their new home.

Before working with horses, all relevant staff and Inspectors complete horse-handling training. This supports a consistent approach to care and helps protect the safety of our horses and handlers alike.

Jadzia's journey

Working closely with a local equine veterinary centre, Jadzia, a 16-year-old Arabian mare, arrived with a 30 centimetre uterine tumour. Our veterinary partners successfully removed the tumour, and Jadzia then received careful medical rehabilitation as she recovered from major surgery. After 182 days in our care, she was ready for her next chapter and was adopted into a new home.

Individualised care, the right pathway

Every animal who comes into our care arrives with their own needs. Some have known the comfort of a loving home, while others may have experienced neglect, uncertainty, trauma or significant change. Their health, behaviour and ability to adjust to a shelter environment can be just as varied.

Over the past year, our shelter and behaviour teams have worked together more closely to ensure those differences shape not only the care each animal receives, but also the pathways available to every single animal that turns to us for help. For some, that means tailored enrichment, training and adjustments to their environment and routine. For others, it may mean time in foster care, placement with a trusted rescue partner or specialist support through our Behaviour and Rehabilitation Centre on the Central Coast.

By combining daily observations with behavioural expertise and an overarching focus on meeting welfare needs, we can build a more complete picture of each animal and develop an individualised plan around their needs. This helps ensure animals are given the time, space and support they need to feel safe, build confidence and move towards the outcome that gives them the best chance to thrive.

"Every animal responds differently to care, so our approach must begin with understanding the individual in front of us. By working closely with our shelter teams, and drawing on pathways such as foster care, rescue placement and specialist rehabilitation, we can identify what each animal needs to feel safe, build confidence and move towards the future that is right for them."

Meagan Mackenzie, RSPCA NSW Head of Animal Care Central

38
rescue groups worked with

44
Petbarn partner locations

906
animals adopted through Petbarn

3,450
animals transported

248,182
km travelled



A cat enjoying a safe-at-home lifestyle with enrichment activities

Keeping the entire family together

Sometimes, keeping pets safe and healthy starts with supporting the people who love them.

Through our Access to Vet Care (AVC) program, we help devoted animal guardians experiencing financial hardship to access essential veterinary treatment through subsidised care, payment plans, transport support and trauma-informed support. By reducing financial and other barriers to treatment, we help pets stay healthy while ensuring they remain in the homes they already know, with the people who love them most.

In the last financial year, the program supported more than 3,400 clients and over 4,600 companion animals, delivering just over half a million dollars in subsidised veterinary care. Twenty-three percent of participating families reported that they would have been forced to surrender or rehome their animals without this assistance.

By helping people access the care their pets need, we're not only improving animal welfare, but also giving guardians an alternative to relinquishing their pets or pursuing euthanasia for treatable conditions. AVC keeps families together when they're most in need of support.

"The Access to Vet Care program is a welcome initiative. It ensures that pet guardians in difficult financial circumstances are still able to obtain essential advice and treatment for their pets. It also means pets won't suffer in the long term. Most importantly, people stay together with their beloved companion animals. It benefits the welfare of both humans and animals. Everyone is happy."

Beverley, generous supporter of the Access to Veterinary Care program.

5,622 veterinary consultations

3,488 clients assisted

3,345 vaccinations

593 surgeries and procedures

475 animals desexed

266 dentals



“Behind every successful recovery is an animal who needed care and a carer who wanted to help. By improving access to veterinary treatment, we can give more pets the chance to heal and stay with their families.”

Rosemary Burkett, RSPCA NSW Access to Vet Care Nurse



A little support but a life-changing difference for Jocky and his carer

When Jocky was attacked by another dog in his own backyard, he suffered a fractured foreleg, a painful condition needing urgent care. Through RSPCA NSW’s AVC program, he received pain management and regular splint changes to help save his leg. By reducing the financial barriers to ongoing veterinary care, the program helped make this treatment possible, giving Jocky’s carer the chance to access the care Jocky needed to heal.

His story shows how support at the right time can make a meaningful difference to an animal’s recovery.

Providing support when people need their pets most

The bond between people and their pets is a source of comfort, companionship and stability for many Australians. This is especially true during life's most challenging moments.

At RSPCA NSW, we want to ensure people are given the best chance to navigate difficult situations without the added stress of being separated from their beloved animals.

Whether a pet guardian is escaping domestic and family violence (DFV), experiencing homelessness, facing the challenges of aging or navigating a mental health emergency, our Crisis Support programs provide support tailored to their circumstances.

Demand for assistance is at an all-time high. In FY26, we provided 9,695 nights of safety for animals through our DFV support program, a staggering 94.2% increase from the 4,992 nights we were able to provide last financial year.

It's become more essential than ever to treat and shelter animals in need so their guardians can find safety themselves, seek out medical support or take the steps they need to heal.

By helping people and pets stay connected when they need each other most, we help carers build brighter futures for themselves and their animal companions.

- **211** clients and **348** animals helped by our DFV Program
- **122** clients and **242** animals helped by our Aged Care Program
- **97** clients and **166** animals helped by our Mental Health Urgent Shelter Program
- **18** clients and **30** animals helped by our Homelessness Program



A happy dog enjoys the safety of being by his favourite human's side

"Sometimes, knowing your pet is safe can give you the breathing room to focus on your own wellbeing. That's what makes this work so important. We're not just caring for animals; we're helping people navigate difficult circumstances without having to worry about losing a relationship that means so much to them."

Sandra Ma, RSPCA NSW Crisis Support Programs Manager



Helping families find safety together

Leaving a home experiencing DFV can be extremely difficult. That difficulty is exacerbated when it includes risking separation from a beloved animal companion. Through our Safe Families framework, we're helping remove this barrier by supporting families to seek safety without having to leave their pets behind.

Studies have shown that one third of women in crisis accommodation delayed leaving domestic and family violence situations due to concerns that perpetrators might abandon, neglect, injure or kill companion animals they leave behind[3]. As the first pet-inclusive framework of its kind in Australia, our Safe Families framework involves partnering with DFV refuges to improve their capacity to welcome pets safely. From preparing pet-friendly spaces and training staff in animal care to providing essential supplies and ongoing veterinary and behavioural support, this initiative helps crisis accommodation to meet the needs of those escaping violence at home.

To date, the initiative has helped 14 refuges become pet-inclusive, with four more in the process of creating safer pathways for families and pets.

By recognising the bond between people and their animals, the program helps families keep an important source of comfort, love and companionship close as they begin the process of healing.

"It was great to meet with Ann-Margret and Sandra from RSPCA NSW and see their work and passion first-hand. I was fortunate enough to visit a refuge. It was wonderful to meet the people there, and it was fulfilling to see the potential transformation the refuges will have on the lives of its human and furry residents. Patches the dog joined me there, and she approved of the facility!"

Philippa, generous funder of the Safe Families Project

[3] *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.*

Prepared communities, safer animals

Severe weather can affect whole communities, including the animals who live within them. Whether people are preparing for bushfire, flood, or other emergencies, animals must be part of the conversation early.

When pet guardians and community response systems are better equipped to support animal welfare, fewer animals experience harm, suffering or displacement. This is where collaboration with emergency services becomes key.

In FY26, the Animals in Emergencies Conference returned for its second year, bringing together more experts than ever before under the theme of 'Building Capacity Before Crisis.' The conference created space for people working across different but interrelated sectors to collaborate, share expertise, learn from real-world experience and strengthen the relationships that are essential when emergencies occur.

The conference featured speakers from:

- WIRES
- RSPCA QLD
- Zoos Victoria
- NSW Landcare
- Animals Australia
- Local Land Services
- Fire Rescue Victoria
- Vets for Compassion
- NSW Rural Fire Service
- Humane World for Animals Australia
- NSW National Parks and Wildlife Service
- South Australian Veterinary Emergency Management
- Department of Primary Industries and Regional Development
- NSW State Emergency Service (SES).





6
local preparedness events

216
Emergency Response Team volunteers

1,324
Ready Pet Go packs distributed



“What an amazing gathering of likeminded people, sharing their skills, knowledge and passions for all things planning, preparing, responding and recovering from incidents involving animals.”

David King, NSW SES Senior Operator

Ready Pet Go!

Ready Pet Go was launched to help pet guardians prepare for emergencies with a practical starter kit.

We distributed over 1,300 packs in FY26, prioritising families in bushfire and flood-prone communities across NSW. While designed primarily for cats and dogs, the program also promotes preparedness for birds, pocket pets and other companion animals.

Our Emergency Response Team volunteers attended community preparedness events where they educated pet guardians on emergency planning, safe transport, accommodation and what to include in an emergency kit.



Protecting animals

Throughout FY26, our Inspectors responded to 10,274 animal welfare concerns across NSW, protecting animals and supporting people to make meaningful and lasting improvements to animal welfare. Our duties have increasingly required us to coordinate responses with multiple agencies to ensure the animals are properly supported and that the most urgent cases receive timely and coordinated responses from our 42 Inspectors.

During every shift, our Inspectors work with animal caregivers to understand their circumstances, explain expected standards of care and provide practical guidance. This can include animal welfare advice, referrals for veterinary care, and essential pet care equipment or food. By providing the right support early, we can help people meet their animals' needs and keep more animals safe, healthy and well cared for at home, without the need for shelter intervention.

Where education and support can't safeguard an animal's welfare, or where an animal faces immediate risk, our Inspectors use their powers under the Prevention of Cruelty to Animals Act 1979 (NSW) (POCTAA) to remove an animal from a harmful situation so they can receive the protection, treatment and care they need. Every decision is informed by evidence, professional judgement and the welfare of the individual animal.

In FY26, exercising their authority under POCTAA, our Inspectors saw fit to seize 3,979 animals and bring them into our care. They also issued 934 written directions and 77 Penalty Infringement Notices, with the aim of improving welfare outcomes for animals in their existing homes.

A changing social landscape that includes increasing pressures such as the cost of living is directly influencing the vulnerability of the animals in our communities. This means our Inspectors conduct their work in complex, unpredictable and often emotionally charged situations. Their safety has always been a priority for us, and we're committed to helping them execute their function in the safest possible way.

Throughout the year, we continued to strengthen the capability and safety of our Inspectorate through ongoing support and practical training in areas including conflict resolution, livestock welfare, equine behaviour and Avian Influenza (bird flu) management.

"I see first-hand the care and determination our Inspectors bring to every concern. They listen, assess what's happening and help people make meaningful improvements wherever possible. When an animal can't be kept safe, they're ready to make the difficult but important decisions needed to protect them."



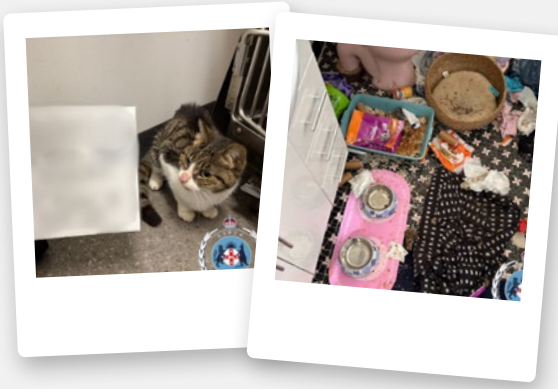
Scott Meyers, RSPCA NSW Chief Inspector

A prosecution outcome

A husband and wife were convicted of animal cruelty after leaving their 12-year-old cat, Princess, locked in a bathroom without food or water for four weeks. When RSPCA NSW Inspectors arrived at their Wollongong property, Princess was visibly emaciated and suffering from severe dental disease.

After being rescued by our Inspectors, Princess received urgent veterinary treatment and 65 days of dedicated care. Tragically, despite the team's best efforts, the lasting effects of her suffering meant her quality of life was severely compromised. She was unable to be rehabilitated and was humanely euthanised as a result.

The couple pleaded guilty to four offences under POCTAA, each receiving a six-month Community Corrections Order, a $9,000 fine and a two-year disqualification from purchasing or caring for animals. They were also ordered to repay $2,388 in animal care costs.



"When you see an animal experiencing suffering that could have easily been avoided, it stays with you. It reminds us why we must do everything we can to prevent cruelty before it happens, whether that's through hands-on support or simply helping people understand their responsibilities as animal guardians. We need to help people get things right before animals are harmed, but we also need to act decisively when they are being put at risk. Protecting animals means doing both."

Tyson, RSPCA NSW Inspector

Inspectorate activity

10,795* cruelty complaints received

62,681 total calls taken

10,274 cruelty complaints investigated

42 RSPCA NSW Inspectors

35,884
information and advice

24,332
cruelty concerns

13,290
stray/lost and found

5,509
adoption enquiries

2,465
crisis support services

1,014 intelligence reports

513 proactive or routine inspections

379 referred to other agencies and Animal Welfare League

77 PINs issued

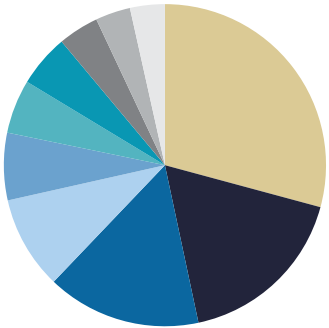
2,820 matters revisited

934 written directions

18 official cautions

142 referred to NSW Police

8 Stock Welfare Panels (3,498 animals)



Top 10 cruelty complaints

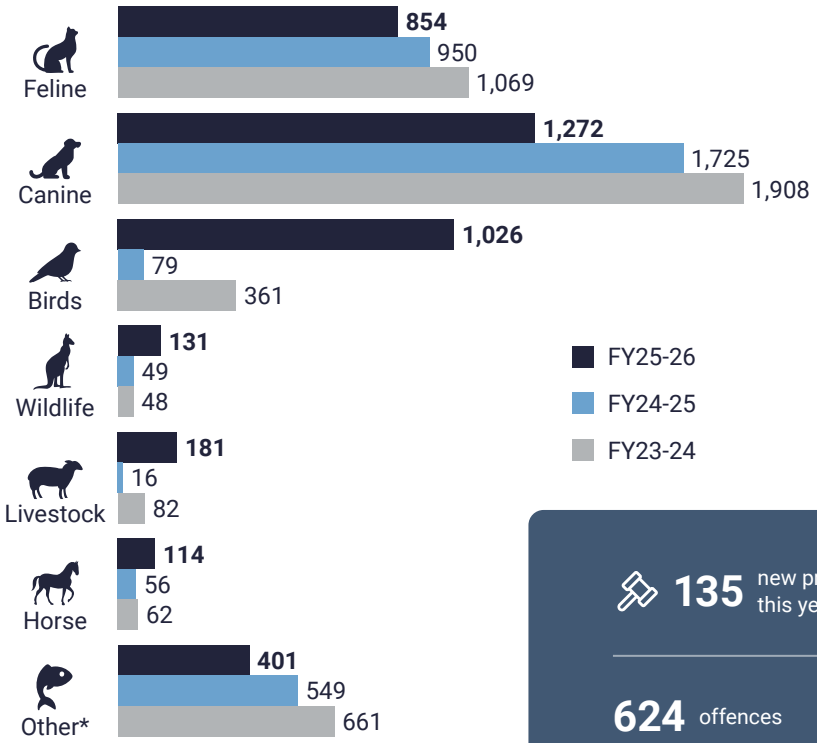
- **5,393** no food/water
- **3,225** concern for welfare
- **2,857** inadequate vet treatment
- **1,729** unattended 24hrs
- **1,248** shelter inadequate
- **1,000** locked in small pen
- **971** ill treatment
- **754** tied continually
- **648** abandoned
- **645** breeder

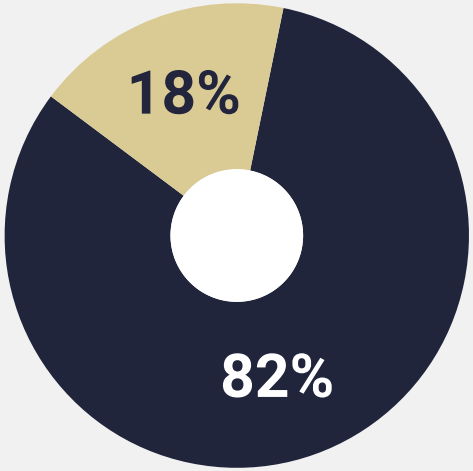
*42 *The difference between complaints received and investigated is complaints referred to other agencies and NSW Police.*

3,979 animals brought into care

239 active prosecutions

Incoming animals by type





135 new prosecutions this year

104 prosecutions ongoing from previous years

624 offences

75 prosecutions finalised

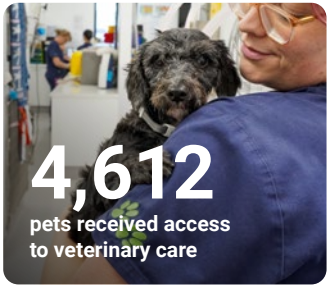
61 disqualification orders imposed

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

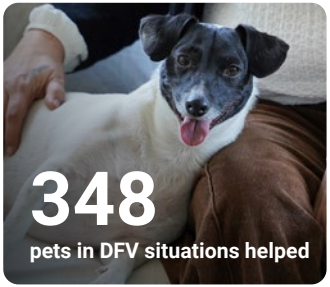
Caring for 18,943 animals in the community

Community care in action

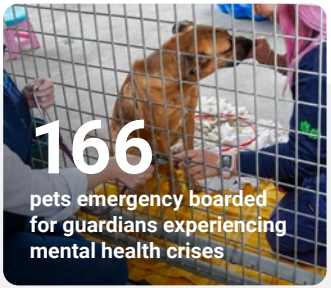




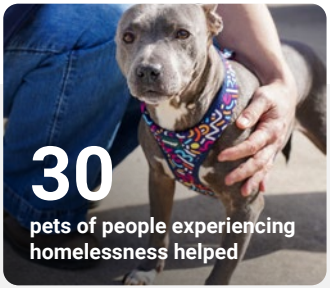








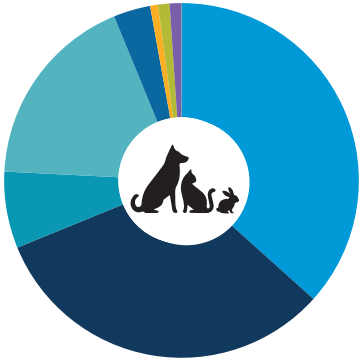




RSPCA NSW is proud to support people in our communities so they can help keep their animals safe, healthy and thriving at home where they are loved.

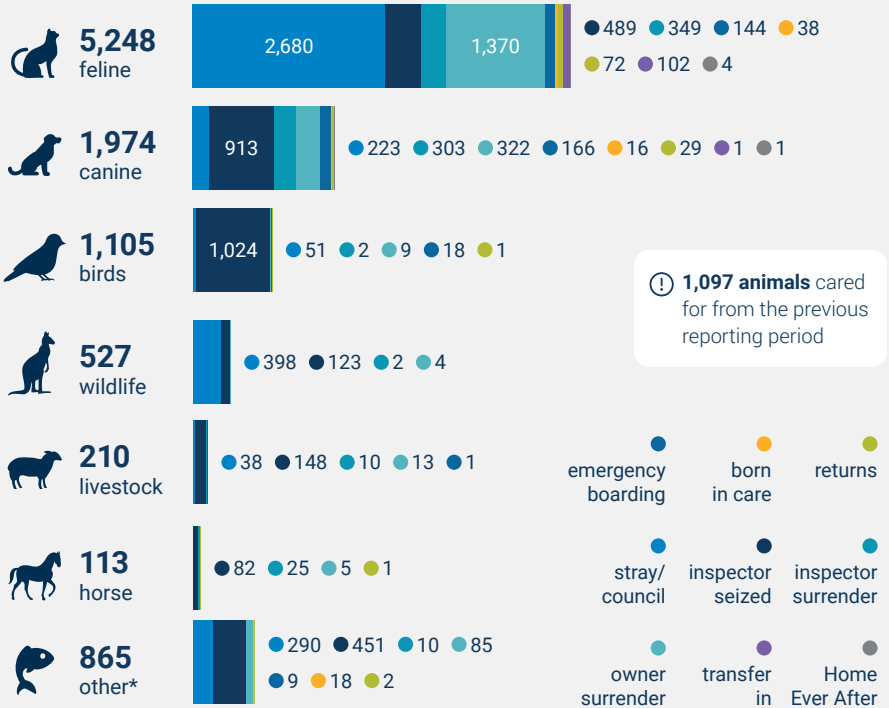
and 11,138 animals in our shelters

Intake pathways



- **3,680** (36.6%) stray/council
- **3,230** (32.2%) Inspector seized
- **1,807** (18.0%) owner surrender
- **701** (7.0%) Inspector surrender
- **338** (3.4%) emergency boarding
- **105** (1.0%) returns
- **103** (1.0%) transfer in
- **72** (0.7%) born in care
- **5** (0.0%) Home Ever After (bequests in shelter)

Intake by type



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

Animal outcomes

6,070

total live outcomes

5,047 (83.1%) **adopted**

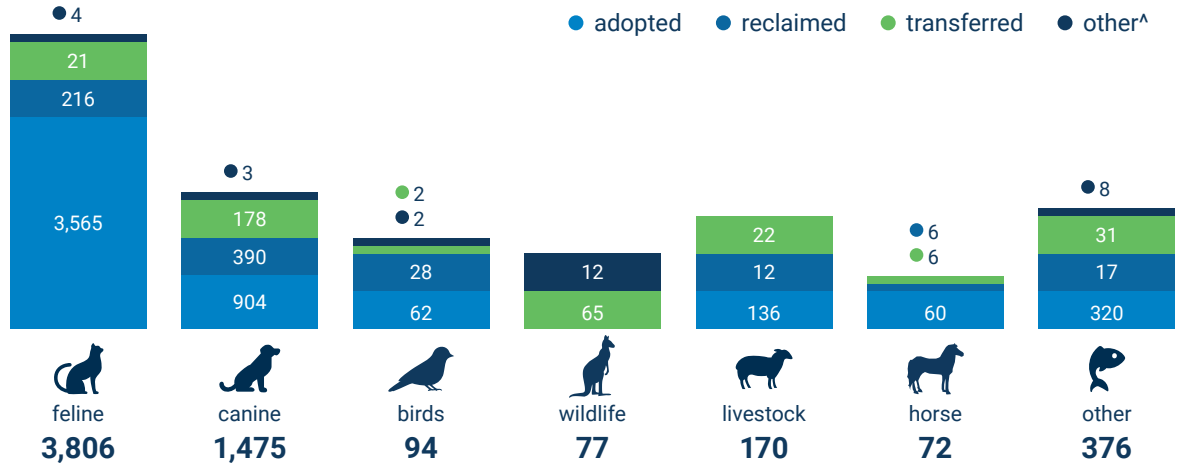
669 (11.0%) **reclaimed**

49 (0.8%) **transferred to council**

276 (4.5%) **transferred to rescue groups**

29 (0.5%) **other^**

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



Biggie enjoys a nap, made possible by a loving home



“She sleeps beside me every night. She’s perfect.”

Jade, Biggie’s adopter

A happy tail: 843 days later, Biggie finds her forever home

For 843 days, Biggie waited patiently. Rescued alongside more than 50 cats from unsuitable conditions, she watched as, one by one, her feline friends found their forever homes. Despite her sweet and friendly nature, one year in our care became two as Biggie was repeatedly overlooked. But unbeknown to her, someone had noticed. Jade kept coming back to Biggie’s web profile and soon her long wait was finally over.

Animal outcomes

Animals come to RSPCA NSW from many different circumstances, each with their own history, individual needs, and pathway forward. However they come into our care, our responsibility is to understand what a good quality of life looks like for each animal.

This means considering their health, behaviour, comfort, safety, capacity to recover and ability to experience positive welfare. In many cases, the right pathway involves rehoming after treatment, rehabilitation and foster care, or transfer to a rescue organisation for ongoing support. In others, where an animal is suffering, cannot be safely rehabilitated or does not have a reasonable prospect of a good quality of life, euthanasia may be the kindest and most humane decision.

Our decisions are guided by veterinary and behavioural expertise, welfare assessment, ethical consideration and compassion for the animal in front of us.

Euthanasia is an incredibly difficult and emotional subject, particularly for those who love animals as deeply as we do. It is also one of the hardest realities of our work.

Our staff form deep connections with the animals in their care. They feed them, comfort them, treat them, advocate for them and celebrate their progress. Sometimes, those same people must also make, support or carry out the heartbreaking decision to end an animal's suffering.

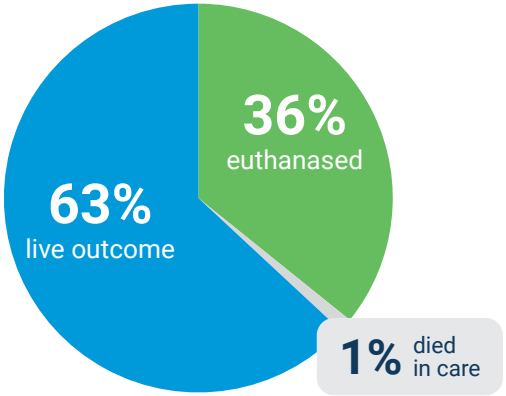
These moments are never easy, nor do they become easier simply because they are part of our work. Each animal's needs and welfare must always come first, and their individual circumstances must be considered with dignity, care and compassion.

During the reporting year, 3,553 animals in our care had non-live outcomes. The tables on this page provide a breakdown by animal type, along with the reasons for euthanasia.

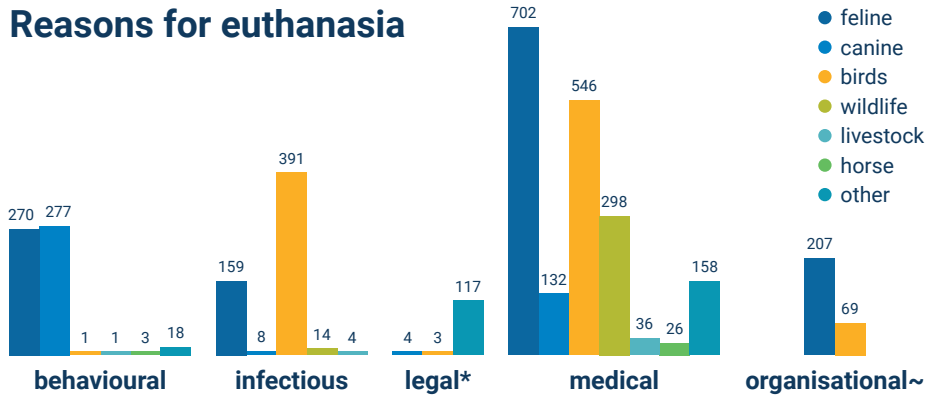
Non-live outcomes by animal type

- **1,399** feline
- **438** canine
- **1,012** birds
- **324** wildlife
- **45** livestock
- **29** horse
- **306** other

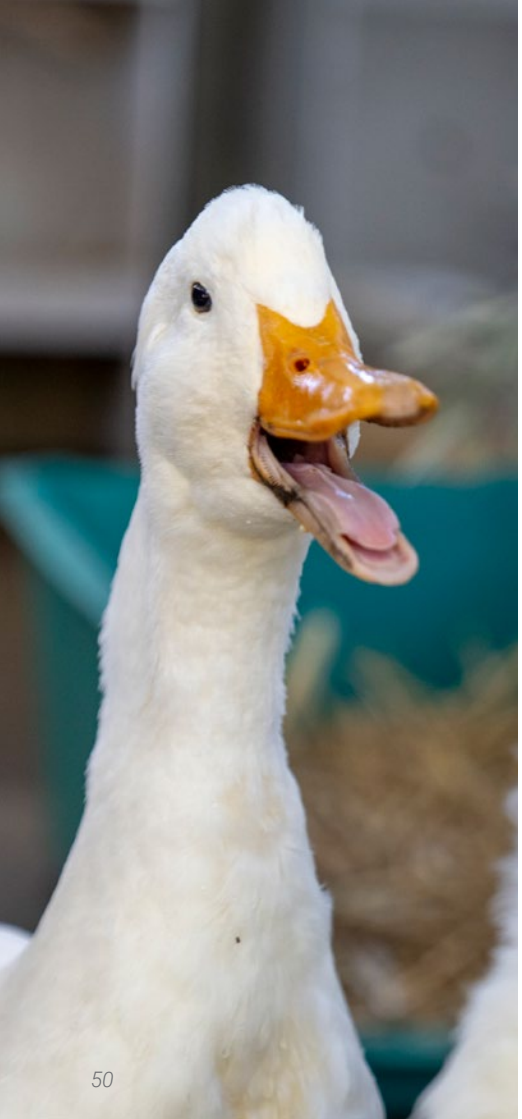
1,341 animals still awaiting outcomes



In FY26, our Inspectorate responded to welfare concerns involving a large number of quails. Due to the welfare issues identified, the quails and their eggs were humanely euthanised under veterinary advice. The impact of this single large-scale case is reflected in the bird category figures and our overall live-release rate.



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



Stewarding every dollar with care

Like households and businesses across NSW, we continued to feel the pressure of rising costs while demand for our services remained high.

During FY26, our total income was $79.3 million compared with $77.0 million in FY25. Once again, the generosity of our community was extraordinary. Together, legacies, bequests, fundraising and donations contributed $50.4 million towards our work. For every dollar we invested in fundraising activities, approximately $8.90 was raised.

Income from our adoptions, veterinary services, retail and other activities also grew to $8.2 million. The NSW Government continued to provide financial support for the operation of our Inspectorate, who enforce the Prevention of Cruelty to Animals Act 1979 on behalf of government.

In a challenging economic environment, we maintained tight control over expenditure while protecting the frontline services animals and communities rely on.

Expenditure totalled $79.6 million[4], with $64.0 million (or more than 80 cents of every dollar spent) invested directly in animal welfare. This kept our shelters and veterinary hospitals open and caring for thousands of animals and our Inspectorate and community programs preventing animal cruelty.

We are deeply grateful to everyone who donated, volunteered, partnered with us or left a gift to RSPCA NSW in their Will. Every contribution helps us to continue to protect animals, support communities and be there for the people who love them.

[4] During FY26, the difference between our total income and total expenditure saw us operate with a modest loss of $315,000.

	FY26	FY25
Income	**$79.3M**	$77.0M
Legacies and bequests	**$35.0M**	$31.5M
Fundraising, donations and commissions	**$15.4M**	$14.9M
Government regulatory grant	**$9.9M**	$11.4M
Animals, services, goods and other	**$8.2M**	$7.7M
Grants - capital and other	**$6.5M**	$6.5M
Investment income*	**$4.2M**	$4.9M
Expenses	**$79.6M**	$80.2M
Animal welfare	**$64.0M**	$63.1M
Business support	**$10.0M**	$10.7M
Fundraising	**$5.6M**	$6.5M
Total comprehensive income	**($0.3M)**	($3.2M)

**FY26 includes $2,875,000 of unrealised losses from investments*

RSPCA New South Wales

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

Thank you!

ROYAL CANIN BRAVECTO PETBARN