

SYDNEY
**DOGS
& CATS**
HOME



**ANNUAL
REPORT
2024**



Lenny,
adopted



Acknowledgement of First Australians

Sydney Dogs & Cats Home acknowledges the Wangal and Cabrogal peoples of the Darug nation as the Traditional Owners of the land, skies and waterways where we work. We pay our respects to them and their cultures and to Elders, past, present and emerging.

WELCOME



Sydney Dogs & Cats Home is the home of hope.

For almost 80 years, we've reunited, rehabilitated and rehomed lost and abandoned animals. It's where they find connection, healing and love.

We strive to rehome every healthy and treatable animal that comes through our doors, and we never place a time limit on any rehomable animal awaiting adoption.



“

She's the best decision we ever made.”

Another Happy Tail from Robyn who adopted Crash, now known as Luna.

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Mocha, adopted

ABOUT US

Sydney Dogs & Cats Home: The Home of Hope for Sydney's Pets

Since 1946, Sydney Dogs & Cats Home has been the home of hope for the city's lost, abandoned, and neglected pets. As Sydney's only charity pound and community facility, we open our doors to thousands of animals each year, servicing multiple council areas. Our mission is clear: to provide shelter, food, veterinary care, and most importantly, love and care to every animal that comes through our doors.

At Sydney Dogs & Cats Home, we support the *Getting to Zero Movement* and we strive to rehome every healthy and treatable animal that comes through our doors. We're proud to say we never place a time limit on any rehoming animal awaiting adoption.

Penny Lane,
adopted



Before their forever homes, there's Sydney Dogs & Cats Home

Each year, we rehome, rehabilitate, and reunite thousands of lost, abandoned, and neglected animals.

Our vet team and animal care specialists treat their wounds, heal their injuries, and work tirelessly to address their behavioural needs. We ensure they feel safe until they can find their forever home.

We're also home to a wide range of community programs, bringing healing, wellbeing, and joy to communities. From aged care initiatives to working with veterans and youth, we believe in the power of the pet-human bond.

While some of these programs are temporarily paused during our transition to a new facility, they will return in full once our new fit-for-purpose shelter at Kurnell is complete.

At Sydney Dogs & Cats Home, we not only transform the lives of animals, but we also create meaningful opportunities for the community to connect with our mission. Together, we bring healing and hope to both people and pets.



Colonel, available for adoption

OUR NETWORK

We are a member of Companion Animal Network Australia, which includes six member agencies, each aiming to make the world a better place for pets. Through national campaigns, partnerships and initiatives, we celebrate the human-animal bond and promote responsible pet ownership. We use our national voice to campaign for the humane treatment of all companion animals, and we rally support for programmes that deliver high welfare standards.

We act under the NSW Companion Animals Act 1998 and the Companion Animals Regulations and Codes of Practice.

A PROUD MEMBER OF



Australia CAN

HOW WE MADE A DIFFERENCE

Thanks to you, in the 2023-24 financial year, Sydney Dogs & Cats Home has achieved:

ANIMALS IN



449
DOGS
35%



768
CATS
59%



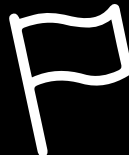
75
OTHER
6%



1,292
TOTAL
INCOMING



1,163
FROM COUNCIL
90%



129
SURRENDERS
10%

ANIMALS OUT



407
DOGS
35%



718
CATS
61%



49
OTHER
4%



1,175
TOTAL
OUTGOING

Adoptions/Transfers



775
TOTAL ADOPTIONS
60% of total incoming

Reclaimed



246
TOTAL RECLAIM
19% of total incoming

Euthanased



154
TOTAL
12% of total incoming

FOSTER CARE



1,112
FOSTER CARE
PLACEMENT

up 36% from the
previous year



478
FOSTER CARE
HOMES

up 48% from the
previous year



99
NEW FOSTER
CARERS

up 52% from the
previous year

VET CARE



763
DESEXING
PROCEDURES
COMPLETED



3,255
VET
CONSULTATIONS

for shelter animals



368
VET
CONSULTATIONS

for private clients

VOLUNTEERS



160
VOLUNTEERS
contributed over
6,300 hours
of their time



120
NEW
VOLUNTEERS

inducted over
the past year



35
VOLUNTEERS

supported in
completing their
course requirements
in animal related
studies

OUR FACILITIES



NEW
KENNEL UPGRADES

included a fenced yard for
off-leash training and adoption
meets, as well as specialised
roofing to reflect heat during
summer



\$12 MILLION
SECURED

in government funding for
the new Kurnell facility,
with **\$8 million**
remaining to be raised

FIVE YEAR STRATEGIC FRAMEWORK

VISION

To be a leading organisation in companion animal welfare, positively impacting our animals and our people.

MISSION

To responsibly reunite, rehome and rehabilitate companion animals in our care, whilst providing the highest level of service to the wider community.

OBJECTIVES

Animal care

Provide companion animals in our care with best practice care

Engagement

Provide engagement programs that benefit companion animals, SDCH & the community

Culture

Attract & retain mission motivated talent

Sustainability

Sustainable financial, systems & resources



STRATEGIES

- 1. Evidence-based best practice policies and procedures
- 2. Partnership approach with Councils (existing & new)
- 3. Reduce length of stay & time in shelter through best practice rehoming & reuniting

- 1. Education and advocacy promoting welfare awareness & responsible pet ownership.
- 2. Research Programs to support Getting to Zero
- 3. Continued focus on Right Match for adoptions and rehoming
- 4. Surrender Prevention Programs
- 5. Vet Services and specialist networks to ensure best quality care
- 6. Community Partnerships and Programs to promote brand awareness, volunteering and donations

- 1. Promote a mission motivated brand that attracts the right people for the right roles
- 2. Build a collaborative & united culture of employees, volunteers and low-bono partners
- 3. Adopt initiatives that support ongoing learning, well-being & overall impact in the workplace & wider community

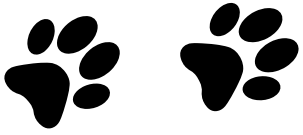
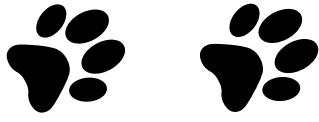
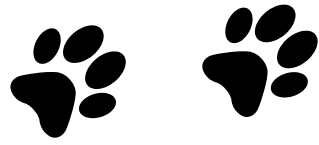
- 1. Ensure financial sustainability of services to channel fundraising to community-based initiatives
- 2. Execute a clear resourcing strategy to support objectives
- 3. Utilise fit-for-purpose systems and processes to enable operational effectiveness
- 4. Future proof premises to support strategy (Kurnell & temporary premises)

FOUNDATIONS

Ongoing good governance & compliance practices

OUR VALUES

Compassion Trust Collaboration Impact Responsibility Dedication Growth



Macey, adopted



Lily,
adopted

STRATEGIC FRAMEWORK: ACHIEVEMENTS AND PROGRESS

Over the past year, Sydney Dogs & Cats Home has made significant progress towards achieving the goals outlined in our strategic framework. We are pleased to share key achievements across our four strategic pillars: Animal Care, Engagement, Culture, and Sustainability. These pillars drive our mission and ensure a future that supports both the animals in our care and the broader community.

1. Animal Care

Animal welfare is at the heart of our mission, and this year we have continued to elevate the quality of care through innovative programs and committed staff.

- **Foster and Cattery Success:** Despite the longest kitten season on record, close collaboration between the Foster and Cattery teams ensured swift adoptions as animals returned from foster care, creating faster pathways to permanent homes.
- **Veterinary Services:** Our veterinary team completed 763 desexing procedures and provided 3,255 consultations for shelter animals. Additionally, 368 consultations were delivered to private clients, contributing to the expansion of our public veterinary program.
- **Outreach Programs:** Partnerships with Georges River and Randwick councils enabled us to offer 71 subsidised desexing procedures. We also expanded partnerships with animal rescue charities, providing veterinary care through the DIVA (Desexing Identification Vaccination Assistance) program.
- **Fear-Free Approach:** We continue to prioritise both the physical and emotional well-being of animals by integrating Fear-Free practices into all aspects of care.

2. Engagement

SDCH has continued to foster deep connections with councils, volunteers, community supporters, and the public to advance our mission.

- **Volunteers' Impact:** Our 160 volunteers contributed over 6,300 hours, supporting operational activities and community events. Volunteers have become integral to both the Vet and Foster teams, and the addition of two new transport teams has allowed us to move animals efficiently across the city.
- **Council Partnerships:** Strengthened relationships with six local councils have enabled us to offer desexing and outreach veterinary services through our Mobile Vet Clinic. Further expansions are planned with the opening of our new Kurnell facility.
- **Public Events:** Volunteers played key roles at events such as PetStock Adoption Days, community expos, and work experience expos, helping to increase adoptions, boost engagement, and raise awareness of our work.
- **Foster Sitters Program:** This new initiative provides temporary care for foster animals when foster carers need breaks, ensuring uninterrupted care for animals.

3. Culture

Our internal culture reflects our commitment to operational excellence, collaboration, and continuous improvement.

- **Departmental Restructure:** The Animal Care and Foster teams were merged under one management structure, increasing collaboration and improving the efficiency of care delivery. This restructure contributed to a 36% increase in foster placements, with 1,112 animals finding temporary homes.
- **Task Management Systems:** The introduction of a task management system has improved staff productivity, enabling more time to be spent on animal care and training.
- **New Adoption Enquiries System:** Implementing this system has improved the matching process between adopters and animals, reducing administrative workloads and increasing adoption rates.
- **Kennel Upgrades:** Our kennels received essential upgrades, including a new fenced yard for off-leash training and adoption meets, as well as heat-reflective roofing to improve animal comfort during summer.

4. Sustainability

Despite the challenges of temporary facilities and expanding services, SDCH has maintained strong financial health and secured crucial funding for future growth.

- **Revenue Growth:** Total revenue increased by 10.6% to \$4,487,974, driven by operational revenue, fundraising efforts, and a significant rise in bequests, which nearly doubled compared to the previous year.
- **Cost Management:** Despite an 11.8% rise in expenses, SDCH achieved a surplus of \$477,457, demonstrating effective cost management while expanding services.
- **Government Funding:** Securing \$12 million in government funding for the new Kurnell facility was a significant milestone, covering 60% of the total project cost. With our Capital Campaign now underway to raise the remaining \$8 million, we are optimistic about meeting our goal and completing the project by September 2025.

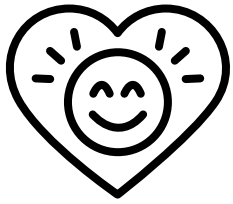
Looking Ahead

As we advance towards our five-year goals, Sydney Dogs & Cats Home remains committed to a future of growth, community engagement, and enhanced animal welfare. Key priorities include:

- **Completing the new Kurnell facility by September 2025:** This state-of-the-art site will increase our capacity to care for more animals and enhance the quality of our services.
- **Expanding our volunteer program:** With the opening of the Kurnell site, we aim to introduce new roles and engagement opportunities, strengthening community involvement.
- **Growing our public veterinary services:** We are committed to providing accessible, high-quality care for shelter animals and community pets, ensuring more people benefit from our expanding services.
- **Expanding community programs:** We will continue to develop initiatives that create meaningful impact for both pets and people, fostering stronger bonds across the community.

Through these initiatives, SDCH not only strives to meet the goals outlined in our strategic framework but aspires to exceed expectations, setting new standards for animal care and community support. We look forward to building on the momentum of this year as we embark on the next phase of our mission.





HAPPY TAILS BUBBLE O'BILL

Bubble O'Bill's Journey to His Forever Home

In December last year, a tiny kitten named Bubble O'Bill arrived at Sydney Dogs & Cats Home, just shy of 4 weeks old. Alongside his three siblings, he faced an uphill battle from the start. All the kittens were suffering from severe upper respiratory tract disease, intestinal parasites, and a heavy flea infestation. But for Bubble O'Bill, the situation was particularly dire—his cat flu had severely affected his eyes, with the prognosis being the removal of both.



With his pain finally relieved and his health improving, Bubble O'Bill grew stronger, and shortly after, he was officially ready for adoption."

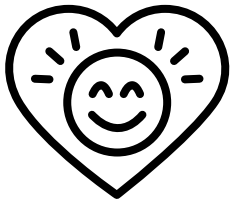
At first, Bubble O'Bill couldn't see at all. He went into foster care, where his foster carers worked tirelessly to help him gain the strength he needed for surgery. His eye ruptured shortly after, causing significant pain, and his weight was closely monitored to prepare him for the procedure. His foster carer, Lucy, a vet nurse at Sydney Dogs & Cats Home, reassessed his medication daily to ensure his comfort as they waited for him to reach the 1kg weight milestone for surgery.

Then, something amazing happened. The tissue covering his right eye began to heal, allowing him to see shadows through the scarring. This meant only his left eye needed to be removed. With his pain finally relieved and his health improving, Bubble O'Bill grew stronger, and shortly after, he was officially ready for adoption.

Now, Bubble O'Bill has found his forever home with Safia, who has welcomed him into her life with open arms. His journey from a fragile, sick kitten to a loved and thriving companion is a true testament to the care and dedication provided by our team and community.



Above: Bubble O'Bill when he first arrived at SDCH.
Left: Bubble O'Bill happy in his forever home.



HAPPY TAILS POGO

Pogo's Path to a New Beginning: From Shelter Life to Forever Home

For 483 days, Pogo was one of Sydney Dogs & Cats Home longest residents, calling the shelter his home. Overstimulated by the bustling environment, filled with the sounds and smells of other dogs and people, Pogo struggled to put his best paw forward.

Despite his challenges, he never stopped trying to be a good boy, but it seemed like no one truly understood him. That all changed when Deepa became his foster carer. From the moment Pogo moved into her care, she saw something special in him. Determined to help him overcome his anxiety and reactivity, Deepa worked closely with the Sydney Dogs & Cats Home team, creating a tailored training plan to address his unique needs.

For just over 100 days, Deepa patiently guided Pogo, providing him with structure, reassurance, and plenty of love. His transformation during this time was remarkable, and Deepa found herself unable to imagine life without him. The bond that developed between them was undeniable, and after seeing Pogo's progress firsthand, Deepa made the decision to officially adopt him.

After Pogo became her own, Deepa remained dedicated to his continued growth and training, working with the Training and Behaviour Officer at Sydney Dogs & Cats Home to ensure he continued to thrive in his new life.

Pogo's journey is a powerful example of what can happen when someone sees beyond the challenges and is willing to commit to a pet's long-term wellbeing. Thanks to Deepa's love and unwavering support, Pogo has found his forever home—one filled with patience, care, and understanding.



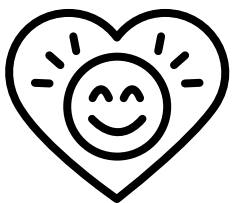
Pogo, adopted



For just over 100 days, Deepa patiently guided Pogo, providing him with structure, reassurance, and plenty of love."



Bottom: Mulberry when she first arrived at SDCH.
Left: Mulberry enjoying her new home.



HAPPY TAILS MULBERRY

From Fragile to Fearless: Mulberry's Fight for a Second Chance

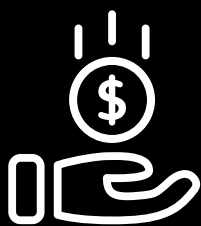
Mulberry's story is a journey filled with resilience, love, and a second chance at life. Mulberry was just a 14-week-old kitten when she arrived at Sydney Dogs & Cats Home in January 2024, weighing a fragile 200 grams. She had been thrown from a moving car, flea-ridden, sick with severe cat flu, dehydrated, and suffering from parasites. Her condition was so critical that our vet team wasn't sure she would make it through the first night.

Despite the odds, Mulberry showed remarkable determination. Over the next 80 days, she received round-the-clock care from our dedicated veterinary staff. From treatment for her flu and a large umbilical hernia to regaining her strength through regular feeding and care, Mulberry's transformation was nothing short of miraculous.

SDCH vet, Kate, fostered Mulberry and watched her grow from a sick and fragile kitten into a sweet, adventurous cat who thrived in the company of her foster family's other pets. Mulberry loved exploring her surroundings and always had a cuddle waiting for her foster family. Her playful nature and adaptability were evident in every new experience.

After a long journey of healing, Mulberry finally found her forever home with Nicole, a wonderful adopter who was ready to give her the life she deserved.

Mulberry's recovery is a testament to the love and care provided by the Sydney Dogs & Cats Home community. Without your generosity and support, stories like Mulberry's wouldn't be possible.



FABULOUS FUNDRAISING



Young Donor Alexandra Helps Sydney’s Pets with a Heartfelt Gift

Alexandra, a young and generous supporter, had been saving her money with the goal of donating to a worthy cause. After much thought, she chose Sydney Dogs & Cats Home, a place close to her heart, to make her special contribution.

During the school holidays, Alexandra visited the shelter to hand over her donation in person. While she was there, she got a firsthand experience of the joy she was bringing to the animals. She spent time playing with and cuddling some of the adorable kittens, creating lasting memories of love and kindness.

We are incredibly grateful to Alexandra for her thoughtful donation. It’s thanks to people like Alexandra, that we can continue to care for and find homes for Sydney’s lost, abandoned, and neglected pets.

Thank you, Alexandra, for making a difference!



Gem, adopted

Your Support Helps Save Lives: Gem and Sunburst’s Journey

At Sydney Dogs & Cats Home, we are continually reminded of the power of community and how your support makes a real difference in the lives of animals in need. In February 2023, we launched a crowdfunding campaign to raise funds for two beautiful pups, Gem and Sunburst, who both required life-saving specialist heart surgeries. Thanks to your generosity, we raised over \$9,300, giving them the chance to overcome their medical challenges and lead healthy lives.

Gem’s journey is a true success story. She underwent surgery with flying colours, and we’re delighted to share that she’s now found her forever home—with her former foster carer! Gem is thriving in her new environment, spreading joy and getting up to plenty of happy puppy mischief. Your support helped make this possible, transforming her life from one of uncertainty to one filled with love and care.

Sunburst’s path was more difficult. She was diagnosed with Advanced Patent Ductus Arteriosus, a serious heart condition, and faced multiple setbacks, including heart failure after her initial surgery. But thanks to the persistence of her medical team and the unwavering support from people like you, she was eligible for a second surgery. Sunburst recovered well in foster care, and with plenty of love also made a full recovery, going on to find her forever home.

Because of your generosity, both Gem and Sunburst have been given a fighting chance at life. It’s your compassion and kindness that allow us to offer animals like them the care they need. From all of us at Sydney Dogs & Cats Home—our staff, volunteers, and foster carers—thank you for believing in our mission and for helping make stories like these possible.

Together, we are saving lives, one heartbeat at a time.



PRESIDENT'S REPORT

Joanne Bermingham
President of Sydney Dogs & Cats Home

What a milestone year it has been for Sydney Dogs & Cats Home (SDCH), as we've moved closer than ever to making a new Home a reality.

Firstly, I'd like to express my heartfelt thanks to Peter Sharp, our outgoing President, for his dedication, commitment, and support of SDCH over the past four years. His passion and continued support as a volunteer is very much appreciated.

In the role of President, I am committed to ensuring a strategic approach for SDCH as we navigate ongoing changes and market-led challenges. At the same time, I remain dedicated to hands-on volunteering in the dog kennels, cherishing the time spent with our animals, volunteers, and amazing staff.

Raising awareness of the vital service we provide to our communities remains close to my heart. Over the past 12 months, we've helped over a thousand animals, we've reunited hundreds of lost pets with their families, and we've strengthened partnerships with local councils, through additional community animal care and desexing programs.

As you will see in the Treasurer's Report, we had a strong finish to the financial year. Our operating budget closed with a profit of almost \$500,000 due to Council income, bequests and donations all greater than forecasted. The challenge ahead will be managing operational expenses at our two temporary sites while fundraising and building our new shelter.

Plans for the new build, developed by Melissa Penn and the NSW Public Works project team, went to tender earlier this year. At the time of writing, the final tender decision for the project has yet to be announced, with construction expected to begin by the end of 2024.



We look forward to the day, in the not-too-distant future, when our kennels and catteries are together on the same site once again."

JOANNE BERMINGHAM

In August 2024, we launched our Capital Campaign to raise the additional \$8 million needed to complete the build and [Make Home Happen](#). A special thank you goes to Melissa, Karen, the marketing team, and our external agency for creating such a powerful and evocative campaign that clearly demonstrates our impact and tells our story.

This year, we welcomed several new Board Members, Sandrina Postorino and Alice Kilavuz-West who bring a wealth of experience to SDCH. I'd like to extend my gratitude to the entire Board, who continue to work diligently with the leadership team to address challenges, provide solutions and chart a sustainable path forward.

My sincere thanks also go to our dedicated staff, volunteers, foster carers, and everyone who has supported and donated to our Home.

Lastly a massive thank you to Melissa Penn and her team. I am incredibly proud to work with such passionate, committed and professional team.

In 2024, Sydney Dogs & Cats Home made an incredible impact on the lives of so many vulnerable animals. Thank you to the collective efforts of our community—your support has been vital to this success, and we deeply appreciate your role in making a difference.





Arthur, adopted



MANAGING DIRECTOR'S REPORT

Melissa Penn
Managing Director

Reflecting on the past year at Sydney Dogs & Cats Home (SDCH), it's clear that we've navigated a period of significant challenges and profound achievements. The dedication and resilience of our team, volunteers, and supporters have been the driving force behind our ability to overcome these challenges, and I am incredibly proud of what we have accomplished together.

A huge thank you needs to be extended to all of our supporters, partners, staff, volunteers – without you, we couldn't do what we do.

Operational Resilience and Community Support

Our temporary facilities continued to strain our resources, yet we pushed forward with innovative solutions to sustain our operations. Despite the high costs of running multiple sites, we secured a monumental commitment from the NSW Government—\$12 million towards the construction of our permanent shelter at Kurnell. This pledge covers 60% of our project costs and represents a lifeline that will secure SDCH's future for decades to come. Our Capital Campaign to [Make Home Happen](#) is now underway to raise the remaining \$8 million, and we are optimistic about achieving this goal with the continued support of our community and partners.

Innovation and Adaptation

In response to financial pressures and our ongoing commitment to improvement in everything we do, SDCH has reimagined many aspects of our operations to ensure greater efficiency, best outcomes, and long-term sustainability. This includes expanding our offering of Veterinary Services, including opening to the public, running desexing programs to support Councils and communities, along with supporting other Councils and rescue organisations with their veterinary requirements. These initiatives not only generate much-needed revenue but also reinforce our commitment to supporting the broader community. Our financial records show that these, along with other strategies, are already yielding positive results, putting us on a stronger financial footing.

This innovation and adaptation extends to addressing lower interest in adoptions and increasing length of stay of animals in our care. We are constantly striving to find new ways to secure the best outcomes for all animals that come into our care.

Maintaining Excellence in Animal Care

Throughout these operational changes, our unwavering commitment to animal welfare remains at the core of everything we do. Despite the challenges, we have maintained the highest standards of care, ensuring that every animal in our care has the best possible chance of finding a loving home. Our Foster Care program has grown significantly, allowing us to continue providing high-quality care.





With our newly developed Employee Value Proposition (EVP), we aim to enhance staff retention and attract high-performing individuals to our team."

MELISSA PENN

Our People: The Heart of SDCH

Our staff have been the cornerstone of our success again this year. Their dedication to our mission has been nothing short of inspiring. Recognising the immense pressures they face, we have prioritised their well-being by offering extensive evidence-based support & resources. With our newly developed Employee Value Proposition (EVP), we aim to enhance staff retention and attract high-performing individuals to our team. Our EVP offers benefits such as 9-day fortnights, professional development opportunities, a focus on employee well-being, psychological safety, a benefits program and more.



Volunteers: The Backbone of Our Success

Volunteers continue to play a crucial role in our operations, contributing over **6,300 hours** of their time. While our temporary facilities have limited the number of volunteers we can accommodate, their impact remains profound. As we prepare to transition to Kurnell, we look forward to expanding our Volunteer Program and community outreach initiatives, providing even more opportunities for volunteers to engage in our mission.

Council Partnerships

In our limited temporary facilities, we have continued supporting six local councils. In addition to these, we have also supported a number of other councils with desexing and Veterinary Services. We are in discussions with new Councils to explore future partnerships & collaborations, particularly in preventative outreach services, which we plan to expand once our Kurnell facility is operational.

Greater opportunities to assist additional Councils will be available once we are onsite and operational at Kurnell.

| Council data FY 23/24 | Bayside | Georges River | Inner West | North Sydney | Randwick | Waverley |
|--------------------------|------------|---------------|------------|--------------|-----------|-----------|
| Cats in | 657 | 10 | 3 | 15 | 0 | 4 |
| Dogs in | 126 | 163 | 54 | 8 | 39 | 9 |
| Others in | 51 | 20 | 4 | 0 | 0 | 0 |
| Total incoming | 834 | 193 | 61 | 23 | 39 | 13 |
| Cats reclaimed | 17 | 0 | 0 | 0 | 0 | 0 |
| Cats adopted | 487 | 7 | 1 | 11 | 0 | 11 |
| Cats transferred | 0 | 0 | 0 | 0 | 0 | 0 |
| Dogs reclaimed | 80 | 100 | 25 | 6 | 11 | 3 |
| Dogs adopted | 31 | 35 | 26 | 2 | 11 | 2 |
| Dogs transferred | 0 | 3 | 0 | 0 | 0 | 1 |
| Others out | 17 | 21 | 3 | 0 | 0 | 0 |
| Total outgoing | 632 | 166 | 55 | 19 | 22 | 17 |

Kurnell: A vision now becoming reality

Securing the \$12 million government funding for our Kurnell facility was a significant milestone, but our work is far from over. We have now launched our Capital Campaign, [Make Home Happen](#) to raise the remaining \$8 million funds needed to complete the build. We have commenced the tender process and are about to select our Construction Partner to turn our vision into a reality. Estimated completion is September 2025. We will transition our current Council partners to the site, and once we have settled, fine tuned our operational procedures, we will then open to new councils to join us from 2026.

The project includes:

- 50 dog kennels
- 50 cat enclosures
- 3 exercise & training yards,
- Walking track
- 31 space car park
- Reclaim & Adoption office
- Staff office / administration space
- Impounding & Maintenance facilities
- Laundry & Food Preparation areas
- Vet health check room – which will grow to full veterinary clinic as funds are available



Although simple in design, our focus is on best practise animal welfare. We will lay the foundation for a state-of-the-art facility that will enhance our capacity and impact. We are committed to maintaining open communication with all stakeholders as we move forward, ensuring that everyone is informed and engaged throughout this exciting journey as we build our new forever home.





VET AND ANIMAL CARE TEAM REPORT

Dr Laura Taylor
Head of Animal Care

The veterinary team at Sydney Dogs & Cats Home (SDCH) continues to rise to the challenge of providing exceptional care as the number of shelter animals and community services expands. Their unwavering commitment to animal welfare has seen them manage increased workloads and complex medical cases while maintaining the highest standards of care. The team's dedication to upholding our gold standard of patient care, coupled with our Fear Free approach, has ensured that the animals in our care, as well as private patients, receive the best possible treatment.

Now in its second year, our public veterinary services have grown in demand. The veterinary team has met this demand by providing high-quality care to patients and owners across Sydney. This year, the team successfully completed **763 desexing procedures** and provided **3,255 consultations** for shelter animals and **368 consultations** for private clients.

A significant achievement this year was the expansion of our community outreach programmes in collaboration with local councils. These programmes have not only strengthened our revenue streams but also deepened our ties to the community. The veterinary team has continued to support desexing initiatives with Fairfield Council, provided urgent assistance to Inner West Council for challenging cases, and successfully completed **55 desexing procedures** for Campbelltown Council. We also supported the Georges River Council and Randwick City Council in their respective subsidised desexing and microchipping programmes, completing **10 desexing procedures** for Randwick City Council residents and **61 for Georges River Council**.

Our participation in these initiatives, along with our ongoing partnership with the National Desexing Network, aligns with our goal of providing accessible, high-quality veterinary care and desexing services, particularly for lower-income pet owners.

Beyond our work with local councils, we have expanded our partnerships with non-profit animal rescue charities. This year, we joined the list of participating veterinary clinics for the Desexing, Identification, Vaccination Assistance (DIVA) programme, run by the Cat Protection Society. Through this programme, concession card holders and pensioners can access subsidised health checks, microchipping, vaccinations, and desexing services. In the first year of this partnership, our clinic treated **102 cats**, demonstrating the team's efficiency in managing this additional workload, particularly during the busy kitten season.

We are also proud to support Dogs Cats Horses (DCH) rescue group, providing veterinary care and subsidised desexing services. The SDCH veterinary team is honoured to provide top-tier care to charity organisations that share our commitment to rescuing and rehoming unwanted and neglected companion animals.

The accomplishments of the veterinary team this year highlight their unwavering dedication to our core values of providing high-quality medical care and upholding animal welfare for the animals in our care and the wider community. Looking ahead, we remain committed to caring for lost and abandoned animals that come through our clinic, while continuing to support pets and their owners across Sydney.



The SDCH veterinary team is honoured to provide top-tier care to charity organisations that share our commitment to rescuing and rehoming unwanted and neglected companion animals."

DR LAURA TAYLOR



FUNDRAISING AND MARKETING REPORT

Karen Kalpage
Head of Fundraising & Marketing

In the past financial year, our fundraising and marketing efforts have continued to thrive, despite the ever-changing landscape. Although it's been far from easy, these positive results are thanks to our supporters.

From donors to corporate partners, volunteers, and fundraisers, your dedication has helped us through difficult times, and we've celebrated our wins together.

Our small but passionate team has worked hard to build on the foundations we've laid, all while staying focused on key goals. We've diversified income streams, introducing an ecommerce platform and a regular giving campaign, giving donors more flexible ways to contribute and support our mission.

We've also deepened partnerships through corporate snuggles, community outreach, and events with corporate and council partners, spreading awareness and helping prevent more lost and abandoned pets. Our pro bono partnership with ARE Media, for instance, has been a great success, promoting Sydney Dogs & Cats Home through Newsagents and Coles to support both our fundraising and their business objectives.

Staying connected with our supporters has been a priority. We've reached out through emails, calls, social media, and even a face-to-face 'Town Hall' meeting to keep everyone updated on our progress toward securing our forever home. With your backing, we ran four successful appeals with great returns:

| Campaign FY24 | Raised \$ | ROI % |
|--------------------|-----------|-------|
| Christmas Appeal | \$179,258 | 241% |
| EOFY / Tax | \$335,827 | 510% |
| Kitten Kitty | \$52,314 | 1922% |
| Senior Dogs Appeal | \$20,373 | 579% |

These numbers don't tell the whole story. Beyond the financial results, we gained new supporters, strengthened relationships, and secured ongoing donations through regular giving.

We also ran two crowdfunders to help us pay for Gem and Sunburst's heart surgery and a much-needed portable dental x-ray.

We've focused on improving our data analysis, setting up Google Analytics 4, and making better use of the Google Grant to promote our services and raise awareness throughout the year.

As the cost of running two temporary shelters continues to rise, especially during these tough economic times, and as we work to build our new home, your support is more crucial than ever. We're so grateful for the generosity that keeps our doors open and our vision alive.

Together, we'll continue providing lost and abandoned pets with the love and care they need and deserve, giving them the best chance at a brighter future.

Macey, adopted





TREASURER'S REPORT

Michael Glendinning
Board Treasurer

What a year it has been! The highlight, of course, is the confirmation from the NSW Government of \$12 million in funding for the development of our new home. This marks a significant milestone for Sydney Dogs & Cats Home (SDCH), with the construction tender process nearly complete and building set to begin soon. This project will undoubtedly serve as the cornerstone of SDCH's future, providing a permanent, purpose-built space for the years ahead.

We're pleased to report a surplus of \$477,457 for FY24, a slight increase from last year. Total income rose by 10.5% to \$4,487,974 (2023: \$4,059,925), with \$808,014 coming from generous bequests. We are deeply grateful for the support of these benefactors, whose lasting contributions make a tremendous difference. Achieving this growth in a challenging economic climate, where disposable income is being stretched, is a testament to the hard work across all areas of SDCH.

Looking ahead, 2025 will likely bring more challenges as economic pressures continue to impact discretionary spending. Nonetheless, we remain committed to overcoming these hurdles.

Currently we have dual costs of running two sites. Once we have raised enough funds through our Make Home Happen appeal to add a vet clinic to the build, it will enable us to consolidate operations from Strathfield and Austral into one central location, which will reduce those associated costs. But until then, we will continue to work as efficiently as possible over two sites.

The dedication and efforts of SDCH's senior leadership team, staff, and volunteers—spread across multiple locations—cannot be underestimated. I personally would like to thank those hard-working individuals who help support the home and continue to work hard to Make Home Happen!

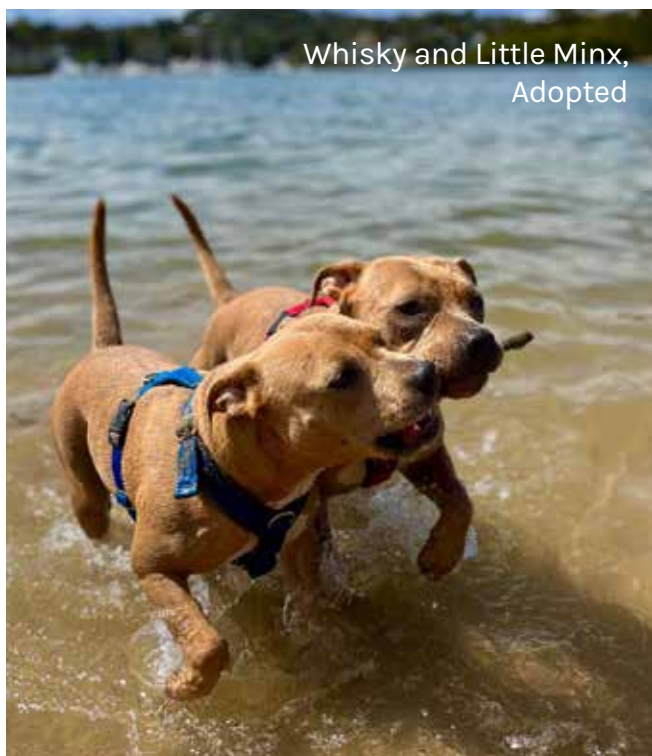
The summary of the result is as follows:

| Item | FY24 | FY23 |
|-----------------------------------|-------------|-------------|
| Revenue Summary | \$4,487,974 | \$4,059,925 |
| Overheads | \$4,010,517 | \$3,585,547 |
| Relocation costs (included above) | \$203,995 | \$230,398 |
| Net Surplus | \$477,457 | \$474,378 |

Expenses have increased over the course of the year, particularly around capital costs for the new home, which highlights the need to continue with fundraising efforts. Staff expenses also rose by \$303K, representing increased workload, operating over two sites, and the need to strengthen our team after several years of running extremely lean.

In terms of the balance sheet though, we finished the year with cash reserves of \$1,716,397 (2023: \$1,587,570), and net assets of \$2,615,311 (2023: \$2,137,854).

All in all, a really solid year for Sydney Dogs & Cats Home!



Whisky and Little Minx,
Adopted



ANIMAL CARE AND FOSTER TEAM REPORT

Felicity Hillenaar

Animal Care and Foster Manager

As the year comes to an end, we are proud to reflect on the hard work, dedication, and progress made by the Sydney Dogs & Cats Home's Animal Care and Foster Teams. Their efforts have had a significant impact on the animals in our care and the broader community.

This year saw a major restructure in the department, with the Animal Care Team (ACT) and Foster Teams coming under one management. This change fostered increased collaboration between departments, streamlining processes, and made us more efficient in providing care.

As part of our objective of growing our foster care program to give the animals who come to us the best chance to thrive, we welcomed **two new foster officers**, who brought fresh energy and expertise to help manage the growing number of animals in care.

In addition, we relocated a **Team Leader from Austral to Strathfield**, ensuring that each of the three ACT departments now has dedicated leadership. This move has improved coordination and day-to-day operations, making it easier to deliver the high-quality care our animals deserve. Thanks to these changes, we've seen a **36% increase** in animals moved into foster care, with **1,112 animals** placed this year. The addition of **478 foster carers** (a **48% increase**) has been essential in supporting our teams and ensuring that all animals receive the attention and care they need.

We launched the **Foster Sitters Program** this year because even the most dedicated foster carers need a break. This program has been a game-changer, providing temporary care for foster animals while their carers recharge. Since its launch, the program has supported numerous foster families, ensuring that **more than 700 animals** received continuous care without interruptions. This initiative has not only increased foster retention but also improved the overall well-being of the animals, as carers return refreshed and ready to continue their important work.



Our new Adoption Enquiries System has been a true game-changer."

FELICITY HILLENAAR

Operational Wins for More Wags

This year, we implemented several key improvements that have made a big difference in our day-to-day operations and animal care.

We revamped our daily routines with a new task management system that has streamlined our workflow, allowing staff to focus more on training and caring for our furry residents. Pets now receive regular one-on-one care, leaving them happier, more relaxed, and well-prepared for adoption.

Our new **Adoption Enquiries System** has been a true game-changer. It has streamlined the process of connecting potential adopters with their perfect pets, boosting response times and increasing adoption rates. Not only are matches happening faster, but the system has also reduced administrative tasks for our staff, giving them more time to focus on what truly matters—ensuring every animal gets the care and love they deserve.

Additionally, our kennels got a much-needed upgrade with a new fenced yard for off-leash training sessions and adoption meets. Thanks to the hard work of our volunteers, we also installed specialised roofing that reflects heat, making the kennels cooler and more comfortable during the summer months.

Cattery & Foster Successes: Purring, Partnership & Kittens Galore

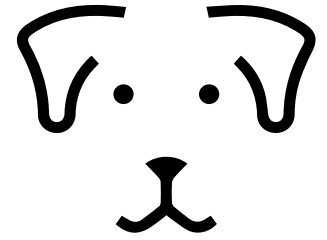
This year, we fine-tuned our cattery processes to reduce stress and improve the welfare of our cats, leading to a shorter Length of Stay (LOS) and happier, more relaxed felines.

Our Foster and Cattery teams worked seamlessly together, ensuring kittens returning from foster care were adopted almost immediately, a true "fast track to forever home." This collaboration was especially crucial during our longest-ever kitten season, with an overwhelming number of newborns needing care. Thanks to the dedication of our foster carers, many of whom were newly onboarded and trained, every kitten received the round-the-clock attention they needed. Their efforts were essential in managing the season's demands, helping them find their forever homes faster than ever.



VOLUNTEER'S REPORT

Wendy Phillips
Volunteer Coordinator



Our volunteers are essential to the success of Sydney Dogs & Cats Home, and over the past year, their unwavering dedication has not only improved the lives of the animals but has also strengthened our team, fostering growth, collaboration, and success across many aspects of our work.

We are deeply grateful for 160 volunteers who have contributed over 6,300 hours of their time, not including the countless hours spent on transportation, maintenance, fostering, and event volunteering. Without their tireless efforts, we could not achieve the level of care and community engagement that defines Sydney Dogs & Cats Home. Their ongoing commitment has not only enriched the lives of the animals but has also strengthened our ability to navigate the challenges we've faced this year.

Despite ongoing challenges with space and resources in our temporary facilities, we have experienced significant improvements and growth within our program.

Although these limitations restrict the number of volunteers we can accommodate, our teams have embraced creative thinking to expand volunteer engagement. Through innovative strategies, we have increased both the capacity, and the roles volunteers play in the day-to-day operations of the shelter, fostering development opportunities and enhancing their overall impact.

In the past financial year, we successfully inducted over 120 new volunteers, providing greater support to staff and improving the care of animals in our temporary facilities. This expansion has allowed more opportunities for the animals in our care to enjoy enrichment activities, including playtime, walks, and personalised attention.

Volunteers now play a vital role in both our Vet and Foster teams, broadening their reach and impact. Vet volunteers ensure the smooth operation of surgery days by keeping equipment sterilised and restocked, contributing to the efficiency of our clinic. Foster volunteers actively engage with our network of carers through online recruitment and in-person support. Additionally, the creation of two volunteer transport teams has enabled the safe and efficient transportation of animals across the city, freeing up staff for other critical tasks.

Despite the ongoing impact on our community programs due to limited resources until our permanent move to Kurnell, we continue to actively seek opportunities to engage with our local councils and communities.

Events play a crucial role in how we connect, and our volunteers have participated in numerous events over the past year, including PetStock Adoption Days, local markets, and work experience expos, to name a few. The passion and enthusiasm of our volunteers are vital in increasing the Home's exposure and fostering community support. These efforts drive adoptions, build our volunteer and foster networks, and raise awareness for donations, all of which are critical to supporting the shelter.





Our student placement program has supported over 35 volunteers in completing their required course hours across our two sites. The students assisted in tasks such as administering basic animal care, general administrative duties, safe handling and transportation of animals, general site maintenance and upkeep, and in some cases foster care. We are so proud to share that three students successfully transitioned from volunteers to official SDCH team members! Their enthusiasm and passion were evident throughout their placement, and we are thrilled to welcome them into our permanent team.

While we work to develop an enhanced volunteer program and experience for our new Kurnell location, it is equally important to maintain our focus on our current volunteer team. We aim to ensure they feel more connected than ever before, and that their invaluable knowledge and input are recognised and acted upon during this temporary and transitional phase.

We are currently consulting with our volunteers as we develop the Sydney Dogs & Cats Home Volunteer Program to ensure it continues to reflect our values, providing an engaging and rewarding environment that empowers both volunteers and the community.

Key focus areas include:

- **Expanded Training and Certification:** Offering opportunities for both personal and professional development.
- **Support Systems and Mentorship:** Strengthening volunteer connections and enhancing communication.
- **Volunteer Wellness and Emotional Support:** Providing resources to support emotional well-being in volunteer roles.
- **Community and Engagement Opportunities:** Expanding partnerships and outreach initiatives to increase community involvement.

We are grateful to all our volunteers who dedicate their time and energy to ensure the success of our promotions, programs and services. With their help we will continue to bring even more pets and people together.



FINANCIAL REPORT

Melissa Penn
Managing Director

Financial Position: Executive Summary

For the fiscal year ended 30 June 2024, Sydney Dogs & Cats Home Inc. reported a solid financial performance, with a total revenue of \$4,487,974 and a surplus after tax of \$477,457. This reflects the organisation's effective management of both income-generating activities and operational expenditures, along with the continued generosity of donors and supporters.

Income

Total Revenue:
\$4,487,974, representing a 10.6% increase from the previous year (2023: \$4,059,356).

MAJOR INCOME SOURCES

Operational Revenue:

\$2,163,862 (2023: \$2,150,422) represented 48% of total income (2023: 53%), which includes adoption fees, council fees, and grants.

- **Adoption Fees:** \$199,382 (2023: \$167,081), showing a 19.3% increase compared to the previous year.
- **Council Fees:** \$1,628,759 (2023: \$1,483,341), which rose by 9.8% from the prior year.
- **Grants:** \$335,721 (2023: \$500,000), a 32.9% decrease, reflecting reduced government support from the previous year.

Fundraising Revenue:

\$2,052,405 (2023: \$1,725,029) (45.7% of total income), driven by bequests, donations, and events.

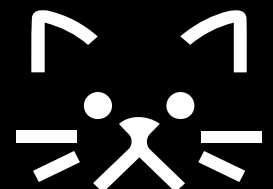
- **Bequests:** \$808,014 (2023: \$405,440), a 99.3% increase, underscoring the effectiveness of legacy giving campaigns.
- **Donations:** \$1,195,976 (2023: \$1,294,109), which slightly decreased by 7.6% from last year.
- **Sales of Goods & Services:** \$22,163 (2023: \$15,061), primarily from merchandise and product sales, which increased by 47.1% compared to the prior year.

Expenditure

Total Expenses:
\$4,010,517, representing an 11.8% increase from the previous year (2023: \$3,585,547).

MAJOR EXPENDITURE AREAS:

- **Employment Expenses:** \$2,682,880 (2023: \$2,379,806) (66.9% of total expenses), reflecting a 12.7% increase due to expanded staffing to support operational activities along with increases with Award, CPI and Superannuation entitlements.
- **Fundraising Expenses:** \$335,498 (2023: \$250,695) (8.4% of total expenses), up 33.8% from the previous year, correlating with the rise in fundraising activities.
- **Occupancy & Relocation Expenses:** \$413,150 (2023: \$423,230) (10.3% of total expenses), combining the costs associated with maintaining and leasing two facilities.
- **Cost of Goods Sold:** \$384,449 (2023: \$309,457) (9.5% of total expenses), which increased by 25.5%, reflecting higher direct costs associated with product sales.
- **Administration Expenses:** \$173,400 (2023: \$173,897) (4.3% of total expenses), consistent with the previous year, ensuring tight control over overheads.
- **Finance Expenses:** \$16,140 (2023: \$43,462), significantly reduced by 62.9%, reflecting improved financial management.
- **Other Expenses:** \$5,000, covering investment in preventative research costs that remained stable year over year.

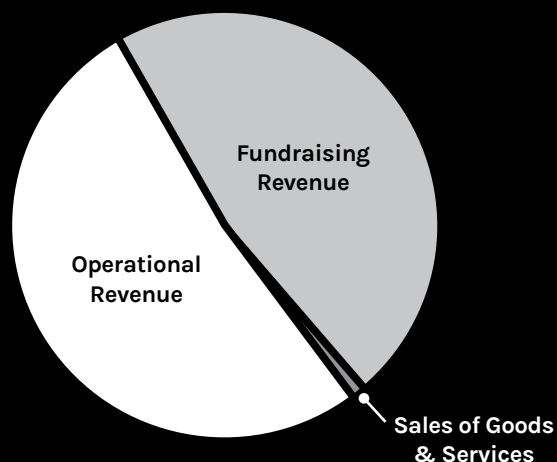


Surplus and Financial Position

- **Net Surplus:** The surplus after tax amounted to \$477,457, a slight increase from the previous year’s surplus of \$474,378. This demonstrates consistent financial performance despite fluctuations in income sources.
- **Total Assets:** As of 30 June 2024, SDCH reported total assets of \$3,353,914 (2023: \$3,000,376), an increase of 11.8% from the previous year.
- **Net Assets:** The net assets stood at \$2,615,311 (2023: \$2,137,854), reflecting the SDCH strong financial health and capacity to meet its obligations.

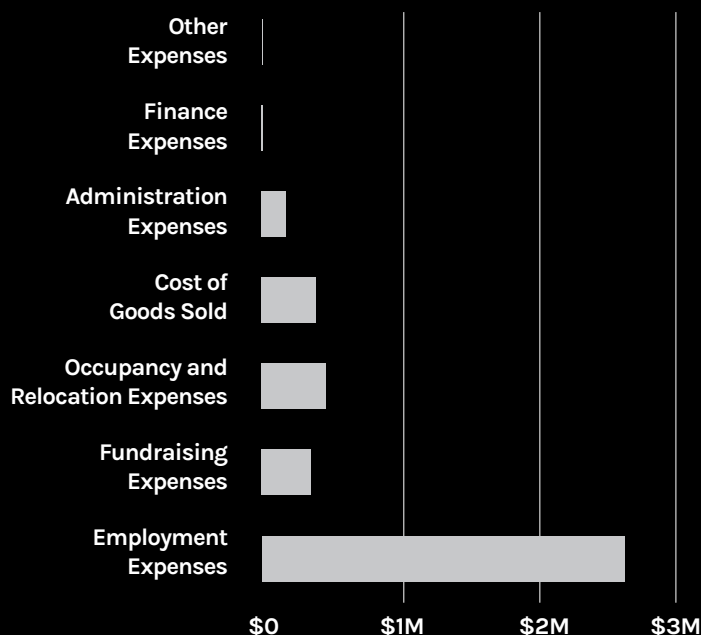
Financial Year End June 2024

INCOME DISTRIBUTION (2024)



Lucia, available for adoption

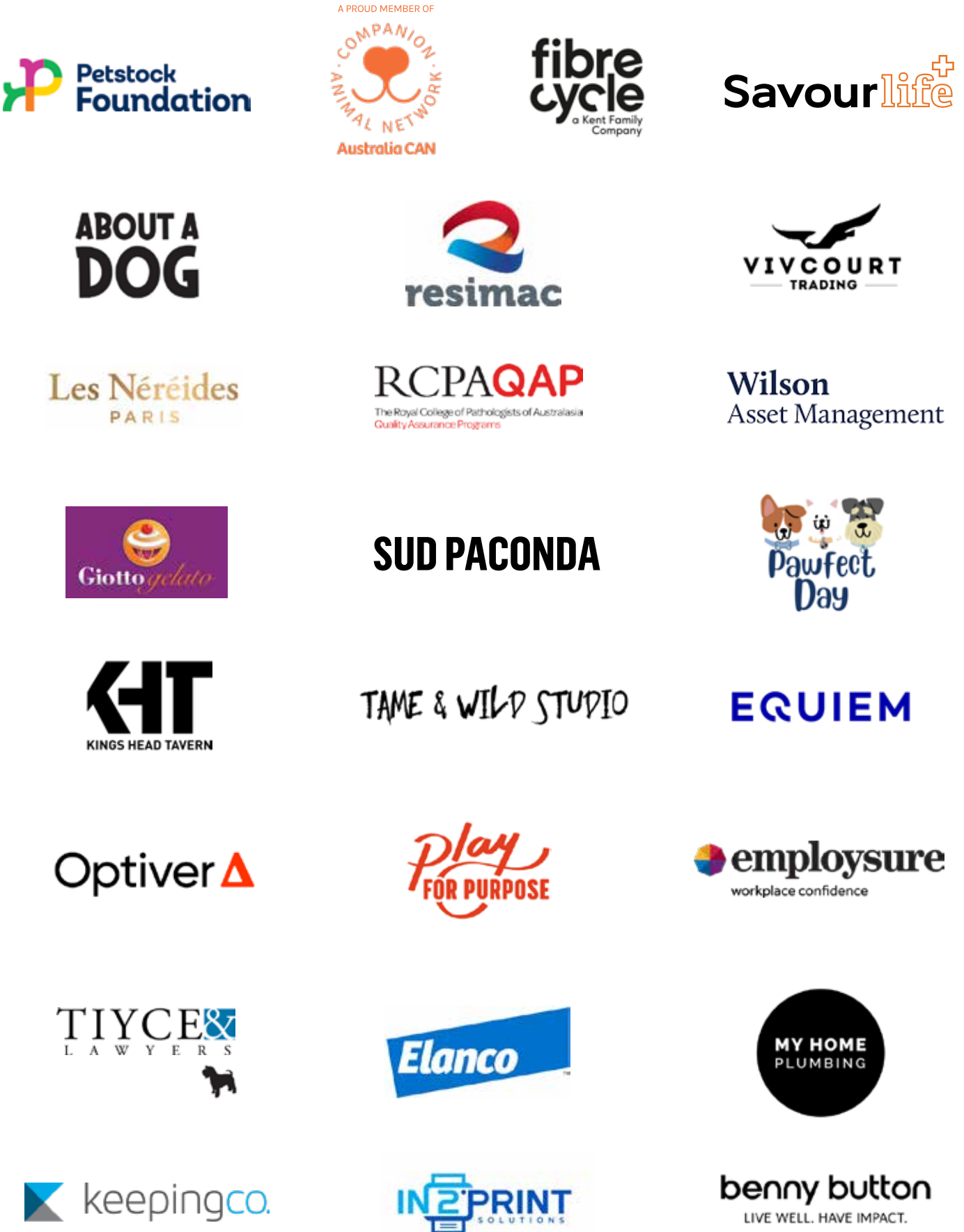
EXPENDITURE BREAKDOWN (2024)



Future Outlook

- The new financial year will be a challenging year as we continue to be limited with capacity, and increased overheads maintaining two sites. There will also be significant costs incurred with the Capital Campaign and investment in the new facility build.
- Once in the new facility, SDCH is poised for continued growth, with the planned opening of a new purpose-built facility in Kurnell in September 2025. This will alleviate current capacity constraints and is expected to significantly enhance service delivery and income generation opportunities.
- Fundraising will remain a critical focus, with ongoing efforts to secure the additional funds required for the facility’s completion while continuing to support ongoing operational needs.

THANKS TO OUR PARTNERS



TRUSTS AND FOUNDATIONS

- Rona Ellis Foundation
- The Hamilton Charitable Gift Account
- Gavin Simpson Education Endowment
- Davies Family Foundation
- APS Foundation

WORKPLACE GIVING

- Westpac Group
- Ernst & Young
- K&L Gates
- Hanasoft
- ASX
- Australia Post
- Deutsche Group Serves Pty/ Ltd
- Mirvac
- Virbac Australia
- Sydney Trains
- Sydney Water



Ashley, adopted



“

Reflecting on the past year, I'm incredibly proud of the resilience and dedication of our team, volunteers, and supporters. Together, we've navigated significant challenges, secured cornerstone government funding for our new home, and continued to innovate for the long-term sustainability of Sydney Dogs & Cats Home. While transforming our organisation, we've stayed true to our mission of providing the best care for animals and giving back to the communities that support us so generously."

Melissa Penn,
Managing Director

THE BUSINESS

Business Owner

The Sydney Dogs & Cats Home Incorporated

Trading Name

Sydney Dogs & Cats Home

Business Structure

Incorporated Association

Phone

02 9587 9611

Email

info@sydneydogsandcatshome.org

Operating since

1946

ABN

16 943 464 585

CFN

16738

ASIC

Y3013408

Rehoming Organisation Number

R251000234

Business / Veterinary Services Location

442-446 Liverpool Road,
Strathfield South NSW 2136

Animal Boarding Location

Austral NSW 2179

Products / Services

Independent not for profit council pound and rehoming facility.

Charity Tax Concession Status

Sydney Dogs & Cats Home Incorporated is a Charity endorsed to access the following tax concessions:

| Tax Concession | From |
|----------------------|--------------|
| GST Concession | 01 Jul 2005 |
| FBT Rebate | 01 Jul 2005 |
| Income Tax Exemption | 01 Jul 2000 |
| Stamp Duty Exemption | 15 June 2015 |

Deductible Gift Recipient Status

Sydney Dogs & Cats Home Incorporated is endorsed as a Deductible Gift Recipient (DGR) from 01 Jul 2005. It is covered by Item 1 of the table in section 30-15 of the *Income Tax Assessment Act 1*.

OUR BOARD

- Joanne Bermingham – President (November 2023 to present)
- Peter Sharp - President (until November 2023)
- Michael Glendinning – Treasurer
- Rebecca Swinfield – Vice President
- Sandrina Postorino – Director (November 2023 to present)
- Amanda Stokes – Director
- Melissa Penn – Director
- Jayne Morley – Director (until November 2023)

LEARN MORE

Domain Name

www.sydneydogsandcatshome.org
www.sdch.org.au

Facebook

www.facebook.com/sydneydogsandcatshome

Instagram

www.instagram.com/sydneydogsandcatshome

Twitter

twitter.com/sydneydogscats

Tik Tok

www.tiktok.com/@sydneydogsandcatshome

LinkedIn

www.linkedin.com/company/sydney-dogs-and-cats-home

Trading Hours

- Monday – Friday, 9am – 3.30pm
- Saturday, 9am – 3pm
- Sunday, 9.30am – 1pm
- 24/7 access to council’s authorised officers for impounding.

THANK YOU!





A heartfelt thank you to our supporters, volunteers, partners, and staff. Your donations allow us to care for Sydney's lost, abandoned, and neglected animals, creating a brighter future for both pets and the people who love them.

LIFE CHANGING LEGACIES

We express our deep gratitude to the generous individuals who have left us a gift in their Will this year. We take a moment to remember and pay tribute to them:

- Brenda Beatrice Magnifico
- Alexander Emery Bartos
- Betty Skola
- Barnaby Tessia Drell
- Leslie Young
- Laurence Marconnet
- Rosemary Celia Brown
- Susanne Briggs
- Denis Bradley
- Jacqueline Ann Riley
- Anonymous

In their honour, we can continue our mission to responsibly reunite, rehome, and rehabilitate the animals in our care. Gifts received in their memory will help us bring even more pets and people together and will positively change the lives of vulnerable animals in need.



In Memory of Brenda Magnifico

Brenda Magnifico will be remembered for her remarkable artistic talents and her generous spirit. Passionate about the performing arts, she dedicated her life to bringing joy to theatre audiences around the world, including performances at the renowned Tivoli Theatre in Sydney by the age of 15. Her incredible journey took her to stages in Paris and throughout Asia, as well as back home in Australia.

After retiring, Brenda cherished the time spent with her beloved companion animals, finding joy and comfort in their company. When reflecting on the legacy she wished to leave, her profound love for animals naturally inspired her decision to include a gift in her Will for their protection.

Grateful for the success she experienced throughout her life, Brenda's bequest to Sydney Dogs & Cats Home will ensure that her commitment to animal welfare creates lasting change for many years to come.



GIFTS IN WILLS

By choosing to pledge a legacy gift in your Will, no matter the size, your support of our vital lifesaving programs will go directly to where it is needed most in the areas of, but not limited to;

- Medical and Veterinary Support
- Animal Care and Rehabilitation
- Education and Community
- Support Capital works

With legacy gifts taking many different forms; from a specific gift to part or the entirety of your estate.

You'll also find details on our Legacy Pets Program, which has been established to provide our legacy donors with peace of mind, that their loved pets will be suitably cared for and responsibly rehomed by us.

You can read more here:

<https://sydneydogsandcatshome.org/get-involved/bequests-in-memory>



Hiccup, adopted



SYDNEY DOGS & CATS HOME

CONTACT US

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Strathfield South NSW 2136

Phone

02 9587 9611

Website

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@sydneydogscats



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LinkedIn

@sydney-dogs-and-cats-home

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by The Sydney Dogs & Cats Home Incorporated.
ABN: 16 943 464 585 | CFN: 16738

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WOOF. MEOW.