



Annual Report

2025

PRESIDENT'S FOREWORD

The 2024–2025 financial year marked a period of significant growth, transition and reflection for ACT Pet Crisis Support (APCS).

Demand for our services continued to rise at a pace we have not previously experienced. More families than ever before reached out for help, often at moments of crisis, and our volunteers and veterinary partners once again stepped up with compassion, professionalism and unwavering commitment.

This year also brought change at a leadership level. I was honored to be appointed President effective 1 July 2025, following the extraordinary contribution of Dr Eloise Bright, whose vision and dedication laid the foundations for much of what APCS is today. I am deeply grateful for her leadership and for the support of an amazing committee who continue to guide the charity with integrity and care.

Financially, this year highlights both the strength and the challenge of our model. Thanks to strong grant support, APCS recorded a modest surplus while simultaneously delivering a record level of assistance to pets in need. At the same time, rising veterinary and medical costs reinforce the importance of careful stewardship and sustainable growth as we move forward.

Every number in this report represents a real pet, a real family, and a moment where compassion made the difference. On behalf of the committee, thank you to our volunteers, donors, supporters and veterinary partners for standing with us through another demanding but deeply meaningful year.



Nicky

EXECUTIVE SUMMARY

ACT Pet Crisis Support (APCS) is a volunteer-run, not-for-profit organisation dedicated to preventing economic euthanasia by ensuring pets owned by people experiencing financial hardship across the ACT and surrounding regions can access veterinary care.

During the 2024–2025 fiscal year, APCS supported **more than 690 pets**, approving **201 applications** from 247 received—an increase of approximately **10%**—and providing **\$199,451.17** in direct financial assistance, representing an **18% increase** on the previous year. Growth continued across all service areas, including emergency care, palliative support, dental programs, and the Tiny Vet Clinic (TVC).

APCS remained financially viable despite rising costs, supported by strong grant income, sound governance, generous community donations, and the extraordinary commitment of volunteers.

We extend our deepest thanks to **RSPCA ACT**, whose ongoing support—including the provision of a dedicated space for the Tiny Vet Clinic—has been instrumental in enabling APCS to continue delivering vital services directly to the community. We also acknowledge the support of key partners and donors who help make this work possible.

As we move into the next fiscal year, APCS remains committed to expanding access to veterinary care for vulnerable pet owners, while exploring opportunities to broaden support beyond emergency assistance to improve long-term welfare outcomes for pets and their families.



PATIENTS HELPED

Snapshot from **1 July 2024 to 30 June 2025**,

💙 **690+ pets supported** - through emergency care, dental treatment, palliative support, and the Tiny Vet Clinic. Applications covered urgent and essential veterinary needs including emergency treatment, chronic disease management, palliative care, dental disease, and limited surgical interventions.

Through ACT Pet Crisis Support:

📄 **247 applications received**

✅ **201 approved**

💰 **\$199,451** - approved in direct veterinary assistance

💰 **\$16,620** - Average monthly approvals

For Tiny Vet Clinic

🐕🐈 **343 new pets registered**

🩺 **459 consultations completed** - - for low-cost, preventative, and chronic care

📍 Clinics delivered across multiple locations

💙 Delivered in a **judgement-free, low-cost setting**

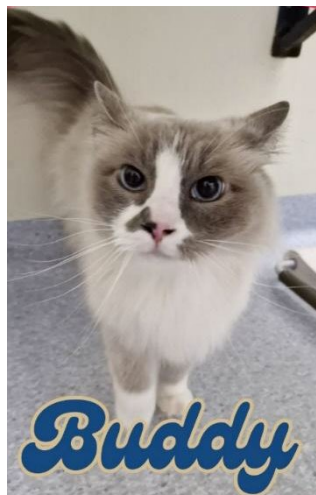
† Palliative Care and Aftercare

Palliative care and end-of-life support remained a vital component of APCS's work. These services ensured pets and their families were supported with dignity, compassion, and choice at the end of life.

🦷 Dental Programs

In total, APCS provided more than **\$19,500** in dental-related assistance via the RSPCA ACT Dental program and supporting clinics, ensuring access to essential dental care.

PATIENTS HELPED CONT.



Poor Buddy was feeling overwhelmed and anxious, and like many cats, he tried to self-soothe the only way he knew how... by grooming. Unfortunately, this constant over-grooming led to significant hair loss, and his raspy little tongue caused trauma to the exposed skin, leaving him sore and vulnerable to infection.

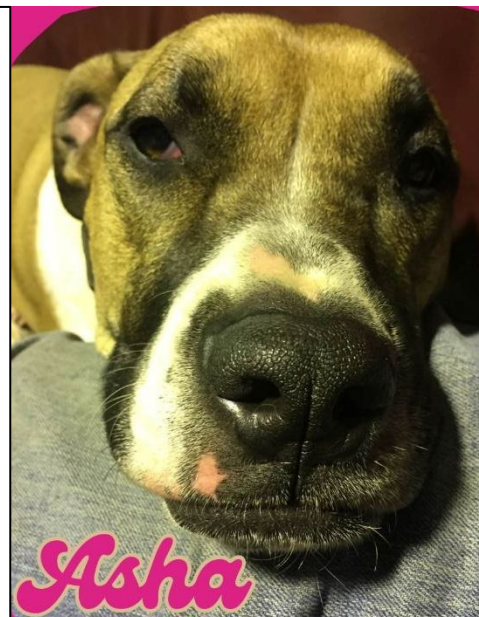
Despite having very limited income, Buddy's devoted owner did everything she could and took him to the vets.

The clinic applied for assistance for Buddy's treatment, and thanks to their advocacy, we were able to help. This meant Buddy could receive the medication he needed.

10-year-old Asha began showing signs of a sore tummy and abdominal pain. As a well-known connoisseur of forbidden snacks, she was quickly rushed to the Vet. After examination, it was clear Asha had eaten something causing a gastrointestinal blockage. During surgery, vets found in Asha's tummy:

- Pieces of a yoga mat
- Bits of plastic from an unknown source
- Grass — all bunched together

Asha's owner is on a pension and paid everything they could to cover the costs. The vet reached out to ACT Pet Crisis Support so Asha could receive the lifesaving treatment she needed.



Meet Puff, a young, bearded dragon who wasn't feeling magical like his namesake. He stopped eating, was losing weight, and was quickly becoming dehydrated — a serious concern for such a small creature. His condition was declining fast, and his owner knew something wasn't right.

Puff was taken to the vet, where after blood tests and an ultrasound, something abnormal was detected inside his tiny body — and surgery was urgently needed.

Unfortunately, despite her best efforts, Puff's owner couldn't afford the full cost of the operation. 💔 But APCS was able to step in and help cover the cost of Puff's life-saving surgery.

FINANCIAL SUMMARY

Profit and Loss

ACT Pet Crisis Fund
For the year ended 30 June 2025
Cash Basis

	2025	2024
Trading Income		
4200 - Donations	59,208	93,406
4400 - Fund Raisers	28,346	25,509
4900 - Other Revenue	9,725	2,845
4100 - Sales of Goods	215	170
4300 - Supporter Hub	6,509	15,926
4600 - Grant Revenue	136,412	37,300
Total Trading Income	240,416	175,156
Cost of Sales		
6200 - Bank Fees	114	77
5300 - Events Costs	621	632
5500 - Marketing and Advertising	56	121
6400 - Printing & Stationery	-	212
6600 - Software Subscription	2,368	1,276
6410 - Post Office Box	159	173
6700 - Website Maintenance	436	436
Total Cost of Sales	3,754	2,927
Gross Profit	236,663	172,229
Operating Expenses		
6310 - Depreciation	11,916	11,916
5600 - Repair and Maintenance	-	1,682
6340 - General Expenses	49	60
6350 - Insurance	2,733	3,859
6380 - TVC Expenses	13,259	6,969
5200 - Veterinary Costs	161,345	111,366
5220 - Aftercare	3,093	2,580
5230 - Medical Expenses	38,793	35,955
Total Operating Expenses	231,189	174,388
Net Profit	5,473	(2,159)

GOVERNANCE AND MEETINGS

APCS is governed by a volunteer Management Committee committed to transparency and good governance.

During the 2024–2025 financial year, the following meetings were held:

- **5 September 2024 – Committee Meeting**
- **7 November 2024 – Committee Meeting**
- **24 November 2024 – Annual General Meeting (AGM)**
- **20 February 2025 – Committee Meeting**
- **10 April 2025 – Committee Meeting**
- **5 June 2025 – Committee Meeting**
- **19 June 2025 – Committee Meeting**

VOLUNTEERS



We are fortunate to be supported by a dedicated and compassionate team of volunteers who work tirelessly behind the scenes. Their efforts include responding to enquiries, liaising with veterinary clinics, and guiding pet owners through the process of accessing vital support for their animals.

An equally significant contribution is made through fundraising and community engagement. Our volunteers lead and support a wide range of initiatives, including our annual Trivia Night, fundraising stalls, Christmas gift-wrapping, raffles, and grant applications. These activities are essential to sustaining our services and meeting the growing demand for assistance.

Our weekly Tiny Vet Clinic (TVC) would not be possible without the commitment of our volunteer team, who create a safe, respectful, and judgement-free environment for pet owners and their pets. Many of our clients attend the clinic while navigating their own personal challenges, and the compassion shown by our volunteers plays a critical role in easing anxiety and building trust.

The Tiny Vet Clinic operates from 10:00 am to 12:00 pm on the first three Wednesdays of each month and is open to pet owners who hold a valid Healthcare Card.

We are also deeply grateful to RSPCA ACT for their generous support in providing a secure location for the Tiny Vet Clinic at their Weston site. Their assistance has been instrumental in enabling us to continue delivering this essential service to the community.

THANKS TO OUR SUPPORTERS



Hands Across Canberra