



ANIMAL WELFARE LEAGUE NSW

INSPECTORS OFFICE

REGISTERED NO. CFN 10416 UNDER THE NSW CHARITABLE FUNDRAISING ACT ABN 88 000 533 086
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AWL NSW Inspectorate

Annual Report 2024-2025

Submitted in accordance with section 34B(3)

of the *Prevention of Cruelty to Animals Act 1979 (NSW)*

As per the requirement of Animal Welfare League NSW (AWL NSW) as an approved charitable organisation under Section 34B of the Prevention to Cruelty to Animals Act 1979, I am writing to report to the Minister for Agriculture, of the exercise of powers by AWL NSW Inspectors under the Act for the twelve-month period ending 30 June 2025.

Listed below is information obtained from statistics held by AWL NSW Inspectors for the period 1 July 2024 to 30 June 2025.

(1) Information pursuant to clause 41(1) of the *Prevention of Cruelty to Animals Regulation 2025 (NSW)*:

(a) complaints received, and investigations undertaken, about the treatment of animals:

Between 1 July 2024 and 30 June 2025, AWL NSW lodged a total of 3104 complaints alleging cruelty to animals' contrary to the Prevention of Cruelty to Animals Act 1979 (NSW) (NSW **(Act)**), the *Prevention of Cruelty to Animals Regulation 2012 (NSW)* and/or the *Prevention of Cruelty to Animals Regulation 2025 (NSW)* (**Regulation**). These complaints often involved more than one animal and multiple breaches of POCTA were often attached to a single cruelty report. A breakdown of the type of complaint can be found below.

From 3104 complaints received, 3548 POCTAA breaches were investigated

Dispatch Group	Description	Total
Cruelty Complaint	Abandon	131
Cruelty Complaint	Advertising Id Breach	1018
Cruelty Complaint	Breach Code Of Practice	11
Cruelty Complaint	Confined - Insufficient Space	95
Cruelty Complaint	Confined - No Exercise	26
Cruelty Complaint	Confined – Overcrowded	15
Cruelty Complaint	Confined In Car	3
Cruelty Complaint	Confined In House	7
Cruelty Complaint	Exposed To Excessive Cold	18
Cruelty Complaint	Exposed To Excessive Heat	6
Cruelty Complaint	General Abuse	80
Cruelty Complaint	General Neglect	61
Cruelty Complaint	Inadequate Vet Treatment	321
Cruelty Complaint	Insufficient Food & Drink	509
Cruelty Complaint	Insufficient Shelter	190
Cruelty Complaint	Killed	4
Cruelty Complaint	Other	99
Cruelty Complaint	Poisoned	4
Cruelty Complaint	Tethered - No Exercise	66
Cruelty Complaint	Tethered - Unreasonably Heavy	7
Cruelty Complaint	Tethered - Unreasonably Short	35
Cruelty Complaint	Transport - Unsatisfactory	4
Cruelty Complaint	Welfare Concern	838
	Total	3548

(b) animals seized or taken possession of under the Act

Between 1 July 2024 and 30 June 2025, AWL NSW seized or took possession of 421 animals under the Act.

(c) a statement of the number of persons cautioned by officers of the organisations:

During the reporting period, AWL NSW officers issued 215 official cautions.

(d) a statement of the number of notices issued by officers of the organisation under Section 24N of the Act:

During the reporting period, AWL NSW officers issued 85 written directions.

(e) proceedings for offences instituted:

Between 1 July 2024 and 30 June 2025, AWL NSW commenced 7 prosecutions.

(f) the organisation's officers and the training provided for the officers:

As of 30 June 2025, the AWL NSW Inspectorate employs nine (9) Authorised Officers under the provisions of Part 2A of the Act.

Two inspectors are awaiting delegation of authority. All officers are employed on a full-time basis except for one officer who is contracted on a part-time roster.

Please refer to section (m) for training undertaken by inspectors.

(g) complaints about the organisation or the organisation's officers:

AWL NSW received 3 complaints during the reporting period. Please refer to table (j).

(2) Information pursuant to clause 41(2) of the *Prevention of Cruelty to Animals Regulation 2025*

(NSW):

(a) a statement of the number of, and a summary of the substance of, complaints relating to animal cruelty or mistreatment received by the organisation during the reporting period for the report:

AWL NSW inspectorate operates 5 days per week. AWL NSW investigated 3104 cruelty complaints in the reporting period. The investigation of these complaints involved 3104 initial inspections and a further estimated 1262 rechecks. It is important to note there may be a slight margin of inaccuracy with rechecks as previous monthly reports are unattainable with staff changes and previous inconsistencies with reporting revisits on our database.

Rechecks were generally conducted by Inspectors to assess compliance with either written or verbal directions.

AWL NSW conducted an additional 456 routine inspections, some of which eventuated into cruelty investigations / non-compliance revisits. Our Sheltermate system does not have the capacity to record specific data to identify the number of those dispatch jobs that developed into investigations.

(b) a statement of the number of visits or investigations made by the organisation’s officers as a result of the complaints during the reporting period for the report:

AWL NSW investigated 3104 cruelty complaints in the reporting period. The investigation of these complaints involved 3104 initial inspections and a further estimated 1262 rechecks.

(c) a statement of the number of visits or investigations made by officers of the organisation that were unrelated to those complaints (such as routine inspections of abattoirs, veterinary practices, pet shops or saleyards):

AWL NSW’s Sheltermate database does not have the capacity to distinguish between cruelty complaints and ‘routine’ (proactive) inspections conducted on animal trades under the provisions of section 24G of the Act. Data is captured separately to record the number of ‘routine’ inspections conducted by the AWL NSW Inspectorate. A summary of the 456 ‘routine’ inspections conducted during 2024/2025 is tabled below.

Dispatch Group	Description	Total
Routine Inspection	Animal Holding Facility Inspection	17
Routine Inspection	Boarding Kennel Inspection	17
Routine Inspection	Carer Inspection	0
Routine Inspection	Cat Breeder Inspection	4
Routine Inspection	Dog Breeder Inspection	17
Routine Inspection	Film & Theatrical Performance Inspection	283
Routine Inspection	Grooming Parlour Inspection	13
Routine Inspection	Pet Shop Inspection	48
Routine Inspection	Premises Inspection	49
Routine Inspection	Riding School Inspection	2
Routine Inspection	Saleyard Inspection	6
	Total	456

In addition to cruelty investigations and routine inspections, AWL NSW officers attended jobs lodged under general dispatch requests, assisted other Officers in Charge, attended ambulance requests where required and/ or assisted with animal control issues if available to do so and deemed appropriate.

Below is a table to reflect general dispatch jobs and those relating to animal control. Unfortunately, our Sheltermate database does not allow all Inspector assist jobs to be recorded for accurate figures.

Dispatch Group	Description	Total
Animal Control Issue	Dangerous Animal	2
Animal Control Issue	Feral Cat Population	0
Animal Control Issue	Nuisance Dogs	0
General Dispatch Request	Assist A W L Branch	12
General Dispatch Request	Assist A W L Head Office	24
General Dispatch Request	Assist A W L Kemps Creek Shelter	54
General Dispatch Request	Assist A W L Vet Clinic	84
	Total	176

AWL NSW employs one (1) ambulance officer who operates under our inspectorate department. Our ambulance officer not only responds to injured and / or sick animals but assists our inspectors with transporting animals that have been surrendered through our inspectorate back to our shelter in Kemps Creek.

The ambulance officer attended a total of 339 new jobs including assisting inspectors, shelter or our Branches. Below is a table to reflect the number of ambulance jobs lodged but does not include rechecks or those jobs assisting.

Dispatch Group	Description	Total
Ambulance Request	Injured Cat	185
Ambulance Request	Injured Dog	78
Ambulance Request	Injured Kitten	14
Ambulance Request	Injured Livestock	26
Ambulance Request	Injured Puppy	16
Ambulance Request	Injured Wildlife	20
	Total	339

(d) a statement of the number of persons cautioned by officers of the organisations:

During the reporting period, AWL NSW officers issued 215 official cautions.

(e) a statement of the number of notices issued by officers of the organisation under Section 24N of the Act:

During the reporting period, AWL NSW officers issued 85 written directions.

(f) a statement of the number of animals seized or taken possession of under the Act and the number of days for which the animals remained in the organisation's possession or care:

Between 1 July 2024 and 30 June 2025, AWL NSW seized or took possession of 421 animals under the Act. Though the exact number of days cannot be accurately calculated, most of the inspector animals in care were in care for a minimum of 40 days. At the time of this report (September 2025), 9 inspector animals were still under the care of AWL NSW.

(g) a statement of the number of penalty notices issued by the organisation's officers during the reporting period for the report:

During 1 July 2024 and 30 June 2025, AWL NSW issued 31 Penalty Infringement Notices.

(h) a statement of the number of proceedings for offences under the Act or the regulations that were instituted by officers of the organisation, together with details of the defendants and the charges:

AWLNSW vs

Fail to provide proper and sufficient food x 2
Fail to provide vet treatment
Aggravated cruelty
Fail to provide proper and sufficient drink x 2
Fail to exercise reasonable care

AWL NSW vs

Fail to exercise reasonable care
Fail to provide proper and sufficient drink
Fail to provide vet treatment

3. AWL NSW vs

Aggravated cruelty
Fail to exercise reasonable care x 13
Fail to alleviate pain x 13

Fail to provide vet treatment x 13
Obstruction of persons exercising powers

4. **AWL NSW vs [REDACTED]**

Aggravated cruelty
Fail to provide proper and sufficient food x 2
Fail to provide proper and sufficient drink x 2
Fail to provide vet treatment x 2

5. **AWL NSW vs [REDACTED]**

Fail to comply with court order re: possession of animal
Fail to comply with disqualification order x 2
Commit an act of cruelty upon an animal

6. **AWL NSW vs [REDACTED]**

Fail to provide proper and sufficient food to animal
Fail to provide veterinary treatment
Hinder/obstruct other person exercising authority under the Act

7. **AWL NSW vs [REDACTED]**

Commit an Act of Cruelty
Remove one or more claws from a cat

There are a number of matters pending prosecution, however CANs and Brief of Evidence were served after this reporting period.

(i) details of the outcome of such of those proceedings as had been finally determined as at the date of the report and

(j) details of the outcome of such of those proceedings for offences as were referred to in the immediately previous report but not finally determined as at the date of that report:

Of the 7 prosecutions commenced during the reporting period, 6 had been finalised as of 30 June 2025 while 1 was pending final determination.

AWL NSW v

Job Commenced 19/09/2024, Matter Finalised 12/12/24, Blacktown Court

2 x Canine Aggravated cruelty
Fail provide vet treatment x 2
Fail to exercise reasonable care
Fail to provide proper and sufficient food and drink x 2
S30A(1)POCTAA – costs – \$6228.92
S31(1)b POCTAA-Disqualification 10 years
Defendant failed to attend. Matter heard in Defendants absence.
Guilty on all charges
Custody and ownership of animal awarded to AWLNSW.

AWLNSW awarded costs and awarded a disqualification order of 10 years, moiety and cost of care of \$6228.92.

AWL NSW v

Job Commenced 01/12/2024, Finalised 14/2/25, Bankstown Court

7 x Canine Fail to provide proper and sufficient drink
Fail to exercise reasonable care
Fail to provide vet treatment
Settled out of court. All puppies were surrendered to AWLNSW.

AWLNSW v

Job Commenced 13/11/2023, Finalised 27/03/2025, Blacktown Court

13 x Canine
Aggravated cruelty
Fail to exercise reasonable care x 13
Fail to alleviate pain x 13
Fail to provide vet treatment x 13
S30A(1)POCTAA
Costs- \$42,030.39
S31(1)(b)POCTAA
Disqualification 10 years

AWLNSW awarded a disqualification order of 10 years, moiety of fines, costs in the sum of \$42,030.39 and ownership of seven dogs.

AWLNSW v

Job Commenced 06/12/2024, Pending, Sydney (Downing Centre)

3 x Canine
Aggravated cruelty
Fail to provide proper and sufficient food and drink x 2
Fail to provide vet treatment x 2
Awaiting Hearing

AWLNSW v

Job Commenced 2023, Sentenced: 21 August 2024. Fairfield Court

3 x Canine

Fail to comply with court order re: possession of animal

Fail to comply with disqualification order x 2

Commit an act of cruelty upon an animal

S31(1)(b)POCTAA

Disqualification 5 years

Sentence imposed: 18-month Community Correction Order (for all offences).

Custody: Hendley had already spent 15 days in custody (bail was refused).

Disqualification order: 5-years of having custody of any animal.

AWLNSW v

Job Commenced 30/08/24, Finalised 21/11/24, Liverpool Court

1 x Canine

Fail to provide proper and sufficient food to animal

Fail to provide veterinary treatment

Hinder/obstruct other person exercising authority under the Act

S31(1)(b)POCTAA

Disqualification 3 years

Community Corrections Order (CCO)

Disqualification Order: Banned from owning or being in charge of dogs for 3 years

AWLNSW v

Job Commenced 31/01/2024, Pending, Windsor, allocated to Blacktown Court

1 x Feline

Commit an Act of Cruelty

Remove one or more claws from a cat

Awaiting Hearing

(K) a list, current as at the date of the report, of the officers of the organisation, together with any changes made to that list since the immediately previous report:

As of 30 June 2025, AWL NSW had a total of 9 authorised officers. These 9 officers are holders of a prescribed authority under the provisions of Part 2A of the Act, issued with the approval of the Minister for Agriculture. Inspectors [REDACTED] was employed in September 2024 and [REDACTED] was employed January 2025. Inspector [REDACTED] replaced [REDACTED] who resigned. Additionally, two Inspectors were recruited in March 2025, Inspector [REDACTED]. In May 2025, Inspector [REDACTED] was employed and is awaiting her delegation of authority.

[REDACTED]



(l) details of any complaints received by the organisation in relation to its activities (or those of its officers) under the Act, including-
i) details as to the resolution of those complaints, and
ii) of the disciplinary action (if any) taken against any person as a result of those complaints. As had been finally determined as at the date of the report:

Complaint	A complaint was received from a POI regarding an Inspector requiring them to seek veterinary treatment for their dog. The Inspector stated they would follow up to check compliance. The POI complained that the Inspector should not need to reattend the premises.
Outcome	The Inspectors had followed all AWL NSW Policies and Procedures. After an investigation into this complaint, including review of the Inspector’s notes and enforcement documents, the complaint was found to be unsubstantiated.
Complaint	A complaint was received from a POI regarding an inspector issuing them with fines relating to inadequate veterinary treatment.
Outcome	After speaking with the inspector, and observing veterinary records, the complaint was found to be unsubstantiated.
Complaint	A complaint was made by a POI regarding a horse which required urgent veterinary treatment. The POI did not believe the horse needed to be euthanised on welfare grounds.
Outcome	After consultation with the Inspector and the equine vet, it was determined that the Inspector had followed all AWL NSW Policies and Procedures. The complaint was found to be unsubstantiated.

(m) details of the training provided by the organisation for its officers:

Current

Course	Code (if avail.)	Number of Attendees
Certificate IV Government Investigations	PSP40416	2
Use of Firearms to Humanely Destroy Animals	AHCPMG304	4
Apply First Aid	HLTAI09,010,011	2
Provide First Aid Remote or Isolated Site	HLTAID013	0
Defensive Tactics	KEF-IC ALPHA KEF-IC CHARLIE	5
AWL NSW Basic Firearms Course	N/A	4
Revenue NSW SEINS	N/A	2
Operate and Recover Four Wheel Drive Vehicle	FWPCOP3325 FWPCOP3326	0
CPR	HLTAID009	2
NSW Emergency Management Program	N/A	0
RFS Bushfire Awareness	N/A	0
Dangerous Dog Handling	N/A	4

AWL NSW Inspectors sit on Elanco Animal Health and Garvan Medical Research Institute Animal Ethics Committees.

(n)) the following information about access applications made to the organisation under the *Government Information (Public Access) Act 2009* –

- i. the number of access applications:** There were no applications made.
- ii. the subject matter to which each access application related:** N/A

(o) details of the number of complaints made under the *Ombudsman Act 1974* about the organisation and appointed officers employed by the organisation, and the outcome of the complaints.

No complaints were made through the Ombudsman Act.

(p) list of memorandums of understanding or other service-level agreements, however described, between the organisation and the State or another approved charitable organisation:

The Animal Welfare League Inspectorate has current Memorandums of Understanding with NSW Department of Primary Industries and Regional Development, The Office of the Children’s Guardian, NSW Police and Revenue NSW.

This Inspectorate Activity Report has been completed and submitted by Amanda Gray, Chief Inspector, AWL NSW, in accordance with Section 34B of the Act.



Amanda Gray
Chief Inspector
AWL NSW

