

celebrating **80** years

20 15

ANNUAL REPORT

IMPROVING
THE HEALTH AND
HAPPINESS OF
ANIMALS AND
THE PEOPLE WHO
CARE FOR THEM



Lort Smith
caring for animals

CONTENTS

MISSION, VISION & VALUES	03
SNAPSHOT OF ACHIEVEMENTS	04
PRESIDENT'S MESSAGE	06
CEO'S MESSAGE	08
OUR BOARD	10
BOARD NEWS	13
NEW AMBASSADOR ROSIE BATTY	14
EXECUTIVE MANAGEMENT TEAM	15
80 YEARS OF LIFE-SAVING CARE	16
HOSPITAL NEWS	19
CUSTOMER SERVICES NEWS	22
TRUFFLE'S STORY	23
OUR CHAPLAIN	24
ADOPTION CENTRE NEWS	26
GIZMO'S STORY	28
LORT SMITH PET THERAPY	29
MATES FOR INMATES	30
VOLUNTEER NEWS	32
COMMUNICATIONS NEWS	34
BUILDING SERVICES	38
IT NEWS	38
FUNDRAISING	39
FINANCIALS	40
ACKNOWLEDGEMENTS	43

MISSION, VISION & VALUES

In 2016, Lort Smith is celebrating 80 years of life-saving care for sick, injured and vulnerable animals.

THE ANIMAL WELFARE LEAGUE OF VICTORIA ESTABLISHED LORT SMITH ANIMAL HOSPITAL IN 1936. OUR FOUNDER LOUISA LORT SMITH WAS PASSIONATELY COMMITTED TO CARING FOR THE ANIMALS OF POOR AND DISADVANTAGED PEOPLE.

Since opening our doors we have cared for more than one million animals and re-homed around 200,000 pets to loving families.

Today, Lort Smith Animal Hospital is the largest non-profit animal hospital in Australia. Lort Smith is one of the only organisations of its kind in the world, providing services through the Hospital, Adoption Centre and Community Outreach programs.

OUR MISSION

To improve the health and happiness of animals and the people who care for them. We do this through three streams of work:

- **In our Hospital** by providing exceptional veterinary care and preserving the human-animal bond irrespective of a person's circumstance.

- **In our Adoption Centre** by providing sanctuary, rehabilitation and new homes for companion animals.
- **Through our Community Outreach programs**, promoting responsible pet ownership and nurturing the human-animal bond.

OUR VISION

To be the recognised leader in Australia for animal health and wellbeing.

OUR VALUES

Care and Compassion:

We treat all people and animals with kindness and empathy.

Quality and Affordability:

We work together in a safe environment to provide accessible and sustainable services of the highest standard.

Integrity and Respect:

We have the courage to do what is right, be accountable for our actions, and communicate honestly and courteously.



2015 SNAPSHOT OF ACHIEVEMENTS

**\$1,332,057
DISCOUNTS**

to people of limited means

38

EMERGENCIES

TRIAGED PER DAY
ON AVERAGE

67 VETS 
94 VET NURSES

**37,474
CONSULTATIONS**
INCLUDING

8,198 **EMERGENCY**
consultations



1,024  **ANIMALS**
REHOMED


8,890
ANAESTHETICS
AND SEDATIONS



 **112,195**
PHONE CALLS
RECEIVED

138  **EMERGENCY WELFARE
ASSISTANCE ANIMALS
HELPED**

1,500
FREE MICROCHIPS
TO HEALTHCARE
CARD HOLDERS

**24,384**
ANIMALS
RECEIVED VET CARE

**ASSISTED**
19,455
PET OWNERS

**24/7**
CARE
LAUNCHED

**458**
VOLUNTEERS
218 NEW
VOLUNTEERS

8,225
NEW 
CUSTOMERS

**13,537**
VACCINATIONS

**5,937**
SURGERIES

PRESIDENT'S MESSAGE

I would like to thank the CEO, Executive Management Team, staff and volunteers for their exceptional performance in 2015.

IN 2015, THE BOARD OF LORT SMITH FOCUSED ITS EFFORTS ON CONSOLIDATING THE PLATFORM ESTABLISHED IN THE PREVIOUS YEAR. UNDER THE GUIDANCE OF OUR NEW CEO, THE BOARD UNDERTOOK A RANGE OF STRATEGIC INITIATIVES IN ORDER TO CONSOLIDATE THE FUTURE DIRECTION OF THE ORGANISATION. AT THE SAME TIME, WE PROGRESSED SEVERAL KEY ACTIONS FROM THE PREVIOUS YEAR AND KEPT A CLOSE WATCH ON OPERATIONAL PERFORMANCE.

In terms of Board movements, we said a formal farewell to Virginia Edwards and Susie Palmer at the 2015 AGM. Virginia and Susie have both left significant impacts on Lort Smith. We look forward to keeping in touch with both Virginia and Susie in the future.

We formally welcomed Kate Hamond at the 2015 AGM and appointed Raelene Harrison to the role of Company Secretary. Raelene replaces Andrew Miles who served so admirably in this role for many years. In February 2016, we also warmly welcomed Fiona Webster to the Lort Smith Board.

The Board was thrilled to welcome the 2015 Australian of the Year Rosie Batty as a Lort Smith Ambassador. Rosie brings to the organisation her love for animals and her commitment to further develop our support for people in crisis including the pets of victims of domestic violence. We look forward to working with Rosie in the years ahead.

Further thanks is extended to our other ambassadors Giaan Rooney, Peter Hitchener and Dr Sally Cockburn for their continued help in 2015.

In 2015, the organisation formally changed its name to Lort Smith in order to reflect the diversity of our mission through the Hospital, Adoption Centre and Community Outreach programs. This change provides the organisation with a platform for growth over the next decade while embedding into our constitution the name and legacy of the Animal Welfare League of Victoria in perpetuity. The Board intends to further develop the multi-tiered mission of the organisation supporting the health and happiness of pets and the people who care for them.

I'm pleased to report that the Board oversaw several major initiatives, including the development of a new five-year strategic plan. This new strategic plan is committed to establishing the long-term sustainability of Lort Smith.

Additionally, the Board progressed its master planning for the organisation with particular reference to our capacity to support the growing number of marginalised pets and people who require support.

Mission-based projects also dominated the Board's agenda in 2015.

These projects included expanding our technological capacity in the veterinary hospital, ensuring the Adoption Centre has the ability to assist as many surrendered animals as possible, and maximising the reach and effectiveness of our community outreach programs.

Throughout 2015, the Board was extremely pleased to report on successful Hospital operations. The introduction of 24-hour care is a significant milestone for Lort Smith. Similarly, the Board applauded the recorded growth in adoptions and our efforts in fundraising which included a substantial contribution from bequests.

I would like to thank the CEO, Executive Management Team, staff and volunteers for their exceptional performance in 2015. Together their efforts are creating a platform for substantial growth and long-term sustainability of our mission.

Most importantly, I also want to formally acknowledge and thank our supporters, donors and bequestors. Your commitment to our vision and mission in 2015, underpins our very existence. Without you, we would not be in a position to care for so many sick, injured and vulnerable animals.

Glenister Lamont, President



CEO'S MESSAGE

HENRY FORD (FOUNDER OF THE FORD MOTOR COMPANY) ONCE SAID "COMING TOGETHER IS A BEGINNING; KEEPING TOGETHER IS PROGRESS; WORKING TOGETHER IS SUCCESS." IN MANY RESPECTS, THIS STATEMENT DEFINED THE PERFORMANCE AND PROGRESS OF LORT SMITH IN 2015.

My first twelve months as CEO were extremely busy and exciting. Our energies were principally focussed on developing a framework to take the organisation forward for the next five years and beyond. In particular, it was a key objective to establish a fit-for-purpose organisation; capable of supporting the three primary platforms of our mission through the Hospital, Adoption Centre and Community Outreach. This alignment was initiated through improved departmental relationships and processes as well as renewed attention to acquiring and developing the required skills and expertise.

Problem solving, creativity and sharing of ideas defined the efforts of the Executive Management Team over the last year. We also fine-tuned some of our roles and responsibilities to better meet our organisational objectives. Dr Russell Harrison as Head of Hospital Services is responsible for the hospital operations, customer services and dispensary. Joe Corera as Head of Shared Services has assumed responsibility for finance, human resources, information and communication technology, occupational health and safety and facilities maintenance.

The organisation welcomed Katrina Wilkins as Head of Fundraising & Communications. Katrina brings to Lort Smith a wealth of experience in stakeholder management, public relations and fundraising.

We also welcomed Jenny Ford at the end of 2015. As Head of the new Community & Development department, Jenny is responsible for all non-hospital based operations including the adoption centre, volunteers and community outreach. With Jenny's guidance, it is our objective to expand the reach of Lort Smith's mission into new and relevant markets. Loise Giagnacovo also joined the team as Executive Coordinator supporting the Management Team and undertaking organisation-wide projects.

The new Executive Management Team progressively undertook a range of major projects in 2015, including the development of a new five-year strategic plan, commencement of a comprehensive ICT review, developing a framework for an integrated efficiency analysis and a comprehensive review of service need/operational capacity. Considerable work also continued on the master plan to identify our long-term ability to support pets and people in need.

From an operational perspective, the results are both pleasing and compelling. All key functional areas reported strong results at year end 2015.

The Hospital performed almost 38,000 consultations including 8,000 emergency interactions. These services were provided to approximately 25,000 animals. Strong results were recorded in pathology (26,000 tests), vaccinations (13,500), anaesthetics (8,900 units) and 6,000 surgeries. The single most significant milestone occurred in September 2015 with the launch of 24-hour care.

The presence of veterinary and nursing support 24/7 has provided our clients (and referring veterinarians) with significant comfort and support. Initial results have been very pleasing.

Our Hospital client base continued to receive the best possible support. In 2015, more than 50 per cent of our clients received discounted veterinary assistance (amounting to more than \$1.3 million). Customer service metrics were also strong with almost 20,000 clients assisted in 2015. This equated to 112,000 calls received.

Community & Development delivered strong results for the year. The Adoption Centre rehomed 1,024 animals in 2015 (an increase of 5.5 per cent against 2014). In addition, our Community Outreach Programs provided considerable support to people in need or crisis. Emergency Boarding supported 140 animals and the number of Foster Carers increased from 117 to 129. Similarly our Pet Therapy and Mates for Inmates programs continued to break new ground in supporting the human/animal bond.

Finally, our renewed focus in Fundraising and Communications delivered strong results. From a social media perspective, our Facebook community not only continues to grow but is highly engaged. This was no better illustrated than the story of "Chopper" who inspired our community when he went missing. After reaching close to 75,000 people and an integrated search, Chopper (now Fergus) was successfully reunited with his adopted family.



Our donors continue to underpin the livelihood of Lort Smith. In 2015, our fundraising efforts and in particular bequests, demonstrated an outstanding level of compassion and support.

We are truly grateful for this generous and much-needed assistance.

I would like to thank the Board for its support and guidance in 2015. This guidance laid the platform for an exciting future journey.

To my Executive Management Team, I want to thank you for your creativity, drive and commitment as we came together in a new operating paradigm.

To this extent, I would also like to thank Dana Kiers (General Manager, Nursing), Lauren Spinelli (Manager Human Resources) and Serena Horg (General Manager, Adoption Centre) for their ongoing support, adaptability and continued efforts. To all staff and volunteers, I want to thank you for embarking on a new pathway. As a team, I am confident we can achieve a great deal.

And finally, to our supporters, donors and bequestors – you are the lifeblood of Lort Smith. The entire organisation thanks you again for your generosity and support. Together we can improve the health and happiness of animals and the people who care for them.

David Herman, CEO

OUR 2015 BOARD



GLENISTER LAMONT - President

"LORT SMITH HAS HAD A SPECIAL PLACE IN THE COMMUNITY FOR THE PAST 80 YEARS. THIS IS DRIVEN BY OUR MISSION TO ASSIST PEOPLE AND THEIR ANIMALS REGARDLESS OF THEIR CIRCUMSTANCES. OUR WELCOMING-TO-ALL APPROACH SETS US APART."

Glenister joined the Board in August 2004 and became President in December 2011. Glenister is a professional non-executive director, sitting on boards of publicly listed companies, government entities and investment committees. He has international operational management experience and his qualifications include a Bachelor of Engineering (Hons), MBA from IMD Switzerland, Fellow of AICD and Fellow of Financial Services Institute of Australia.

PETER VAN ROMPAEY - Vice President

"LORT SMITH HAS SUCH A GREAT HISTORY. WHAT AN INCREDIBLE COMMUNITY ORGANISATION! WE ARE ALL PRIVILEGED TO WORK WITH LORT SMITH. IT IS ESSENTIAL THAT WE REMAIN FOCUSED ON OUR COMMUNITY ROLE AND MAINTAIN FINANCIAL VIABILITY. ANIMALS PROVIDE UNCOMPROMISING WARMTH AND AFFECTION AND KEEP US GROUNDED."

Peter joined the Board in July 2008 and became Vice President in December 2011. Peter holds a law degree and a Master of Business Administration, is an accredited business law specialist and was admitted as a barrister and solicitor in Victoria in 1976. He has worked as a commercial and competition lawyer for more than 40 years and has a keen interest in corporate governance.



BARBARA PESEL - Vice President

"IT DOESN'T MATTER IF YOU'RE CLIMBING THE CORPORATE LADDER OR SLEEPING ON THE STREETS AND IT DOESN'T MATTER IF YOUR PET IS A PUREBRED POODLE OR MESSY MOGGIE, LORT SMITH IS ALWAYS THERE WHEN YOU NEED IT MOST. THE TEAM HERE KNOWS THAT THE HUMAN-ANIMAL BOND IS A PRECIOUS AND MAGICAL THING AND UNDERSTANDS THE DEPTH OF FEELING PEOPLE HAVE WHEN IT COMES TO THEIR PETS. ANIMALS MAKE ME SMILE, MAKE ME FEEL HUMBLE AND MAKE ME REALISE THERE IS MUCH IN LIFE TO LOVE."

Barbara joined the Board in September 2011. Barbara has more than 30 years' experience in corporate communication focusing on issues, risk and crisis management, stakeholder engagement and strategic planning. Barbara is the Managing Director of Pesel & Carr, an award-winning independent strategic communications agency she founded in 1997.



SAMANTHA BAILLIEU - Director

"AS A HUMAN BEING I HAVE ALWAYS BEEN PAINFULLY AWARE THAT WE NEED ANIMALS AS MUCH AS ANIMALS NEED US. THE WORK OF LORT SMITH IS TIRELESS AND I GET GREAT SATISFACTION OUT OF ASSISTING THE ORGANISATION, ALWAYS STRIVING FOR THE BEST OUTCOMES FOR ALL ANIMALS AND THEIR OWNERS. LORT SMITH NEVER TURNS AWAY ANY SICK OR INJURED ANIMAL THAT NEEDS EMERGENCY TREATMENT, REGARDLESS OF THE CIRCUMSTANCES OF THEIR OWNER, AND THAT GIVES ME GREAT COMFORT."

Samantha joined the Board in June 2000. Samantha is Chair of the Yulgilbar Foundation and is a Director of a number of the Yulgilbar Group of companies. She is on a subcommittee of the Foundation for Rural and Regional Renewal, called Tackling Tough Times Together and is Director of the Merricks General Winestore.

GRAHAM CUNNINGHAM - Director

"CARING FOR ANIMALS IS LIKE CARING FOR PEOPLE. THERE IS NO END TO THE DEMAND. WE AT LORT SMITH NEED TO MAKE SURE THAT WE HAVE THE BEST FACILITIES AND PEOPLE TO PROVIDE LEADING-EDGE CARE FOR ANIMALS AND THEIR CARERS. AT LORT SMITH, ALL OUR STAFF AND VOLUNTEERS ARE PASSIONATE ABOUT CARING FOR ANIMALS AND THEIR OWNERS. IT IS A SPECIAL PLACE."

Graham joined the Board in June 2011. He has 35 years domestic and international investment banking experience specialising in mergers and acquisitions, project and property financings and major infrastructure projects. Graham is also the Chairman of Ronston International, Cockram Construction, a family group and an IT company in the health sector. He is also the director of an international education company, an investment group, a major private fund manager and a philanthropic trust.



DR DIANE GIBNEY - Director

"LORT SMITH IS A VERY SPECIAL AND IMPORTANT PART OF THE COMMUNITY. IT HAS NEVER LOST SIGHT OF ITS PRIMARY VISION – TO SUPPORT THE MORE DISADVANTAGED PEOPLE OF OUR COMMUNITY IN THEIR CHOICE TO SHARE THE HUMAN-ANIMAL BOND. THERE IS REALLY NO OTHER ORGANISATION WHICH COMPARES IN THIS REGARD. IT IS AMAZING TO SEE THE COHESIVE TEAM OF STAFF AND VOLUNTEERS ALL WORKING WITH ONE GOAL IN MIND – TO HELP EVERY ANIMAL."

Diane joined the Board in December 2012. She has spent all of her professional life in small animal practices, improving the lives of many animals and their owners. She managed her own veterinary practice in Ballarat until recently but now enjoys working part-time in a busy practice near home. She is a director of the Australian College of Veterinary Acupuncture.



DR JOHN HARTE - Director

"IT'S GREAT TO BE PART OF AN ORGANISATION THAT MAKES A DIFFERENCE. WE WILL ALWAYS CONTINUE TO BE TRUE TO OUR MISSION AND WORK TO ENHANCE THE WELLBEING OF ANIMALS AND THE PEOPLE WHO CARE FOR THEM. IT'S IMPORTANT OUR SERVICES CONTINUE TO MEET THE CHANGING NEEDS OF OUR CLIENTS AND THEIR PETS. ANIMALS GIVE UNCONDITIONAL LOVE, WHICH MAKES SUCH A TREMENDOUS POSITIVE DIFFERENCE IN PEOPLE'S LIVES."

John joined the Board in December 2012. He graduated with honours as a veterinarian from Dublin in 1989 and pursued further training in small animal medicine and surgery at the University of Minnesota. John is a Managing Partner of Integrity Governance, a specialist governance consultancy working with boards and owners of businesses. He is also a fellow of the Australian, US and UK Institutes of Directors and the Financial Services Institute of Australia.

BARBARA HAMMON - Director

"LORT SMITH IS SUCH A SPECIAL PART OF THE COMMUNITY BECAUSE PETS ARE SO IMPORTANT IN PEOPLE'S LIVES. PETS GIVE LOVE, COMPANIONSHIP AND SUPPORT. WITHOUT LORT SMITH'S ASSISTANCE, MANY PET OWNERS WOULD NOT BE ABLE TO PROVIDE THEIR ANIMALS WITH MEDICAL CARE THEY MAY DESPERATELY REQUIRE. IT'S A WONDERFUL ORGANISATION."

Barbara joined the Board in August 2014. She is a board member of the Ian Potter Museum of Art, University of Melbourne. Barbara graduated from Melbourne University with Arts/Law (Hons) degrees. Professionally she practised as a solicitor, and for the last 14 years has specialised in corporate governance with a major Australian bank.



KATE HAMOND - Director

"LORT SMITH IS AN INSPIRINGLY RESILIENT ORGANISATION, MAINTAINED THROUGH ITS FINANCIAL INDEPENDENCE, WELL-EARNED REPUTATION AS A LEADER IN ANIMAL ETHICAL, WELFARE AND VETERINARY MATTERS, AND THE DEVOTION OF VOLUNTEERS AND STAFF. OUR ANIMALS ARE FAMILY MEMBERS. I CAN'T IMAGINE A HOME WITHOUT ANIMALS."

Kate joined the Board in February 2015. Kate Hamond has worked for 30 years in the community sector, consumer protection, compliance and regulation. She is a Board member of Castlemaine Health and recently retired as a Commissioner at the Victorian Commission for Gambling & Liquor Regulation. Kate has led a community consumer protection body and established an aged-care support agency. Kate was also Victoria's Legal Ombudsman and the CEO of the Australian Retirement Village Association.

BOARD NEWS

BOARD MOVEMENTS



FIONA WEBSTER - Director (appointed March 2016)

"I'M VERY PLEASED TO BE JOINING THE LORT SMITH BOARD. OUR PETS ARE FAMILY AND DESERVE THE VERY BEST CARE. I HOPE TO USE MY SKILLS IN HEALTH CARE TO ASSIST IN FURTHERING LORT SMITH'S MISSION."

We welcomed Fiona Webster to the Lort Smith Board in 2016. Fiona has more than 20 years' experience in the health sector in operational management, safety and quality, service planning and redesign. Fiona is currently General Manager of Health Operations at Telstra Health. Her previous roles have included Executive Director, Acute Operations, at Austin Health and Executive Director, Strategy, Quality and Service Redesign, at Austin Health. She has held senior management posts in the Victorian government as well as in Britain's National Health Service. Fiona holds both a Master of Business Administration and Master of Public Health.

RAELENE HARRISON - Company Secretary (appointed October 2015)

"I AM PASSIONATE ABOUT ALL ANIMALS AND THE MISSION AND VISION OF LORT SMITH. I LOVE SEEING THE SPECIAL BOND BETWEEN ANIMALS AND THEIR OWNERS AND HOW THEY BENEFIT FROM THE GREAT WORK OF LORT SMITH."

We welcomed Raelene Harrison as our new Company Secretary in October 2015. Raelene has more than 15 years' experience in legal, company secretarial and corporate governance. She is a practising lawyer, holding a number of undergraduate and postgraduate qualifications in law and corporate governance. For the past 12 years Raelene has lectured and tutored in law at both undergraduate and postgraduate levels, and presents regularly on corporate governance topics at industry groups and associations. Raelene has completed an undergraduate degree in equine science and is currently studying postgraduate animal science.



BOARD SUB-COMMITTEES

IN ADDITION TO THE BOARD, LORT SMITH HAS SEVERAL BOARD SUB-COMMITTEES, COMPRISED OF BOARD MEMBERS AND MEMBERS OF THE EXECUTIVE MANAGEMENT TEAM.

Ethics Sub-Committee: The Ethics Sub-Committee has primary responsibility to ensure that ethical issues (animal treatment and welfare and broader ethical practices and behaviours) faced by Lort Smith both from internal and external sources are dealt with in a considered, planned and timely fashion. The Ethics Sub-Committee is also charged with ensuring that the Vision and Mission of Lort Smith not only support but underpin our actions when facing ethical challenges.

Investment, Risk and Audit

Sub-Committee: The objective of this Sub-Committee is to provide specialist input to the Board on matters of finance, risk and investment and to provide a conduit for external auditors and investment advisors to the Board.

Master Plan Sub-Committee:

Since 2012, the Master Plan Sub-Committee has been charged with the responsibility of evaluating and determining the facility needs and future requirements of Lort Smith.

NEW AMBASSADOR ROSIE BATTY

"I'm thrilled to be an ambassador for Lort Smith. Lort Smith works with the most vulnerable people in our community, helping them to give their animals the level of care they deserve." - **ROSIE BATTY**

LORT SMITH WELCOMES ROSIE BATTY, AUSTRALIAN OF THE YEAR 2015, TO OUR TEAM OF AMBASSADORS.

As a passionate animal lover and staunch campaigner for the protection of people in crisis (victims of domestic violence), Rosie's profile in many respects defines the Lort Smith mission. Rosie has already shed considerable light on the plight of pets as victims of domestic violence as well as the need for an improved and coordinated response framework.

With Rosie's support, we intend to bring greater focus to the importance of the human/animal bond and the need to establish programs capable of assisting people and pets in need of support.

In 2015, Rosie took time out of her extremely busy agenda to visit the Hospital to speak to Lort Smith staff and volunteers. Rosie also provided video messaging for the 2015 Annual General Meeting.

Ms Batty said that she has always had companion animals, has struggled financially and knows only too well how distressing it is to be in a situation where you know your beloved pets are vulnerable.

"Concern for pets is often a key factor in people delaying leaving a family violence situation. Knowing that the animals will be safe and reuniting them with their family is critical for the recovery process from trauma," Rosie said.

"I'm thrilled to be an ambassador for Lort Smith. Lort Smith works with the most vulnerable people in our community, helping them to give their animals the level of care they deserve."

ONGOING AMBASSADORS

- Giaan Rooney
- Peter Hitchener
- Dr Sally Cockburn





EXECUTIVE MANAGEMENT TEAM

The Executive Management Team, with the support of the key managers, staff and volunteers, is committed to ensuring Lort Smith is capable of realising its vision and achieving its mission.

IN 2015, A NEW EXECUTIVE MANAGEMENT TEAM CAME TOGETHER TO DEVELOP AN EXCITING PATHWAY FOR THE FUTURE OF LORT SMITH. THE DEVELOPMENT OF A MORE INTEGRATED OPERATING FRAMEWORK COMBINED WITH ADDITIONAL SKILLS AND EXPERTISE HAS ESTABLISHED A FIT-FOR-PURPOSE MODEL FOR THE ORGANISATION, CAPABLE OF TAKING IT FORWARD FOR THE NEXT DECADE. THE EXECUTIVE MANAGEMENT GROUP COMPRISES FOUR INTEGRATED DEPARTMENTS SUPPORTING THE ORGANISATION'S MISSION.

Hospital Services (headed by Dr Russell Harrison) supports hospital operations, nursing, customer services and dispensary while Shared Services (headed by Joe Corera) supports finance, human resources, information communication technology, occupational health and safety and facilities maintenance. Lort Smith welcomed Katrina Wilkins as Head of Fundraising & Communications. Katrina who brings a wealth of knowledge to the organisation, will spearhead our sustainability efforts. In 2015 we also created a new department, Community & Development, and welcomed a new and experienced department head, Jenny Ford. Jenny is responsible for all non-hospital based operations including the Adoption Centre, Community Outreach and Volunteers.

Throughout the year, the Executive Management Team progressed/completed a number of major projects. Key projects undertaken included the drafting of a new five-year strategic plan and completion of a comprehensive services review.

These two pieces of work are intended to underpin the future pathway of the organisation, supporting long-term sustainability and our capacity to assist an increasing number of marginalised people (and pets) in the community.

The Executive Management Team with the support of the key managers, staff and volunteers are committed to ensuring Lort Smith is capable of realising its vision and achieving its mission.

80 YEARS OF LIFE-SAVING CARE

IN 2016 LORT SMITH IS CELEBRATING 80 YEARS OF LIFE-SAVING CARE FOR SICK, INJURED AND VULNERABLE ANIMALS.

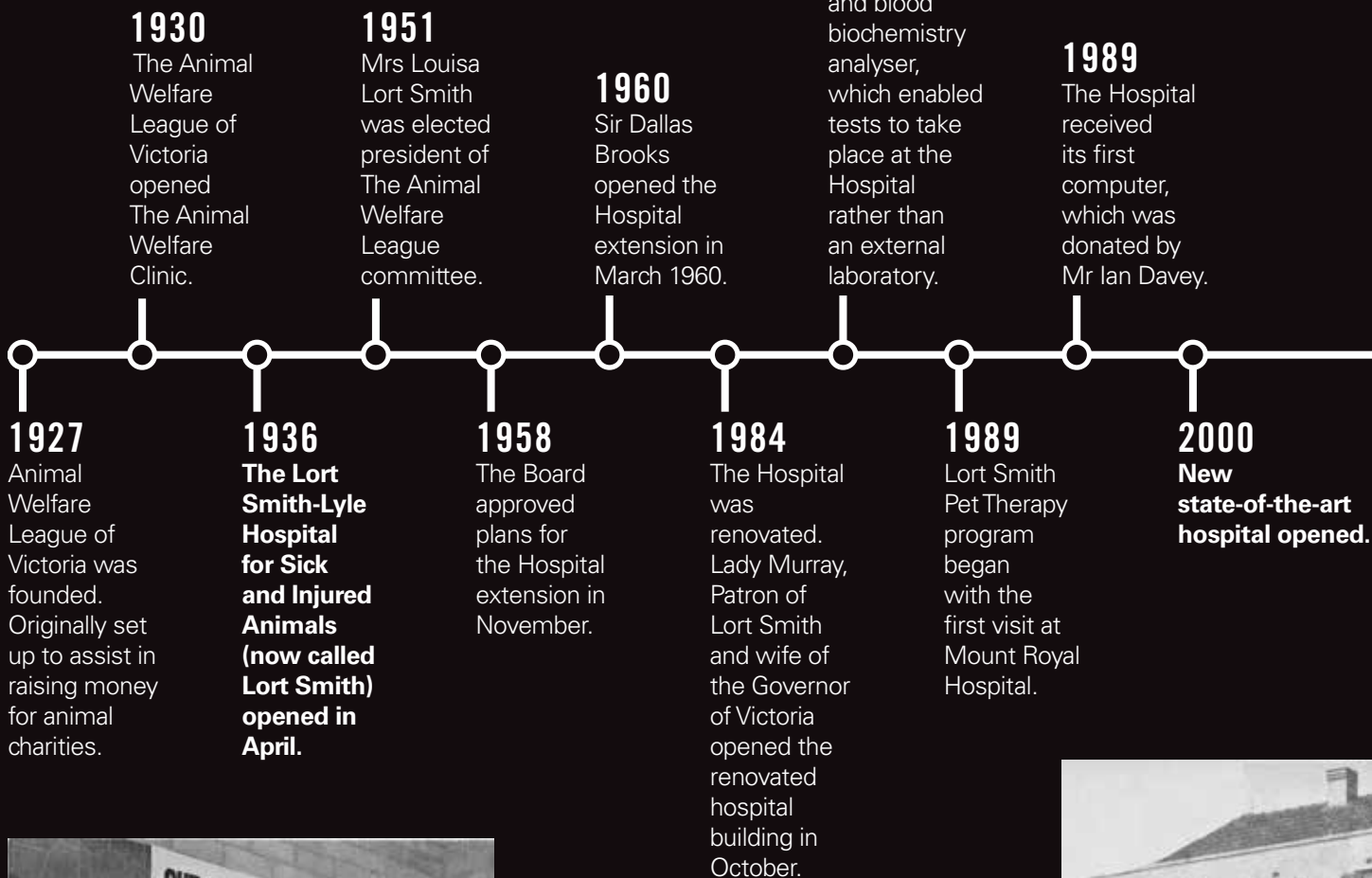
Lort Smith grew out of the Animal Welfare League of Victoria, which was established in 1927 to raise money for disadvantaged animals and their owners.

A founder of the Animal Welfare League, Louisa Lort Smith, secured the land in North Melbourne (now today's current site) for a public animal hospital and her friend Lady Lyle, a passionate animal lover herself, donated £5,000 to the project.

The Lort Smith-Lyle Hospital for Sick and Injured Animals (now called Lort Smith) opened in April 1936 where Louisa Lort Smith continued to actively care for the animals of poor and disadvantaged people.

In 2016 our mission remains as relevant as it did when Louisa Lort Smith launched the Hospital 80 years ago.

Today, Lort Smith is one of the only organisations of its kind in the world, providing services through the Hospital, Adoption Centre and Community Outreach programs. Our Animal Hospital is the largest not-for-profit animal hospital in Australia. In 2015 alone, our Adoption Centre found new homes for more than 1,000 pets and almost 25,000 animals received vital veterinary care through our Hospital.





2003

The history of Lort Smith book *The Kindness of Strangers* written by Felicity Jack was published.

2006

Joan Sturzaker awarded Order of Australia (OAM) for her contribution to Lort Smith's work.

2013

Lort Smith's Ethics Committee was formed.

2015

Lort Smith establishes 24-hour vet and nursing care for inpatients.

2016

Today, Lort Smith's vision is to be recognised as the leader in Australia for animal health and wellbeing through our Hospital services, Adoption Centre and Community Outreach programs.

2001

An intensive care unit was created to operate seven days a week.

2005-06

Lort Smith's Foster Care program was launched.

2007

Lort Smith's Wildlife and Exotic Pets Unit was established.

2014

A new ultrasound machine, digital dental X-ray processor and pathology equipment were installed.

2016

Virginia Edwards past Board Member awarded Member of the Order of Australia (AM).





VET CARE TO
24,384
ANIMALS

18

HOSPITAL NEWS

IN 2015, LORT SMITH ANIMAL HOSPITAL CEMENTED ITS LONG-HELD STATUS AS AUSTRALIA'S BUSIEST NOT-FOR-PROFIT ANIMAL HOSPITAL.

Our 67 vets and 94 vet nurses provided high-quality veterinary care for 24,384 animals in 2015.

There were 37,474 consultations, including 8,198 emergency consultations.

Our Hospital provides exceptional veterinary care, preserving the human-animal bond irrespective of a person's circumstances.

Our work aims to keep people and their pets together. On top of our low prices we offer discounts to Health Care Card holders, Pensioner Card holders and Seniors Card holders.

In 2015 we provided \$1,332,057 in discounts to people of limited means.

In addition, we offer payment plans to pet owners experiencing genuine financial hardship and as such, processed 49,249 transactions regarding payment plan arrangements.

Lort Smith Animal Hospital operates in a very similar way to a human hospital. We're very proud to boast state-of-the-art facilities and equipment. Our purpose built hospital contains ten consulting rooms, four surgical theatres, an Intensive Care Unit, a general treatment room, and separate wards for our feline, canine and exotic inpatients.

Our Hospital team work 365 days a year and we are open to the public from 8.30am-midnight.

In 2015, our veterinarians performed:

- 25,974 blood and other pathology tests
- 13,537 vaccinations
- 8,890 anaesthetics and sedations
- 5,937 surgeries, including 3,055 desexings
- 3,297 radiographs
- 2,608 microchips
- 1,996 exotic consults
- 1,227 ultrasounds

In addition, our nurses performed 17,510 nursing appointments, completed 14,900 hospital charts and monitored thousands of sedations and anaesthetics.

Our dispensary gave 29,085 injections and dispensed 29,427 bottles/packets of medication.

24-HOUR CARE

We began providing 24-hour care, seven days a week, for our inpatients from September 2015.

Pet owners have extra peace of mind knowing that veterinary staff will monitor their animals overnight, and administer medications and procedures as needed.

This extra veterinary care has resulted in animals spending less time in our Intensive Care Unit and allows us to take on more complex cases, helping more animals. Patient comfort and care is our top priority.

FREE MICROCHIPPING PROJECT

Lort Smith Animal Hospital provided free microchipping for 1,500 cats and dogs belonging to Health Care Card holders thanks to grant funding from the Victorian State Government's Animal Welfare Fund received in 2015.

A microchip is a small and safe implant, which is approximately the size and shape of a grain of rice. The microchip provides a read-out of a unique number. This number provides the essential link between pets and their owners.

The owners of these pets now have a better chance of being reunited with their animal companions should they go missing.

The project was targeted at Health Care Card holders as we identified the cost of microchipping pets can be a deterrent for people of limited means.

For some of these pet owners, it was the first time their pet had been to the vet. We also developed a Responsible Pet Ownership brochure as part of the project, which was distributed during appointments and allowed our staff to engage with pet owners and educate them on the importance of preventative health measures.

**24/7
CARE**
LAUNCHED

**37,474
CONSULTATIONS**

**\$1,332,057
IN DISCOUNTS**

19



DR ALAN LAWTHER SCHOLARSHIP

THE DR ALAN LAWTHER SCHOLARSHIP WAS ESTABLISHED TO HONOUR THE MEMORY AND ENORMOUS CONTRIBUTION VETERINARIAN DR ALAN LAWTHER MADE TO LORT SMITH ANIMAL HOSPITAL.

The scholarship is provided annually to a Lort Smith veterinary staff member to enhance their veterinary skills in an area that will benefit Lort Smith.

Dr Leanne Pinfold was awarded the scholarship in 2015.

The scholarship allowed Leanne to attend the European School for Advanced Veterinary Studies Emergency and Critical Care Conference in Switzerland.

The conference was a combination of challenging theory and practical sessions. Following her return, Leanne ran seminars with colleagues to share information learnt. Staff are now much more confident in interpreting blood gases, improving our inpatient monitoring and in some cases helping achieve diagnoses without having to do further, more invasive tests.

Leanne also successfully completed a six-week online course in feline emergency medicine through the University of Sydney's Centre for Veterinary Education.

"I've always been interested in emergency medicine. I enjoy the fast-paced, high-pressure environment of the ICU unit and I get a lot of satisfaction from looking after critically ill animals and feeling like I am making a difference," Leanne said.

"Our goal is to reduce the time our patients spend in ICU, because this reduces their overall hospital stay which is less stressful for the animals and less costly for the owners."



MELBOURNE POLYTECHNIC STUDENTS

LORT SMITH WELCOMED STUDENTS FROM MELBOURNE POLYTECHNIC TO THE TEAM IN MARCH 2015.

Melbourne Polytechnic introduced a new two-year Associate Degree of Veterinary Nursing in 2015 in response to the demand for a qualification that provides advanced opportunities in the animal industry.

The course includes extensive industry experience, including clinical placements at Lort Smith Animal Hospital.


A placement at Lort Smith allows students to gain in-depth experience in a range of situations and across a wide variety of species. Students are coached and supported by experienced Lort Smith nurses and veterinarians.

In 2015, 42 Melbourne Polytechnic students attended Lort Smith for placement.

General Manager of Nursing Services at Lort Smith, Dana Keirs, said the new Associate Degree will have a positive impact, not just on employers like Lort Smith but on the veterinary profession as a whole.

"We rely heavily on experienced, well-trained nurses who play a critical role in Lort Smith's work. Through our association with Melbourne Polytechnic, we will have confidence and certainty in the level of training and knowledge that the graduates will bring to their roles," said Ms Keirs.

"It's a huge win for the vet nursing profession and will enhance its status and improve career options for nurses."

42 
MELBOURNE
POLYTECHNIC
STUDENTS

CUSTOMER SERVICES NEWS

Our phone room was very busy throughout 2015 with the team receiving 112,195 phone calls, an average of more than 300 calls every day.



LORT SMITH ASSISTED
19,455 PET OWNERS IN 2015.
THIS INCLUDED 8,225
NEW CUSTOMERS.

Our Customer Services team works tirelessly to ensure all customers are treated with respect, empathy and understanding.

The team is responsible for many important aspects of our day-to-day operations including answering phone calls, booking appointments, responding to emails, greeting and checking-in patients.

They understand how important the relationship between pet and owner is and endeavour to provide the best of care to both.

At the heart of Lort Smith is our work to support people of limited means. The team processes discounts for Health Care Card holders and Seniors Card holders, as well as payment plans for owners experiencing genuine financial hardship.

Our phone room was very busy throughout 2015 with the team receiving 112,195 phone calls, an average of more than 300 calls every day.

They also received 4,204 emails via our website.

Customer Services is also the first point of contact for emergency cases, assisting when they present to the Hospital. In 2015, the team assisted with 38 emergencies per day on average.

8,225
NEW 
CUSTOMERS

TRUFFLE'S STORY

Truffle is now living a healthy and happy life.

LORT SMITH ANIMAL HOSPITAL VET DR WARREN GATT PERFORMED LIFE-SAVING SURGERY ON ONE VERY LUCKY KITTEN SURRENDERED TO OUR ADOPTION CENTRE IN JANUARY 2015.

Truffle arrived at Lort Smith with an inverted sternum. His ribs and sternum were growing abnormally, giving his chest a sunken appearance and reducing the space available for his heart and lungs to develop properly. If surgery wasn't performed, Truffle would have developed impaired cardiac and respiratory function as well as severe pain.

Surgery to fix the condition was challenging. It involved placing a steel pin to straighten the sternum so it developed correctly and leaving it in place until Truffle's growth plates closed.

We don't believe there are many vet clinics that would have attempted the surgery.

Dr Warren Gatt was up to the challenge. While Truffle was under general anaesthetic, he carefully inserted the steel pin and corrected the growth of the kitten's sternum.



The surgery was a success and Truffle returned to Lort Smith Animal Hospital, eight months later, to get the pin removed.

Truffle then spent three weeks in a loving foster care home before returning to Lort Smith Adoption Centre where we found him a permanent home.

Truffle is now living a healthy and happy life.



OUR CHAPLAIN

Bereavement support has been an integral part of Lort Smith's work for 10 years.

AT LORT SMITH WE BELIEVE IN THE IMPORTANCE OF THE HUMAN-ANIMAL BOND AND UNDERSTAND THAT FOR MANY PEOPLE THEIR PETS ARE PART OF THE FAMILY.

Saying goodbye to an animal we love is often one of the hardest things we do in life.

Bereavement support has been an integral part of Lort Smith's work for 10 years.

Our Chaplain, Adele Mapperson, spends a large part of her day supporting people as they go through the process of letting go and saying goodbye.

"Every day people come to Lort Smith in need of support. They need someone to listen to their story, be with them in a time of loss, accept the truth of their struggle and pain, and bear witness to the events that unfold as they begin to live with that which changes them," Adele said.

Adele's support for our clients and their families continues long after they say goodbye to their pet. Adele organises memorial services, follows up with phone calls and sympathy cards and holds a monthly meeting of Companion Animal Loss Support group.

Adele trained six new leaders to help with the Companion Animal Loss Support Group in 2015. These sessions provide those grieving the loss of a pet the opportunity to share their stories, support each other and lessen their isolation.

SOPHIE



Neil Vernon, a long-term client of Lort Smith, said goodbye to his 15-year-old silky terrier Sophie in 2015. He adopted Sophie from Lort Smith many years ago. Vets found a growth on her spine which eventually meant she couldn't move her back legs and had to be put to sleep.

Neil describes Adele as "more than a sympathy card or a phone call, she is a woman blessed with compassion and gifted insight, who allows you to feel instantly at ease."

"When meeting Adele, I had Sophie on my lap and she came back with cup of tea and a biscuit," Neil said.

"We chatted about how much my dog meant to me and what life's lessons had taught me along the way."

"When it came to saying goodbye to my little girl it was done with dignity and an understanding that an animal to us is more than an animal, it is a friend and sometimes a child."

"Adele is one of the voices of the Lort Smith Animal Hospital and she helped me so much through a very difficult time."

2,168 
SYMPATHY CARDS SENT

73 
ATTENDEES
AT 2 MEMORIAL SERVICES

624 
CALLS TO CLIENTS



Lort Smith
ANIMAL HOSPITAL



25

ADOPTION CENTRE NEWS

All of the animals cared for by our Adoption Centre team are examined by a vet and provided with veterinary care if needed.

THE LORT SMITH ADOPTION CENTRE OFFERS SANCTUARY, REHABILITATION, WELFARE AND A NEW HOME FOR INJURED, SURRENDERED AND ABANDONED PETS WITH NO-ONE TO CARE FOR THEM.

In 2015 our Adoption Centre rehomed 1,024 animals, including:

- 291 dogs
- 643 cats
- 90 other animals, including rabbits, guinea pigs, birds, mice and ferrets

643 CATS
REHOMED



291 DOGS
REHOMED



90 OTHER
ANIMALS REHOMED



This was a great result for Lort Smith Adoption Centre and a wonderful outcome for these animals who now have new and loving homes.

Dog adoptions were up 8.6% compared to 2014.

Lort Smith is not a pound, and is unable to take in stray dogs and cats for rehoming. Most animals are surrendered to Lort Smith Adoption Centre by owners who are no longer able to care for them. It is a common misconception that animals end up in shelters because they've been abused or done something wrong. Animals are surrendered to our Adoption Centre by owners for a range of reasons including a relationship breakup, moving interstate or overseas, moving to a rental property where pets aren't allowed, lack of time or financial constraints.

All of the animals cared for by our Adoption Centre team are examined by a vet and are provided with veterinary care if needed. Animals surrendered for rehoming are also vaccinated, desexed and microchipped.

Our Adoption Centre team also test the animals on temperament and behaviour to ensure each owner finds the right pet for their home, family and lifestyle.

Sick and injured wildlife brought to the Hospital by members of the public are also assessed by Lort Smith vets. These animals are also cared for by Lort Smith Adoption Centre.

Although Lort Smith is unable to rehome stray dogs and stray adult cats, we will always care for them until they can be transferred to the appropriate pound or facility.

Lort Smith will never euthanise an animal that can be rehomed. It is the unfortunate reality that euthanasia is sometimes the only option for animals suffering from extremely serious medical conditions, injuries or behavioural problems that affect their welfare. This was the unfortunate outcome for a small percentage of animals that were surrendered to us for rehoming.

In 2015, 5.7% of surrendered dogs and 8.5% of surrendered cats were not suitable for rehoming and were sadly euthanised. This is a decrease compared to 2014 when 6.3% of surrendered dogs and 10.9% of surrendered cats were not suitable for rehoming.

HELPING OTHER GROUPS

We continued to develop our relationships with other rescue groups and assist with rehoming their animals when they were overflowing and we had capacity.

In 2015 our Adoption Centre helped rehome animals from:

- Geelong Animal Welfare Society: 23 dogs;
- The Lost Dogs Home (new relationship in 2015): 20 dogs, 14 cats, two bunnies;
- NSW Country Dog Pound Rescue: 11 dogs, 12 cats;
- Blue Cross: four dogs, one cat;
- Darebin City Council: six cats, one rabbit, two dogs.

MYRTLE'S STORY

Myrtle was awarded our inaugural Inspirational Animal of the Year award in 2015.

Myrtle was just a four month-old puppy when hit by a car. Her owners waited one week before taking her to see Lort Smith Animal Hospital veterinarians.

When she arrived, her leg was swollen and she was in a lot of pain. Our team quickly realised her leg was badly broken and needed urgent veterinary care.

It was at this point, Myrtle's owners surrendered her to Lort Smith Adoption Centre. Our team did all they could to save her leg but the damage was too severe – the leg had to be amputated.

This didn't slow Myrtle down though. She was no longer in pain and quickly adapted to having three legs.

After recovering from her surgery, Myrtle was adopted by her foster carer where she lives a happy life with her new person (pictured).



FOSTER CARE

We're very fortunate to have 129 foster care volunteers who provided care for 547 animals in 2015.

Our wonderful network of foster carers provide loving care to our Adoption Centre animals in their homes. They help in so many ways, including preparing animals for surgery, rehabilitating animals after surgery, transporting animals back and forth for health checks, or just providing time out of the Adoption Centre and tender loving care for long-term Adoption Centre residents.

LORT SMITH EMERGENCY BOARDING

In 2015, Lort Smith Emergency Boarding cared for 91 dogs and 47 cats. Each animal stayed for an average of 20 days.

The Lort Smith Emergency Boarding program helps take care of animals belonging to some of the most vulnerable members of our community. We care for the animals of people in emergency circumstances and crises who have a case worker (e.g. mental health problems, homelessness, elderly people requiring hospitalisation and victims of domestic violence).

We provide these animals with important necessities such as food, medical treatment, accommodation and plenty of tender loving care until they can be reunited with their owner.

\$762,506 INVESTED

ADOPTION CENTRE COSTS

Lort Smith invested \$762,506 in medical care for surrendered animals, wildlife in need and animals being cared for through Lort Smith Emergency Boarding program in 2015. This is one of the reasons Lort Smith is so active in fundraising.

GIZMO'S STORY

"There's absolutely no reason for it. If people have animals they don't want, we can always help them."

GIZMO WAS ONLY A FEW WEEKS OLD WHEN HE WAS PLACED IN A GARBAGE BAG WITH HIS MOTHER AND THREE SIBLINGS AND THROWN FROM THE UPPER-FLOOR OF A MELBOURNE APARTMENT BLOCK IN JANUARY 2015. TRAGICALLY, GIZMO WAS THE ONLY SURVIVOR.

Good Samaritan Mario was visiting a friend when he encountered a garbage bag on the footpath where he noticed the bag moving and heard a faint noise coming from within. Mario assumed it was probably a rat, but upon opening the bag to check, was shocked to find a family of cats with horrific injuries.

The bag appeared to have been thrown from the upper floor of a block of flats. The family of felines (all except for one kitten; Gizmo) had sadly suffered fatal injuries.

Mario noticed that one kitten was alive, barely, trying to feed from its mother. He gently extracted the kitten from the bag before rushing it home, giving it warm milk and comforting it for the duration of the night.

The next morning, Mario brought the kitten to Lort Smith.

Adoption Centre Manager Serena Horg took the kitten into Lort Smith's care and while it was certainly not out of the woods, she was hopeful Gizmo would survive.

"I was appalled to think that anyone could be this cruel," Serena said.

"There's absolutely no reason for it. If people have animals they don't want, we can always help them."

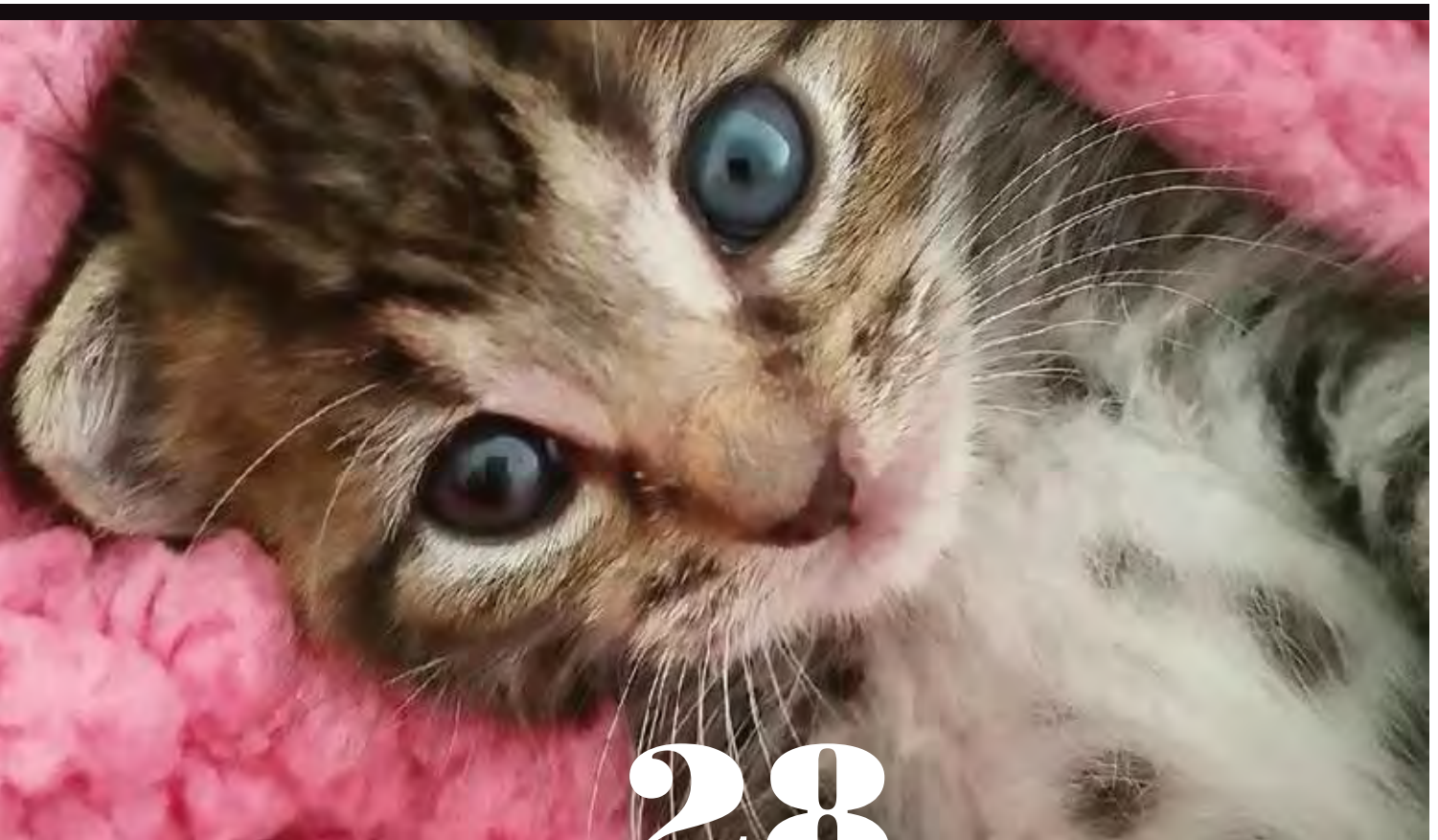
Gizmo spent a few days at Lort Smith being thoroughly looked over by vets and miraculously had returned to a happy and healthy state.

A loving foster care home was then arranged for Gizmo's further recovery where he received the care he deserved.

Gizmo continued to strengthen and grow everyday in foster care and in March was well enough to return to Lort Smith for adoption.

A lot of people were keen to adopt Gizmo and thankfully he has now found a wonderful permanent home.

Gizmo now resides in his new home with another cat named Cleo, who was also adopted from Lort Smith. The two have become very comfortable and close with one another. The owner saying "He's a very happy tubby tabby who loves Cleo, cuddles and biscuits, and brings lots of love to our little family"



LORT SMITH PET THERAPY

*At Lort Smith we believe in the human-animal bond
- the deep connection that exists between humans and animals.*

LORT SMITH PET THERAPY HAS BEEN SUPPORTING THE COMMUNITY FOR MORE THAN 25 YEARS. THE PROGRAM INVOLVES VOLUNTEERS TAKING THEIR SPECIALLY ASSESSED DOGS TO VISIT PATIENTS AND RESIDENTS IN AGED-CARE FACILITIES, HOSPITALS AND OTHER CENTRES ACROSS MELBOURNE.

At no cost to the facility, the dogs bring comfort, joy and relief to people experiencing illness, adversity or loneliness. The visits help improve patient wellbeing and brighten the days of everyone they encounter. Volunteers and staff constantly comment on seeing people's faces light up when they meet the visiting dogs. In 2015, 157 Pet Therapy human-dog teams visited 56 facilities.

At Lort Smith we believe in the human-animal bond – the deep connection that exists between humans and animals, which has the power to profoundly impact the health and wellbeing of both.

The positive impact of this bond is backed by scientific data and research into the therapeutic impact of human-animal relationships. The benefits can be emotional, psychological or physical and nowhere do we see this impact more than in our Pet Therapy program.

A recent experience involving Lort Smith Pet Therapy volunteer Cath Flanagan and her dog Baz has provided insight into the program at work.

The pair were visiting patients and families in The Royal Children's Hospital, Melbourne, where they spent time with a young girl about to undergo cardiac surgery.

The girl was reluctant to go into the surgery, so much so that she wouldn't go in without Baz by her side. Upon a special request by the surgeon, Baz and Cath were allowed to sit with the girl whilst she was being put under anaesthetic. Baz sat calmly with the little girl, who lay stroking and holding his lead, as they were wheeled into the anaesthetic area. Baz stayed put while staff administered the anaesthetic and the girl went calmly off to sleep. This special moment brought comfort and a sense of safety to this young patient and her mum at a stressful time, and no doubt to staff too.

"All the smiles of encouragement that we got from people in their theatre gear was amazing," remembers Cath proudly.

LORT SMITH PET THERAPY IN 2015

- More than 25,000 patient/resident interactions took place
- More than 2,300 hours of Pet Therapy visits completed
- 157 Pet Therapy human-dog teams volunteered
- 61 new Pet Therapy teams commenced volunteering in 2015

56 partner facilities received Pet Therapy visits:

- 45 aged-care facilities
- Three disability centres
- Three general hospitals
- Two children's hospitals
- One psychiatric facility
- One rehabilitation facility
- One palliative care facility

Pet Therapy volunteer Hayley Vella makes monthly visits to a rehabilitation ward in the west of Melbourne with her four-year-old Border Collie, Lily. Hayley sees firsthand the impact their visits have on patients, and the therapy that Lily provides just by being in the room.

"We usually visit a number of patients each time, but one patient we visited recently had just lost his dog," says Hayley. "He didn't want to say goodbye to Lily, so we spent almost the entire visit just with him, talking and remembering his dog. It was the most rewarding and memorable visit we've had."

"The difference a visit from a Pet Therapy dog can make is undeniable. It's so worthwhile when you see someone's face light up when you walk into the room," she says. "And Lily loves the attention she gets too."

157
PET THERAPY
HUMAN-DOG TEAMS
VOLUNTEERED

25,000 
PATIENT/RESIDENT
INTERACTIONS

MATES FOR INMATES

"They really cared for the dogs and their training helped improve the dogs' behaviour."

MATES FOR INMATES, A JOINT PILOT PROGRAM BETWEEN LORT SMITH, THE DAME PHYLLIS FROST CENTRE (WOMEN'S PRISON) AND MELBOURNE CITY MISSION, CONTINUED FOR ITS SECOND YEAR IN 2015.

The program matches Lort Smith Adoption Centre dogs in need of training and re-homing with specially screened and selected inmates. The dogs are housed with inmates who look after them and live with the animals every day for six to eight weeks.

A Lort Smith Adoption Centre staff member attends the prison twice a week and teaches the inmates dog training skills and how to care for and groom the dog.

The program helps to rehabilitate the women by giving them responsibility, a sense of purpose and future opportunity for employment.

The behaviour training the women complete with the dogs enables the animals to move more easily into new adopted homes.

In 2015, 12 Lort Smith Adoption Centre dogs visited the prison, graduated from the program and went on to find loving new homes.

Senior Adoption Centre staff member Lisa Varrasso saw firsthand the difference the program makes when she was part of the program in 2015.

"It was great to see the inmates grow in confidence and apply the skills we all taught them," Lisa said.

"They were so proud of themselves. They really cared for the dogs and their training helped improve the dogs' behaviour."

"At the end of the program one of the inmates thanked me and said it was the best thing she had done since arriving at prison."

External funding is being sought to cement this program and potentially roll it out in multiple prisons.

2015 GRADUATE: PRINCESS

Princess arrived at Lort Smith Adoption Centre in June 2015 from another animal rescue organisation.

Our staff quickly realised something wasn't right and X-rays revealed she required double patella (knee) surgery.

Without these operations, the one-year-old Staffordshire Bull Terrier cross Labrador would have been in a lot of pain for the rest of her life.

Lort Smith was happy to help this friendly and loveable dog, with the Lort Smith veterinary team performing the two separate patella operations.

Princess required strict confinement in foster care while she recovered from the operations.

After two months of confinement (four weeks confinement for each patella), Princess returned to Lort Smith where our veterinary team were happy with her recovery.

However, Princess's behaviour had declined. The young pup was frustrated about having to rest without being able to run around and play for so long.





Our team decided to send her to the Mates for Inmates program at the Dame Phyllis Frost Centre to improve her behaviour.

Four dedicated inmates worked hard with Princess and taught her how to sit, drop and walk perfectly on a lead.

Princess' behaviour was completely transformed and she returned to Lort Smith Adoption Centre a much more relaxed and well-behaved dog.

In November, more than four months after Princess arrived at Lort Smith Adoption Centre, she was adopted into a loving home where she lives happily today.

Sometimes it takes us longer than we'd like for our Adoption Centre animals to find homes but we never give up. Our foster care and Mates for Inmates programs make a real difference.



VOLUNTEER NEWS

In our annual survey sent to all volunteers, volunteers rated their experience level of satisfaction with Lort Smith as 9.72 out of 10.

VOLUNTEERS PLAY A VITAL ROLE IN HELPING LORT SMITH ACHIEVE ITS MISSION AND PROVIDE INVALUABLE SUPPORT ACROSS MANY AREAS OF THE ORGANISATION.

Lort Smith had 458 volunteers in 2015, including 218 new volunteers.

Corporate volunteers from NAB and Ernst & Young also significantly helped our efforts by providing 1,476 volunteering hours in 2015.

In addition, The Outlandish Project volunteers provided 672 hours of volunteering. The Outlandish Project facilitates social and economic participation pathways for women who are socially isolated due to the experience of/risk of homelessness, mental and physical health concerns, alcohol and other drug issues, trauma and lack of educational and vocational opportunities.

HOW VOLUNTEERS HELP

People volunteer in a range of areas, including:

Adoption Centre volunteers assist us every day in looking after the animals, providing enrichment, tender loving care and cleaning.

Foster care volunteers provide invaluable support by taking our animals into their own home and caring for them in a loving environment before they are adopted.

Pet Therapy volunteers and their dogs provide comfort and improve the wellbeing of patients and clients at the many aged care facilities and hospitals Lort Smith supports.

On a monthly basis volunteers facilitate the **Companion Animal Loss Support Group** and provide support and understanding for those grieving the loss of a pet.

Our **Administration** volunteers provide vital support across various departments including Fundraising and Communications, Customer Service, Dispensary, Human Resources and Finance.

Volunteers also assist throughout the year with **driving** duties as well as at numerous **fundraisers and events**.

In our annual survey sent to all volunteers, volunteers rated their experience level of satisfaction with Lort Smith as 9.72 out of 10.

DEVELOPMENTS IN 2015

Volunteer Advisory Committee:

The Volunteer Advisory Committee was formed in 2015. The purpose of the committee is to work in collaboration with the Volunteer Coordinator to improve the volunteering experience at Lort Smith. This is achieved by providing advice and feedback in a forum where the views of the volunteers can be expressed. The committee consists of volunteers with a range of different roles who meet every two months at Lort Smith to focus on key concerns pertaining to each different role and any other relevant volunteer topics.

Senior Volunteer role:

Senior Adoption Centre volunteer positions were developed in 2015 to provide support to Lort Smith staff and act as mentors for other volunteers. The introduction of this role has provided an avenue for peer support and guidance. It's given senior Adoption Centre volunteers an opportunity to demonstrate leadership and further assist the staff in an increasingly busy environment. In 2015, 11 Senior Volunteers were appointed.



PHOTO COURTESY OF SIMONE PANEPINTO

VOLUNTEER OF THE YEAR

Each year Lort Smith presents one or two volunteers who have gone above and beyond in their volunteer role with the Volunteer of the Year Award. Our 2015 recipient was Shirley Sullivan.

Shirley received the award as she embraces the Lort Smith values and her contribution makes an enormous difference to the staff, other volunteers and the animals in our care. Shirley is an incredibly reliable volunteer who completes two shifts a week in the Adoption Centre. When Lort Smith is short staffed, Shirley will put her hand up to take on more shifts. No task is ever too hard or too much.

She is one of the Adoption Centre's Senior Volunteers and has helped induct countless volunteers on her days off. She is knowledgeable, caring and approachable to the new volunteers and ensures they have a positive experience. Shirley also volunteers in her own home as a foster carer and helps care for kittens and cats whilst they are waiting for new homes. Her face lights up when she talks about her foster animals and it is obvious that their welfare is paramount to her. Quite simply, Lort Smith is a better place for having Shirley as a volunteer.

Shirley received the award as she embraces the Lort Smith values and her contribution makes an enormous difference to the staff, other volunteers and most importantly the animals that are cared for.

458 
VOLUNTEERS

JULIANA'S STORY

Juliana began volunteering at Lort Smith in 2015, dedicating her time and love to the dogs in our care at the Adoption Centre. Juliana has also taken on the additional role of a foster care volunteer.

"Thank you for a wonderful year! Volunteering in the Adoption Centre has changed my life – literally! I've quit my job to study vet nursing! The people and the animals have had a huge impact on me, and a big part of that is due to the way the volunteer program is run. Very professional, supportive, accessible and above all flexible and understanding of busy schedules. So thank you for everything you do, and here's to many more years of working together."

JULIANA AND HER CAT OLIVE



COMMUNICATIONS NEWS

There aren't many Facebook pages that can boast such high levels of positive engagement.

SOCIAL MEDIA

The Lort Smith social media followers are more than just a number – they're involved. We ended 2015 with 36,111 followers, an increase of 9,303 followers for the year.

Our followers share our posts, donate to Lort Smith and bring their animals to our Hospital as clients. Our social media followers make all the difference, many having even adopted their pets from Lort Smith.

There aren't many not-for-profit Facebook pages that boast such high levels of positive engagement. The Lort Smith Facebook page was ranked in the top 25 not-for-profit Facebook pages nationwide (number 16) in Online Circle Digital's Annual Australian Facebook Performance Report 2015. The report ranked the largest and most engaging Facebook accounts in Australia using data from 2015.

CHOPPER'S STORY

Chopper, an 18-month-old Irish Wolfhound cross Bull Arab, was adopted to a loving home in mid-August 2015.

When Chopper's new family saw his profile on the Lort Smith website they rushed in to meet him the very same day. They instantly fell in love and adopted Chopper. Unfortunately upon returning home and disembarking from the car, Chopper escaped and ran away.

The news of Chopper's disappearance was shared across Facebook in the hope that one of our followers might spot him in their neighbourhood. Our Facebook followers were quickly captivated by Chopper's story and it was shared more than 3,000 times. Lort Smith posted regular search updates on Facebook and many of the followers even joined the search party.

Serena Horg, General Manager Adoption Centre, helped with the search for Chopper.

"We were overwhelmed and extremely grateful at the public and staff response. Our search party included Protective Services Officers, local posties, Council Animal Management Officers and even a train driver who had spotted Chopper on the train tracks," Serena said.

"Staff took annual leave to join the search, and three very dedicated rescue group women drove around most nights until the early hours of morning."

After 11 days and 10 nights on the run, Chopper was finally found on the rocks of Elwood beach on a Saturday morning, and taken to the local veterinary clinic. He was tired and hungry, but thankfully safe.

The Facebook post announcing that Chopper had been found was one of our most popular posts in 2015, reaching almost 75,000 people and receiving 3,940 likes, comments and shares.

"When Chopper was found, he was driven back to Lort Smith where he received a rock star welcome. The red carpet, or in this case, red towels were laid out," Serena said.

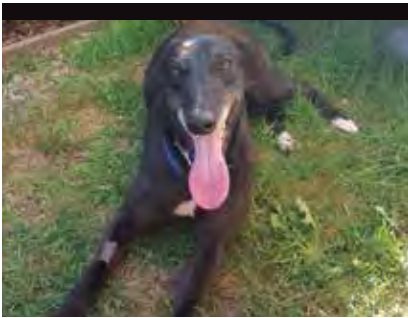
Chopper was checked over by a vet where it was determined he had minor tears and burns to all his paw pads and had lost eight kilos. He was bandaged up and anti-inflammatories were prescribed, along with unconditional love to nurse him back to full health.

Chopper is happily living with his new family. He's gone to dog training, has a highly secure yard with 1.8m fences and is otherwise enjoying the quiet, domestic life.

FACEBOOK FAMILIES

Facebook helped many of our Lort Smith Adoption Centre animals find homes, including:

Hugo: One-year-old Staffordshire Bull Terrier Cross Hugo was in the care of Lort Smith Adoption Centre for 112 days before finding a wonderful home. More than 4,000 of our Facebook followers shared his Facebook post in January 2015 and helped find him a home. He's now been adopted and lives near the beach with a four-legged friend named Sasha.



Josh: Four-year-old Greyhound Josh spent 60 long days in the care of Lort Smith Adoption Centre and in that time not one single person asked to meet him. We posted his story on Facebook in December and more than 3,500 people shared the post. He was quickly spotted and adopted. He's now part of a loving home and enjoying life with another greyhound named Davey.



Jax: Three-year-old Domestic Medium Hair cat Jax had never had a real home. He lived a tough life on the street for the first two years of his life until someone took pity on him. They fed him and kept him safe for one year. Unfortunately, they couldn't give him the time, love and attention he needed. We posted his story on Facebook and almost 1,000 people shared his story. Thankfully, a fantastic person spotted him on Facebook and chose to adopt him. He's now living in a wonderful home and for the first time in his life, he understands how it feels to be loved.



Our website was visited 464,882 times in 2015 and we received strong media coverage.

WEBSITE

Lort Smith launched a new website in February 2014 to clearly communicate who we are, what we do and why we do it.

Efforts in 2015 focused around developing initiatives to increase visitations, online donations, veterinary appointment requests and animal adoptions. We also made the website fully mobile responsive in 2015.

According to Google Analytics statistics, our website was visited 464,882 times by 253,662 users in 2015.

When compared to 2014 statistics, the number of visits increased 33.17% (from 349,092 in 2014) and users increased by 27.48% (up from 198,980 in 2014).

The average person stayed on the site for two minutes and 36 seconds and looked at 4.29 different website pages. We found a new audience in 2015, with 52.07% of people visiting the site for the first-time.

MEDIA

We received strong media coverage throughout 2015. In addition to our weekly Dog of the Week segment on Melbourne's Channel 7 News and Pet of the Week in Moonee Valley Leader, our stories were also covered by: Herald Sun, The Age, Channel 7, Channel 9, Channel 10, ABC, The Guardian, news.com.au, Sky News, Yahoo news, The Australian, Woman's Day and many others.

Nationally, Lort Smith stories ran on Channel 7's Sunrise, ABC News 24 Breakfast program and Channel Ten's The Project. Lort Smith spokespeople were also interviewed on several radio stations, including RRR, 3AW and ABC 774 Radio.

Gaining media coverage allows us to promote our Adoption Centre and Hospital cases and enables us to share important pet health information. Publicity helps us to attract new clients, find new homes for our Adoption Centre animals and hopefully increase donations so that we can continue our vital work.

Due to Channel 7 promoting dogs available for adoption throughout the year, Lort Smith dog adoptions increased significantly across 2015. All the Adoption Centre dogs featured on Seven News throughout the year have found loving new homes.

Three of our favourite media stories from 2015 follow.

PEPPA TAKES A SPIN AND SURVIVES

In one of our more unusual cases in 2015, we helped a small cat that accidentally took a turn in a tumble dryer and miraculously survived.

Peppa, a one-and-a-half-year old ragdoll cat climbed into the dryer between washing loads seeking warmth. Her owner, Amy, thought her cat was in another room, put the doona in the dryer and closed the door.

Peppa was in the dryer for a total of 20 minutes before Amy heard the dryer beeping, proceeding to open the door and find a collapsed Peppa. A distraught Amy brought Peppa to Lort Smith Animal Hospital immediately. Peppa had singed whiskers, a sore eye and paw, but was doing very well all things considered.

This case is a good reminder to take extra care with your pets. During winter months cats will seek warmth and often hide in dangerous places like under car bonnets, in clothes dryers, in washing machines, in reclining chairs and in cupboards.

PHOTO COURTESY
OF IAN CURRIE,
THE HERALD SUN.



LIFE-SAVING SURGERY FOR TITAN

Titan, a Staffordshire Bull Terrier, had been diagnosed at a young age with a life-threatening congenital condition that meant he couldn't consume food properly.

A band of tissue around his oesophagus was responsible for food not getting to his stomach. He hadn't been able to eat solid food and had been surviving on soup. At 12 months old Titan was less than eight kilos where he should have been about 15 kilos. Unfortunately Titan had also been diagnosed with Pyloric Stenosis, which affects food moving from the stomach to the intestine.

His owner, Simone, a lovely mother of four, had hand-fed Titan since he was born, which had saved his life. Simone's two youngest boys, one-year-old Jaxen and three-year-old Tyler were both born with pyloric stenosis and had the same symptoms as Titan.

Simone couldn't believe it when she got the prognosis from the vet and discovered her pet was suffering the very same condition as her children.

Simone's sons had operations at four and five weeks of age respectively to correct their pyloric stenosis.

Due to Simone's financial constraints, Lort Smith offered to do the surgery pro-bono with Veterinarian Dr Arthur House donating his time for the complex procedure.

"Lort Smith's done this for free. I've donated my time because I believe that everyone should have the chance to have his or her pets fixed. Titan's chance of survival is very high. I very much expect him to be living happily and have a normal life," Dr House said.

LUCINDA'S BEAUTIFUL ACT OF KINDNESS

Year 7 student and animal lover, Lucinda, was riding home from school along the Moonee Ponds Creek trail in late 2015 when she spotted several abandoned kittens.

"I saw a few abandoned kittens and they were so cute. I didn't want to leave them, they looked so forlorn and lost."

It was raining, so Lucinda ran to her house and got a laundry basket to collect the kittens in. The tiny animals ranged in age from four to eight weeks, each weighing between 400 and 800 grams.

"I was just sitting with the kittens trying to coax them into the basket and nine more came around the corner out of a street. I found 14 baby kittens altogether."

Lucinda called her father, who gave her permission to use her savings to take the kittens to safety.

"It was my birthday a few weeks ago and my aunty gave me \$50 so I used it for a taxi to take the kittens into the Lort Smith Animal Hospital," said 13-year-old Lucinda.

Lort Smith CEO David Herman acknowledged Lucinda's efforts, and asked the public to be vigilant in looking out for kittens, puppies, cats and dogs that had been dumped.

"We urge people not to dump animals and to take any kittens or stray animals you find to your local pound or council. Please bring any injured animals to Lort Smith Animal Hospital," David said.



BUILDING SERVICES

ON A DAILY BASIS THE BUILDING SERVICES TEAM MANAGES THE RECEIVING OF GOODS, THE MAINTENANCE OF STOREROOMS AND LOOKING AFTER THE GROUNDS AND SURROUNDS. IN 2015 THE BUILDING SERVICES TEAM RESPONDED TO AN AVERAGE OF EIGHT MAINTENANCE AND REPAIR TASK CALLS PER DAY WITHOUT THE HELP OF SPECIALISED CONTRACTORS.

The Building Services Team also:

- Re-designed and renovated Lyle House, the original hospital, to provide a safer and more environmentally friendly work-space;
- updated and increased storage facilities for female change rooms and volunteers;
- increased flexibility and capacity in the Hospital with a new imaging room being created out of a decommissioned dark room;

- created a new secure bicycle parking pay by removing a decommissioned cremation furnace;
- increased parking facilities for patrons by transforming an unused garden bed; and
- improved utilisation of space due to the installation of fold down tables in the wards.

Occupational Health and Safety issues were continually given top priority in 2015 resulting in a number of developments that have improved safety, including:

- Improved storage of infusion pump and recharging stations;
- additional safety signage on walls and doors;
- installation of power points above cages in all wards;
- installation of additional duress alarm activation switches;
- installation of new drink/snack vending machines to provide healthier food options; and
- installation of a two-way radio for use by the organisation's Emergency Control group.

IT NEWS

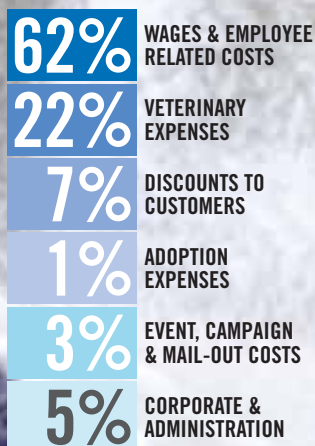
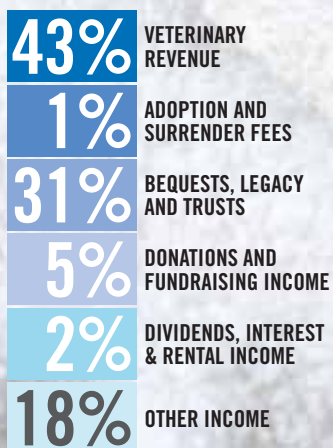
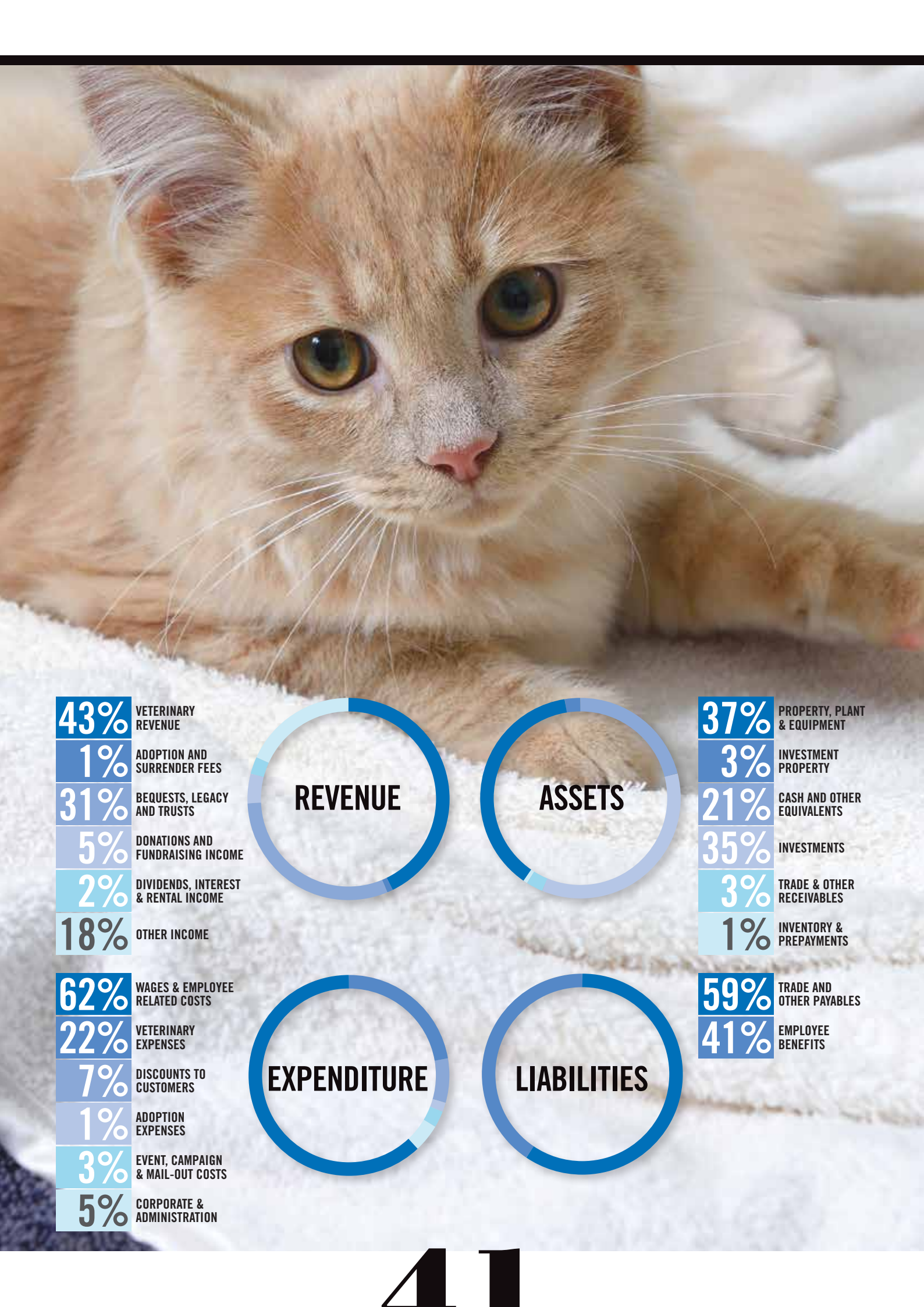
OUR DEDICATED INFORMATION TECHNOLOGY DEPARTMENT WORKS HARD TO ENSURE ALL LORT SMITH INFORMATION AND COMMUNICATION TECHNOLOGY SYSTEMS ARE CONSISTENTLY UPDATED TO COPE WITH EVER-INCREASING PATIENT NUMBERS. IN 2015, THE INTERNAL IT TEAM RESPONDED TO 1,834 SERVICE DESK REQUESTS (AVERAGE 35 PER WEEK), WITH AN IMPRESSIVE 90% COMPLETED WITHIN AGREED SERVICE LEVELS.

The continuity of services is paramount at Lort Smith to help us deliver our mission. With this focus, in 2015 we:

- Upgraded our exchange server;
- installed an additional X-ray station, resulting in more flexibility and a greater capacity to care for our animals;
- enhanced the automation of many database reports, which saves significant staff time;
- upgraded to multi-function printers/scanners; and
- began the rollout of a document management system to provide greater efficiency and enhance communication and information sharing.

In addition to the above, we managed the IT business requirements in-house, which included:

- Practice management system enhancements;
- monthly server updates;
- troubleshooting for all IT applications and systems;
- user application upgrades; and
- user acceptance testing.



STATEMENTS

STATEMENT OF FINANCIAL PERFORMANCE

REVENUE	2015	2014
Veterinary Revenue	11,949,494	11,212,722
Adoption and Surrender Fees	199,006	183,281
Bequests, Legacy, and Trusts	8,564,783	6,777,325
Donations and Fundraising Income	1,323,961	1,317,100
Dividends and Interest	721,790	472,846
Rental Income	23,237	21,989
Other Income (including Sale of Asset)*	5,029,676	79,994
TOTAL INCOME	27,811,947	20,065,257
EXPENDITURE		
Veterinary Expenses	4,134,046	3,757,750
Discounts to Customers	1,332,057	1,176,664
Adoption Expenses	271,656	161,676
Event, Campaign and Mail-out Costs	465,877	522,399
Corporate and Administration	829,346	664,188
Wages and Employee Related Costs	11,537,096	11,337,164
TOTAL EXPENSES	18,570,078	17,619,841
NET PROFIT FOR YEAR (including Sale of Asset)*	9,241,869	2,445,416

*Other Income includes proceeds of \$4,899,392 from the sale of an asset for master planning purposes

STATEMENT OF FINANCIAL POSITION

ASSETS	2015	2014
Cash and Other Equivalent	10,495,529	4,475,348
Investments	17,867,500	8,418,605
Trade and Other Receivables	1,352,596	1,324,550
Assets Held for Sale	-	7,400,000
Inventories	232,485	285,775
Prepayments	35,507	44,092
Property, Plant & Equipment	19,020,517	14,249,577
Investment property	1,300,000	1,200,000
TOTAL ASSETS	50,304,134	37,397,947
LIABILITIES		
Trade and Other Payables	1,962,106	1,858,697
Employee Benefits	1,358,042	1,438,541
Liability Associated with Asset Held for Sale	-	1,230,000
TOTAL LIABILITIES	3,320,148	4,527,238
NET ASSETS	46,983,986	32,870,709

ACKNOWLEDGEMENTS

In our 80th year, we'd like to acknowledge the significant contribution of the following Lort Smith staff and volunteers.

STAFF

25-plus years of service

Lyn Orton, 29 years
Stephen Bryce, 28 years
Daniel McPherson, 27 years

20-plus years of service

Patrick Cheah, 22 years
Gary Oakes, 21 years
Jane Whitmore, 21 years
Warren Gatt, 20 years
Lisa Varrasso, 20 years

15-plus years of service

Paula Rodrigues Vance, 16 years
Shana Oxley, 15 years

10-plus years of service

Mangalika Ratnayake, 14 years
Danielle Cresp, 14 years
Nicole Smith, 14 years
Edgardo Sison, 14 years
Anne Fortunato, 12 years
Emily Buick, 12 years
Louise Travaille, 12 years
David Hookey, 11 years
Mirjana Laferlita, 11 years
Penelope Meyer, 11 years
Michael Viterbo, 11 years
Jan Morton, 10 years
Tara Egan, 10 years
Rebecca Primmer, 10 years

VOLUNTEERS

25-plus years of service

Lyn Orton, 29 years
Joan Ray, 28 years

20-plus years of service

Gordon Strachan, 23 years

15-plus years of service

Nada Cahill, 19 years
Colette Saunders, 19 years
Jocelyn Sellers, 19 years
Catie Bortolot, 17 years
Dellis Kaye, 17 years
Carole Birrell, 15 years
Elaine Longshaw, 15 years

10-plus years of service

Barry Zyppel, 14 years
Norma Croatto, 13 years
Peter Hallgarten, 13 years
Penelope Meyer, 11 years

Years of service as at
December 31, 2015.

24 Villiers Street
North Melbourne VIC 3051

For more information please give us
a call or visit www.lortsmith.com

Bequests - 03 9321 7213
Donations - 03 9321 7207
Volunteering - 03 9321 7288
Community Fundraising - 03 9321 7207

Hospital appointments - 03 9328 3021

Adoption Centre surrenders and adoptions
Kennels - 03 9321 7260
Cattery - 03 9321 7240

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Email info@lortsmith.com

ABN 87 004 238 475



Lort Smith
caring for animals