



**Lort Smith**  
*caring for animals*

**LORT SMITH**  
**ANNUAL REPORT**

**2014**

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# MISSION, VISION & BRAND

In 2014, we were excited to launch our new mission and vision supported by an updated brand look and feel for Lort Smith. We wanted to celebrate our past, respect our history, and at the same time look to the future. The new brand helps us easily explain who we are, what we do, why we do it, how we do it and what we want to achieve.

Lort Smith was established on its current site in North Melbourne in 1936 by the Animal Welfare League of Victoria. Our founder Louisa Lort Smith was passionately committed to caring for the animals of poor and disadvantaged people.

Nearly 80 years later, this is still the heart and soul of Lort Smith Animal Hospital.

Lort Smith has evolved a lot over the years and we thought it was time to update how we talk about ourselves and to be consistent with who we are as an organisation. We're not just an animal hospital as our name used to suggest. There's so much more to the work of Lort Smith – such as caring for surrendered, abandoned and mistreated animals and engaging with the wider community. Therefore we developed the following framework:

## OUR MISSION

To improve the health and happiness of animals and the people who care for them.

How do we do it? With 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, welfare and a new home 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 new branding highlights the philosophy that unites us all – caring for animals. This promise is made clear to our clients and supporters. The sub-brands give each of the key areas of our mission clear identity so we can easily explain what we do. These changes also reflect what we are doing now and where we want to be in the future.

## OUR VALUES

In consultation with staff, the following values were introduced in 2014. These values underpin all the work we do at Lort Smith.

Care and compassion – We treat all animals and people 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.

# PRESIDENT'S MESSAGE



It was a year of change on many fronts from our web presence, our appearance and our key personnel. Pleasingly underpinning these changes were positive performances in our core operations, growth in key services to animals and people in need and a continued commitment to improve the health and happiness of animals and the people who care for them.

In 2014, we said farewell to CEO Dr Liz Walker. Under Liz's guidance, the organisation's performance has shown significant improvement. Early in the year saw the launch of a more modern vision and mission, supported by a new look brand and feel. While the new brand represents the growth of Lort Smith, it importantly retains the essential elements that have held our organisation in the highest regard since 1936.

I would like to sincerely thank Dr Walker for her contribution to Lort Smith and wish her well in furthering the cause of animal welfare as CEO of the Victorian RSPCA.

Early in January 2015, we welcomed our new CEO, Mr David Herman. David brings to Lort Smith a new set of skills that we hope will capitalise on the foundations laid over the last few years. With diverse involvement in law, corporate finance, organisational change and business development as well as substantial experience as a chief executive officer, we look forward to David guiding the organisation through the next exciting phase of development.

The Board has also embraced change as its skill mix evolves to reflect new needs. Rick MacDonald stood down from the Board in 2014 and in May 2015, we say farewell to long standing Board Members Virginia Edwards and Susie Palmer. I wish to thank Virginia, Susie and Rick for their many years of exceptional support and dedicated service to Lort Smith. During 2014, we welcomed Barbara Hammon to the Board and Kate Hamond in February 2015. Barbara brings extensive experience in governance and law, while Kate brings considerable understanding of the community and welfare sectors as well as familiarity with government to Lort Smith.

During 2014, management worked tirelessly to deliver a sound and very pleasing financial performance. Most importantly, the hospital achieved a positive result before discounts to community members in need. Supporting almost 40,000 consultations and covering a diverse range of services, this outstanding result was achieved through the delivery of significant efficiencies, improved procedures and sound business practices.

A major exercise during the year saw the Board and management evaluate how we can improve our range of services. It also focused on financial sustainability including potential significant changes to the Adoption Centre to improve animal welfare and re-homing opportunities. This thinking also forms the basis of continuing work on facilities master planning that I mentioned last year.

Underpinning this positive result is the support received from each key area of the organisation. To my fellow Board members, I say thank you for your contribution, your direction, creativity and assistance throughout the year. I note with sincere thanks, the efforts of the management team who helped deliver an improved result in 2014 notwithstanding the impact of continued change and the departure of our former CEO. Special mention should be made of Andrew Miles, our company secretary, who did an admirable job as interim CEO.

I would also like to acknowledge the commitment and support of every member of staff together with our loyal network of volunteers. Their collective contribution is the heart and soul of Lort Smith and an attribute that defines us as an organisation.

To our ambassadors Giaan Rooney, Dr Sally Cockburn and Peter Hitchener, we thank you for another year of support and effort in bringing prominence and recognition to Lort Smith.

Most importantly, to our supporters, donors, bequestors, corporate partners and community fundraisers, I thank you for another outstanding year. In 2014, we reached out to you in many ways in particular to seek support for a number of tragic veterinary emergency cases. On each occasion, you demonstrated your support for our mission with commitment, passion and care. Thank you to everyone for another year of support.

It gives me great pleasure to present this annual report covering the diverse range of activities undertaken by Lort Smith in 2014. The contribution of all staff and supporters has been pivotal in the delivery of our mission. I trust you will gain a great understanding throughout this report of the milestones and results we have achieved.

*Glenister Lamont, President*

# CEO'S MESSAGE



The Olympic relay is as much a work of art as it is a gold medal event. To succeed, runners must seamlessly accept the baton and maintain the benefit of prior momentum, while striving to keep ahead of the pack.

I consider it a privilege and honour to be appointed CEO of Lort Smith. I have been fortunate during the course of my career to work in a number of countries, across a range of industry sectors. I now look forward to bringing these experiences together with my passion for animals, animal care and animal welfare.

I would firstly like to acknowledge the significant contribution of Dr Liz Walker who guided Lort Smith as CEO from 2010 to 2014. Dr Walker left a lasting legacy which included the platform for positive change and the foundations of an organisational masterplan. Dr Walker created a strong sense of momentum that I look forward to harnessing in the months/years ahead. I would also like to acknowledge the support of Andrew Miles who held the role of Acting CEO prior to my appointment. Andrew ensured the organisation continued to make progress during an interim period in the second half of 2014.

My first month as CEO can be characterised by the steepest of learning curves. This period has also provided me with an ideal observation deck by which to review the efforts of the organisation over the last twelve months. I am pleased to report on several key highlights.

The phrase "business as usual" is almost impossible to apply to Lort Smith. In 2014 our 62 vets, 74 nurses and important customer service staff supported close to 40,000 consultations. In addition, the hospital recorded 6,949 emergency consults (including 4,522 day emergencies and 2,427 night service emergencies), almost 950 exotic animal consults and 2,750 surgeries.

The nature and complexity of surgeries continued to evolve during the year. In 2014, we performed 2,748 surgeries undertook 2,800 desexings, gave 13,000 vaccinations, performed 21,300 blood and other pathology tests, 1,100 ultrasound tests and provided animals with 1,750 microchips. Our hospital staff work consistently in a high pressured and challenging environment. Their skill, effort and compassion are qualities to admire and respect. These statistics ably demonstrate we remain the busiest and largest animal hospital in Australia.

A range of new equipment acquired with thanks to a generous family donation and a government grant supported an increase in the complexity and efficiency of our case load.

Our Adoption Centre successfully rehomed almost 1,000 animals in 2014. This result included an 18 per cent increase in dog adoptions and an 8.5 per cent increase in cat adoptions. The Adoption Centre was supported by several new initiatives including greater social media awareness and a voluntary contribution system for the rehoming of senior dogs and cats.

Our community outreach efforts also continued to expand over the last 12 months. Key highlights include our Emergency Boarding Program which successfully cared for 138 animals, the continued success of the Pet Therapy Program and the trial of the Mates for Inmates program in concert with the Melbourne City Mission.

Operations and initiatives would not be possible without critical back office support. To this extent, I would like to recognise the efforts of our Shared Services Team. In 2014, we managed the needs of almost 8,000 new customers and fielded over 81,000 phone calls through our Contact Centre.

Our IT Department provided invaluable coverage to ensure the smoothest possible operations. Similarly, our Building Services Department ensured the safety of our work place and the efficiency of our infrastructure. I wish to thank all Management and Staff for their outstanding efforts in 2014.

The year ahead holds great expectations for Lort Smith. Our core goals are to establish long-term sustainability for the organisation and to bring our masterplan to fruition. We aim to achieve these objectives through the delivery of efficiencies, service excellence and innovation, supported by continued growth in brand awareness. We also aim to reach out to new networks of support in an effort to galvanise our mission to be recognised as the leader in Australia for animal health and wellbeing.

On behalf of Management and Staff, I would like to thank the Board for its continued guidance throughout 2014. Most importantly, I would like to formally thank our members, donors, stakeholders and supporters for enabling us to strive to achieve our mission day by day. Our mantra for the year ahead is no better stated than through Mahatma Gandhi, who said "You must be the change you wish to see in the world".

*David Herman, CEO*

# OUR BOARD

## INVESTMENT AND AUDIT COMMITTEE MEMBERS

Michael Cunningham, external consultant. Directors as listed.

## PATRON

Lady Marigold Southey AC

## AMBASSADORS

Dr Sally Cockburn  
Giaan Rooney  
Peter Hitchener

## COMPANY SECRETARY

Andrew Miles



### GLENISTER LAMONT -

President, Investment and Audit Committee Member  
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.

*"Being on the Lort Smith Board gives to me a chance to help people to find further meaning in their lives through their animal friends," Glenister said.*



### PETER VAN ROMPAEY -

Vice President  
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 35 years and has a keen interest in corporate governance.

*"I first worked at Lort Smith as a student in 1972. Since then I have looked for opportunities to be involved and started providing both pro bono and paid legal advice to Lort Smith from about 1991," Peter said.*



### BARBARA PESEL - Vice President

Barbara joined the Board in September 2011.

Barbara brings more than 30 years' experience in corporate communication with a focus on issues, risk and crisis management, stakeholder engagement and strategic planning. Barbara established Pesel & Carr, an award-winning, independent communications firm in 1997, where she is Managing Director.

*"I love animals – they are such an important part of my life and often their voices are not heard. Lort Smith is a haven for all animals and the people that care for them and must be preserved. I want to be a voice for them and a part of Lort Smith's future," Barbara said.*



### SAMANTHA BAILLIEU - Director

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 Director of the Merricks General Winestore.

*"I joined Lort Smith as I am a passionate animal lover and I wanted to do the best I can to ensure that every animal is treated with the love and respect they deserve and never turned away from premier care, irrespective of their owners' financial circumstances," Samantha said.*





**GRAHAM CUNNINGHAM** - Director  
Graham joined the Board in June 2011.

Graham 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, an IT company in the health sector, an international education company and a major private fund manager and investment group.

*"I wanted to use my experience to contribute towards ensuring that Lort Smith is financially stable and sustainable. There is so much gloom and doom in the world, pets help brighten our lives," Graham said.*



**DR DIANE GIBNEY** - Director  
Diane joined the Board in December 2012.

Diane has spent all of her professional life in small animal practices, improving the lives of many animals and their owners over this time. She managed her own veterinary practices in Ballarat until recently but now enjoys sharing her skills and knowledge with veterinary practices all over Victoria.

*"My entire career has been underpinned by the desire to help animals. As a member of the Lort Smith Board, I hope to contribute to an organisation which is equally passionate about caring for all animals, but which also has a strong social foundation," Diane said.*



**DR JOHN HARTE** - Director  
John joined the Board in December 2012.

John 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.

*"I joined the Lort Smith Board to make a difference. Animals make such a tremendous positive difference to the lives of people, crossing emotional, cultural and demographic barriers with their unconditional love," John said.*



**BARBARA HAMMON** - Director  
Barbara joined the Board in August 2014.

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.

*"I joined the Lort Smith Board because Lort Smith provides such a wonderful service to the animals and their owners and the wider community that I wanted to become involved and contribute to the hospital," Barbara said.*



**KATE HAMOND** - Director  
Kate joined the Board in February 2015.

Kate Hamond is a Commissioner at the Victorian Commission for Gambling & Liquor Regulation, a Board Member of Castlemaine Health, and Member of the Queen Victoria Women's Centre Trust. Kate has led a community consumer protection body, established an aged care support agency, was Victoria's Legal Ombudsman and the CEO of the Australian Retirement Village Association.

*"I am enthusiastic about developing relationships and exploring avenues for linking Lort Smith further with vulnerable people, their pets and the community agencies that serve them," Kate said.*

# OUTGOING BOARD MEMBERS



## **VIRGINIA EDWARDS**

Lort Smith Board member from December 1980 – May 2015.

Virginia has been a Lort Smith Board Member for 35 years with her family's involvement stemming over 70 years. Virginia has witnessed many changes as the organisation has evolved and has always maintained a passion for the care of the animals and appropriate running of the hospital.

Virginia has been the link to the past through her family and wide circle of contacts. Virginia has been involved in a number of projects capturing the history of the organisation including contributing information to The Kindness of Strangers book. This important work documenting the soul of the organisation helps us stay true to our mission and vision.

Virginia has also been our anchor point on the Australian Animal Welfare League since 2007. Virginia has been a diligent attendee and fundraiser at innumerable local events. Virginia has kept us level headed and has been our reminder of where we've come from and how this can guide our current day activities.

We thank Virginia for her staunch support and tireless work for Lort Smith.



## **SUSIE PALMER**

Lort Smith Board member from December 1995 – May 2015.

Susie's contribution to Lort Smith encompasses not just her twenty years as a Board member but also her work as an executive of the organisation. Susie was assistant company secretary for the organisation for more than eight years, was treasurer for many years and has continued to have an active interest in the finances as a member of the Investment, Risk and Audit Committee. Susie has witnessed the hospital's revenue grow from around \$1 million per year to the current figure of more than \$10 million. Susie played a significant role in the financing of the current modern hospital.

Susie has had a hands-on role in a wide range of aspects of the Lort Smith's administration over many years and formed close bonds with many key members of both veterinary operations and management.

Susie has been driven by her strong belief in our role to help people of lesser means with their animal companions and to be effective in our use of donor money. Susie has also been the social conscience of the organisation. Susie's contribution has been highly valued and will be remembered for many years.



## **RICK MACDONALD**

Lort Smith Board member from August 1998 – May 2014.

Over 16 years Rick invested a huge amount of time in Lort Smith, not only as a Board member but also in providing his expertise in planning and architectural understanding to shape the building master planning for the organisation. Rick was a key player in the development of the new hospital in 2000, and his efforts have intensified again over the last couple of years with the creation of the Master Planning Sub-Committee. It is Rick's drive and commitment that helped us move towards those decisions and set out a framework which will support our overall strategy.

In addition, Rick's strong belief that passionate internal and external relationships can drive positive outcomes has been an important influence in how we treat all with whom we interact. Thankfully, we will not be losing all of that passion, as Rick will be staying on as an independent member of the Master Planning Sub-Committee, to help us make those important decisions in both a rigorous and timely fashion.



# MANAGEMENT TEAM

The Executive Management Team provides essential support to the Board and staff in the carriage of all Lort Smith operations and initiatives.

Over the last twelve months, the Executive Management Team has undertaken a range of initiatives supporting improved efficiencies, revenue generation and the extension of community outreach programs. Responsibility and project support extends to the hospital operations, nursing, Adoption Centre, customer service, finance and administration, marketing and communications, fundraising and critical support functions such as IT, procurement and building services. These responsibilities are further supported by governance measures such as the development of documented policies, processes and procedures.

In particular, the Executive Management Team has been instrumental in providing support for the developing masterplan. In 2014, this support included a comprehensive analysis of existing and future requirements for Lort Smith. It will be a continued focus of the Executive Management Team to progress the masterplan in the twelve months ahead.

**CONTINUING TO  
PROGRESS  
THE MASTERPLAN  
IN THE TWELVE  
MONTHS AHEAD**

CLOCKWISE FROM  
TOP LEFT, SERENA HORG,  
DR RUSSELL HARRISON,  
EMILY PHILLIPS, JOE CORERA,  
LAUREN SPINELLI, NICOLE HUNTER,  
DAVID HERMAN AND DANA KEIRS



# HOSPITAL NEWS

Lort Smith Animal Hospital is the largest not-for-profit animal hospital in Australia. While offering high quality veterinary care at a reduced cost, we're proud to boast state-of-the-art facilities and equipment.

Our work is underpinned by an overwhelming effort to keep people and pets together. Therefore, in addition to our low-pricing policy, we also provide a 25 per cent discount on veterinary services for Health Care and Pensioner Card Holders and a 10 per cent discount on veterinary services for Senior Card holders, excluding microchips, drugs, food and consumable products.

We also offer payment plans to owners experiencing genuine financial hardship assessed on an individual basis. After a reasonable deposit, payment plans through direct debit and Centrepay may be negotiated, making vet care accessible to all pet owners regardless of their financial circumstances. The hospital achieved some wonderful results in 2014.

In 2014, our 62 committed vets performed:

- **39,336** total consultations
- **6,949** emergency consults including: **4,522** day emergencies – **2,427** night service emergencies
- **943** exotic animal consults
- **2,748** surgeries
- **2,791** desexings
- **12,905** vaccinations
- **21,309** blood and other pathology tests
- **1,099** ultrasounds
- **3,972** radiographs
- **4,490** anaesthetics
- **1,751** microchips
- **76** enemas
- **92** cases of toxic poisoning (including **20** snake bites and **59** rat bait poison)

## SURGERIES IN 2014

- **1,409** General
- **12** Orthopaedic Consultant Cruciate
- **1** Orthopaedic Consultant Luxating Patella
- **170** Orthopaedic Cruciate
- **143** Orthopaedic Fracture
- **66** Orthopaedic Luxating Patella
- **78** Orthopaedic Other
- **135** Soft Tissue Abdominal
- **40** Soft Tissue Alimentary
- **63** Soft Tissue Auditory
- **111** Soft Tissue Cutaneous
- **52** Soft Tissue Limb
- **103** Soft Tissue Mass Lesion
- **29** Soft Tissue Obstetrics
- **90** Soft Tissue Ophthalmic
- **117** Soft Tissue Reproductive
- **4** Soft Tissue Respiratory
- **30** Soft Tissue Tail
- **68** Soft Tissue Toe
- **27** Soft Tissue Urogenital

In 2014 our Lort Smith Pharmacy provided medications to **17,131** animals owned by **14,366** people.

## NEW MEDICAL EQUIPMENT IN 2014

In 2014, we acquired a new Siemens Acuson X300 ultrasound thanks to a grant from Equity Trustees – The Hazel and Arthur Bruce Bequest. The new ultrasound is the same model used in human hospitals. It's the preferred diagnostic technique for soft tissue disease, including infections, cancer, inflammation and cystic disease, and is also used for ultrasound guided sampling of tissue. Thanks to a generous donation, we were also able to acquire a CR7 Digital Dental X-Ray processor & IM3 revolution intra oral x-ray unit.

The new digital dental x-ray package allows us to quickly take x-rays of the teeth and jaws giving vets the information to they require when removing diseased teeth.

This new equipment has already assisted Lort Smith to increase the quality of our service offered to patients, making a difference in both their lives and the lives of their owners.

## VET EDUCATION

Our vets attended a number of key national and international events including the Australian Small Animal Veterinary Association conference, The University of Sydney Emergency Medicine Conference, International Veterinary Seminar on Surgery, World Small Animal Veterinary Association Congress and Australian College of Veterinary Scientists Science Week. Vets who attend these conferences bring back world's best-practice information that is shared with our team.

## DR ALAN LAWTHER SCHOLARSHIP

The Dr Alan Lawther Scholarship is awarded to one of our vets every year, established to honour the memory and contribution that Dr Alan Lawther made to Lort Smith over almost 40 years of service. Last year Dr Andrew Kapsis received the award.

Andrew attended the 39th World Small Animal Veterinary Association Congress in Cape Town, South Africa. Information from this scientific program allowed Andrew to update and finalise the hospital's Fluid Therapy procedure document, which has improved the way we deliver intravenous fluids to our patients. As part of the scholarship, Andrew is also enrolled in a 12-month distance education course in internal medicine, run by Sydney University, which aims to build on a framework in the vast field of veterinary medicine.









# NURSING NEWS

Our vet nurses play a critical role at Lort Smith. Their roles are diverse, challenging and vital, including supporting our vets in theatre and consulting rooms, monitoring and caring for hospitalised animals and discharging patients. Our nurses are always kept busy and we could not operate without them.

- In 2014 a total of **74** nurses helped care for **24,100** animals.
- These nurses performed **17,461** nursing appointments, completing **11,399** hospital charts and monitoring **7,334** sedations and anaesthetics.

## ADELLE SCOTT – VETERINARY NURSE

Career paths often take interesting twists, as is the case with Lort Smith's veterinary nurse Adelle Scott. Adelle started her career journey as a scuba diving instructor on a Greek Island before becoming a penguin keeper at Melbourne Aquarium, prior to arriving at Lort Smith.

"I spent two years in Greece and loved scuba diving there so I became an instructor. It was a great way to combine work and recreation," Adelle said.

On her return to Australia she discovered that teaching scuba diving wasn't nearly as much fun, as she suffers from seasickness in the rougher Australian ocean.

To keep her feet on firm ground, Adelle worked at Cairns Zoo and from there she was hooked on a career with animals.

Fate often brings together the strands of your life and Adelle found herself working as penguin keeper – a job that required scuba diving and animal handling skills.

She then moved to Lort Smith and completed her veterinary nursing training at NMIT (now Melbourne Polytechnic) to extend her skills in this area.

"Lort Smith is a great place to work because there is such a sense of mutual respect and teamwork among the hospital staff as we all have the same goals and compassion," Adelle said.

"Another benefit is the sheer breadth of experience that you receive working across different areas of the hospital. I feel like I learn something new every day.

"We are offered a lot of professional development opportunities, through seminars and workshops, and if you have a particular interest in some aspect of animal care you are really encouraged to pursue it," she said.

In Adelle's case, her special interest is in surgical aftercare, especially for animals who've had orthopedic surgery. Due to this interest Adelle recently completed a course in practical physiotherapy for vet nurses and has been developing a course of rehab exercises for Lort Smith clients.

"I consult with owners so that they can apply massage techniques and movement exercises at home, which really improves the outcomes for surgical patients.

"Often animals surrendered to Lort Smith for re-homing have joint problems too, so I've also been working with our Adoption Centre staff on physical therapy for those animals.

"We are getting good results since we've started the physical therapy consults. Involving owners in their pets' recoveries is an extension of our teamwork approach to animal care," Adelle said.



**74**  
**NURSES**  
HELPED CARE FOR  
**24,100**  
**ANIMALS**

# DR TRISTAN RICH AND THE FISH OUT OF WATER

Lateral thinking and manual dexterity are two of the core skills needed by veterinarians, especially those working with unusual pets and wildlife. Dr Tristan Rich, Head Vet of Lort Smith's Exotic and Wildlife department, certainly has these skills in abundance.

Whether he's creating an oxygen mask for a small lizard, setting up an operating table for a goldfish or repairing the bullet-shattered wing of a wounded duck, Dr Tristan always finds a way to provide the highest level of veterinary care for the animals who need him.

"2014 certainly threw up some challenges and I had a few cases where I needed to be quite creative," Dr Tristan said.

Perhaps Dr Tristan's most famous case was George the ten-year-old goldfish who was suffering from a head tumour. Apart from the obvious challenge of operating on a fish out of water, the surgery was also tricky because George weighed only 75 grams.

"It was quite an unusual surgery because I had to remove a relatively large tumour, but make sure George didn't lose more than approximately 0.5ml of blood in the process," Dr Tristan said.

To create the piscine theatre, Dr Tristan set up three buckets – one with a knock out dose of anaesthetic, one with a maintenance level of anaesthetic, and one with clean water as the recovery unit.

Once George was asleep, Dr Tristan ran a tube from the maintenance bucket which was being oxygenated, into George's mouth, so that the water with the maintenance dose of anaesthetic washed over his gills. Dr Tristan worked quickly to remove the large tumour before making four sutures, then sealing the rest of the wound with tissue glue. Once his wound was sealed, George was given long-acting painkillers and antibiotics, then placed in the oxygenated recovery bucket. Soon afterwards he took a couple of breaths on his own and started swimming around.

"I must admit, I gave a sigh of relief when it was clear he was going to be OK," Dr Tristan said.

Since George's operation, and the ensuing media coverage, the number of fish being brought in for consultations has doubled.

Dr Tristan has always been interested in exotic animals. He acquired his first lizard when he was 14 – a move that didn't thrill his mother, although she got used to having cold-blooded houseguests as the menagerie grew.

"In those days it was hard to find an exotics vet, so that partly fuelled my interest in becoming one," Dr Tristan said.

After completing his veterinary science degree at University of Melbourne, Dr Tristan developed his knowledge and experience of unusual animals by working with a couple of Melbourne vets who treated exotics and then spent a year as a vet with an Indonesian Orang Utan rehabilitation centre.

Not long after his return to Australia in 2007, Dr Tristan got a call to see if he was free that evening and could fill in for the night service vet at Lort Smith. The rest, as they say, is history and Dr Tristan now heads up the Exotic and Wildlife department and treats birds, fish, possums, kangaroos, wombats, reptiles, guinea pigs, ferrets, rats and rabbits in his caseload.

Like so many Lort Smith staff, Dr Tristan has offered a home over the years to a variety of the animals that have passed through our doors, and currently counts Cybil, a deaf staffy cross, and two chooks among his animal family.

During his first year at university, Dr Tristan acquired a carpet python Fantus, who is now 18 and still going strong. He also has eight frogs who are fifteen years old – a testament to the care they receive.

"I love working at Lort Smith because I feel like we can make a real difference. We have great people on staff and a loyal and dedicated clientele.

"I'm encouraged to treat species that other places might not be able to manage and we have a mandate to do as much as we can for animals that might otherwise be euthanised," Dr Tristan said.







SURGERY WAS  
ALSO TRICKY  
BECAUSE GEORGE  
WEIGHED ONLY  
**75 GRAMS**





# ADOPTION CENTRE NEWS

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.

Our Adoption Centre rehomed 971 animals in 2014. This was a fantastic outcome for Lort Smith and a great result for so many animals who now have new and loving homes.

Most animals are surrendered to the 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 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.

The Lort Smith Adoption Centre achieves results that demonstrate how much it "punches above its weight." Operating in two separate and compact spaces, the number of animals we successfully adopt (including many challenging cases) is exceptional.

In 2014 Lort Smith Adoption Centre rehomed:

- 634 cats and kittens
- 268 dogs and puppies
- 69 other animals including rabbits, guinea pigs, ferrets, budgies, cockatiels, cockatoos.

Dog adoptions were up by 18.5 per cent and cat adoptions up by 8.5 per cent on the previous year, a fantastic result for the Adoption Centre.

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

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

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

Although Lort Smith is unable to take in stray dogs and adult cats for rehoming, we will always care for them until they can be transferred to the appropriate pound or facility. In 2014, 308 animals, including wildlife, were transferred to the correct facility.

Other 2014 insights:

The Adoption Centre introduced new pricing structures. In response to an increase in the number of senior pets being surrendered, we introduce an adoption-by-donation program. This program offers people the choice of how much they offer Lort Smith when adopting older dogs and cats to encourage increased adoption rates.

We also introduced two-for-one prices for co-dependant adult cats and dogs to help these animals find homes together in the shortest amount of time possible.

We developed relationships with other rescue organisations, including Geelong Animal Welfare Society which helped us find homes for an additional 15 cats and 21 dogs. By working with NSW Pound Rescue we also saved eight dogs and 27 cats who would otherwise have been euthanised at their pounds in December 2014.

Lort Smith Adoption Centre is not a pound, so we do not have a licence to take strays. We are committed to finding loving homes for animals surrendered to us, regardless of time or space constraints. We will never put an animal down because it is taking too long or because we have run out of room. When rescue groups are full to overflowing, we assist with rehoming their animals too.

Many of the animals surrendered to us have serious medical issues. We understand that in some cases the likelihood of recovery is not guaranteed, but we do everything we can. Those that can achieve a positive outcome are provided with medical care at cost to Lort Smith, and rehabilitated in foster care until they are ready to be rehomed.

In some cases animals can be placed into permanent foster care; this means they can live out their days, pain free, in a loving home with all of their medical care provided by Lort Smith, at our cost. In the event that a surrendered animal has serious behaviour issues we will provide them with guidance and training to try and resolve the problem.

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, aggression or behavioural problems that affect their welfare.

This was the sad outcome for a small percentage of animals that were surrendered to us for rehoming. In 2014, 6.3 per cent of surrendered dogs and 10.9 per cent of surrendered cats were not suitable for rehoming and were sadly euthanised. This is a decrease when compared to 2013 where 7.3 per cent of surrendered dogs and 11.94 per cent of surrendered cats were not suitable for rehoming.



## LORT SMITH EMERGENCY BOARDING

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, the elderly 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.

In 2014 Lort Smith Emergency Boarding cared for a total of 138 animals, including dogs, cats, rabbits and fish.

Serena Horg, General Manager of the Adoption Centre, who oversees the program, said many people avoid leaving a crisis situation if they have to leave their pet behind or delay seeking medical help if there aren't arrangements in place for the animal.

"We provide these animals with necessities such as food, medical treatment, accommodation and plenty of tender loving care until they can be reunited with their owner. Just knowing that there is one less thing to stress about makes a huge difference to the outcome for many of these people in crisis," Serena said.

## ADOPTION CENTRE COSTS

In 2014 Lort Smith invested \$757,329 into caring for animals in our Adoption Centre, covering medical costs and food for all surrendered animals, wildlife in need and animals being cared for through our Emergency Boarding program. Raising money for these programs is one of the reasons why we're so active in fundraising.

## LORT SMITH FOSTER CARE

We are very fortunate at Lort Smith to be supported by a truly wonderful network of foster carers who provide loving care to our animals in their homes. They help in so many ways, including preparing animals for surgery, rehabilitating animals after surgery, ferrying animals back and forth for health checks, or just providing time out of the Adoption Centre and tender loving care for long termers.

In 2014, 117 foster care volunteers cared for 417 animals for a total of 18,922 days.

## MATES FOR INMATES

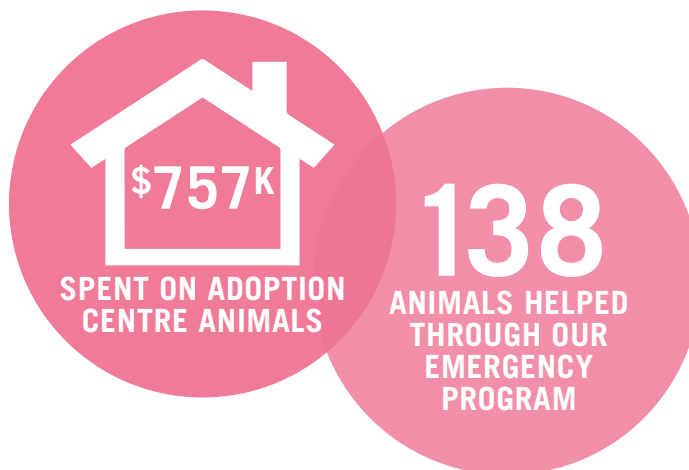
In 2014 Lort Smith Adoption Centre trialled a pilot program called Mates for Inmates in conjunction with The Dame Phyllis Frost Centre (women's prison) and Melbourne City Mission.

Three programs ran for six weeks. Four dogs were trained by five to six inmates in each program with inmates overseen by two dog trainers. The program gave Adoption Centre dogs the opportunity for rehabilitation and inmates the opportunity to spend time caring for animals and experiencing the human-animal bond as well.

The program was also beneficial in improving the relationships between inmates and prison staff.

Out of the 12 newly graduated dogs from the program, five dogs were adopted to prison or Melbourne City Mission staff.

One more program is scheduled for mid-2015. Government funding is being sought after this point to cement this worthwhile program and potential to roll out to in multiple prisons around Victoria.







# CARING FOR OTHERS

"CATS REALLY PICK THEIR PEOPLE EVEN THOUGH WE HUMANS OFTEN LIKE TO THINK IT'S THE OTHER WAY AROUND. IF I HADN'T SEEN IT SO OFTEN WITH MY OWN EYES I PROBABLY WOULDN'T BELIEVE IT." - MANDY DOOLAN



TIPPY WAS JUST ONE OF THE MANY CATS MANDY PROVIDED FOSTER CARE FOR IN 2014.

People often comment on the highly creative photos used to promote Lort Smith cattery residents, assuming we employ a professional stylist. We do! Meet Lort Smith Animal Welfare Officer Mandy Doolan, whose resume includes 20 years as a visual merchandiser, including roles as State Display Manager with Sussan and a dresser for Myer's Christmas window displays.

Luckily for us, Mandy decided to take a break from styling to spend more time with the family after having her fourth child. She saw a call-out for volunteers at Lort Smith and spent the next five years assisting in the cattery.

"I became a foster carer almost straight away," Mandy said. "I love cats so was keen to help out in any way I could."

Mandy admits she had a few "foster failures" and ended up permanently adopting four of her early fosters.

"Now I don't foster single kittens, only pairs or litters. That way it is easier to give them back," she said. So far, Mandy and her family have provided care for more than 200 kittens.

"It's so rewarding. The kittens often come to us all hissy and spitty and with no idea of affection. The first time you hear them purr and they ask for a cuddle is just wonderful and you know that you're doing a good job."

Mandy said the benefits of fostering go both ways.

"It's such a bonding experience for the family. My kids all chip in and everyone helps with the kittens. My daughter Avion is my right hand person, she's brilliant. She does a lot of the work and gets up to do the night feeds.

"Fostering teaches the kids compassion, persistence and responsibility. I love seeing my son with the kittens, it really brings out his soft side and I see how compassionate he is."

One of Mandy's 2014 fosters was Tippy, the runt of a litter that was brought in to Lort Smith. Tippy was not only small, she had a deformed front leg that would have caused her a lot of pain as she grew. Tippy was too small to cope with the necessary surgery, so she and her sister Mae Mae went into foster care with Mandy.

Once Tippy was strong enough, Lort Smith surgeon Dr Wing Tip Wong removed the deformed leg and the kitten returned to Mandy for her post-surgical care.

"She just didn't look back and it wasn't long before she was ready for her forever home. Tippy found a lovely family and they also adopted her sister Mae Mae so it was a fantastic outcome."

Once the youngest of Mandy's children was old enough to get to and from school independently, she decided to increase the time she spent at Lort Smith and joined the cattery staff. She said that despite working all day with felines, one of her favourite forms of relaxation is just sitting and watching her cats.

"They are such time-wasters, I could watch them for hours. I really love my dogs, but there is something about cats which is intriguing."

Mandy said that the cats who come through the Lort Smith Adoption Centre are often complex characters.

"We sometimes have cats with issues who just sit at the back of their cage and aren't at all interested in people. Then someone walks through the door and suddenly the cat perks up and starts being super friendly. Cats really pick their people even though we humans often like to think it's the other way around. If I hadn't seen it so often with my own eyes I probably wouldn't believe it.

"I love the fact that the staff here don't give up on difficult cases. One of the best things that can happen to an animal is for it to come through the doors of Lort Smith," Mandy said. "I've seen so many 'lost causes' go on to have long and happy lives with wonderful families."





# CHAPLAIN ADELE MAPPERSON

An important element of Lort Smith's work is providing support for the bond between animals and their human companions, from birth and life through to death. Lort Smith's Chaplain Adele Mapperson recognises the deep connection we forge with our animals, with the rupturing of this bond being a significant part of the entire experience.

Adele often receives chocolates and letters thanking her for her follow-up care, but it is the intangible moments that she finds most rewarding.

"I think the most rewarding part is the degree of honour that people afford me by allowing me into these sacred places in their lives. People sometimes say it is a very sad job, and it is, but it is also a very privileged job, because it means that people are often sharing some of their deepest and innermost thoughts and feelings in a way that you would never get to experience normally," Adele said.

People are often touched by the correspondence and care they receive from Adele after the loss of a pet.

"For lots of people it is the loss of a significant companion in their life and they find to have that acknowledged makes such a difference. The acknowledgement of the loss as a significant grief is really important. In the wider community people often feel that the loss of an animal is not really understood, and they're sometimes dismissed," she said.

The Lort Smith Companion Animal Loss and Support Group, meeting on the third Saturday of every month, plays a unique role in the healing process. Run by those who have also experienced the loss of an animal, the support group acts as a safe space for people who are experiencing loss and grief to support each other. Leaders are trained in partnership with the Australian Centre for Grief and Bereavement, with an emphasis on learning skills to help support other people.

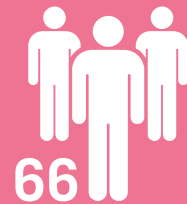
Memorial services, also offered by Lort Smith, are a unique way to hear others talk about their grief in a way that they often don't get to. Through having the opportunity to speak honestly and openly in an inclusive and supportive environment, attendees can feel that they're not alone.

"The memorial services also give people a chance to honour and pay respect to the animal's place in their life," Adele explained.

The Mates for Inmates Program at The Dame Phyllis Frost Centre provides immeasurable benefits to inmates and Adele believes it is one of the most important programs undertaken by Lort Smith.

"Animals are connecting. To have an animal present calls out all the deeper feelings that often aren't spoken in conversations with people. Animals connect through their eyes, through their unconditional care for people, and they connect in all sorts of ways through the heart with all kinds of experiences that people have had in their lives.

"That not only includes women in prison but it includes all people. Actually, they connect all the heart spaces, and that is, as I said, immeasurable," Adele said.



66

ATTENDEES AT  
TWO MEMORIAL  
SERVICES



1,586

SYMPATHY CARDS  
SENT IN 2014







# PET THERAPY

Lort Smith Pet Therapy improves the wellbeing of residents, patients and clients in aged care, hospitals, psychiatric units and day programs through the human-animal bond.

Volunteers, accompanied by their own assessed and approved dogs, visit members of the community in partnership with a range of hospitals, aged care facilities, rehabilitation centres, disability services and other centres.

The benefits of the human-animal bond for those we visit can be emotional, physical, psychological or spiritual and is an overall rewarding and heart-warming experience for everyone involved.

Pet Therapy volunteers are able to share some of the joy they get from their dogs with people who are no longer able to have an animal of their own, or are currently separated from their own pet. Volunteers also benefit from a memorable shared experience with someone in need.

Linda Willis joined as a Lort Smith Pet Therapy program volunteer in June 2014 and this experience has already changed her life. After the passing of her own dog, Linda began researching ways to get involved as a volunteer with Lort Smith.

"I researched all the different programs and thought Pet Therapy is the one for me," Linda said, who decided to enrol her granddaughter's small dog Cookie in the program.

"The residents' faces just light up when they see Cookie. A lot of them don't have family or they haven't been able to bring their pets to the facility, so just seeing an animal really brightens their day and makes them feel good," Linda said.

Volunteering with Cookie at Trinity Garden Aged Care in Melton has been an incredibly rewarding experience for both Linda and those she visits.

The Pet Therapy program is especially touching for families in times of need.

"I see the program making a huge difference. People look forward to our visits every week. There was a man that Cookie was quite attached to. He used to lie on the man's bed and Cookie would stay there for ten or fifteen minutes, Cookie just loved him.

"Once we stayed a bit longer than normal and Cookie didn't seem to want to move. It turned out the next week that this man passed away. The following week Cookie was consoling his wife who was also at the facility and we spent a lot of time with her that week. The difference this made to her was just wonderful," Linda said.

Linda also spends time volunteering at Lort Smith Adoption Centre. "I love seeing all the dogs and looking after them and taking them for walks. It's been awesome and I'd like to do it more actually.

"I've caught the Lort Smith bug well and truly. I just love being there and I love volunteering for them," she said.

Lort Smith currently have 160 Pet Therapy volunteers visiting over 68 facilities across Melbourne, and we're passionate about growing this program in the future. 2014 saw us gain 50 new volunteers and 14 new Pet Therapy facilities to visit.

We encourage anyone with a placid pooch and some spare time to join the program, and help improve the wellbeing of patients, residents and their families through this positive initiative.





## MORE HEART-WARMING PET THERAPY STORIES

"I became a Pet Therapy volunteer because I know how hard it is for many people to live without having a dog close by. I visit an aged care facility with one of my two, dogs Boris and Angie. When we arrive it is just amazing to see many of the residents come alive.

"Hands are waved to attract us over, then as we walk around the group most want to pat the dog, some want a cuddle and many begin to talk to me either about my dog or one they've owned. A smile from someone who does not often respond to anything is very, very precious." - **Jeannette Hearn**

"There is no doubt that pet therapy is beneficial to the residents; but it has also had a massive impact on my wife and I. We have had some truly remarkable experiences at Regis Heathcliff Manor in Macleod.

"One particular resident moved, patted Boston and spoke for the first time in over four months after a major stroke (his wife, who was there, also started to cry with happiness). The look on his face when we returned again the following week was priceless."

- **James and Sarah Baker**

"Entering one of the wards, Walter said hello to a boy and then quietly walked around to the other side of the bed to see the boy's mum. Walter just sat next to her very quietly so she could pat him. He has not done this before of his own accord. The mum went on to say that she had lost her mother during the week. Dogs do sense things." - **Kerryn Mah**

"Pet Therapy work at Inala is a rewarding experience, staff are lovely and Hugo has made a big impression on some residents... some who never speak are quite chatty when they interact with him. One lady burst into tears saying, 'He's so beautiful'." - **Fred and Jenny Crook**

"Probably my most rewarding day yet, Mietta and I were taken to a room where seven-year-old Liam was laying on his bed at ground level. His head was restrained by a metal halo and one leg was also in a brace. We walked in and sat down to talk to Liam and his mother.

"At first Liam looked like he just spends most of his day lying with his eyes closed with very little movement. Mietta came into the room and with a few treats Liam moved his arm and we were able to put a treat on his hand for Mietta to take. A big smile came, much to the delight of Mum, as I assume Liam has not done that for a very long time. After a while Mietta slowly leaned against Liam's bed and he was able to put his arm around Mietta. Words cannot express the look and the feeling both Liam's Mum and I had. - **Dorothy Bugg**

"One day, Cilla and I went to visit an elderly gentleman, and his daughters told me that he could no longer speak after a stroke, but that he loved dogs. Well, Cilla knew this before I did and she jumped up on his bed and lay down alongside him with her head in his hand.

"His eyes told us that he was very happy to feel the soft fur and warm body of a dog again. Cilla stayed there without moving for around 15 minutes whilst his daughters and I chatted – I hoped he could hear our conversation as I told them all about Cilla. It was a wonderful emotional visit for us all. Sadly, the old gentleman was not there the next time we visited."

- **Heather Miller**

# LORT SMITH NEWS

## LORT SMITH ETHICS COMMITTEE

At Lort Smith, the welfare of the animals in our care comes first. Following its establishment in 2013 we are proud to report on the progress of our unique Ethics Committee.

Underpinning the formation of this Ethics Committee is the recognition of the often difficult and challenging ethical dilemmas we face when it comes to caring for animals.

The Ethics Committee, as a sub-committee of the Board, 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 Committee is also charged with ensuring that the Vision and Mission of Lort Smith not only supports but underpins our actions when facing ethical challenges.

The Ethics Committee is made up of members from across Lort Smith and the broader community, ensuring a breadth of expertise for our Committee and achieving compliance with the Australian Code of Practice.

Our committee includes four external members with collective expertise in advocacy for animal welfare, human bioethics, animal ethics and animal law; and seven internal members including the CEO, GM Veterinary Services, GM Nursing, GM Adoption Centre, a Veterinarian, a Vet Nurse and an Animal Management Officer.

The Ethics Committee discusses a wide range of issues which fall into the three broad areas:

1. Animal welfare – contemplating topics like palliative care, euthanasia, and blood transfusions.
2. Responsible pet ownership – asking numerous questions such as should we insist on desexing an animal that requires surgical correction of a hereditary disorder to prevent perpetuation of the condition.
3. Corporate ethical issues – the most important one being considering policies that ensure any partnerships we enter into are aligned with other people and organisations who share our values.

It is the objective of the Committee that recommendations for policy or guidelines are submitted for Board approval.

In 2014, the ethical guidelines approved by our Board of Directors include:

1. Euthanasia guidelines
2. Caesarean payment guidelines
3. Blood collection from dogs for transfusion guidelines

The Ethics Committee represents a cutting-edge forum that helps to establish Lort Smith as a leader in animal health and wellbeing.

## INSTALLATION OF LEADING PATHOLOGY EQUIPMENT

In April 2014 Lort Smith installed a new suite of blood pathology equipment through a partnership with Idexx Laboratories, a world-leader in veterinary pathology. The installation of this new equipment has significantly improved patient care and also enhanced the customer experience.

Patient care has been improved by our vets now having the required diagnostic information within minutes to make life-saving decisions. This is particularly useful for cases where a pet has consumed rat bait and needs prompt and accurate treatment to prevent death. In the case of Lockie the Pug who presented to the hospital collapsed one evening, the ability to perform the blood test and have the results immediately showing he had been poisoned meant that we could start specific lifesaving treatment without delay.

The customer experience has also been significantly enhanced as we can now have the results for tests that monitor medication doses instantly saving the customer from having to travel back to the hospital days later to pick up medication. This has also resulted in efficiency gains within the hospital.





# VOLUNTEER NEWS

THIS DEDICATED AND PASSIONATE TEAM OF VOLUNTEERS BELIEVE IN LORT SMITH'S MISSION AND IT IS BECAUSE OF THEIR SUPPORT WE ARE ABLE TO CONTINUE GROWING OUR SERVICES

At Lort Smith we are incredibly fortunate to have the support of an amazing team of volunteers.

In 2014, Lort Smith had:

- **470** total volunteers
- **135** of these volunteers were new volunteers in 2014
- We were helped by corporate and community organisation volunteers from **NAB, Ernst & Young, Myer, Seek and Sacred Heart Mission Outlandish program.**
- Together corporate and community organisation volunteers contributed **2,582.5** hours of work.

Our **Adoption Centre volunteers** assist us every day by caring for 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.

Each week our **Pet Therapy volunteers** and their dogs provide comfort and improve the wellbeing of patients and clients at the many aged care facilities and Hospitals we support.

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 Marketing and Communications, Customer Service, Pharmacy, Human Resources and Finance.

Volunteers also assist throughout the year with driving animals to adoption centres at three Pet Barn stores in Melbourne as well as at numerous fundraisers and events. This dedicated and passionate group of volunteers believe in our Mission at Lort Smith and it is because of their support we are able to extend our existing services.

"VOLUNTEERING AT LORT SMITH PROVIDES ME WITH THE OPPORTUNITY TO VOLUNTEER FOR AN ORGANISATION WHOSE VALUES I REALLY BELIEVE IN," SARAH BANKS, VOLUNTEER







# VOLUNTEERS OF THE YEAR



EACH YEAR WE RECOGNISE VOLUNTEERS WHO HAVE OFFERED EXCEPTIONAL SERVICE TO LORT SMITH

## KEN FISHER

For the past five years Ken Fisher has been dedicating 1.5 days each week to the dogs in our Adoption Centre, providing loving care to each and every dog that needs attention.

Although a man of few words, Ken is a strong and calming presence in the kennels. He has an amazing ability with the animals and even the most nervous dogs seem to find Ken's presence incredibly calming and reassuring. Ken is one of our most reliable and dedicated volunteers – he is here every Tuesday and Wednesday rain, hail or shine.

Ken works hard and is not afraid to get his hands dirty. He literally gives up hours of his week, every week, to just sit with our dogs and provide some reassurance and care.

## MAGGIE KOUMI

Maggie has been a Lort Smith foster carer for about five years and is now among our most valued carers. Maggie specialises in injured dogs who need to be confined in cages to keep them from moving around, which means she fosters for long periods of up to 12 weeks. This is a very challenging role as the dogs need a lot of care and stimulation to keep them happy while they're immobilised for such extended lengths of time.

Maggie is always the first port-of-call in these cases as the Adoption Centre staff know just how incredible she is with such dogs. No matter the temperament of the dog Maggie is happy to take them on. Her patience, gentle nature and extreme dedication to the welfare of the dogs in her care means they always come back well socialised and with wagging tails.

She is often asked to do trips at various intervals back to the hospital for check-ups to see how patellas, for example, are healing with her fostered dog. Without fail Maggie comes through the Adoption Centre door with the biggest smile on her face and her most recent "baby" tucked under her arm for reassurance.





NEARLY  
**7,800**  
NEW CUSTOMERS

ANSWERED  
MORE THAN  
**81,500**  
CALLS

# CUSTOMER SERVICES

OUR CONTACT CENTRE ANSWERED MORE THAN 81,500 CALLS FOR THOSE WISHING TO MAKE APPOINTMENTS, RECEIVE UPDATES ABOUT THEIR PETS AND FIELDED OTHER ENQUIRIES

Our Lort Smith Customer Services team embraces our mission of improving the health and happiness of animals and the people who care for them. Our team strive to ensure the customer experience received over the phone, email or at reception is delivered with care and compassion, integrity and respect.

In 2014, 19,185 customers attended Lort Smith Animal Hospital. Close to 7,800 of these were new customers. In addition, our contact centre answered more than 81,500 calls for those wishing to make appointments, receive updates about their pets and other general enquiries. This result is an increase of six per cent from 2013 for calls answered.

In our dynamic environment, focus on care for our patients and the delivery of excellent service to our customers is paramount. This is especially the case in times of emergencies which averaged at around 30 incidents per day.

The Customer Services team are at reception from 8:15am and on the phones from 8:30am, seven days a week ready to provide attention and service until handover to our evening emergency-only team who remain until midnight.

Maintaining alignment with our values, our team are happy to assist with caring for animals irrespective of personal circumstances. We will work together with our customers to help attend to the health and happiness of their animal on a case by case basis. We also provide discounts for Concession and Senior card holders which is further supported by our pricing policy. In 2014 we were able to provide over \$1.2 million in discounts for people of lesser means.

We also support our customers and their animals by offering payment plans. In 2014, close to 2,700 new payment plans were established for those who may not have the means to meet all the veterinary charges in full. Over 46,000 transactions were processed relating to payment arrangements.

For Customer Service, our purpose is working with and for our customers, supporting them by delivering our mission of improving the health and happiness of animals and the people who care for them and contributing to the ongoing sustainability of our not-for-profit organisation.





# IT DEPARTMENT

IN 2014, THE IT TEAM COMPLETED 1,931 SERVICE DESK REQUESTS  
(ABOUT 37 PER WEEK)

Our IT department has continued to provide improvements and support across all Information and Communication Technology infrastructure and applications for supporting Lort Smith.

The IT team works to ensure all hospital systems continue to function well and cope with ever-increasing IT demands. In 2014, the IT team completed 1,931 service desk requests (about 37 per week), on average 92 per cent completed within agreed service level.

Lort Smith takes the continuity of services very seriously so that we can provide best care for our patients. Inherent in our journey to ensure progressive improvement, we have implemented a full IT Disaster Recovery Plan (DRP) so in case of a system failure, IT services will be restored quickly, with minimal data loss, allowing staff to resume critical business functions. This is a significant step forward for Lort Smith providing reassurance to management and staff of our capability to respond to a disaster. Our IT System now provides the following critical support:

- An IT Disaster Recovery Plan in place, with off-site backups locally and to the Cloud, multiple times per day.
- Cloud-based Disaster Recovery site.
- Daily hospital census files available so that in event of disaster, we can locate staff and contact owners.

- Email continuity in place so that email communication is available immediately in event of disaster.

We continue to focus on improvements to the Hospital and Practice Management System to assist staff in workflow and processing. In 2014 these improvements were highlighted by:

- Interfacing radiology, so that staff can view X-ray and Ultrasound images directly from the patient's medical record within the Practice management system.
- Interfacing in-house pathology requests and results for faster and more accurate result delivery.
- Automating many database reports, which save staff significant time in daily and weekly tasks, and monthly reporting.

Other highlights included:

- Implementing a wireless network, with 11 Wi-Fi access points installed throughout the hospital by building services, to give staff flexibility to stay connected (wirelessly) while moving around the hospital and enables use various wireless devices.
- Upgrading our anti-virus security package to a cloud-based product which provides real-time and always on protection.







# BUILDING SERVICES

In addition to the daily run of the mill tasks such as receiving goods, maintaining storerooms, looking after the grounds and surrounds etc., Building Services responded to an average of eight maintenance and repairs tasks each day without the help of specialised contractors.

Occupational Health and Safety issues are always given top priority. In 2014, this resulted in a number of safety improving tasks and strategies:

- The development of further Policies Procedures and Processes covering.
  - First Aid.
  - Emergency Procedures (Emergency Response and Evacuating Processes).
  - Manual Handling.
  - Material Handling and Hazardous Substances.
- Improved Safety Signage.
- Study of Manual Handling tasks performed by staff by an external Occupational Physiotherapist.
- Safe Handling Seminars, dealing with cats and dogs, delivered to all operational staff. (Coordinated by Veterinary Services).
- Fire Mitigation Plan.



# HEART AND HOME

Volunteer Debbie Tomac has achieved an enormous amount since joining Lort Smith's volunteer program in July 2014. Debbie first became involved with Lort Smith when she adopted a rescue rat, Miss Pringles, with some health issues.

Miss Pringles was receiving treatment at Lort Smith from an exotic pet veterinarian. "While I was there I would pop in and have a little look at the cats," Debbie said.

Debbie started to build a connection with the Adoption Centre staff and animals, and soon she was volunteering in the Adoption Centre.

"I hang out with the cats when I'm on duty and they get loved and cared for, and all the people who volunteer in there love them! In the cattery I cuddle the cats, I feed them, I do kitty litter cleaning and much more. I also talk to people who come into the cattery with the view to adopt, explaining about Lort Smith and talk about the cats," Debbie said.

After spending time volunteering in the cattery, Debbie noticed one lonely amputee kitten with a beautiful nature who hadn't been adopted after several weeks at Lort Smith. After many visits Debbie decided this kitten, Miss Fifi Lamour (previously named Zucchini), would be coming to live with her.

After adopting Miss Fifi Lamour, Debbie decided to enrol her in Lort Smith's Heart and Home program. The Heart and Home program is an initiative by Lort Smith to allow pet owners to make plans for their pets in the event of their passing.

The program means your pet will return to Lort Smith and be adopted out to a new responsible family, and covers all veterinary costs associated with your pet for the rest of its life (excluding basic ownership duties such as worming and de-fleaing).

The program can also make re-homing older animals much easier as any illnesses associated with aging are financially covered by the program.

The Heart and Home program appealed to Debbie and provides her with peace of mind knowing that Miss Fifi Lamour's future is safeguarded. After 10 years working for a community health agency, Debbie is all too familiar with how many pets are left behind without a reliable plan when their owners pass away.

"If something happens to me, I just want to make sure she's okay. I like the way everything is run at Lort Smith, and in the worst case scenario, she's covered," Debbie said.

After Debbie's rat Miss Pringles passed away, Debbie decided to sponsor a cage in the cattery in her memory. "I didn't know what to do with my grief and people didn't understand, so I sponsored a cage in her name. She was more than just a rat, she had a complexity, and I wanted people to know that," Debbie said.

Debbie underwent training to become a leader for the Companion Animal Loss Support Group to help others experiencing a similar grief to what she went through after the loss of Miss Pringles.

Debbie organised fundraising within the community for two additional cat cages. Each person who contributed was given a certificate and an update on their cage and the animal within it. Debbie also organised a knitting group for cat and dog blankets. Tours of the cat cages are also a pleasure for Debbie.

"It's given me a wonderful opportunity for my own passions to be realised, and I'm thankful I'm in a position to help an organisation I love so much. I'd love to get even more involved in the future," she said.



# FUNDRAISING

Lort Smith is a non-profit organisation that receives no operational government funding. We rely solely on community and corporate support to help us continue our important work.

In 2014, we began trialling crowdfunding as an additional way to raise funds to help cover costs associated with the vet care needed by animals in our adoption centre. We shared specific animals' stories with our supporters through our digital communication channels – email, website and social media – and asked if they could contribute toward helping us cover costs associated with their vet care. This initiative was very successful, helping us raise \$42,645 for our Adoption Centre animals.

CROWDFUNDING  
RAISED  
**\$42,645**  
FOR OUR  
ADOPTION  
CENTRE

Animals we helped through crowdfunding:

- Jack, Ratatouille and Dr Seuss – three kittens with ringworm.
- Jill – a Jack Russell Terrier with a cruciate ligament injury.
- Sally – a Fox Terrier cross Chihuahua with a luxating patella.
- Tippy – a kitten with a leg deformity.
- Juno – a cat with congenital heart disease.
- Myrtle – a Border Collie Cross dog with a severely fractured femur.
- Trev – a cat with Feline Inflammatory Bowel Disease.
- Tiger – an Irish Wolfhound Cross puppy with parvovirus.
- Zamponaki – a Pomeranian who was hit by a car.
- Gilbert – a Beagle with a fractured left hip and right tibia.
- Sheeba – a Beagle x Jack Russell Terrier with a luxating patella.



MYRTLE IS ONE OF THE DOGS  
WE'VE HELPED WITH FUNDS RAISED  
THROUGH CROWDFUNDING.





# WAYS YOU CAN SUPPORT LORT SMITH

DONATE - WHETHER YOU ARE DONATING \$10 OR \$100, EVERY BIT COUNTS

Your ongoing support is the foundation of our existence. Your generosity enables us to fulfil our mission and enrich the lives of so many animals and the people who care for them. There are several key ways you can support Lort Smith:

**Donate** – Whether you are donating \$10 or \$100, every bit counts. In 2014, Lort Smith acquired 2,028 new donors who hadn't financially supported us before.

**Fundraise** – You can do your own fundraising event to help animals in need. Community fundraising activities not only raise vital funds to help animals in need, it also helps to increase brand awareness in the local community. Maria Moeller (see page 37) was one of our inspiring 2014 community fundraisers.

**Leave a bequest** – Bequests are one of the most valuable ways our supporters can assist us. By leaving a gift in your Will, you can help Lort Smith make a significant difference to the lives of animals in need.

**Sponsor a cage** – Funds raised by sponsoring a cage go towards feeding, caring for, and ultimately re-homing the animals that have been surrendered to Lort Smith. Cage sponsorship raised a total of \$14,900 in 2014.

**Shop online** – Looking for that perfect, personalised present? Buy some Lort Smith merchandise for your furry friends or human friends.

**Workplace Giving** – Make a donation from your pre-tax income.

**Volunteer** – Volunteer your time to help Lort Smith.

**In-kind donations** – Donate much-needed items to our hospital and shelter.

**Find out more at [www.lortsmith.com](http://www.lortsmith.com)**

# NEWLYWEDS PAY IT FORWARD

When Maria Moeller and Fletcher Herring decided to get married in June 2014, they asked their wedding guests to make a donation to Lort Smith, rather than buying them gifts.

"It was Fletcher's idea. Having been foster carers with Lort Smith for about two years, we had seen first-hand the difference that even a few dollars can make in caring for animals. There were animals needing help and we were in a position to do something about that.

"The reward that comes from seeing the donations go towards turning homeless, sick or injured dogs into happy, healthy pets is priceless!" Maria said.

Their selfless decision has had a ripple effect of positive outcomes. When they presented their wedding gift to Lort Smith, Maria and Fletcher found out that it would be used to cover the surgical costs of a young Chihuahua named Lucky.

Despite his name, Lucky had suffered some misfortune – first of all, he was injured at home and ended up with a broken leg, and then his owner decided it would be too difficult to get it repaired, so he brought Lucky in for treatment and then just disappeared.

Dr Wing Tip Wong repaired Lucky's fracture and when Maria and Fletcher came to meet the recipient of their generosity, they were smitten and agreed to become Lucky's foster parents.

"Foster caring for dogs is extremely rewarding," Maria said. "Dogs that need foster care are generally going through a difficult time and we have an opportunity to help them and make a difference in their lives.

"It's amazing the effect that something as simple as love and kindness can have on a dog. It is also great to be able to help an organisation like Lort Smith. You know that you are doing something extremely worthwhile."

Inspired by Maria and Fletcher, Maria's brother (Mario Moeller) also signed up as a Lort Smith foster carer and jumped in at the deep end looking after some lively Jack Russell Terrier puppies. The newlyweds' influence didn't end there.

Maria's flower girl, a seven year-old named Lily Rose, got to know Lucky when visiting the couple and persuaded her family to become Lort Smith foster carers as well. They then ended up adopting Lucky.

"We were lucky that Lily Rose and her family were so keen to adopt him, because it meant that Lucky stayed in our lives," Maria said.

"Fletcher and I already have two dogs, Halle and Scamp, who started out with us as fosters but who we adored too much to see leave again. Lucky deserved the very best and deserved to be the centre of attention in someone's lives. It's wonderful that Lucky found a fantastic, loving home as a little girl's best friend. Lucky did end up a very lucky little dog!"



# MEDIA NEWS

In 2014 our media relations activity had three main goals: to inform people about the diverse and complex variety of medical conditions handled by Lort Smith; to encourage responsible pet ownership by bringing to public attention a range of issues affecting companion animals; and to support Lort Smith's mission by encouraging donations, volunteers and adoptions.

Thanks to the collaborative effort of staff from the Hospital, Adoption Centre and Community Outreach Programs, we were able to increase our media coverage substantially during 2014.

We are also indebted to the media outlets that have consistently supported our work – in particular Seven News, whose weekly Dog of the Week adoption segment has had 100 per cent success rate and the Moonee Valley Leader which promotes an animal star from the cattery in every edition. The impact of this support has been huge and has drastically reduced the amount of time the animals are spending in the Adoption Centre before finding their forever homes.

During 2014, Lort Smith featured in the media 187 times, with 106 print spots, 51 TV appearances, 25 radio spots and five magazine articles. This excludes the coverage of George the famous goldfish, who captured the attention of global media after Dr Tristan Rich performed surgery to remove a tumour from George's head. George and Dr Tristan featured in 439 media items including seven Melbourne daily newspapers; 31 international print articles; 10 international TV programs; five Australian TV programs; four international radio shows; and 368 online publications.

George the Goldfish featured in the "top stories" reviews of Time magazine and the ABC; in Ripley's Believe It or Not; and as a question of the BBC's Mock of the Week and The Seven Network's Million Dollar Minute.

Although it was an extraordinary story because of the media interest, the tale of George the goldfish is also typical of so many other Lort Smith stories in that he had a dedicated owner who was prepared to do whatever it took to save her beloved pet and who was generous enough to let us share her story with the world at large.

## NEW WEBSITE

In February 2014 we launched a new-look website to help us clearly communicate who we are, what we do and why we do it. Our website is an important communication tool to support all areas of Lort Smith. The website provides the public with information about all our services, features Adoption Centre animals looking for homes and also provides simple-to-use features to request an appointment and donate. Google Analytics reports our website was visited 322,406 times by 183,854 people in 2014.

## SOCIAL MEDIA

Lort Smith uses social media to communicate with our supporters. Social media is a tool that complements and enhances the work we do to promote and raise awareness of Lort Smith. We've found that our social media followers are a supportive group who help us find homes for our shelter animals by sharing our posts and who often donate to our fundraising campaigns. In 2014 we increased our Facebook followers by 158 per cent and ended the year with more than 26,000 followers.

## ROCKY FINDS HIS PERFECT MATCH ONLINE

Rocky the Rottweiler Cross was having trouble finding his forever home. Rocky was adopted to a family who thought he was perfect. After they got him home they returned him after only a day as he was too boisterous.

Poor Rocky was downcast, and he's not good at hiding his feelings, so when we posted his photo on Facebook in the hope of letting more people know that he was looking for a home, his mournful eyes told the story for us. Our kind-hearted social media followers empathised with this misunderstood young dog, and one of them tagged Emma Nicol in a comment.

"I took one look at his photo and knew I had to give him a home," Emma said, who already had a Rotty Cross so was used to large dogs.

"He was pretty over the top when I brought him home," she said. "He wasn't used to being out of the shelter environment and didn't really have any boundaries, but he has such a lovely nature that I knew if I gave him time he'd come good."

Emma is an equine vet and has always been around animals so she knew that he was trying hard to do the right thing, even if he was a little too enthusiastic at times.

"He and Bailey, my other dog, get on well, although Bailey lets Rocky know his place if he forgets his manners," Emma said.

"It took three or four weeks for him to really settle, but I'm glad I persevered. He's absolutely gorgeous and now he comes to work with me each day."

Social media has proven to be a powerful way for the animal welfare community to work together for the benefit of animals, and Rocky would no doubt give it the paws up if he could.





# FINANCIALS

## IN 2014, LORT SMITH UNDERTOOK A RANGE OF EFFICIENCY INITIATIVES.

The overall financial result for the year was very pleasing. Lort Smith reported a profit of \$2.4m for the 2014 calendar year, compared to a loss of \$3.9m in 2013.

Trading conditions remained stable in 2014, with veterinary services revenue of \$11.4m for the year, up from \$10.5m in 2013. The revenue was principally from our core veterinary service offerings including consultations, medications, hospitalisation, surgery, vaccinations and pathology. Pathology performed particularly well, up 30 per cent compared to 2013.

In line with our mission, discounts to people of limited means increased in 2014 to \$1.2m, up from \$0.9m in 2013, an increase of 33 per cent. The increase in discounts mirrored the increase in hospital activity.

Bequest income reached \$6.8m in 2014 an increase of approximately \$4.7m from the 2013 figure. Donations and fundraising revenue was \$1.3m in line with 2013. Bequest and donation income are vital revenue sources for Lort Smith which underpin our ability to provide our wide range of services and programs.

The Board and management sincerely thank the people and organisations who have assisted Lort Smith through donations, bequests and in-kind support over the past year.

In 2014, the organisation undertook a range of efficiency initiatives. Cost of sales, of which drugs, chemicals and consumables are a major component, were well controlled through procurement based on the lowest price offering. Further, discussions commenced with suppliers to negotiate lower prices especially for some core products within the hospital. Implementing these initiatives is a work in progress.

Lort Smith operations are labour intensive, with wages making up over 60 per cent of our total base costs. In 2014, personnel costs decreased to \$11.1m from \$11.3m in 2013. This decrease was achieved notwithstanding the wage increase provided to EBA employees as part of the Lort Smith Enterprise Bargaining Agreement, and was mainly achieved by improvements in roster and shift management.

Corporate and administration expenses were \$2.6m, slightly up from the 2013 which was \$2.5m.

Special attention was paid to bad and doubtful debts with Lort Smith tightening systems and processes at the front counter and the back-end of the accounts receivable function. Reflective of this result, Lort Smith wrote off bad and doubtful debts of \$0.3m in 2014 compared to 2013 which saw a \$1.0m bad and doubtful debt write-off. This reduction has been a significant step for the organisation.

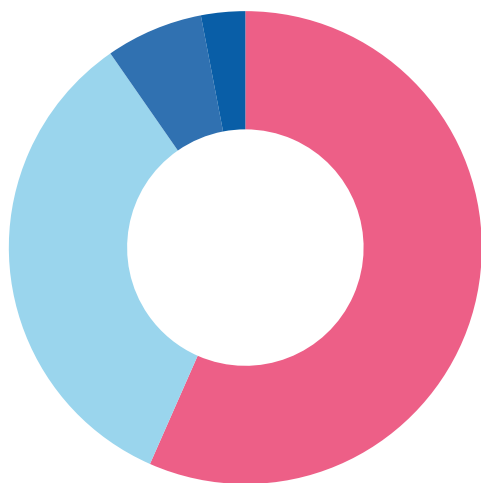
During the year, \$0.1m of old bad debt previously written-off was collected through our external accounts receivable partner. Dun and Bradstreet has been working with Lort Smith for almost a year assisting in recovering bad and doubtful debts.

Dividend income in 2014 fell by eight per cent on 2013 reflective of a tight trading environment for profits and dividends declared by corporates. Interest income also decreased in 2014 by 60 per cent compared to 2013, reflecting the lower interest rate curve.

This considerable turnaround of financial performance was a great result for Lort Smith in 2014.

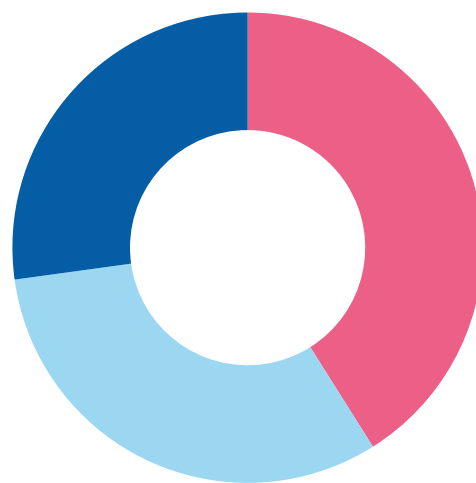






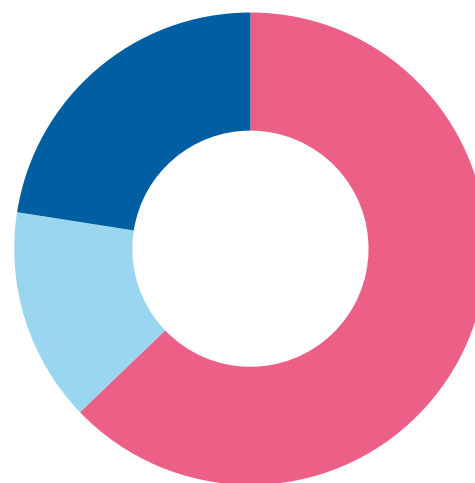
## REVENUE

Veterinary Services	56%
Bequests	34%
Donations & Fundraising	7%
Revenue from Corporate Services	3%



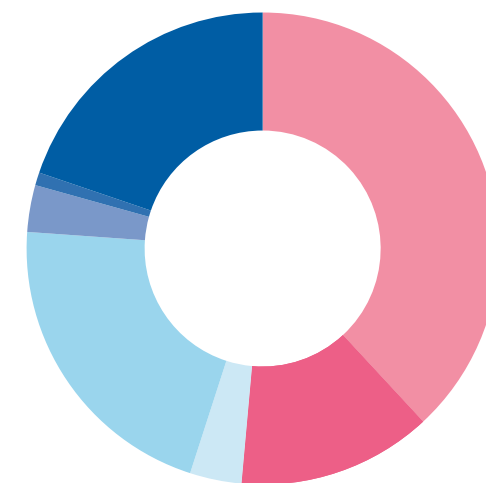
## LIABILITIES

Trade & Other Payables	41%
Employee Benefits	32%
Liabilities Associated with Asset Held for Sale	27%



## EXPENDITURE

Personnel Expenses	63%
Corporate & Administration Expenses	15%
Hospital Expenses	22%



## ASSETS

Plant, Property and Equipment	38%
Cash and Other Equivalents	13%
Trade & Other Receivables	4%
Investments	21%
Investment Property	3%
Inventory & Prepayments	1%
Asset Held for Sale	20%

# STATEMENTS

## STATEMENT OF FINANCIAL PERFORMANCE

REVENUE	2014	2013
Veterinary Services	11,375,979	10,461,178
Retail Shop	20,024	54,533
Bequests/Legacy	6,777,325	2,062,764
Membership	1,277	1,495
Trust and Foundations	8,500	94,500
Donations and Fundraising Income	1,307,323	1,296,017
Interest	19,074	46,989
Dividends and Investment Fund Distributions	453,772	492,741
Rental Income	21,989	25,683
Debt Recovered	111,083	485,677
<b>TOTAL INCOME</b>	<b>20,096,346</b>	<b>15,021,578</b>
<b>EXPENDITURE</b>		
Veterinary Services		
- Pathology	456,558	384,324
- Drugs	668,177	1,414,162
- Food For Animal	8,194	19,869
- Discounts to Clients	1,176,664	845,836
- Other	1,653,507	2,434,377
Retail Shop	13,371	53,300
Wages and on Costs		
- Salaries and Wages	8,973,592	9,011,166
- Superannuation	937,268	891,870
- Other Wages Expenses	1,180,039	1,355,956
Corporate and Administration Expenses	2,583,561	2,508,434
<b>TOTAL EXPENSES</b>	<b>17,650,930</b>	<b>18,919,294</b>
<b>NET(LOSS)/PROFIT FOR YEAR</b>	<b>2,445,416</b>	<b>(3,897,716)</b>

## STATEMENT OF FINANCIAL POSITION

ASSETS	2014	2013
Cash and Other Equivalents	4,984,069	1,178,790
Trade and Other Receivables	1,324,550	1,074,477
Inventory	285,775	185,922
Investments	7,909,884	7,790,437
Prepayments	44,092	38,314
Investment Property	1,200,000	1,200,000
Property Plant and Equipment	14,249,577	21,822,167
Asset Held for Sale	7,400,000	0
<b>TOTAL ASSETS</b>	<b>37,397,947</b>	<b>33,290,106</b>
<b>LIABILITIES</b>		
Trade and Other Payables	(1,858,697)	(1,602,329)
Employee Benefits	(1,438,541)	(1,303,771)
Liabilities Associated with Asset Held for Sale	(1,230,000)	0
<b>TOTAL LIABILITIES</b>	<b>(4,527,238)</b>	<b>(2,906,100)</b>
<b>NET ASSETS</b>	<b>32,870,709</b>	<b>30,384,006</b>



# SUPPORTER LIST

## MAJOR GIFTS

R & K Adams  
Charitable Foundation  
A Andre  
M Balfour  
A H Bienvenu  
K Blackman  
M & J Brodie  
M & A Buxton Foundation, The  
Calvert-Jones Foundation, The  
H Cameron  
Chasam Foundation  
P Currie  
J Enenkel  
A Fenech  
N Gantner  
C Gray  
A Gunatunga  
HMA Foundation, The  
T Hipkiss  
J Howe  
A Hughes  
B Hughes  
Kelly Family Foundation  
S Lamb  
L Lewis  
R & L Lewis  
W Marshal & Associates  
E McConnan  
B Milne  
B & J Moores  
E Murchison  
S Myer  
Myer Foundation, The

G Oesch  
S Oldham  
Orloff Family Charitable Trust, The  
M Orr  
M O'Sullivan  
N Pamment  
S Panagiotidis  
P Potter  
A Pratt  
B Radford  
J Rust  
J Schilin  
J Schurmann  
G Shalit & M Faine  
Sheehan-Birrell Foundation, The  
Lady M Southey AC  
S Sullivan  
L Templer  
L Teo  
I Tyler  
J Unger  
P & S Van Rompaey  
B Vial  
J Young  
Yulgilbar Foundation, The

## BUSINESS SUPPORTERS

AMP Foundation  
Aussie Farmers Direct  
Australia Post Work Place Giving  
Backstreet Eating  
Bendigo Bank  
BHP Billiton Matched  
Giving Program  
Blue Illusion Australia Pty Ltd

Bunnings Group Ltd  
CBA Staff Social & Charity Club  
(Vic) Inc  
CSL Limited  
Ernst & Young Foundation  
Foxtel Advisory Group  
Groomy  
Hills Pet Nutrition Pty Ltd  
Medibank  
National Australia Bank  
National Wealth Management  
Pet Barn - Head Office  
Phone Cycle  
Rellik  
Ritchies Stores Pty Ltd  
Seek  
Shopnate  
Telstra  
UXC Australia  
Westpac Groups

## GRANTS

Equity Trustees, H & A  
Bruce Bequest  
Department of Environment  
& Primary Industries

## BEQUEST

B E Armstrong  
L Attwater  
B Backhouse  
L J Baxter  
N Beauman  
D I Booth  
L Boshier  
S Bowe

M L Chesterfield  
E Dacey  
L R Dowel  
G J Duncan  
S M Edwards  
S Ervin  
V Erwin  
J Evans  
K G Evans  
R M Franze  
L Gilder  
E R Gillman  
S J Goodwin  
H E Gore  
M E Gwatkin  
P P Gwinnett  
K A Habla  
M Harmer  
E J Jones  
M S Lane  
J F Love  
A C C Macdonald  
A Mason  
M I Merchant  
D R Moore  
J G Mugavin  
V Oswin  
M Pegler  
F A Pollock  
B L Robertson  
D V Ryan  
R J Salmon  
N & J Samson  
K A Seaton  
D Stone  
J E Sturzaker OAM  
D G Sullivan

E Tidswell  
V J Tongs  
E J Walsh  
E L Wannell  
A Wasilewski  
B M Watts  
B Webb

## LEGACIES

E M Albiston  
F A Anderson  
A G Barker  
L & H Basch  
E J E Beggs  
W & R Bird  
M K Corless  
K S Cowell  
I W Dodd  
A & C Figuerola  
D L Hibbert  
M V Jones  
L Lort Smith  
Lady F Lyle  
B McDonald  
M L Merrifield  
G & V Morewood  
K S C Nanson  
H Scofield  
B B Spinks  
G Turrell  
L G Vaughan  
D D J Walters  
A Withers



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North Melbourne VIC 3051

For more information please call  
or visit our website

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

Hospital appointments - 03 9328 3021

Shelter adoptions and surrenders:  
Kennels - 03 9321 7260  
Cattery - 03 9321 7240

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