

Together

LORT SMITH ANIMAL HOSPITAL
ANNUAL REPORT 09



Animal Welfare League of Victoria



Lort Smith
ANIMAL HOSPITAL



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OUR Vision

- A world in which animals are respected and the human/animal bond is understood and valued

OUR Mission

- To provide quality care for lost, abandoned, mistreated, sick and injured animals
- To provide care for animals of people with limited means
- To promote responsible pet ownership
- To foster an awareness of animals and the benefits they bring

FRONT COVER: Mrs Doreen Trainor and Michael her beloved cockatoo – together for 51 years – personify Lort Smith’s “Heart and Home” program.

OUR Values

- To be community focussed, accountable to our members and sensitive to the needs of animals
- To be transparent in our governance
- To be dynamic, innovative and creative, demonstrating vitality, energy, enthusiasm and enjoyment in our task of working with animals and their relationship with people
- To be fair and ethical in all our dealings
- To be open to working in partnership with other organisations, individuals and corporations
- To raise and manage our resources with efficiency and transparency
- To have a team of staff and volunteers filled with passion and compassion
- To create a safe environment for all our staff, clients, volunteers and patients

Profile OF LORT SMITH ANIMAL HOSPITAL

The Lort Smith Animal Hospital grew out of the Animal Welfare League established by Mrs Louisa Lort Smith in 1927 to care for the animals of people who were poor and disadvantaged. She was passionately committed to easing the suffering of animals, but in so doing, also to easing the anxiety of people who now had somewhere to take them.

This created a *unique* phenomenon: a hospital that was committed to both animal welfare and to social welfare.

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

The Lort Smith Animal Hospital provides quality veterinary care for over 100,000 abandoned, relinquished, mistreated, sick and injured animals each year. It is the largest animal hospital in the southern hemisphere with approximately 40 vets and 59 nurses. Its 11 wards include a Wildlife and Exotic Pet Unit for which the reputation of its expertise is constantly growing. Lort Smith’s Shelter rehomes unwanted, abandoned

or relinquished animals and provides emergency boarding for animals when their owners are in desperate need. Leading the field in animal welfare, Lort Smith’s adoption and re-homing service has now expanded into three pet department stores (Pets at Home, now Petbarn) at Narre Warren, Plenty Valley and Chadstone. Petbarn do not sell cats and dogs, instead they rehome animals through the **Lort Smith Adoption Centres**, purpose built within their Victorian stores, together with an offsite Lort Smith Vet Clinic at Plenty Valley.

Lort Smith believes the strength of the human/animal bond means care for the animal must include concern for the person. Because of this its community programs include: an **Ambulance Service** for animal emergencies or to collect sick or injured animals from people who have no transport available; a hospital **Chaplain** to offer comfort, support and counselling to all Lort Smith clients (and to staff) when grief over the sickness or loss of a pet becomes overwhelming. An **Animals and Domestic Violence program** – collecting, protecting and caring for the pets of victims of domestic violence until pet and owner can be reunited; providing free emergency accommodation and veterinary care to the pets of people who are **homeless**; working alongside the **Royal**

District Nursing Service, providing emergency boarding to pets of frail and elderly people; providing **emergency pet foster carers** to people who cannot care for their pets because they are in personal crisis; providing an animal foster care program with **long term prisoners**; providing, assessing and training 350 volunteers and their dogs in the Lort Smith **PALS (Pets Are Loving Support) pet therapy program** which visits children and adults in hospitals and nursing homes; a dog walking program for **people with a mental illness**, assessing and training hundreds of **volunteer foster carers** to care for thousands of animals needing respite care and medical treatment prior to their adoption; training hundreds of **volunteers**, some of whom themselves are disadvantaged, to enable the hospital to provide animal behavioural enrichment programs for its patients and shelter animals and sending Lort Smith **Bush Fire Animal Rescue teams** to the scenes of bushfires to provide emergency “on the ground” medical care to native and domestic animals.

Lort Smith Animal Hospital is a not for profit organisation and has Deductable Gift Recipient (DGR) status.

BEING IN IT *Together*

HIGHLIGHTS OF 2009



1. Launch of Lort Smith's "Heart and Home" program to provide peace of mind to program members: that in the event of their death, Lort Smith would care for their pets.
2. At the time of the Black Saturday Bushfires: 50 of Lort Smith Animal Hospital vets, nurses and shelter staff perform "front line" bushfire assistance to native and domestic animals.
3. Huge expansion of volunteer animal Foster Care Program. 1,130 animals now in foster care each year to recover from treatment etc prior to adoption.
4. Beginning of the "Working Dogs Program" whereby shelter dogs are trained as scenting dogs if their personalities are suitable!
5. Lort Smith funds the building of large pet enclosures for bushfire victims living in temporary built emergency housing. This enables people, like Danny, to be reunited with his beloved dogs.
6. Medibank Private Corporate Partnership established with Lort Smith Animal Hospital.
7. Merricks General Wine Store fundraising event enables purchase of new surgical orthopaedic power tools transforming and improving surgical techniques.
8. Community partnership with Wellington Park Kennels enables dogs with difficult behaviour to be retrained prior to adoption.
9. Bitsa test used to establish shelter dogs' genetic history in Lort Smith's shelters.
10. Taking the lead in the development of the Animal Welfare League Australia (AWLA) and the production of a series of policies.
11. Dr Gabrielle Carter joins us as the Lort Smith Veterinary Behaviourist to consult on animal behaviour over a range of species.
12. World renowned dog trainer Cesar Millan supports the AWLA in a series of shows throughout Australia. The production assisted in Victoria by Lort Smith volunteers.
13. Milliner extraordinaire Peter Jago's fashion show was one of many community fundraising events and projects throughout the year.
14. Continuation of high media coverage including a billboard for Party for Strays.
15. Expansion of the volunteer program and beginning of corporate volunteering with Medibank Private
16. Ground breaking surgery techniques performed by Dr Warren Gatt to save the life of a stray kitten

PRESIDENT'S *Report*

It is once again a delight to be able to report on the activities of the Lort Smith to you, our valuable and caring members. Lort Smith had an extremely active year, our wonderful management and staff have worked tirelessly to ensure that the lives of so many animals and people were enriched.

A highlight of the past year has been the high level of media coverage which has enhanced the position of Lort Smith as a leader in animal welfare and veterinary care. Our TV show, Channel 9's "Animal Emergency" continued to showcase the amazing work of our dedicated team.

Lort Smith's "Heart and Home" program, launched in May 2009, grows from strength to strength. A special thank you to its Ambassador, Samantha Baillieu, who understands, as only a passionate animal lover can, what peace of mind this wonderful initiative will give many about the future of their loved pets when they, their human owners, pass away.

Lort Smith continues to develop strong partnerships with the corporate sector; having signed a co-promotion agreement with Medibank Private and a Work Place Giving Agreement with CSL Ltd. Our strong partnership with Pets at Home (now Petbarn) continues to offer an ethical stance to pet retailing and support the sourcing of adoption animals from Lort Smith.

Charities like Lort Smith rely on donations, as well as investment income. This income has been severely affected by the Global Financial Crisis. It is often during these times of economic difficulty that the need for the services of Lort Smith is greatest. The Board commissioned an operational review by Ernst and Young in late 2008 and implementation started in 2009. The aim of the review was to ensure that every donated dollar produces the maximum benefit for our disadvantaged clients and for the animals in our care.

The Board has worked closely with management to develop a strategy to implement these initiatives and their successful delivery is the result of much hard work by the dedicated Lort Smith staff. The Review has culminated in streamlined and enhanced processes, leading to operational savings that have flowed through to the bottom line. This Review and other financial stewardship initiatives undertaken during the year, have resulted in a pleasing turnaround in our financial position for 2009. This secures our long term viability and goes a long way to ensuring that Lort Smith continues to serve and provide quality care and support to the community and the animals of people with limited means well into the future.

I am sad to report that we lost a valuable supporter, animal lover and former President of the Lort Smith during 2009 with the passing of David White.

Ric Holland, our long serving CEO resigned in November 2009 after over five years with the Lort Smith. The Board and I would like to thank Ric for the commitment and passion that he showed Lort Smith and the animals in our care. We wish him well in his new role as CEO of the Melbourne City Mission.

My thanks to our wonderful Ambassadors, Sally Cockburn, Peter Hitchener, Georgie Parker, Roland Rocchiccioli, Giaan Rooney. Their time is freely given and their love for the hospital is so important for ensuring the public know about and support the wonderful work of Lort Smith.

Finally, I would like to thank my Board of Directors, our talented staff, and our wonderful volunteers for their tireless commitment and work that they undertake at Lort Smith. I would also like to thank our members, the general public and our corporate partners for their kind contributions and support. It is only because of this that **together** we can help

sick, injured and stray animals and support people of limited means to know the joy of the human / animal bond.

Dr Judith Slocombe
President, Lort Smith Animal Hospital

PATRON

Lady Marigold Southey AC

MEMBERS OF THE BOARD

Dr Judith Slocombe (President)

Samantha Baillieu (Vice President and Ambassador of our "Heart and Home" Program)

Glenister Lamont (Vice President)

Susan Palmer (Treasurer)

Virginia Edwards (Director and Director Animal Welfare League Australia Director)

Ivana Gillard (Director)

Rick Macdonald (Director)

Peter van Rompaey (Director)

EXECUTIVE MANAGEMENT TEAM

Rev Ric Holland (CEO and President Animal Welfare League Australia)

Jane Foreman (Manager Finances and Resources)

Sharyn Thompson (Director of Operations)

AMBASSADORS

Sally Cockburn

Peter Hitchener

Georgie Parker

Roland Rocchiccioli

Giaan Rooney (also Ambassador for our "Party for Strays" fundraiser, together with Wilfred)

CEO'S *Report*

This 2009 Annual Report truly demonstrated an overarching theme – that of **"Togetherness"**.

Staff, volunteers, supporters, corporate partners and clients pulled **together** in an amazing way to enable Lort Smith to work through the Global Financial Crisis without animals' lives being adversely affected. Staff were brilliant by reducing hours and increasing productivity and workloads and during this time demonstrated the highest quality of service, care, passion and compassion.

Whilst working through this difficult 12 months, the Board demonstrated their long term vision by approving a new 'Strategic Plan 2009 – 2014' and by developing a master planning process to determine long term resource deployment, which included securing the adjoining Wrekyn Street site for future development.

The Board commissioned an Efficiency Review during 2008, which was finalised and commissioned in 2009. Management **together** with senior staff delivered and implemented the majority of its recommendations, with noticeable benefits in cost reduction, waiting times and client service.

In February 2009, our hospital shared in the horrors of the Black Saturday Bushfires. **Together** with, and in partnership with the RSPCA and Wildlife Victoria, we were able to provide instant medical aid to animals that were victims of those bushfires. Towards the end of the year we were able to support families re-homed in temporary housing with fencing infrastructure to allow their beloved pets to cohabitate with them once again. A significant corporate partnership brought Lort Smith **together** with Medibank Private, which has enabled us to undertake a nationwide

awareness raising program, promoting Lort Smith, as well as encouraging people to insure their pets. Another successful corporate partnership continued with the chain of pet department stores 'Pets at Home' - **together** we were able to continue this ground breaking partnership for animal welfare, enabling the Lort Smith Adoption Centres in their stores, to adopt out hundreds of animals. Lort Smith also became a beneficiary of the Pets at Home fundraising campaign, "Small Change Big Difference" which will go towards a new ambulance.

High level media coverage supporting our fundraising efforts continued throughout the year and across the whole of the nation giving Lort Smith a very high branding presence in other states, as well as Victoria. It was also the year that Lort Smith Animal Hospital went international; with our own reality TV show on Channel 9 **"Animal Emergency"** broadcast around the world. From the United Kingdom and America, to Japan and Europe, we had positive feedback about our hospital and the work we do for pet owners and their companion animals. The repeat of the first series was re-broadcast by Channel 9 across Australia, followed by the new series two, broadcast from March 2010.

We realised many of our elderly clients were upset and worried about having no one to care for their pets should they themselves die, so Lort Smith launched the "Heart and Home" program" which guarantees owners Lort Smith's immediate care of their pets in this instance. This Program has resulted in giving peace of mind to many elderly people, and also increased our "gifts in will". This in turn allows us extra funding to increase our work with stray and abandoned pets.

Throughout its 80 years of growth and development Lort Smith has thrived on great community support and will continue **together** with supporters, corporate partners, other Not-For-Profits and it's committed staff and tireless volunteers to grow and respond to animal welfare needs.

As Ric Holland the previous long serving CEO of Lort Smith says "Lort Smith will forever be in my heart. I have been privileged to be but a small part of its growth and development" so too does this apply to all the committed and passionate staff and volunteers of Lort Smith, now and into the future.

Andrew Miles
Acting CEO



A celebratory handshake from outgoing CEO Ric Holland to Dave who constantly promoted Lort Smith, its programs and projects throughout Ric's 5 year term of office until Feb 2010.

WORKING *Together*

Lort Smith Animal Hospital is a *unique* organisation in Australia. It is very *special* in the hearts and minds of Melbournians, and increasingly Australians. It leads the country and even the world in its community programs to further the human/animal bond and will go where commercial vet practices fear to tread despite no government funding!



Lort Smith is open every day of the year where it continues its medical treatment and sometimes ground breaking operations whether it be on a shelter animal, a pet belonging to a full fee paying owner or to a pet belonging to a person of "limited means" whose fees are heavily subsidised by Lort Smith.

In 2009 Lort Smith undertook over 32,000 medical procedures, treated over 36,000 outpatients and attended to over 60,000 inpatients

Dedicated vets, nursing staff, animal management officers, support & administrative staff and volunteers work together to assist people and their animals with a high level of compassion and expertise. This ensures the best veterinary care available and the best possible outcome for rehoming or rehabilitating lost, abandoned, mistreated, sick and injured shelter animals and wildlife.

EFFICIENCY REVIEW

In response to the Global Financial Crisis, during 2009 we undertook a review of internal processes to ensure that we responsibly managed our resources. As a result of our internal due diligence, the Hospital has been restructured into 3 areas of core responsibility, Inpatients, Outpatients & Theatre, with a Head Veterinarian allocated to each area.

As Head Veterinarian - Inpatients, Dr Andrew Kapsis is responsible for processes, procedures and veterinary care provided to all inpatient admissions at Lort Smith; this includes animals admitted to all of our wards, ICU and our cattery and kennels. Dr Kapsis also oversees our pathology services.

As Head Veterinarian - Outpatients, Dr Patrick Cheah is responsible for veterinary care and procedures provided for animals that present for a consultation or procedure and are not admitted into Lort Smith and also oversees our pharmacy services.

As Head Veterinarian - Theatre, Dr Warren Gatt is responsible for the safe efficient running of our four busy operating theatres and oversees the veterinary care provided to animals undergoing and recovering from surgery. This encompasses day surgery, inpatient surgery and also surgical procedures performed on our shelter animals.

MELBOURNE UNIVERSITY

Our longstanding relationship with the university's faculty of veterinary science was reinforced during 2009 through our CEO Ric Holland, lecturing to new students on the impact of pet ownership on human health and wellbeing, the strength of the human/animal bond and the importance of caring, not just for the medical needs of the animal, but for the emotional needs of the client when coping with the illness, injury or death of their pet. Our Head Veterinarian of Surgery, Dr Warren Gatt, also lectures at the university and is an oral examiner for final year veterinary students.

NEW MEDICAL EQUIPMENT

Thanks to the generous donations of luncheon guests at the Merrick's General Wine Store fundraising event, we were able to purchase a range of surgical orthopaedic power tools from ConMed Linvatec Australia that will transform and improve the surgical techniques utilised to perform the myriad of orthopaedic procedures undertaken at the Hospital. Prior to owning our new orthopaedic equipment, our tools were large, human health sector "hand-me-downs", suited for use on bigger dogs. This meant that many procedures on small dogs, cats and birds needed to be performed manually or extremely delicately using the existing unsuitable tools.

For example,

procedures such as a hind leg fracture repair on Mika, a 2 ½ year old Chihuahua, who was referred to Lort Smith. Mika's local vet attempted to repair the fracture but unfortunately a non-union developed and the fracture would not heal. Mika's owners were unemployed and could not afford a referral to a specialist for the further surgery, so Mika was sent to Lort Smith to have the metal rod and wires removed from his leg and a bone plate inserted. Already a difficult procedure, this was made more challenging due to Mika's fragile bones. Although the surgery went very well and Mika made a full recovery our new micro-orthopaedic drill would have been better suited for this procedure.



Similarly,

a Kookaburra was admitted during the year with a broken right wing that required pinning. Bird bones are very delicate and require a high degree of precision to place the bone pins correctly. Without a wire driver in our arsenal of tools, these pins had to be placed in the Kookaburra's wing manually. With our new wire driver we can not only expect a greater degree of precision, but the anaesthetic and surgical time will also be dramatically reduced which is of benefit to our patients.

Generous funds from the Hazel & Arthur Bruce Bequest enabled us to purchase a Tonometer during the year. This piece of equipment enables us to measure pressure in the eye, assisting in the diagnosis of glaucoma.

MEDICAL EXPERTISE:

Lort Smith continued to deliver ground breaking work on a stray kitten with a rare congenital defect affecting the development of his chest into a concave deformity compressing his heart, lungs and major vessels.

Normal treatment is with an external support moulded to the body to pull the sternum outwards, but Head of Surgery Dr Warren Gatt, thought this cumbersome and impractical for a little hyperactive kitten. Thus, after much thought he decided on a technique never previously performed by surgeons worldwide, which was to replicate the pulling forces on the sternum with an internal implant which would allow the kitten to remain active after surgery. His revolutionary method applied gentle pressure to the sternum to straighten over time as the kitten grew to maturity. After a 6 month period of regular x rays, the technique proved to be successfully correct the chest cavity shape allowing the kitten to enjoy life without a cumbersome body cast! The kitten has now been adopted into a loving home.



Left to right Dr Rob Hilton and Dr Warren Gatt.

An example

of how our veterinarians work **together** to achieve extraordinary outcomes was seen in the collaboration between our **consultant dermatologist, Dr Rob Hilton** and **Head of Surgery Dr Warren Gatt**, to perform a highly dangerous procedure to both animal and Veterinarians alike. A fungus called *Scedosporium prolificans* was found to be present within Nanook, a Newfoundland dog's ear. This fungus, never found in dogs before anywhere in the world, is resistant to nearly all drugs and is a frequent cause of death in humans suffering from cystic fibrosis or AIDS. Six weeks of treatment with a solution of drugs significantly improved Nanook's pain and discomfort, but the infection in the middle ear was proving impossible to clear. Drs Rob Hilton and Warren Gatt, discussed the case and it was decided that radical surgery was Nanook's only chance. This involved removing the outer ear canal and portion of the middle ear, an incredibly delicate surgery (the middle ear is only millimetres away from the brain) but also equally as much risk to the veterinary surgeon and surgical assistants coming in contact with such a dangerous fungus. So unlike most surgeries where the surgeon wears sterile garments to protect the patient from infection, added measures were needed to protect the surgical team from this fungus. After the surgery, and an anxious wait of several months, an excellent recovery became obvious. Together, Drs Hilton and Gatt had succeeded in curing Nanook the Newfoundland dog, from this deadly infection.



EXOTIC AND NATIVE PET UNIT

Lort Smith's Exotic and Native Pet Unit caters for the growth in *unusual* companion animals in the city and inner suburbs.

As our exotics services become better known we are finding that clients seek us out from much further afield, either referred by word of mouth through networks of owners of similar pets or by our veterinary colleagues around greater Melbourne. Our clients frequently arrive expressing joy that they have finally found vets who are comfortable and knowledgeable in treating reptiles, amphibians, birds, and small mammals. We are being asked to provide these services for both clients in need (either through financial or personal distress) and for clients on a full fee basis, looking for veterinarians able to treat species beyond cats and dogs.

Heading up the Exotic and Native Pet Unit, Dr Sasha Herbert with a baby Brushtail possum. Photo David Caird, courtesy of the Herald Sun.

Lort Smith's mission is to support the bond between people and their pets, no matter who the person is or what the pet is! We all know that the bond between owner and pet can be very important in life and never more than when a person is suffering personal misfortune, ill health or distress. The Exotic and Native Pet Unit provides equally considerate and considered care for all species of companion animals. One of our most important clients early this year was a lady who suffers from mental health issues and struggles to make ends meet and living in public housing. Last year she had been forced to move house and her 12-year-old Budgie did not cope well with the new noisy environment. She is passionate about this bird and feels he is her only reliable friend. We have been able to support her with both veterinary advice and treatment for her bird, as well as emergency boarding when she has been in and out of hospital.

This year Lort Smith has begun a campaign to improve the skills of both veterinary industry workers and of exotic or native pet owners. At the forefront of the public campaign is our work in both print media and veterinary talk back on ABC Radio on Saturdays, where our Deputy Head Vet Dr Sasha Herbert does not hesitate to extend the focus beyond cats and dogs to all small companion animals from rabbits to lizards. At a veterinary level, Lort Smith has been able to mentor veterinary students from Melbourne University in exotic pet care. Placements are specifically provided for veterinary students interested in focusing on unusual and exotic pet care. This ensures that all veterinary students who are placed at Lort Smith are exposed to this important side of veterinary education, which is scantily covered at university. Dr Sasha Herbert is the editor of the Newsletter for the Unusual and Exotic Pet Group of the Australian Veterinary Association that aims to encourage knowledge sharing, passion and high standards in this area of veterinary medicine.

Major changes to all areas of Lort Smith have been devised and partially implemented this year. Some of those yet to look forward to in the Exotic and Native Pet Unit include a formal in-house training and skills sharing program for veterinarians, nurses, and shelter staff. In 2 years time every member of the veterinary health team that makes Lort Smith tick, will receive training in basic Exotic and Native pet medicine or husbandry. With support, this in-house education scheme will go on to ensure that all our veterinarians will be trained to treat a much broader range of the companion animal species that come to Lort Smith. Then our Exotic and Native Pet Unit will have done its job.

LORT SMITH'S ANIMAL WELFARE SERVICE AND COMMUNITY PROGRAMS

Throughout 2009, the Animal Welfare Department continued to focus on maintaining high standards of care for all animals in need of our shelter, adoption and fostering services and medical treatment, as animals are brought to Lort Smith for a whole range of reasons. They may be relinquished due to family hardship or change of circumstances, abandoned, strayed or lost, hit by cars or critically injured and brought to us by concerned members of the public. Aside from the usual cat and dog admissions, Lort Smith also provided shelter and rehoming services for ferrets, rabbits, goats, lambs, ducks, sheep, chickens, guinea pigs, rats, birds and other wildlife.

We also provide assistance to people and their pets when in need....

EMERGENCY BOARDING:

Lort Smith's Emergency Boarding program continued to provide support for people who are in crisis due to domestic violence or homelessness and who require emergency temporary boarding for their pets. This support is provided following a referral from a human welfare agency, such as a Women's Domestic Violence Crisis Service, Berry Street or Hanover Welfare Services. Many of the people we assist are temporarily unable to meet all the veterinary obligations of caring for their pets. On arrival at Lort Smith we provide their pets with a free veterinary check-up, vaccination and veterinary care as required.

Lort Smith's Emergency Boarding program for animals is to assist people whose lives are in crisis. In 2009, 10.29% of admissions under this Program were due to domestic violence - many women will not leave a violent home because of threats of death or injury from the perpetrator towards their pets, and they cannot take them with them to a refuge. **Lort Smith's Domestic Violence program** arranges a safe pick up point to collect these pets by our ambulance (usually a police station), provides emergency boarding for the pets whilst the victims are in the refuge and, whenever possible, reunites pet and owner when they are ready.

35.29% of people needed emergency boarding for their pets because they were homeless, 47.07% of people, due to severe illness or hospitalisation, and 7.35% of people had other issue of crisis such as fire victim, requiring drug or alcohol detox, psychiatric care, sent to prison or a restraining order against a family member. The demand for Lort Smith's emergency boarding services was up by 16.9% on the previous year. When we have no room to take emergency boarders we rely on our volunteer foster carers to help us cope.

Our **ambulance service** brought in 22.06% of these pets, mostly from Domestic Violence pickups from police station, and case workers brought in 20%

OTHER SHELTER PROGRAMS:

Our successful **Learning and Education for Adopted Dogs (LEADs)** program continued in 2009 providing many of our new dog owners with invaluable education on canine behaviour and training methods. While training and behaviour is discussed with clients by shelter staff at the time of adoption, this can be easily forgotten by the clients in the excitement of acquiring a new pet. Our LEADs program provides proactive training techniques and teaches new dog owners how to identify dog behavioural issues that may prevent long-term problems.

Lort Smith is also able to provide client's with expertise and advice on their specific pet's behaviour problems from its **Veterinary Behaviourist**, Dr Gabrielle Carter.

Wellington Park Kennels have been an invaluable resource providing off site behaviour training to dogs that come to our shelter with no or very little training in obedience, making it very difficult for them to be rehomed. Once back from the Kennels, they make great candidates for adoption.

For those dogs that are excitable and energetic, and motivated by food, we have developed our **Working Dogs program**. This has been really successful in providing such dogs with active and happy lives, working for their living as "scenting dogs". The program has been developed in partnership with renowned dog trainer Steve Austin, and we now have 5 of our shelter dogs working throughout Australia, scenting truffles, termites, illegal drugs and fox scat!

Our relationship with the Judy Lazarus Transition Centre continued through 2009, with several of our shelter animals

receiving exceptional foster care from specifically selected prisoners under our **Prison foster care program**. This association not only assists Lort Smith animals in need of foster care, but also enables these prisoners the opportunity to experience the benefits and responsibilities that come from caring for a pet, assisting their integration back into society.

In 2009, a **Volunteer Orientation program** was implemented to provide new shelter volunteers with a comprehensive introduction to shelter activities and procedures and better equip them to make a valued contribution to Lort Smith



Together WE STAND

EMERGENCY BUSHFIRE RELIEF ASSISTANCE – LORT SMITH STAFF RESPONDING TOGETHER

Lort Smith provided bushfire relief *assistance* early in February 2009 following from the terrible Black Saturday Bushfires crisis. Working with Wildlife Victoria and Vets Beyond Borders, triage stations were set up to enable the treatment of all animal species found by the CFA, DSE, SES and the local public in the fire ravaged areas.



VETERINARY CARE

Our Director of Operations, Sharyn Thompson, took over planning teams and rostering staff, with our Deputy Head Vet Dr Sasha Herbert, out in the field. Dr Herbert was one of our key members of staff involved in the emergency response to the fires. Almost at once, nearly 50 Lort Smith veterinarians, nurses and animal management officers volunteered together to be part of the gruelling yet vital work that made up our Lort Smith Emergency Bush Fire Teams. Lort Smith remained in constant contact with the Australian Veterinary Association Disaster Response Taskforce coordinator, to ensure support in the field was targeted where needed most. The Taskforce was extremely grateful for the well organized and easy to access Lort Smith Bushfire Emergency Teams, who they said, ideally suited them to be the initial team into an area, with other teams providing back-up.

As early as 11 February 2009, 4 days after Black Saturday, our Teams were establishing a triage station at Redesdale (near Bendigo) to assist with treatment and unfortunately euthanasia when required of any companion animals and wildlife located by the CFA and DSE. They also assisted with animal search and rescue, which consisted of gruelling and often unrewarding hours combing through ash and often coal filled fire grounds. Unfortunately, very few animals were found alive and most found at this early stage required euthanasia.

On February 17, our Veterinary Teams began providing assistance at local veterinary clinics surrounding the fire grounds, such as Whittlesea, South Morang and Yea. Time at these clinics was predominantly spent on daily burns treatment, including surgery, extensive wound care and dressing changes. Our staff adapted well to the off-site conditions, receiving positive, well-earned feedback for their efficiency and professionalism when working together.

While some veterinary care was provided to wildlife and companion animals at Villiers Street, the bulk of the care for fire victims was provided in the field and at local clinics in the fire ravaged areas. Assistance was also provided

At the time of the Black Saturday bushfires 50 Lort Smith Animal Hospital vets, nurses and shelter staff perform "frontline" bushfire assistance to native and domestic animals.

to injured wildlife at shelters in areas such as Redesdale, Beremboke and Daylesford. In addition, food and medical supply donations were provided at all the triage stations and vet clinics that we assisted.

DONATIONS – FOOD, BLANKETS & MEDICAL SUPPLIES

The Lort Smith Bushfire Appeal attracted exceptional public support.

The volume of food and blanket donations left by members of the public at Villiers Street rapidly filled our reception area, requiring frequent removal throughout each day. A team of willing volunteers, overseen by Lort Smith Maintenance Manager Ron Chapple, removed these donations to the basement where they were sorted to facilitate efficient allocation. These items were then distributed to fire sites by our veterinary teams when they attended the triage stations or local clinics, as well as several loads being transported directly to other fire affected locations. We ensured supplies were distributed across all fire affected areas.

Over the period 11 February to 20 March 2009, 10 veterinarians, 16 nurses and 10 animal management officers offered assistance at the various locations previously mentioned.

Several Lort Smith staff also offered their time on a voluntary basis, both on behalf of Lort Smith and as members of organisations such as Wildlife Victoria.



AFTER THE FIRES – LORT SMITH'S RESPONSE:

Pet enclosure fencing

2009 saw the Lort Smith Fundraising and Development team work closely with the Victorian Bushfire Reconstruction and Recovery Authority (VBRRA) to use funds donated to our Bushfire Appeal to absolute best effect. As a result, a total of 76 temporary village homes in Kinglake, Marysville and Whittlesea received pet enclosure fencing. Without any space outside for their pets, many families were either finding it difficult to keep their dogs happy in the confines of the temporary housing, especially when at work, or having to keep their much loved pets in boarding facilities. The fencing has meant families could be united once more with their beloved pets and the healing process for the human victims increased and accelerated! Work with VBRRA to direct further funds to similar programs and projects is on-going.



Danny Henderson escaped the Kinglake bushfire with his 2 dogs, a photo and his wallet. Thanks to the Lort Smith Bushfire Appeal funding, his newly built pet enclosure allows him to be reunited with his dogs after 8 months without them. Photo Ellen Smith, courtesy of the Herald Sun.

Mt Disappointment Wombat Assistance Program

Wombats in this area were very underweight and showed lack of interest in the food sources left, due partly to untreated burn wounds.

Wildlife Victoria had limited carers and no veterinarians to undertake health checks. As a result, Lort Smith provided assistance coordinated by animal management officer Belinda Russo, to trap and investigate wombats to identify potential health problems and to make various food drops of the specific food taken from their area to increase their food source availability,

COMING *Together*

CORPORATE PARTNERSHIPS AND MAJOR GIFTS

Lort Smith has been a fairly new player in the corporate partnerships arena. Both major gifts and our corporate and business relationships have become an important part of Lort Smith's fundraising and development agenda.

We were delighted

to form a new relationship in 2009 with Medibank Private and began the implementation of a long term partnership that has core aims of improving the health and wellbeing of all companion animals, encouraging socially responsible pet ownership and promoting the benefits of the special relationship shared between owner and pet.

Medibank Private Pet Insurance became a key sponsor of our PALS program and delivered their highly successful "Spread the Love" campaign over Christmas, encouraging take up of pet insurance, while donating funds to help Lort Smith provide essential care to animals in need. This kick started many short, medium and long term projects now planned to deliver together. The campaign also hugely helped raise the profile of Lort Smith and the work we do, nationally. Our partnership with **Genetic Technologies**, providers of the **BITSA DNA** testing kit, was also a great success in 2009. A comprehensive joint media campaign helped promote the testing kit, with 20% of sales being donated back to Lort Smith. We also used the testing kit in our shelters to assist in identifying a number of crossbreed pups and dogs of otherwise unknown lineage being put up for adoption.

Whiskas (Masterfoods) have been a longstanding supporter of Lort Smith and one of our original corporate partners. They continue to support our shelter with in-kind donations of food and cash support to our kitten adoption program and we are looking forward to working together to extend this partnership to provide even more benefits to both our organisations, in the future.

Another established partner, **Pets at Home**, was acquired in 2009 by national pet store **Petbarn**. The company is committed to trading ethically, and we are delighted to continue our Adoption Centre partnership in Victoria and to be

developing a wider national partnership with them. Alongside these partnerships, workplace giving was also an area of development for Lort Smith, with global biotherapy industry leader **CSL Ltd** joining our growing list of workplace giving corporate supporters in 2009. Thanks and acknowledgement must also be given to our other long standing partners who continue to provide invaluable support to Lort Smith through workplace giving, staff fundraising, gifts in kind and in a number of other ways.

Special thanks to: **Gribbles**, and **FOXTEL** who especially supported our **Party for Strays** campaign and to **FCm Travel Services** who additionally provide prizes for our 2009 raffle.

Relationships with small and medium businesses are also of interest to Lort Smith and we are always keen to talk through ideas for partnering in a mutually beneficial way with smaller organisations. In 2009 we had great fun working with **Haul** on the "**Gus the Boxer**" fundraising calendar, which we are now developing into a long term joint project. We are also grateful to a number of other small businesses for their support and loyalty with mention especially to **BWired, Fabulously Gourmet Hampers, Blackhearts & Sparrows Wine Purveyors** and **Doggymates**.



Gus examines his Lort Smith fundraising calendar hot off the press.

MAJOR GIFTS

An important part of our relationship building is with our Major Gift supporters. Through these generous donations, we are able to purchase essential equipment which significantly improves our efficiency and expertise and enable us to care for and save many more animals.

Major Gift support also allows us to expand our community services, such as our **Emergency Boarding Service** – so that even more animals can remain with their owners, and through our low cost desexing drives - to help address the number of animals desperate for rehoming. In 2009 we held our very first Major Gift event at Merrick's General Wine Store, which proved a great success. The event, kindly supported by **Merrick's**, gave us the perfect venue and opportunity to talk to interested and potentially new Major Gift supporters to the Hospital. Immediate funds and all important on-going commitments to the Hospital were secured on the day and in the following weeks.

Public support through donations to our regular appeals, after bequests, is the largest part of Lort Smith's income, and this type of support is essential to Lort Smith. We are constantly amazed at the generosity of the public and their commitment to supporting the work of Lort Smith.

Towards the middle of the year, we began focussed on encouraging regular giving. Regular monthly donations of a set amount help us tremendously in being able to plan ahead for the year and allocate funds throughout the hospital and shelter more effectively. We also began to communicate with our donors in a far more comprehensive manner, in an effort to keep them well informed of the work that had been achieved thanks to their support. As a result, income from our appeals significantly increased during the latter part of 2009.

PULLING *Together*

FUNDRAISING

With no Government funding, the pressure is constantly on the Fundraising & Development team to bring in the funds *essential* for Lort Smith to continue to deliver its many services and community programs. We do this through a range of activities, building *relationships* with our donors, corporate and small business supporters, community groups and through campaigns such as our annual raffle.



2009 was an incredibly busy year for the Team, who rose to the challenge and put in an amazing amount of effort to successfully reach Lort Smith's fundraising income goals. Special thanks must go to our donors, Major Gift and Corporate supporters, who played a major role in helping us reach the income targets essential in helping us deliver our services and programs. Our overall performance saw our total fundraising income increase by **11%** and our net income performance rose substantially thanks to the hard work and prudence of the team.

GRANT MAKING TRUSTS AND FOUNDATIONS

In 2009, the challenge was heightened with the Global Financial Crisis, which especially affected grant making Trusts and Foundations income. Funding for our emergency boarding services proved especially tough. This area in previous years had been recognised and well supported by a number of Trust Funds, providing an essential complimentary support program to other not for profit organisations such as Berry Street and the Women's Domestic Violence Crisis Service. However, with reduced grant funds to allocate, what was perceived to be 'animal welfare' slid down the priority list for a number of the Trusts and Foundations that had previously been able to generously support us.

ONLINE FUNDRAISING

Our very successful Strays Birthday online fundraising campaign, launched in 2008, ran again in 2009 under the heading of **Party for Strays**. Online fundraisers were encouraged to sign up to the campaign and hold a party to raise much needed funds for the animals in our shelters. Nearly 600 "Party Animals" signed up to take part over September and October - however the campaign saw us moving away from our core mission statement and plans are now underway for a brand new re-launch of the event in 2011, focusing on our key purpose to provide quality care for lost abandoned, mistreated, sick and injured animals.

COMMUNITY FUNDRAISING

Our community fundraisers demonstrated yet again in 2009 their commitment to and passion for the work of Lort Smith. Support from our community fundraisers comes in all shapes and sizes, from grand charity dinners to "in lieu" donations in place of wedding gifts, from school-children's sponsored events and charity fetes to organized film nights and hat parades. Highlights of the year included Keith King and his team of volunteers delivering yet another outstanding **Grand Final Charity Dinner** at Moonee Valley Racecourse, with all proceeds donated to Lort Smith. The Charity Dinner is fast becoming one of our key fundraising events of the year, regularly raising around \$35,000 for Lort Smith Animal Hospital. Mention must also be made of the **Friends of Lort Smith Fundraising Committee** who do a fantastic job manning stalls at various animal welfare fetes throughout the year on our behalf, and running extremely enjoyable fundraising events.

Also, a big thank you in 2009 to the **MidFur** convention organizers for holding their end of convention charity auction on behalf of Lort Smith, to milliner extraordinaire **Peter Jago** for donating his time and expertise to the Friends' fashion fundraiser, to all who helped with Party for Strays, to Masterchef's **Chris Badenoch's** event, the Open Gardens, the Cinema events...the list and the enthusiasm goes on and on!!!

We cannot thank our long term and recently joined donors enough for the support they give to the Hospital. This income really does make a *huge difference* to the lives of the animals that come into our care, and we will continue to work hard to remain in contact with our public donors and supporters and keep them updated on where their money goes and the difference it makes.





Together FOREVER

THE HUMAN/ANIMAL BOND

PALS PROGRAM

The Lort Smith PALS (Pets As Loving Support) program facilitates 360 volunteers and their dogs to visit people in 70 nursing homes and hospitals throughout Melbourne and Geelong. For many, both adults and children, PALS dogs provide *comfort, reassurance and joy*. For many elderly people, these dogs can remind them of the love they shared with their own dogs and the strength of the human/animal bond. This was the case when “Loudle” visited Mrs Annie Berryman who went to live at a nursing home when she was 100.

“Loudle and Annie”

developed a very special relationship for the 2 years they met on PALS visits. One day Annie became very weak, and for the first time was in bed for Loudle’s visit. For the first time ever, Loudle lifted her paw and placed it on Annie’s hand and gave her hand a kiss – it was as if she knew Annie was dying. That day Annie died and Loudle could not eat. I am convinced she was grieving for Annie. The joy Loudle had brought Annie was so clear for all to see”.

(Written by Loudle’s owner)



Veteran PALS volunteer Bronx, who supports patients at St Vincent’s Dialysis Unit, shows the ropes to Rocky a PALS hopeful in training!
Picture David Caird, courtesy of the Herald Sun

LORT SMITH’S CHAPLAIN

“Here at Lort Smith, we try to the best of our ability (financially and emotionally), to honour the animal/human bond. We recognise the depth of the bond and that this bond does not take into account the clients’ finances: true love does not look at our bank balance first! Our animal companions love us regardless and at Lort Smith we try to keep this bond between clients and their animals, wherever possible, as we realise it is a life-long. Our pets love us forever and at Lort Smith we endeavour to assist both animals and their human owners while they are with us, to counsel and support clients when their pets have died and to explore options when the clients have died first, or are preparing future plans.

We were fortunate for the second year, to be recipients of a SHARE grant from the Uniting Church. This funding allows us to continue our project which looks after the vet care and emergency boarding of homeless clients and their animal companions. As this is the second year that we have received the grant, we are extremely grateful for the chance to offer ongoing care, as well as being able to assist new clients and their pets.

Contacting and caring for clients as they experience the life changing loss of their animal companions is another way we value the theme of ‘together forever’; we acknowledge that they grieve because they love, which is another instance of the depth of the animal/human bond.”

**Rev Barbara Allen,
Chaplain**



“HEART AND HOME”

Many of our clients are elderly, and have expressed to us their worries and concerns about what would happen to their beloved pets should their pets outlive them, as they have no family or friends in a position care for them. At Lort Smith we understand the importance of the animal/human bond and that for many people their animals are the closest friend to them in all the world!

So we developed the “Heart and Home” program to give peace of mind to pet owners that in the event of their death, Lort Smith Animal Hospital will immediately take over the care of their pets to ensure they have a loving and caring home specifically matched to their owner’s wishes.

This unique program was launched in May 2009 with over 100 animal lovers and Lort Smith supporters attending. There has been lots of enthusiasm, with over 60 owners registering their pets. Heart and Home has resulted in giving peace of mind to many elderly people, as well as increasing our “gifts in will”. This in turn allows us extra funding to increase our work with lost, abandoned, mistreated, sick and injured pets at Lort Smith.

A very special thank you to Honorary Member of Heart and Home, Mrs Doreen Trainor, and her cockatoo Michael – her baby for 51 years. Doreen and Michael have constantly promoted the program for Lort Smith. They have given up many many hours of their time for numerous media shoots and interviews for newspaper, magazine, radio, television and internet stories on this program.

We also thank Samantha Baillieu, our Ambassador of the Heart and Home program.

BEQUESTS AND GIFTS IN WILL

Bequests continue to be one of our major sources of funding and vital for Lort Smith’s ongoing ability to deliver care and services. Memberships of our two bequest programs, Heart and Home and Companion Club, grew significantly during 2009.

Gifts in Will and Trusts brought in approximately \$ 3.6 m which constitutes **75%** of Lort Smith’s fundraising income. It is through this kindness of people who give us a Gift in Will that in all practical terms treats one in every two animals in Lort Smith’s care!



Charlie and Benny our first “Heart and Home” dogs, have been successfully adopted into a loving home together as per the specific wishes of their owner before she passed away. Picture Tony Gough, courtesy Leader newspapers.

DRAWN *Together* VOLUNTEERING

We are very fortunate to have the *support* of over **600 wonderful volunteers** who come from every possible background – from high flying corporate CEOs happy to work in the shelter at week ends to long term prisoners fostering little kittens too small to be adopted. From housewives to bus drivers, from musicians to accountants, shop assistants to cooks and graphic designers. They all share a common *love* of animals and a desire to use their skills, interests and talents to volunteer at Lort Smith.

Volunteering continued very successfully in 2009 in various programs throughout Lort Smith and the numbers continue to grow. August 2009 saw the start of a formal **Corporate Volunteering Partnership** with Medibank Private. We have had great feedback from Medibank staff who have enjoyed their experience with us.

2009 also saw the first sponsorship of the **PALS (Pets As Loving Support)** pet therapy program, with Medibank Private providing t-shirts and lanyards for volunteers to wear on their doggy visits to residents in aged care and in hospital.

Our wonderful volunteer dog assessors – **Michael Tucker, Joan Ray** and **Paul Gale** continue to assist with the assessment of potential four legged PALS volunteers .

Our **Lort Smith volunteer dog walking program**, set up by **Paul Gale** at Wangaratta Hospital, to encourage patients with a mental illness to walk with our therapy dogs, is again hugely successful. We would like to thank **Wangaratta Hospital** for also kindly assisting with some fundraising for our Lort Smith Bushfire Appeal.

Our **dog fostering program for prisoners** continues at the **Judy Lazarus Transition Centre**. Carefully chosen dogs are placed with equally carefully chosen male prisoners who

are serving the last 6-9mths of their sentence. The dogs are placed in the Centre to help with a prisoner's transition back into society. The dogs certainly help with this process.

We have a couple of wonderful volunteers from **Milparinka Adult Services** who work in administration and in the shelter at Lort Smith. During 2009, Milparinka members created and donated five very beautiful mosaics now gracing one of our outside walls.

Volunteers are valuable members of our team at Lort Smith and assist the organisation in many ways. In the shelter, our volunteers assist staff to provide daily care for the animals, participate in environment enrichment activities and over 200 volunteer foster carers provide foster care for animals too young or in need of rehabilitation before they are adopted into a loving home.

Our volunteers in the hospital including shelter, shop and administration contributed around **9,800 hours** in 2009. With our foster care volunteers contributing over **5,600 days** of animal foster care and our PALS (Pets As Loving Support) volunteers over **2,500 visits** to aged care and hospitals with their dogs. We visit **63 facilities** throughout Melbourne and Geelong and demand for this service is increasing all the time.



Lort Smith volunteer and professional dog trainer Paul Gale, runs our highly successful LEAD training program for people adopting our shelter dogs. Paul also assesses dogs for our PALS volunteering program.

OUT *Together* MEDIA DANCING

Another *great year* for media! “Animal Emergency” our own Channel 9 reality TV show, was shown throughout the world and repeats of the series shown nationally throughout 2009.

The new series two, broadcast from March 2010. We had fun with the American guru of dog trainers **Cesar Millan**, promoting the Animal Welfare League throughout Australia. Lort Smith's Media consultant, **Joni Tooth**, was asked to make a DVD to be shown at every show in each State. Also a DVD was made for the launch of the Heart and Home program.

Lort Smith's TV appearances were across all channels from features on the **ABC's 7.30 Report, Channel 7's Today Tonight and Sunrise, Channel 9's Kerrie Ann Show, Channel 10,s Bondi Vet, Totally Wild and 9.30AM with David and Kim, the National News featured Lort Smith stories across all channels. Lort Smith featured on radio nationally on the ABC and on commercial stations. In Victoria on 3AW and ABC 774**, a regular half hour presenting slot on the latter every other week for **Dr Sasha Herbert**, together with occasional slots on 3AW, Manager Animal Welfare's **Diane Aitken** featured on the ABC, 3CR and Joy Radio, radio slots for **Dr Tara Egan, Dr Leanne Penfold and Dr Ildiko Plaganyi**, our Chaplain **Rev Barbara Allen**, our CEO **Ric Holland**, our Ambassador **Giaan Rooney** and **Joni Tooth**. Several TV appearances for **Dr Sasha Herbert**, our Manager of Volunteers **Wendy Lake, Dave** and our CEO **Ric Holland**.



Many of Lort Smith's ground breaking initiatives appeared in print media throughout Victoria, Australia and even world wide. Stories such as our Heart and Home program and our animal news pictures and features. One of these featured Bronx, our 108 kilo PALS dog, in his adventure to get to medical treatment for life threatening heat stroke. Bronx also became the star of our first billboard campaign to promote Party for Strays. This was erected on Flemington Road and caused great interest for Lort Smith.

SECURELY *Together*

FINANCIAL REPORT

Lort Smith Animal Hospital delivered a surplus of \$975,483 for the year to 31 December 2010, after posting a deficit of \$311,087 in 2008.

The 2009 surplus was attained during extremely difficult economic conditions, caused mainly by the effects of the Global Financial Crisis. Because of the previous year's loss and the poor global economic outlook at the beginning of 2009 pointing to both a potential negative impact on revenue and possible increased demand for our services, the Lort Smith adopted very conservative policies during the year. While there were a number of negative trends, the impact was not as severe as anticipated and conditions improved later in the year giving a pleasing result. It will allow us to improve our services in 2010 based on some confidence about our financial ability to support those who depend the Lort Smith now and into the future.

Total income did not change much, ignoring the non-cash items. Veterinary Services income, which is our main source of income, was up by 6% on 2008. Additionally, donations received, trust receipts and corporate development were up in 2009: donations received by \$237,990 to \$1,042,581, trust receipts by \$10,580 to \$69,185 and corporate developments \$96,598.

All other major sources of income in 2009 were down significantly on 2008. Legacy income was down by 7.4%; income from other fundraising activities by 33.7%; interest income by 39.3%; dividends and investment income by 47% and rental income by 14%. The impact of the global financial crisis was clearly seen in these figures.

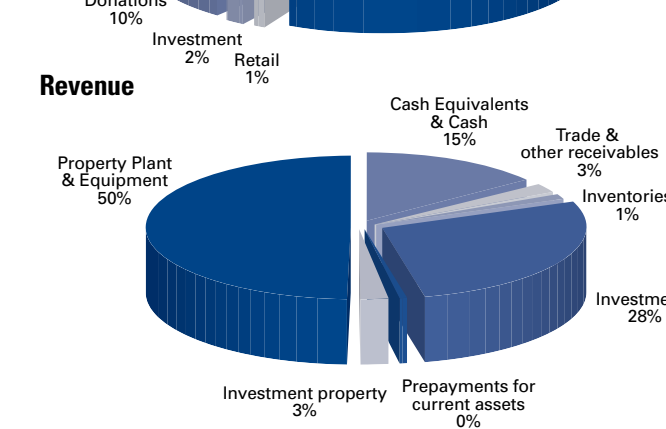
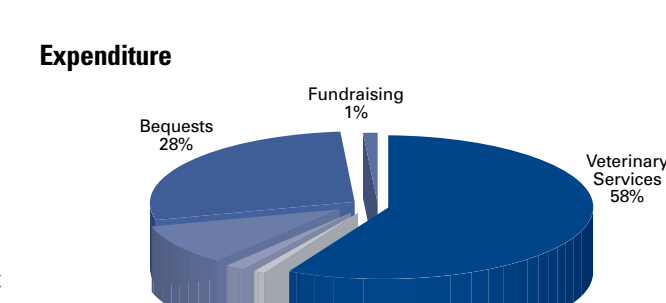
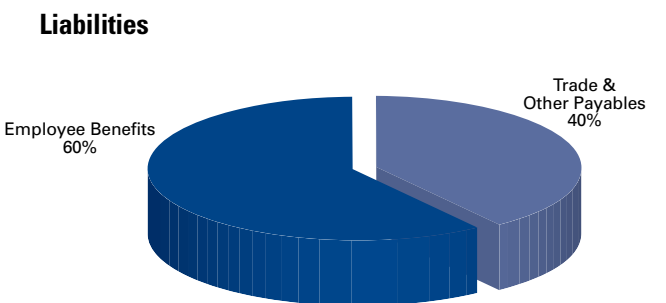
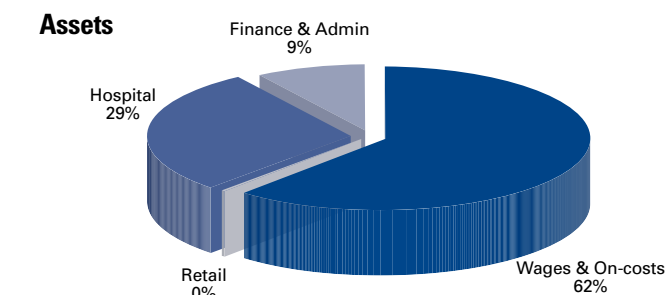
The Lort Smith's Board commissioned an Efficiency Review in the latter stages of 2008, which was implemented in 2009.

The resultant initiatives, together with other financial stewardship measures taken during the year resulted in sizable cost savings during the year. Discounts provided to clients were closely monitored and targeted to concessional card holders and people with animals of limited means. We also worked to ensure that clients receiving payment plans and other assistance was directed to those that needed it most.

Improvements to organisational structure and more effective rostering in 2009 resulted in 4% worth of cost saving in wages and related costs. These savings were made while all the time enhancing hospital services and care and reduced waiting times were offered.

As part of this longer term strategic planning for the business the decision was made to terminate the lease on an investment property in North Melbourne adjacent to the hospital, and commence steps to look at the longer term future of the site. This decision required a write off of \$290,000 worth of buildings previously capitalised in the accounts.

The Board is purposely committed and focussed to ensuring a portion of the bequests and donations received each year are retained as surpluses to ensure the long term future of the Lort Smith. These surpluses will be specifically earmarked and targeted for medium term building works to ensure the hospital can continue to effectively serve its purpose and can assist funding a much needed Emergency Boarding Shelter. The Board is working on a Master Plan for the site to achieve these aims.



Abridged Financial Statements

Full audited accounts are available upon request or can be downloaded from our web site. The Auditor for Lort Smith Animal Hospital is KPMG.

Statement of Financial Position

	2009	2008
Assets		
Cash Equivalents & Cash	3,614,475	2,448,075
Trade & other receivables	842,208	902,856
Inventories	185,711	210,979
Investments	7,034,131	5,428,742
Prepayments for current assets	20,144	33,217
Investment Property	640,000	2,750,000
Property Plant & Equipment	12,586,920	10,954,166
	24,923,589	22,728,035
Liabilities		
Trade & Other Payables	629,484	664,133
Employee Benefits	928,269	1,130,050
	1,557,753	1,794,183
Net Assets	23,365,836	20,933,852



Statement of Financial Performance

	2009	2008
Revenue		
Veterinary Services	7,429,503	7,007,510
Retail Shop	86,019	123,981
Legacies	3,514,980	3,797,604
Membership	1,541	1,325
Donations received	1,042,581	804,591
Sponsorship	130,516	33,918
Trust receipts	69,185	58,605
Fundraising income	174,112	262,534
Interest	108,270	178,501
Dividends and investment fund distributions	298,528	562,993
Rental income	117,669	137,138
T.V Series Income	14,359	20,500
Revaluation Investment property	-	543,468
Total Income	12,987,263	13,532,668
EXPENDITURE		
Veterinary services		
– Pathology	286,592	280,922
– Drugs	1,384,189	1,302,573
– Food for animals	30,804	32,159
– Discounts for clients	544,428	862,577
– Other	1,109,565	1,596,045
Retail shop	50,389	31,145
Wages & On-costs		
– Salaries and wages	6,149,697	6,339,858
– Superannuation	527,003	547,014
– Other wage expenses	533,695	621,187
Finance and administration	1,105,418	845,430
Revaluation Investment property	290,000	-
Revaluation of Financial Assets	-	1,384,845
Total Expenses	12,011,780	13,843,755
Net Profit/Loss	975,483	-311,087

MAJOR DONORS, BUSINESS SUPPORTERS, BEQUESTS, GRANT MAKING TRUSTS, FOUNDATIONS AND COMMUNITY FUNDRAISERS

MAJOR DONORS:

Janet Adams
Michael Albrecht
Mrs R Andre
Miss M Attwood
Samantha Baillieu
Bryan and Ruth Baker
Mary Camela
Paul De Campo
Con Med Linvatec Australia
Robin Falk
Susan and Andrew Farr
Neilma Gantner
Michael Hall
Michael Hamson
David and Caroline Handley
Bronwyn Hughes
Kerri Judd

Tom Kokkinos
Alan Kyle
Kerri Lee
Margaret and Elsie Maddicks
Stewart Maiden
Edward Malsem
Faye Matthews
Merricks General Wine Store – Samantha and Charlie Baillieu, Cameron Butts, Giaan Rooney, Pat Kettlewell
Ian McCarron
Rosalind McFadyen
Paul McNeilly
Clive Morris
Suzanne Moore
Sarah and Baillieu Myer
Sidney Myer
Rupert Myer AM
Doreen Nobes
JA Nolan
Lola Novak
Dora O’Sullivan
Leslie Paton
Bob and Bev Pringle
Stanley Quinn
Sue Riminton
Joseph Salmon
Josee Schembri

Greg Shalit and Miriam Faine
Lady Marigold Southey AC
Valerie Margaret White

BUSINESS SUPPORTERS AND DONOR ORGANISATIONS:

Corporate & Business thanks for support – for listing back of annual review 2009

BHP Billiton
Blackhearts & Sparrows Wine Purveyors
Blue Illusion Williamstown
BWired
CAC Building and Electrical
Cesar Millan
Coles Supermarkets
CSL Limited
DHL Australia
Event Management Training Australia
Fabulously Gourmet Hampers
FCm Travel Solutions
FOXTEL
Gale Dog Training
Genetic Technologies
Gribbles
HM Creative
Kozminsky Jewellers
Medibank Private
Milparinka Adult Training Services

NAB
Nestle Purina
PFD Foods
Pet Directory
Pets at Home (now Pet Barn)
Powercor Network Services
Scott Kilmartin, the team at Haul (particularly Gus) and Gina Milicia
Stateless Systems
Summerhouse
Uniting Church SHARE Appeal
Wellington Park Kennels
Westpac
Whiskas (Masterfoods)
Wise Employment
Millers Muzzles
Aussie Dog Enrichment Toys
Beagle Rescue
Party for Strays:
Gribbles
B Wired
Nestle Purina
FOXTEL
Beer Masons: Chris Badenoch and Renee Mathie
Corpus Christi Nursing Home: Cameron Butts, Giaan Rooney
Bronx and Clive Saultry

“Pyrenees” and Rebecca Henry
FCmTravel Solutions
Grantmaking Trusts and Foundations:
The Myer Foundation
Lord Mayor’s Charitable Foundation
The Jack Brockhoff Foundation
The Kathleen Agnes Back Estate
The Ian Potter Foundation
Hazel and Arthur Bruce Bequest

BEQUESTS ESTATES:

The Estate of Charlotte Overall
The Estate of Gwenneth Lesley Keegan
The Estate of Elaine Allen
The Estate of Violet Blake
The Estate of Maxine Fine
The Estate of Pamela Villeneuve-Smith
The Estate of Joan Mary O’Mara
The Estate of Madeleine Holmes
The Estate of Beryl Rose Mays
The Estate of Yasuko Myer
The Estate of William Arthur Maitland
The Estate of Peter Yates
The Estate of Judith Anne Gibbs
The Estate of Irene Clayton
The Estate of Ruth Isobel Jamieson
The Estate of David White

BEQUEST TRUSTS:

The Wilfred and Ruby Bird Charitable trust
The Mabel Corless trust
The Katherine St. Clair Nanson Estate
The George Turrell fund
The Ian Dodd Trust Fund

The Lort Smith Trust for Animals(Louisa Lort Smith
The Lady Lyle Trust
The Hedi Basch Trust
The Norma Wilson Trust
The Bruce McDonald Charitable Trust
A& C Bienvenu Foundation
The Jack Brockhoff Foundation
The Lord Mayor’s Charitable Trust
Hazel and Arthur Bruce Bequest

COMMUNITY FUNDRAISERS:

Friends of Lort Smith:

Open Garden, Cinema Events
Jane McIntyre
Virginia Edwards
Deanne Murphy
Sandra Pullman
Traudle Moon
Maggie Faulkner
Wendy Glover
Jennifer Erdos
Joan Sturzaker

“**Pets on Parade**” - Peter Jago, Louisa Rippon
The Midfur Association
Wangarayya Hospital

Grand Final Dinner:

Keith King
Dorothy Holland
Rhonda Sexton

In memoriam DAVID WHITE

It was with sadness that we report the death of a previous Lort Smith Animal Hospital President of the Board, David White.

David was elected to the Lort Smith Board in 1976 and became its Treasurer the same year. He served as Treasurer for 24 years until appointed as President in March 2000 and served as such until March 2003.

In 1998 David arranged for the English Speaking Union to establish two scholarship programs for students with an interest in veterinary studies, to carry out work experience at the Hospital for a period of two weeks, to be funded by the ESU. One scholarship was established jointly with the New Zealand Veterinary Association Companion Animal Society, the other through the University of Adelaide.

David was a visitor and true supporter of Lort Smith until his passing in 2009.

We thank him for his *contribution* and *kindness* to the Hospital and his extremely generous bequest on his passing.





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Fax: 03 9329 5347
Email: info@lortsmith.com
www.lortsmith.com
Donations: 03 9321 7217
or 03 9321 7286

Mr Alvin Miechel, 75, and his life long companion Gretel, on their only form of transport as they travel from Lort Smith after Gretel's regular medical treatment.

Photo David Caird, courtesy of the Herald Sun.