



**Lort Smith**  
ANIMAL HOSPITAL

# *Annual Report* **2010**



# 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

# 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 was built on its current North Melbourne site in 1936 by the Animal Welfare League, which was established in 1927 to care for the animals of people who were poor and disadvantaged. A founder of the League, Louisa Lort Smith was passionately committed to easing the suffering of animals but, in so doing, also to ease the financial pressure of people of limited means.

This created a unique phenomenon: a hospital that was committed to both animal welfare and to social welfare. Nearly 80 years later, this is still the heart and soul of Lort Smith Animal Hospital, or the Lort Smith as it's commonly referred.

**The Lort Smith Animal Hospital provides quality veterinary care for tens of thousands of abandoned, relinquished, mistreated, sick and injured animals each year.**

It is the largest not-for-profit animal hospital in Australia, with 46 vets and 56 nurses. Its 11 wards include an Exotic and Native Pet Unit for which the reputation of its expertise is constantly growing. The Lort Smith Shelter, with 27 animal management officers, cares for animals undergoing medical treatment and also provides shelter, adoption and fostering services for abandoned and relinquished animals.

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: emergency boarding and veterinary care for the pets of people who cannot care for them due to a personal crisis; an ambulance service to collect sick or injured animals from people who have no transport available; a hospital chaplain to offer comfort, support and counselling to all clients when grief over the sickness or loss of a pet becomes overwhelming; a pet therapy program where volunteers and their dogs visit people in aged-care facilities and hospitals; and from time to time sending Lort Smith rescue teams to the scenes of bushfires and other natural disasters to provide emergency 'on the ground' veterinary care to native and domestic animals.

**Lort Smith Animal Hospital is a not-for-profit organisation and has Deductible Gift Recipient (DGR) status meaning all donations over \$2 are tax deductible.**

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# President's Report

The period since my last report to you, our Members and loyal supporters, has again been extremely busy and productive on all fronts. This continuing momentum has as always been embraced by our highly motivated and committed management and staff, all of who will stop at nothing to ensure that all the animals that come into our care will be provided with the best available treatment and loving care for which we are widely recognised.

A major highlight was the appointment of Dr. Liz Walker as our new CEO following the resignation of Ric Holland in November 2009. After an extensive recruitment process I am delighted to say that Liz was the perfect choice as she is a qualified vet who has over the last decade transitioned herself from clinician to the corporate world. Liz has literally hit the ground running, and has initiated significant initiatives and change programs at Lort Smith, all of which the Board and I have fully supported and endorsed.

Liz has successfully overseen and implemented a new Enterprise Bargaining Agreement ("EBA") between Lort Smith and staff, which has and will provide significant benefits to both staff and Lort Smith. Whereas in the past, Lort Smith operated under three EBAs, this has now been consolidated into this one new all encompassing EBA. As over 60% of our annual expenditure can be attributed to employment cost, this new single EBA will significantly simplify and add more transparency to employment terms and contracts with staff.

On the back of this successful EBA, Liz has initiated a change management program called the Connect Program, which will streamline all processes and procedures within Lort Smith, with the aim of increasing productivity and improved delivery of service across the organisation. While the Connect Program is still in its early stages, it has gained

enormous traction amongst the staff and management. I am confident that the Connect Program will deliver the outcomes that we have set and I will be delighted to update you all on the achievements of the change program in the future.

As we come through what appears to be the tail end of the Global Financial Crisis, I am pleased to report that we have again managed the business prudently having reported a solid operating surplus of \$803,733 for the year to 31 December 2010. Being a charity that does not receive Government funding, it is imperative that we continue to deliver surpluses into the future in order to fund our core activities. Management and staff, charged by the Board, consciously seek to deliver the best possible outcomes for every dollar kindly donated by you, our members, the general public and corporate partners, and loyal supporters.

In the year that was, I would like to thank our Ambassadors, Sally Cockburn, Peter Hitchener, Georgie Parker, Roland Rocchiccioli and Giaan Rooney for their wonderful support in pursuing and delivering on our message. As Ambassadors, their support and time is given freely and from the heart and assists the Lort Smith enormously in achieving its wonderful work in the community. I would also like to welcome Tyson Goldsack from Collingwood Football Club who has recently agreed to be a Lort Smith Ambassador.

In concluding, I would like to thank my wonderful Board of Directors for their tireless commitment to Lort Smith over the period. Also, thanks to our committed and talented staff, and fabulous volunteers who each and every day provide the amazing services of the Lort Smith Animal Hospital.

**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)

Glenister Lamont (Vice President)

Susan Palmer (Treasurer)

Virginia Edwards (Director and AWLA Director)

Rick Macdonald (Director)

Peter van Rompaey (Director)

Andrew Miles (Secretary)

## Management Team

Dr Liz Walker (CEO and AWLA Director)

Justin Eastcott (General Manager Marketing/Fundraising)

Holly Bennett (General Manager Business Services)

Dr Russell Harrison (General Manager Veterinary Services)

Mona Stead (General Manager Nursing Services)

Meredith Hill (Human Resources and OH&S Manager)

Emma Lindell (Finance Manager)

Elizabeth K Walker (Shelter Manager)

Ron Chapple (Maintenance Manager)

Lisa Deering (Pharmacy & Procurement Manager)

## Ambassadors

Sally Cockburn

Georgie Parker

Roland Rocchiccioli

Peter Hitchener

Giaan Rooney

Tyson Goldsack



# CEO's Report

With a legacy of over 80 years, in 2010 the Lort Smith Animal Hospital continued to provide quality veterinary care and attention to tens of thousands of animals in our hospital as well as care for and re-home thousands of animals in our shelter. Our emergency animal welfare service cared for hundreds of animals whose owners were unable to care for them for short periods of time – women escaping domestic violence, the elderly needing hospitalisation and homeless people taking time out to get back on their feet. The Pets Are Loving Support volunteers and their wonderful dogs visited over 70 facilities on a regular basis providing a bright spot in the day and comfort to patients in hospitals and elderly care facilities. Throughout all of this, our dedicated, passionate and caring staff worked incredibly hard to make this all possible while hundreds of volunteers provided hands on assistance at Lort Smith as well as in the important role of fundraising.

As a veterinarian with over 20 years experience in the Australian animal health industry, Lort Smith Animal Hospital has always been a part of my life and upon joining Lort Smith in June 2010 I felt both humbled and privileged to have been given the opportunity to be the CEO of this tremendous Melbourne icon. It is indeed, the best job in the world as far as I am concerned! The work that we do here is driven by a deep love and appreciation for animals and is underpinned by the undeniable value and importance of the human-animal bond – it is this passion for both animals and their people that sets Lort Smith apart and makes it such an incredibly special place.

During the first half of 2010, Lort Smith Animal Hospital was overseen by Acting CEO, Andrew Miles who did an outstanding job. We would like to thank Andrew for all his work and for providing me with a great introduction to Lort Smith. Andrew continues his involvement with Lort Smith as Company Secretary for which we are most grateful.

We continued the program of continuous improvement with several initiatives implemented throughout 2010. A major focus was on increasing the number of animals we assist and by making it easier for clients to use our services. As simple as it sounds, a revision of the way we operate our car park has meant that parking at Lort Smith is now easy and accommodates all our clients – with so much construction

going on in the North Melbourne area, street parking is at a premium and clients had been forced to park outside of hospital grounds and frequently run late, arriving worried and upset. This of course had a flow on effect in the hospital with longer waiting times and general congestion. With the new system, thankfully this is a thing of the past. We have also redesigned our appointment system which has meant that we are now seeing over 30% more clients per month than we did a year ago – this has been achieved by running an appointment based system for all routine or pre-planned appointments much like a GP medical practice, and a separate service which is dedicated to accident and emergencies similar to a public hospital emergency department. Our clients are learning to ring ahead and make an appointment – this makes it easier for the clients and animals who don't have to endure long waiting periods. It also means we can manage the workload of our vets and nurses to provide them with a better balance too!

Our shelter continues to work with surrendered animals and the heart wrenching and heart warming tales continue. From the heavily pregnant bitch Roxy who was surrendered by a homeless man who knew he could not care for her and her pups, to the neglected Persian cat Coco, who was almost unrecognisable as a cat being so matted and ill on arrival at Lort Smith. Coco was clipped, cleaned and provided with all the veterinary care he needed before being re-homed to a very loving family. Roxy went home with one of our shelter workers, delivered her eight pups and went onto raise a wonderful family of puppies which have all found lovely homes. There is also my foster dog Brock, a gorgeous lolloping and joyful standard Poodle cross, desperately ill with generalised puppy mange and requiring eye surgery as well! The team at Lort Smith have given him the second chance he needed and he is off to a wonderful life.

In 2010 our shelter staff were determined to make the life of our shelter animals better – being in the shelter can be stressful for some animals so environmental enrichment is a key part of maintaining their wellbeing. A program of enrichment was launched and our volunteers play a major part in delivering different activities everyday to our dogs and cats. In July, we celebrated the opening of the "Cat Palace"

– a wonderful space where cats and kittens can frolic, hide, rest and climb safely. We thank Samantha Baillieu for funding the construction of the area and Ron Chapple our Building Manager for his creativity and expertise in building the "Cat Palace". I'd also like to make special acknowledgement to our partners, PetBarn for their work in re-homing Lort Smith shelter animals through their large pet retail outlets. This is a marvellous initiative and heralds the future for progressive and responsible pet shop traders – having our shelter animals in the beautiful facilities at PetBarn allows us to re-home more animals and makes our animals more accessible to people from all over Melbourne.

The volunteers at Lort Smith and our community fundraising partners are all extraordinary. We extend our heartfelt thanks to the more than 400 volunteers who help us out here. The incredible fundraising support we receive through our community activities is also remarkable – from Grand Final Dinner by Keith King, to the World's Biggest Dog Wash by the team at NeoTokyo, to the Paw Prints team, and the many schools, dog and cat clubs, community clubs, as well as the extraordinary Friends of Lort Smith, your support is greatly appreciated. This level of support has been the hallmark of Lort Smith since its inception and without it we would be unable to help the animals and people who so dearly need our assistance.

The work of the Lort Smith Animal Hospital is never done and we will be working hard throughout 2011 to help more animals and to develop initiatives that deliver more services to our clients and their pets; both in the community and those animals that are surrendered. It is indeed a great privilege to continue the work of Louisa Lort Smith and to do so with the outstanding team of staff and volunteers at the Lort Smith Animal Hospital is both an honour and a pleasure.

**Dr Liz Walker**  
**CEO, Lort Smith**  
**Animal Hospital**



# Connect Program

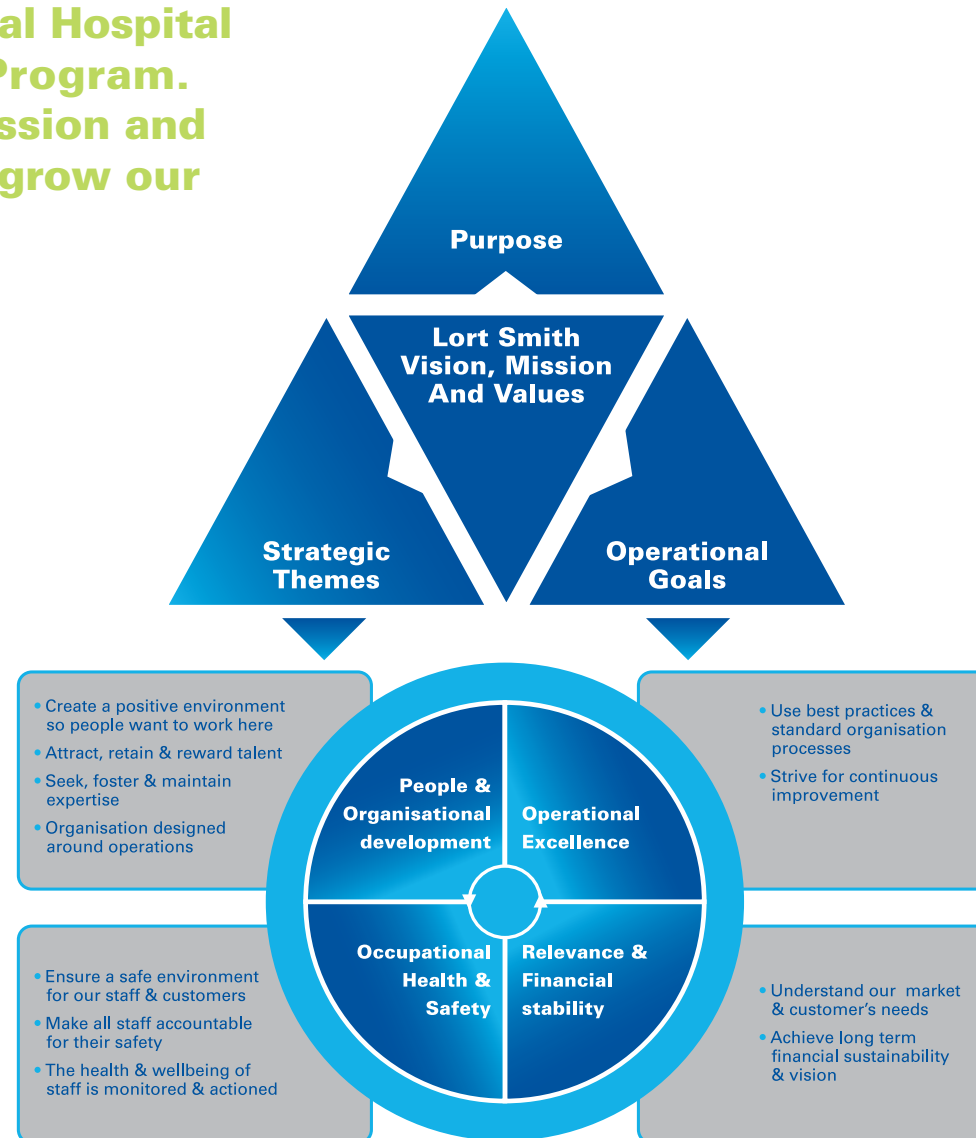
**In 2011 and beyond, Lort Smith Animal Hospital will be implementing the Connect Program. Its purpose is to foster the vision, mission and values of the hospital to sustain and grow our services into the future.**

Connect is a comprehensive and structured program of work designed around four key themes:

- people and organisational development
- operational excellence
- wellness and safety of staff
- relevance and financial stability

The longer term benefits of Connect will be that:

- staff morale and professional development are nurtured and supported
- donors and sponsors can trust that their dollars are used optimally
- Lort Smith can expand services and community interaction, and can build on our reputation as a leading animal welfare organisation





# The Strength

## *of the human/animal bond*

Lort Smith promotes the strength of the human/animal bond through all the work we do, including our community programs such as the PALS (Pets Are Loving Support). By recognising that **finances should not be an obstacle to enjoying that bond**, the hospital provides care for the pets of people of limited means. In late 2010, John brought in his three-year-old kelpie cross Zac whose leg had been badly broken in a car accident. As John relied on a pension, he was anxious about the prospect of not being able to afford the surgery Zac would need to save his leg. John was extremely relieved and grateful to discover that Lort Smith could perform the surgery to save his much-loved companion's leg at a greatly reduced cost. The hospital strives to reduce treatment costs so that people like John are not disadvantaged by their financial situation and can continue to enjoy the benefits that flow through the human/animal bond.

There are many more stories that visitors to the Lort Smith tell about their wonderful animal companions. Two of these are shared below.

### **PALS program**

In 2010 volunteers conducted over 2,500 visits with their PALS (Pets Are Loving Support) dogs to over 70 aged-care facilities and hospitals throughout Melbourne and Geelong. For many, both adults and children, the PALS program provides pet therapy with the dogs offering 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. The demand for our PALS volunteers is overwhelming. In 2011 we will look to increase the number of facilities visited throughout the year.

### **Heart and Home**

At Lort Smith we understand the importance of the human/animal bond and that for many people their animals are the closest friend to them in the world! The Heart and Home program was developed to give peace of mind to pet owners that, in the event of their death, Lort Smith will take over the care of their pets to ensure they have a loving and caring home according to the owners' wishes. The program provides peace of mind to many elderly people, as well as increasing our 'gifts in will' which in turn allows us extra funding to increase our work with abandoned, mistreated, sick and injured animals. The Heart and Home program assures people of the ongoing loving care of their pets and helps provide for animals in need of a new home.



### **Dawn and Taffy**

Seven-year-old Taffy and his owner Dawn O'Sullivan have been regular visitors to Lort Smith since Taffy was found wandering the streets five years ago. At that time, Dawn, a long-time dog owner, knew that the best place to get Taffy's health checked was at Lort Smith. Here, Taffy was vaccinated, microchipped and desexed. Although a relatively

healthy dog, over the years Taffy has had skin complaints treated by Dr Rob Hilton as well as visiting the hospital for his annual check-ups, of course. However, recently Taffy was admitted to Lort Smith for surgery. As ever, Dawn was by Taffy's side, relieved to find out that the tumours were benign and keen to take her companion home.



Echo at his spacious new home with Mason Englander

### **Mason and Echo**

Sharing a large home and garden with his girlfriend and her bulldog, Mason Englander realised that he had the space to have the large dog he had always wanted. Upon arrival at the Lort Smith Shelter, Mason was excited, as, at 22 years of age, he would become a pet owner for the first time. Mason toured the dogs waiting for adoption and came upon a dog called Echo, a favourite of the shelter staff but not one expected to be adopted any time soon. Echo was recovering from a terrible car accident, which had led to his right leg being amputated. He had also been the victim of an attack during which his ear had been bitten off. Upon seeing him, Mason knew that Echo needed him. This one-eared, three-legged dog needed someone to give him a second chance at life. So he did.

# Lort Smith

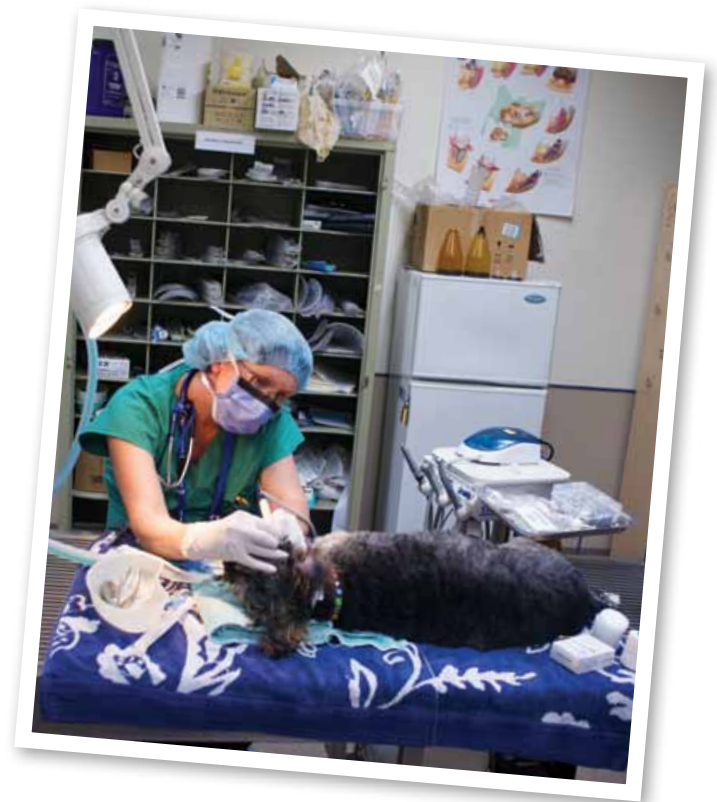
## *Animal Hospital News*

Lort Smith Animal Hospital is open every day of the year where it continues its medical treatment and sometimes ground-breaking operations, whether it be on a pet belonging to a full-fee paying owner, or an owner of limited means.

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

### New appointment system

Consultations at Lort Smith Animal Hospital switched from a walk-in only system to a mix of walk-ins and appointments some years ago. In 2010, we introduced a full appointment system. Clients now need to book appointments in advance for routine and non-urgent appointments, including vaccinations and health checks. Alongside this, we also have an accident and emergency (A & E) stream, with a vet available to deal solely with critical, injured and sick arrivals that need immediate treatment. From 7:30pm, we continue to run the regular emergency service that takes over the A & E duties until midnight.



### Dog vaccinations

To ensure compliance with worldwide veterinary recommendations on vaccination protocols for dogs, we are preparing to switch from annual vaccinations to a three-yearly (triennial) vaccination for core canine diseases such as distemper, parvovirus and canine hepatitis. It is anticipated that the switchover will be fully effective by mid 2011. Owners still need to bring in their dogs for annual vaccinations and health checks to keep them up to date, in particular for protection against canine cough (not part of the three core diseases).





## Dental upgrade

Dental work is one of the more common procedures undertaken at Lort Smith Animal Hospital. In 2010, we were fortunate to upgrade to two state-of-the-art IM3 dental units, which have significantly improved the efficiency and ease of dental work undertaken by our vets. Anaesthetic and surgical time is reduced, which is of great benefit to the many geriatric animals requiring dental work.

## Farewell Dr Sasha Herbert

2010 saw the departure of Deputy Head Vet **Dr Sasha Herbert**, and we thank her for her dedication and media work, particularly on ABC Radio. Heading up the Exotic and Native Pet Unit, Sasha spent five years at Lort Smith and was instrumental in furthering the reputation of the hospital as a provider of veterinary services for more unusual companion animals. **We wish her well as she embarks on further studies in exotic and native animals at the University of Melbourne.**

## Staff

We are pleased to welcome **Dr Sue**, who is at Lort Smith every Friday as a professional interest veterinarian in medicine. She joins **Dr Harold Pook** in the same field; he covers the other weekdays. Additionally, we are fortunate to have the continuing services of **Dr Rob Hilton**, who is a professional interest veterinarian in dermatology, and **Dr Gabrielle Carter**, who is a board-certified veterinarian and animal behaviourist. As well as seeing skin cases, Rob has presented well-received evening seminars to the veterinary community at Lort Smith.



Rev. Barbara Allen (left) with Michael Viterbo and Bella.

## Farewell Rev. Barbara Allen, Lort Smith's Chaplain

At Lort Smith, we respect the animal/human bond and endeavour to assist both animals and their owners. As Chaplain at Lort Smith, **Rev. Barbara Allen** provided additional support for pet owners when they attend the hospital, offering comfort and counselling should they suffer loss and grief. After 5 years with the Lort, Barbara decided to move on in May 2011. **Thank you Barbara for your dedication and support.**

## Vet students

Lort Smith Animal Hospital continues to be one of the preferred clinics for veterinary science students who require experience in both animal welfare and clinical practice to meet course requirements. Requests for placements are received up to 18 months in advance. Feedback shows that students find Lort Smith a challenging and interesting place to see practice because of our wide and varied caseload. The students are primarily from the University of Melbourne, but we also have requests from veterinary students from universities around Australia as well as from New Zealand.

## Exotic and Native Pet Unit

The Lort Smith Animal Hospital is one of the few places that can treat and rehome exotic and native pets, including reptiles, amphibians, birds and small mammals.

The unit provides services for both clients in need (either through financial or personal distress) and for clients looking for veterinarians able to treat species beyond cats and dogs. The Exotic and Native Pet Unit was busy in 2010 treating over 2,500 exotic pets that came through the shelter and from clients. Many shelter animals are rehomed, some through our partnership with PetBarn, and some even find a new home at the Melbourne Zoo.







## *Introducing* **Dr Tristan Rich**

**Dr Tristan Rich** is the new Head of the Exotic and Native Pet Unit. Tristan is no stranger to Lort Smith Animal Hospital as he has been a regular locum assisting in the unit. He has over fifteen years experience treating and caring for exotic pets. At any one time, he may have a carpet python, turtle, three bearded dragons, six green tree frogs, two chooks and a rabbit under his care!

## **In-house training**

In 2010 Lort Smith created an informal in-house training program for vets, nurses and shelter staff to enable them to provide basic treatment and care for exotic and wildlife animals. So far, training comprises informal discussion and assisting with individual cases. Semi-formal training, where

demonstrations of handling techniques are provided and some clinical pathology is carried out, has commenced with the nurses and shelter staff. A formal training program is in development and will be introduced in the coming year.





# Lort Smith

## *Shelter and Community Programs*

In 2010 the Lort Smith Shelter continued to focus on maintaining high standards of care for all animals that came through our doors. These animals may have been relinquished due to family hardship or change of circumstances, abandoned, hit by cars or critically injured and brought to us by concerned members of the public. An array of programs that serve the community are provided. These are detailed below;



### **Emergency Welfare Assistance**

The Lort Smith Emergency Welfare Assistance program continued to provide support for people in crisis through, for example, domestic violence or homelessness and who need emergency temporary boarding for their pets. In 2010 the program provided support for 45 dogs and 42 cats and demand is always strong. On arrival at Lort Smith the pets receive a free veterinary check-up, vaccination and veterinary care as required.

### **Adoption**

Shelter staff were very busy with adoptions this year. They successfully rehomed thousands of dogs, cats and other animals to wonderful new homes in 2010. A thorough adoption process ensures that animals are successfully rehomed. The process includes educating prospective



owners on responsible pet ownership and interviewing them to ensure they are well suited to their pets. Lort Smith's adoption service in PetBarn stores at Narre Warren, Plenty Valley and Chadstone successfully rehomed hundreds of animals in 2010. PetBarn do not sell cats and dogs sourced from other means, instead rehoming our shelter animals through the Lort Smith Adoption Centres, purpose built within their Victorian stores. This partnership is a flagship program and one we believe will be the future of purchasing pets.

### **Fostering**

The fostering program continued to provide a great service. In 2010, 159 animals (including cats, dogs, ferrets, rabbits, guinea pigs, birds and reptiles) were fostered out. Of those, 27 per cent were returned for adoption and the remainder enjoyed a wonderful Christmas spending time with their foster carer.



### Dog fostering for prisoners

The dog fostering program for prisoners continued at the Judy Lazarus Transition Centre. Carefully chosen dogs are placed with equally carefully chosen prisoners who are serving the last six to nine months of their sentence. The dogs are placed in the centre to help with prisoners' transition back into society.

### Learning and Education for Adopted Dogs (LEAD)

The Learning and Education for Adopted Dogs (LEAD) program provides new dog owners with invaluable education on canine behaviour and training methods. Training and behaviour is discussed with clients by shelter staff at the time of adoption, but can be easily forgotten by clients in the excitement of acquiring a new pet. LEAD provides techniques focusing on dogs' general wellbeing, mental stimulation through, for example, agility training, socialisation and confidence building. The program helps identify dog behavioural issues that may prevent long-term problems. LEAD ran several times throughout 2010, comprising an information evening and four weekly sessions conducted at Flemington Primary School.

### Wellington Park Kennels

Wellington Park Kennels in Lysterfield has again been an invaluable resource in 2010, providing offsite behaviour training for dogs that came to our shelter with very little or no obedience training, which makes it very difficult for them to be rehomed. Once back from the kennels, they make great candidates for adoption.

### Working Dogs

The Working Dogs program was developed for excitable and energetic dogs who cannot be rehomed but can lead active, happy lives as 'scenting dogs'. The program was developed in partnership with renowned dog trainer Steve Austin. In 2010 Steve trained four former Lort Smith shelter dogs to do important work, including: Tom and Max who sniff out cane toads that pose significant threats to wildlife in Sydney; Marley who sniffs out turtle eggs on the Murray River, protecting the eggs from preying foxes; and Jack who has been trained for explosives detection in Iraq and Afghanistan with the Australian army.





# Celebrating Companionship

## *Highlights of 2010*

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1. Vet Dr Chris Gleeson provides a health check while happy owner Madeline Lantieri holds on.
2. Animal Management Officer Jacqui Boyd gets playful with a kitten that has been through the fostering program and is now awaiting adoption.
3. This shelter dog gets plenty of attention from Animal Management Officer Cam Rogers.
4. (from left) Shana Oxley (Pharmacy Nurse) and Lisa Deering (Pharmacy and Procurement Manager).
5. (from left) Justin Eastcott (General Manager Marketing and Fundraising), Melissa Hughes (Media/PR), Shane Buzza (Events Support and Sponsorship), Jessie Catlin (Donor Relations), Tara Tyerman (Volunteer Coordinator).
6. Head of the Exotic and Native Pet Unit, Dr Tristan Rich.
7. (from left) Dr Mangalika Ratnayake (Vet), Dr Patrick Cheah (Head Vet), Dr Samara Rao (Vet), Dr Jaclyn Gatt (Vet), Megan Tatnell (Vet Nurse), Dr Rob Hilton (Vet), Rebecca Mayr (Vet Nurse).
8. Vet Nurses Keirra Duffy and Sarah Tavilla (background).
9. Ambassador Giaan Rooney with her Jack Russell Lester, whom she adopted from Lort Smith.
10. Patrick Cheah (as Santa) brought some Christmas cheer in 2010.
11. Volunteers like Sharon O'Donoghue help out by washing and brushing the kittens.
12. Two-year-old Tyson with Animal Management Officer Mary-Anne Sanders. Tyson is awaiting adoption, hoping to be like the thousands of other pets rehomed by Lort Smith in 2010.
13. Animal Management Officer Emma Kieryczuk.





# Ambulance *Service*

In 2010 the Lort Smith ambulance helped 739 elderly and disabled pensioners get their animal to the hospital, responded to over 187 emergency medical call-outs, ferried many animals to PetBarn stores (in Plenty Valley, Chadstone, and Narre Warren), transported 38 animals to be rehabilitated at wildlife shelters, collected 29 exotic animals to be seen by Dr Tristan Rich of the Exotic and Native Pet Unit and took a further 15 animals to be seen by vets at the Melbourne Zoo. These are remarkable figures and highlight the significance of this service to the public.

Ambulance driver Carl Hartnett had a busy year in 2010, travelling nearly 44,000 kilometres (averaging 120 kilometres a day) – that's equal to driving from Melbourne to Sydney about 50 times!



## **Carl and Sasha: a special friendship**

Ambulance driver Carl met his new driver buddy Sasha (pictured left) in 2010 and they have formed a very special relationship. Sasha was brought to Lort Smith by Carl after being involved in a road accident. At only six months of age and with little road sense, Sasha was hit by a car that caused multiple breaks to her right hind leg, which required

amputation. As Sasha's owner could not afford the surgery, Sasha was surrendered to the hospital's care. Apart from the broken leg, Sasha was healthy and suitable for adoption. Carl visited the friendly, lively Sasha regularly and eventually adopted her. Today, Sasha is the Lort Smith Ambulance mascot; she joins Carl on his runs to rescue animals and keeps them feeling calm and safe. She also goes on visits to elderly pensioners and disabled people who have lost their pet. **Sasha warms the hearts of many people.**



# Corporate Partnerships

As a not-for-profit charity, Lort Smith Animal Hospital provides a wonderful opportunity for corporate Australia (both big and small) to show their support, whether that be through a monetary contribution, gift in kind, or by simply encouraging their staff to volunteer or give via regular payroll deduction.

One of our accomplished partnerships is with **PetBarn** – a national group of pet stores that truly believes in animal welfare. Within their three Victorian stores, PetBarn have set up 'Lort Smith Animal Adoption Centres', all of which are branded using the Lort Smith livery. As part of their commitment to animal welfare, PetBarn only provide Lort Smith shelter animals for sale in their stores. This is a fantastic initiative and one that enables us to reach out into the suburbs to provide animals with new homes. Additionally, PetBarn support us throughout the year with a number of fundraising activities that engage both their staff and the general population.

**Medibank** continued to show their support by conducting an electronic email campaign which resulted in increased awareness of the Lort as well as donations from their customer base.

Similarly, **CSL, Foxtel and Transurban** all participated in our workplace giving program where staff made a regular donation out of their pay. Additionally, CSL provided volunteers to assist at some of our larger fundraisers, including the **Keith King Grand Final Dinner**.

Our partnership with **Genetic Technologies** (Animal Network) providers of the BITSA DNA testing kit,



continued to flourish in 2010 with a strong level of interest from Lort Smith clients who were keen to find out the 'genetic' makeup of their beloved pet. 20% of sales continue to be donated back to Lort Smith.

**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 as well as cash support to our kitten adoption program. We are looking forward to working together to extend this partnership to provide even more benefits to both our organisations, in the future.

*A big thanks* 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. We are always keen to talk through ideas for partnering in a mutually beneficial way with smaller organisations.







# Fundraising *and* Marketing

Being a charity organisation, Lort Smith relies on the generosity of its supporters in order to deliver our many services and community programs. The Marketing and Fundraising team focus on a range of fundraising initiatives in order to build awareness and garner support. Our aim is to build relationships, whilst at the same time telling the many wonderful and often moving tales of hope and inspiration that happen at the Lort Smith every day.

## Community fundraising

Community fundraising is an important focus for Lort Smith and we consider ourselves extremely lucky to have such loyalty in this area. Support from our community fundraisers comes in various forms; from 'in lieu' donations in place of wedding gifts and funeral flowers, proceeds from school fetes, sponsored events and themed nights (for example, Foxtel's staff trivia night where they gave money to Lort Smith).



## Grand Final Charity Dinner

A highlight of 2010 was Keith King and his loyal volunteers putting on another successful Grand Final Charity Dinner at Moonee Valley Racecourse, with all proceeds donated to Lort Smith. Keith was unfortunately unwell leading up to the event, but try telling him that. He was taking bookings and making calls from his hospital bed, such is his determination and commitment to the cause. Thanks to Keith, Rhonda, Dorothy and Brad for their commitment and kind heartedness.

## Friends of Lort Smith

The Friends of Lort Smith fundraising committee once again did an amazing job manning stalls at various animal fetes and expos as well as running events such as the South Melbourne BBQ, which brought in several thousand dollars.





## World's Biggest Dog Wash

2010 saw the launch of the World's Biggest Dog Wash at Burnley Oval. This event was coordinated by Daniel Carmody and Helen O'Connor from Animal Lovers by Neo Tokyo and Lisa Loudon from the Adore Animals Foundation, who worked tirelessly and battled the elements to put on an unbelievable outdoor event. The Dog Wash received coverage on Channel Nine News and in the Herald Sun. Money raised from the World's Biggest Dog Wash and the Grand Final Charity Dinner – just under \$50,000 – was used to purchase a much-needed ultrasound machine.

## Pawprints: a pet photo book

In 2010 Lort Smith was approached by leading photographer Brett Jacques to raise funds for the hospital by producing a high quality book featuring photos of animal lovers' pets. Pet lovers paid for a photo session with Brett and two other Melbourne photographers, Pete Kalogris and Anthaea Jones, with all fees donated to the hospital. Pawprints features full-page colour portraits of 250 pets and will be available online and in the Lort Smith shop from September 2011.

## Appeals

Our appeals are a way for us to seek donations, whilst communicating and providing updates on the wonderful work of our staff. Realising the benefits of online communication, our Marketing & Fundraising team are currently looking at ways to improve on our current appeals and we look forward to some big improvements in the near future.

## Major Gifts

Our Major Gifts program recognises the enormous contribution our donors make to many of Lort Smith's programs. To celebrate this support, we held two major gift events, with the Botanic Gardens event welcoming new CEO, Dr Liz Walker. Many of our shelter pets made a great impression and were fortunate to have the company of

Lort Smith Ambassador Giaan Rooney with her three legged dog Lester.

In December, Samantha Baillieu kindly helped organise a superb luncheon at Merrick's General Store on the Mornington Peninsula. Over \$30,000 was raised and a great day was had by all.

## 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, continued to grow in 2010 and demonstrates the commitment people have to the care of animals.

Our Heart and Home program attracts a great deal of interest and provides animal lovers with a legitimate solution for people who want to plan for their pets welfare.

# Volunteers

We are very fortunate to have the support of over 400 wonderful volunteers who come from every possible background – from high-flying corporate CEOs happy to work in the shelter at weekends to long-term prisoners fostering little kittens too small to be adopted. They all **share a love of animals** and a desire to use their skills, interests and talents to volunteer at Lort Smith.



The Lort Smith shop relies on volunteers like Maddie Shub to open for business.



Volunteer Ann Jeffrey gives this kitten plenty of TLC.

Volunteers are valuable members of our team; they assist us in many ways including working in the shelter, administration, the PALS program and in the Lort Smith shop. In the shelter, our volunteers assist staff members to provide daily care for animals, participate in environment-enrichment activities and provide foster care for animals too young or in need of rehabilitation before they are adopted into a loving home. In 2010 our volunteers contributed a total of 9,000 hours throughout our volunteer programs.

## Volunteer orientation program

The volunteer orientation program was a great success in 2010 with two information nights held every month with an average attendance of 20 to 30 people. This program has been a great tool to inform volunteers of the day-to-day shelter activities, procedures and equipment they will come across during their time at the Lort.

## Corporate volunteers

We are working closely with a number of Corporate Volunteering Partners, including Medibank Private, NAB,

ANZ, Sensis and Seek. In 2010 Medibank Private again showed its support by supplying us with lanyards and t-shirts for all PALS volunteers to wear. This means that residents in aged-care facilities and hospitals can recognise our volunteers. All corporate volunteers have enjoyed the hands-on experience with us.

## Dog assessors

Our volunteer dog assessors, Michael Tucker, Joan Ray and Paul Gale, continued to assist with the assessment of potential four-legged PALS volunteers. We would like to thank Paul Gale for all his hard work and contribution to Lort Smith and wish him well in furthering his dog obedience career in Japan.

## Donations

Knitting groups from Mayflower Aged Care Facility and two independent groups have donated knitted blankets and coats for our retail shop and shelter throughout 2010 and will continue throughout 2011. Their support and donations are greatly appreciated, especially during the winter months.

## New Volunteer Coordinator

Late 2010 saw a changing of the guard with Tara Tyerman taking up the position of Volunteer Coordinator at Lort Smith. She has four years experience as a volunteer coordinator at other not-for-profit organisations. We welcome Tara to the Lort Smith family.



# Media

The photogenic appeal of Lort Smith's animals continued to win the hospital wide representation in the media in 2010. In such cases, a picture really is worth a thousand words.

## In print

Lort Smith Animal Hospital was promoted in a variety of print publications, including the Herald Sun, The Age, Maribyrnong Leader, Melbourne Leader and Moonee Valley Leader. Articles about a rabbit dubbed 'Lucky' who survived an act of extreme cruelty, a possum joey rescued from its dying mother's pouch after a wild storm, and little Prince, born deaf, and learning sign language while awaiting adoption at Lort Smith prompted **an overwhelming response from readers**, many of whom rang for updates on the animals' progress.

## On TV and radio

Television and radio appearances were made by CEO Liz Walker and various staff, including animal management officers and Dr Sasha Herbert, who provided a regular voice for Lort Smith on the Saturday Morning Show, ABC Radio 774, in 2010.

The second series of TV show 'Animal Emergency', which focuses on behind-the-scenes action at Lort Smith Animal Hospital, was broadcast on Channel Nine. Much effort was involved in shooting the reality program and recognition is due to former Media Liaison Joni Tooth for managing this series on behalf of Lort Smith.

Many kittens and puppies were featured for adoption on Channel Ten shows 'The Circle', 'Bondi Vet' and '7PM Project'. The PALS program was promoted on the ABC TV show 'Can We Help?'



# Financial Report

The Lort Smith Animal Hospital closed the 2010 financial year with a net surplus of \$804,000 down \$172,000 (or 17.6%) on 2009.

2010 was a year of substantial challenges at the Lort Smith, with new senior management and at the same time continuing to endure the effects of the tail end of the Global Financial Crisis. The economic changes have had a negative effect on the carrying values of Lort Smith's non-property related investments, and interest and dividend streams have reduced. Interest and dividend streams are a vital source of revenue for Lort Smith and contribute to its long term survival and delivery of important services to the community, now and into the future.

It must be noted that not all of the 2010 net surplus of \$804,000 was related to actual transactions, as during 2010 an external valuation was conducted which resulted in a \$360,000 revaluation of a contiguous investment property.

Revenue for 2010 was \$12.1m, down \$915,000 (or 7.0%) on 2009, with core revenue from veterinary services flat at \$7.4m in both 2010 and 2009. This revenue is before deductions given to health card holders, pensioners and others of limited means. As always, the Lort Smith's life blood is made from legacies, donations, sponsorships and fundraising, which when aggregated in 2010 were \$3.8m, down a significant \$1.1m (or 22.5%) on 2009. Income from investing activities in 2010 was \$506,000 (down \$18,000 or 3.4% on 2009), due largely to rental incomes dropping \$101,000.

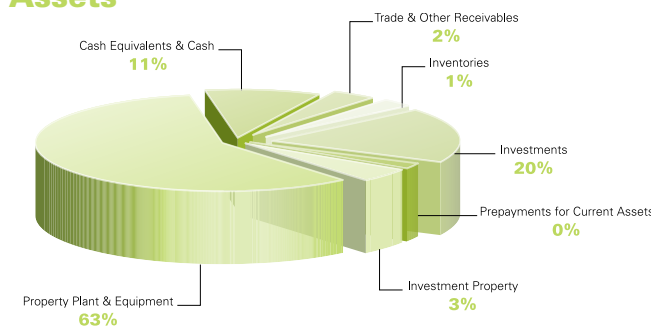
Operating Expenditure for 2010 was \$11.3m, down \$744,000 (or 6.2%) on 2009. Expenditure reduced during 2010 due largely to labour cost reductions, via both better management of rostering and resourcing costs as

operational efficiencies lowered costs while maintaining a good service to customers and their animals. Wage related costs are historically the Lort Smith's single largest expenditure and totalled \$7.0m in 2010, down \$200,000 (or 2.8%) on 2009. All veterinary services costs as well as corporate costs reduced during 2010.

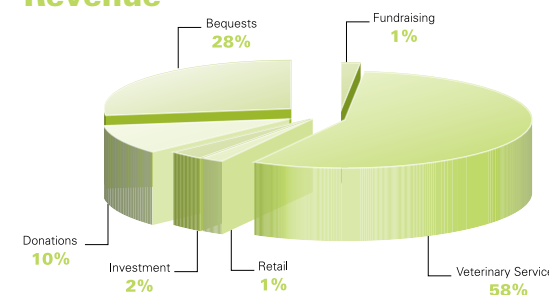
The Statement of Financial Position at 31 December 2010 shows a \$9m increase in the values of Property, Plant and Equipment, from \$12.6m in 2009, to \$21.5m in 2010. This increase is due to an external valuation conducted during 2010. The revaluation of Property, Plant and Equipment (as opposed to the revaluation of a contiguous investment property referred to above) has been transferred to an Asset Revaluation Reserve on the Statement of Financial Position. We did however buy key pieces of equipment for treating animals totalling \$71,000 which included a new ultrasound machine and other necessary items.

Throughout 2010, the focus has been on the implementation of the recommendations of the Efficiency Review, which were started in 2009. The Board and Management continue to take a conservative view on the operations of the Lort Smith and seek to deliver small net surpluses into the future and allow it to build its reserves to maintain quality delivery of its Mission, Vision and Purpose of continuing to **provide quality care for sick, injured and abandoned animals as well as to provide quality care for animals of people with limited means.**

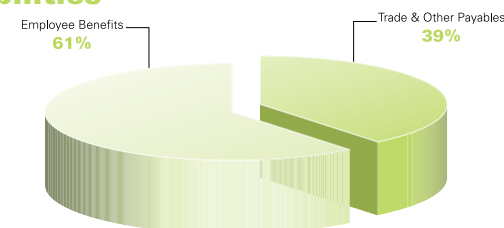
## Assets



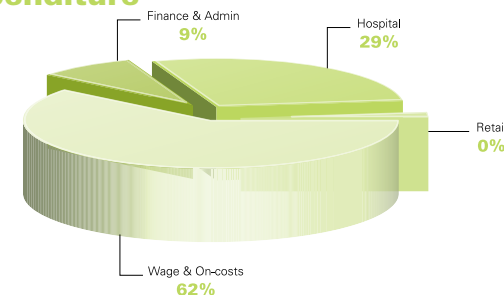
## Revenue



## Liabilities



## Expenditure





# Abridged Financial Statements

## Statement of Financial Performance

	2010	2009
<b>Revenue</b>		
Veterinary Services	7,357,758	7,429,503
Retail Shop	87,490	86,019
Legacies	2,535,655	3,514,980
Membership	36	1,541
Donations received	1,153,180	1,155,824
Sponsorship	-	17,273
Trust receipts	900	69,185
Fundraising income	65,872	174,112
Interest	175,950	108,270
Dividends and investment fund distributions	313,761	298,528
Rental income	16,544	117,669
T.V Series Income	4,705	14,359
Revaluation Investment property	360,000	-
<b>Total Income</b>	12,071,851	12,987,263
<b>Expenditure</b>		
Veterinary services		
– Pathology	241,137	286,592
– Drugs	1,316,631	1,384,189
– Food for animals	11,615	30,804
– Discounts for clients	517,401	544,428
– Other	1,125,862	1,109,565
Retail shop	31,209	50,389
Wages & On-costs		
– Salaries and wages	5,616,069	6,149,697
– Superannuation	520,804	527,003
– Other wage expenses	835,303	533,695
Finance and administration	1,052,087	1,105,418
Revaluation Investment property	-	290,000
Revaluation of Financial Assets	-	-
<b>Total Expenses</b>	11,268,118	12,011,780
<b>Net Surplus/(Deficit)</b>	803,733	975,483

## Statement of Financial Position

	2010	2009
<b>Assets</b>		
Cash Equivalents & Cash	3,794,948	3,614,475
Trade & other receivables	873,960	842,208
Inventories	200,791	185,711
Investments	6,878,621	7,034,131
Prepayments for current assets	23,592	20,144
Investment Property	1,000,000	640,000
Property Plant & Equipment	21,532,732	12,586,920
	34,304,644	24,923,589
<b>Liabilities</b>		
Trade & Other Payables	647,404	629,484
Employee Benefits	1,019,983	928,269
	1,667,387	1,557,753
<b>Net Assets</b>	32,637,257	23,365,836



## Major Gifts

Robert Allison  
R Andre  
Charles Baillieu  
Samantha Baillieu  
Marion Balfour  
AH Bienvenu  
Sally Brisker  
Malcolm and Janet Brodie  
L Bruveris  
Janet Calvert-Jones  
Mary Camela  
Chris Clarke  
Victoria Considine  
Carmel Doig  
Rita Dowling  
Josef Enenkel  
Ensign Laboratories  
Virginia Erwin  
Neilma Gantner  
S Giorgini  
Global Management  
Catherine Gray  
Michael Hall  
Anne Hamilton-Hall  
Toni Hipkiss  
Bronwyn Hughes  
Hilary Irwin  
Dorae Jesberg  
Jetmaster Pty Ltd  
Walter and Veronica Kastelan  
Melissa Kruyt  
Sooknay Lee  
Faye Matthews  
Betty McKinnon  
JA Nolan

H and M Olschyna  
Dora O'Sullevan  
M O'Sullevan  
M Reid  
Ilan Rosen  
Fergus Ruddle  
Jane Schurmann  
Greg Shalit and Miriam Faine  
David Sherwood  
Andrew Skinner  
Lady Marigold Southey AC  
Stateless Systems Pty Ltd  
The First Eddystone Foundation  
The Sheehan-Birrell Foundation  
The Yulgilbar Foundation  
Margaret Turner

## Sponsors and Business Supporters

Animal Lovers by Neo Tokyo  
AXA  
BHP Billiton Matched Giving Program  
BITSA  
CAF Australia  
CSL Limited  
Fabulously Gourmet  
Karen Foo  
Foxtel  
Donna Glover  
GPT Management Holdings Ltd  
Stephen Joy  
Carla Khoo  
Jessica Marnich  
Medibank Private  
National Australia Bank

PetBarn  
Powercor Australia  
Ritchies Stores Pty Ltd  
Transurban  
Turning Point  
XYZnetworks Pty Limited

## Grants and Foundations

The Scobie and Claire Mackinnon Trust

## Bequests

Edith M Ackroyd  
Eleanor Margrethe Albiston  
Beryl Alexander  
Gladys J Bearman  
Jeny Blacksilk  
Pamela Burns  
Lachlan R Burrows  
Jessie Clark  
Irene Clayton  
Mavis Condon  
Kevin Cowell  
Gwenyth Dalziel  
Shirley Dixon  
Ian Dodd  
Frances Draycott  
Nancy J Esler  
Alma and Carmen Figuerola  
Maxine Fine  
Dorothy J Fone  
Pauline E Haberle  
Anne Harding  
Gladys Hunter  
Ruth L Jamieson  
Mary Jones

May V Jones  
Ruby King  
Irene M Lanassa  
Jeff Francis Law  
Donna Lea Matthews  
Eileen M McKinnon  
Thomas McNair  
Donald J Milburn  
Mandy Munnerley  
Patricia Maureen O'Leary  
Marjorie F Osborne  
The Lady Lyle Bequest Trust  
The Leslie and Heidi Basch Charitable Trust  
The Lort Smith Trust for Animals  
(Louisa Lort Smith)  
The Wilfred and Ruby Bird Charitable Trust  
George Turrell  
Joan P Vanderkelen  
George Westleck and Violet Morewood  
Joy M White  
Ada Withers  
Roger Yelland

## In Memoriam/Legacy

Heather Aspinall  
G Boyd  
Kate Broadhurst  
Kath Brown  
Moirá Callegari  
Pamela A Clancy  
Lyn Dawson  
Ryan Doughty  
George E Dunn  
MH Finney  
V Hall  
Ian Hauser



Nancye A Henderson  
 Rob Henderson  
 Ross Henderson  
 Betty Jones  
 Margery Jones  
 Susan Jones  
 Michelle Lashwood  
 Cathy Lewis  
 Pearl Lewis  
 Vivien Lorkin  
 Alex and Elizabeth Marshall  
 Beryl R Mays  
 Margaret McCarthy  
 Thomas McNair  
 Liz Miller  
 Gwen Misso  
 Mandy Munnerley  
 Natalie M O'Sullivan  
 Laura Piccinno  
 Julie and Paul Ryan  
 Katherine St Clair Nanson  
 Mangeny Stemp  
 The Leslie and Heidi Basch Charitable Trust  
 The Orloff Family Charitable Trust  
 WE Tucker  
 Beryl Watson  
 Margaret Wilson  
 Paul Wilson  
 John Yeoh  
 Gertrude Young

## Community Fundraising

AAMI Victorian Operation  
 Alybet Pty Ltd  
 Peter Atkin and Justine Schellekens

Australian Charity Foundation  
 Australian Quarantine and Inspection  
 Service  
 Tom and Eموke Bakacs  
 Sandy Baskin  
 Blackhearts & Sparrows Wine Purveyors  
 Blue Illusion Moonee Ponds  
 Jon Bonthorne  
 WG and RM Boucher  
 Amy Briese  
 Building Commission  
 Garry Butler  
 Shane Buzza  
 Lina Caneva  
 Isobelle Carmody  
 Barbara Carpenter  
 Katherine Carter  
 Louise Casey  
 Jessie Catlin  
 Jenni Corbett  
 Crawford Saris Agencies Pty Ltd  
 Ann Dawson  
 Catherine Donaldson  
 D-Spa Services Trust  
 Naomi Dunn  
 S Edwards  
 Linda Evans  
 Everyday Hero  
 Shendon Ewans  
 Martine Fazande  
 John F Fisher  
 Foxtel Advisory Group  
 Friends of Lort Smith  
 Galvin Park Secondary College  
 Monique Garwood  
 Paul Ghaie

Peter Gibney  
 Janet Gilchrist-Hansen  
 Petrea Gilvarry  
 Corinne Habben  
 Kelly Hackett  
 Hardimans Hotel  
 Faye Harkess  
 Barbara Haynes  
 Heatherton-Dingley Uniting Church  
 Dorothy Holland  
 Joni Holland  
 Hoyts Corporation Pty Ltd  
 Jag (Aust) Pty Ltd  
 Jerry's Vegiburgers  
 Jetstar  
 JMA Architects  
 Jennifer Kaiser  
 Karma Currency  
 Brenda Kenny  
 Leonie Keynes  
 Kate Kinsella  
 Kyneton Dog Obedience Club  
 Lauriston Girls School  
 D Lempiere  
 Ella Liberto  
 Lort Smith Animal Hospital Shop  
 Matrix Fun Foods  
 Miele Australia  
 Theresa Mugliett  
 National Australia Bank  
 Jill Nichols  
 Eve Park  
 Patties Foods Ltd  
 Ken Pearce  
 Kylie Penny  
 Pet, Horse & Farm

PKF Chartered Accountants  
 Ildiko Plaganyi  
 Jacqui Polonsky  
 Punch Salon  
 Susan Ritchie  
 Ritchies Stores Pty Ltd  
 Christine Sammut  
 Samuel Smith & Son Pty Ltd  
 Brad Sheehan  
 St Catherine's School  
 Frank Sullivan  
 Eunice Trainor  
 Ron Trainor  
 Trans-Australia Airlines Museum  
 Urban Edge Homes  
 David Ursic  
 John Vance  
 Liz Walker  
 Tracey Walsh  
 Will Walton  
 E Webb  
 wegpast  
 Lisa Wolfenden  
 XYZnetworks





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[www.lortsmith.com](http://www.lortsmith.com)

Donations: 03 9321 7215

Volunteering: 03 9321 7288

ABN: 87 004 238 475



**Animal Welfare League of Victoria**