

ANNUAL REPORT 2011



Dean



Geoff



Gemma



Neil



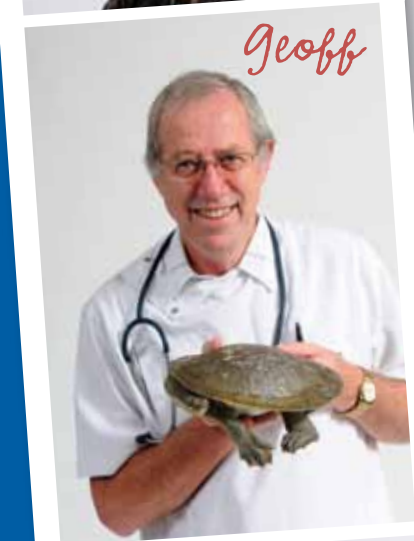
patrick



Tamzin



Lort Smith
ANIMAL HOSPITAL



OUR VISION

A WORLD IN WHICH ANIMALS ARE RESPECTED AND THE HUMAN/ANIMAL BOND IS UNDERSTOOD

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 FOCUSED, 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

OUR PROFILE

The Lort Smith Animal Hospital was built on its current North Melbourne site in 1936 by the Animal Welfare League of Victoria, 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 lost, abandoned, surrendered, mistreated, sick and injured animals each year.

It is the largest not-for-profit animal hospital in Australia, with over 30 vets and more than 50 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 just under 30 animal management officers, 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;
- » PALS (Pets Are Loving Support), 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 - GLENISTER LAMONT



Hello to all of the Lort Smith Animal Hospital's enthusiastic Members and Supporters from your new President. I was given the honour of being appointed as President of your organisation at the end of 2011 and hope that I will have the opportunity to meet with you and discuss your continuing involvement with Lort Smith.

The breadth and scope of Lort Smith's work is enormous, so it is hard to cover this in a few sentences. I encourage you to subscribe to our quarterly newsletter, Companion, that highlights the vital work we do.

Our team is always looking at innovative ways to connect with current and potential members and supporters. We recently used Facebook to signal the need for blankets. This appeal drew supplies from unexpected sources and is just one outstanding example of using social media to further our cause.

Our partnerships with companies cannot be underestimated. A longstanding partnership with PetBarn provides additional adoption opportunities for surrendered animals, as well as assisting greatly with our fundraising activities. Other great supporters include NAB, CSL, Genetic Technologies, Aussie Dog and Hill's Pet Nutrition.

The Lort Smith's achievements would not be possible without the dedication and hard work of all our employees and volunteers. On behalf of the Board and Members I would like to thank you for your efforts. Our employees and volunteers have been guided by a dedicated management team who have the difficult role of working to ensure we provide quality care for surrendered, mistreated, sick and injured animals as well as animals of people of limited means.

During the year, our CEO, Liz Walker continued the tireless work of leading the organisation through an intensive change program that will further lift our ability to assist and provide quality care for as many animals as possible. I would also like to commend our CEO and the management for their stewardship of the funds of the Lort Smith. I refer all members to the finance commentary within this report for a detailed synopsis of the results for the financial year.

Our Ambassadors Dr Sally Cockburn, Giaan Rooney, Peter Hitchener and Tyson Goldsack have been of great assistance in ensuring the efforts of Lort Smith gain the wider recognition it deserves. We are deeply grateful for their efforts and continued support.

During the year two new Board members were appointed; Barbara Pesel and Graham Cunningham, who I am sure will make a strong contribution. I must thank all my fellow Board members for their encouragement and guidance during the year and the work of our longest standing member, Virginia Edwards, whose services have been detailed later in this report.

Of great importance is to salute the leadership and courage of our retiring President, Dr Judith Slocombe, who has had a long association with the hospital and who served as President for a large portion of her tenure. Her efforts to refine the mission and oversee the strategy to make Lort Smith pre-eminent in its work should be recognised.

The Lort Smith however, could not carry out our work if it were not for the strong and generous help from our Members and Supporters who donate money to ensure we can help animals in need and assist their human companions care for them. Thank you again and I hope in the pages that follow you will find inspiration to continue to generously and significantly support Lort Smith.

CEO'S REPORT - LIZ WALKER

2011 saw much change and an incredible amount of work at the Lort Smith with management, staff, the Board and benefactors all contributing to an outstanding year on so many fronts. A tough economic climate continues to provide many challenges and spur demand for our services, keeping our veterinary team and shelter staff very busy throughout the year.

Behind the scenes, more strategic work has commenced on redesigning procedures, practices and policies to ensure the long term financial viability of the Lort Smith. I wish to acknowledge the contribution and support of the staff who have been remarkable in their efforts to date and look forward to even greater achievements in years to come.

Mid 2011 saw a new management team and organisational structure in place with management undertaking a broad range of projects to improve operational efficiency, increase capacity and enhance the workplace for staff. Work commenced on a new performance and development system for staff and a number of processes are being streamlined to improve client outcomes and reduce pressure on our staff. Notably, we established an Ethics Committee and a Master Plan project for the site.

Lort Smith welcomed many new faces during 2011, including a new Chaplain to assist those needing assistance in coming to terms with the loss of a beloved pet. Our team of expert vets and nurses grew by nearly a quarter, reflecting our desire to increase capacity and meet increasing demand for our services. New specialist vets and consultants are helping improve overall expertise and train our staff, as well as provide specialist surgery services, diabetes management, cardiology and internal medicine consulting. Importantly, these expert services are now available and affordable to the pets of people of lesser means.

Our shelter continued to be extremely busy during the year re-homing surrendered and lost animals as well as coping with new legislative requirements. Our shelter dogs are loving their time in the new outdoor exercise facility. Daily walks, training and exercise opportunities only enhance animal welfare, making it easier to find new homes for our beloved shelter dogs.

Marketing and Fundraising have been as busy as ever in promoting the Lort Smith and its vital work. A new online event, "Party for Pets" received good traction and culminated in a celebration of the joys of pet ownership at Treasury Gardens in November.

Our ongoing donor campaigns, even in tough times, continue to show the generosity of so many people in the community. Our new website, Twitter and Facebook activity, as well as the launch of Lort Smith TV on YouTube are helping to get the name of Lort Smith out to as many people as possible. I sincerely thank all our donors, workplace givers, bequestors, supporters and corporate partners – without whose assistance, we would not be able to continue our work.

Our volunteers ('vollies') continue to provide enormous and invaluable assistance to the Lort Smith and its activities. To those PALS (Pets Are Loving Support) vollies with their wonderful dogs who continue to bring joy to many people, to those important and generous individuals who help us in our shelter, in our administration and at our events, and those corporate volunteers who assist regularly or on a one off basis – all I can say is thank you as the place would not be the same or as good without you.

As we move into 2012, tougher and uncertain times look likely. It is imperative that we continue to strive to improve our internal procedures, accountability, workplace, capacity and efficiency to meet the anticipated increase in demand for our services.

I look forward to working with the fabulous team, the Board and supporters of the Lort Smith to equip it for not only the near term but also the long term.



A SPECIAL THANKYOU - DR JUDITH SLOCOMBE

DR JUDITH SLOCOMBE - OUTGOING PRESIDENT AND BOARD DIRECTOR

The Board and staff of the Animal Welfare League of Victoria would like to express their sincere gratitude to our outgoing President and Board Director, Dr Judith Slocombe for her dedication, guidance, leadership, strategic advice and unwavering commitment to the Lort Smith for so many years.

Judith served on the Board of the Animal Welfare League of Victoria from 29th October 2002, until her resignation on 1st January 2012. Judith also served as President of the Board for the majority of that time.

Judith's involvement with the Lort Smith as Board Director, President and employee spans a remarkable 22 years. She began her association with the Lort Smith as a vet in the early 1990's for five years. As a locum vet at the Lort Smith, Judith's work mainly comprised evening and weekend shifts, while she successfully raised her nine children and started a veterinary pathology business, Victorian Veterinary Pathology Services (VVPS), from home. Judith was also a popular guest speaker at the 2002 Annual General Meeting of the Animal Welfare League of Victoria.

With Judith's excellent business strengths VVPS became very successful and in 1989 a joint venture with the medical pathology group, Gribbles Pathology, was undertaken. This redefined the business model for veterinary pathology in Australia and went on to see Gribbles Veterinary become the largest provider of veterinary pathology services in Australia and New Zealand. With Judith still leading the business, by 2001 VVPS had become Gribbles Veterinary and in 2004 Judith took on the position of Group General Manager of (medical) Pathology at Gribbles, overseeing 2,500 employees and a budget of over \$200 million.

In 2002 Judith completed her MBA at Melbourne Business School and in 2003 she received the Centenary Medal. Judith's dedication, vision and success was recognised in 2001 when she received Australia's most highly regarded award for women in business - the Telstra Australian Business Woman of the Year.

Judith's compassion and empathy for people and animals is unwavering and her dedication to the mission and vision of the Lort Smith has been inspirational for the staff, Board and clients throughout her time on the Board.

We are forever grateful for the service that Judith has provided to the Lort Smith and are delighted to accept her kind offer to continue to keep in touch with the Lort Smith and to provide us with assistance and advice as we embark on the next stages of an exciting future.

The Board would also like to acknowledge and thank Judith's husband, Professor Ron Slocombe, for supporting Judith during her tenure as Board Director and President at the Lort Smith Animal Hospital.



Judith's compassion and empathy for people and animals is unwavering and her dedication to the Lort Smith Animal Hospital has been truly inspirational.



OUR BOARD

MEMBERS OF THE BOARD

Back L-R:

Glenister Lamont (President)
Barbara Pesel
Rick Macdonald
Peter van Rompaey (Vice President)

Front L-R:

Susan Palmer
Samantha Baillieu (Vice President)
Virginia Edwards

PATRON

Lady Marigold Southey AC

OUR AMBASSADORS

Dr Sally Cockburn
Giaan Rooney
Peter Hitchener
Tyson Goldsack

NEW DIRECTORS

Barbara Pesel

Barbara has more than 25 years experience in corporate communication with a focus on issues/risk and crisis management, stakeholder engagement and strategic planning. Barbara established public relations agency Pesel & Carr in 1997 where she is the Managing Director.

The Pesel & Carr office is complemented by Shiva, a pampered miniature poodle who provides endless affection to employees, clients and visitors.

Graham Cunningham

Graham has had 30 years domestic and international investment banking experience specialising in mergers and acquisitions, project and property financings and major infrastructure projects.

Graham is also the Chairman of Ronstan International, two IT companies in the health sector and a major private fund manager and investment group. He is also a director of the Royal Botanic Gardens Foundation.

Outside work Graham is a keen cyclist, races a Couta Boat and was the President of Yachting Victoria.



MANAGEMENT UPDATE

After establishing a management team in mid 2011 we have embarked on a number of projects that are designed to improve efficiency, increase our capacity and relevance, and enhance the workplace for our staff so that they can grow and develop in their careers.

Whilst there are a number of activities taking place, key projects include: a revamped performance and development system; operational projects to improve efficiency and allow us to help more animals; a master planning project; establishment of an ethics committee; and an updated system of inventory management and procurement, as well as several IT projects.

We are also carrying out a staff survey and believe this is a critical step in ensuring that our staff remain engaged with the work we are undertaking.



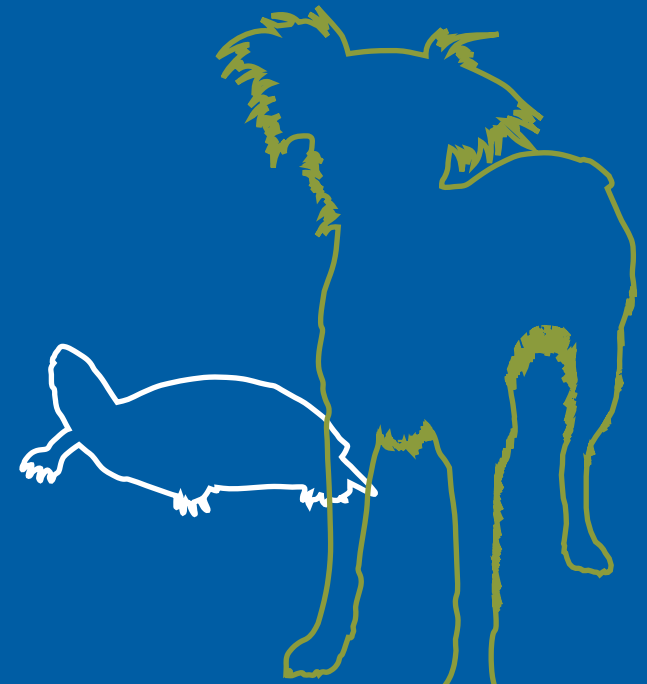
MANAGEMENT TEAM

Back L-R:

Emily Phillips (Program Manager)
Liz Walker (CEO)
Ron Chapple (Building Services Manager)
Justin Eastcott (GM of Marketing & Fundraising)
Dr Russell Harrison (GM of Veterinary Services)
Holly Bennett (GM of Business Services)
Trudy Birchall (IT Manager)

Front L-R:

Liz K Walker (Shelter Manager)
Mona Stead (GM of Nursing Services)
Emma Lindell (Finance Manager)
Dr Lisa Deering (Procurement & Pharmacy Manager)



PROFILE - VIRGINIA EDWARDS

OVER 30 YEARS OF DEDICATED SERVICE TO LORT SMITH

Virginia has been a member of the Lort Smith Animal Hospital Board since 1980, and over the past 30 years has witnessed a significant number of changes throughout the organisation; the most momentous being the planning and completion of the new hospital in 2000.

Her grandmother, Vivien Clapp, was the Victorian Vice President of the Animal Welfare League in 1928 and went on to organise many charity balls, raising significant funds for Lort Smith. Some might say that this influence inspired Virginia's passion for animal welfare.

Virginia's involvement with Lort Smith has been a very important part of her life, and she is proud to have met and worked with so many wonderful people; all of whom are committed to the valuable work of Lort Smith Animal Hospital.

Virginia has played a huge role in shaping Lort Smith's history, and continues today as a member of the Board as well as being involved with the Friends of Lort Smith – a wonderful group of passionate animal lovers who regularly organise fundraising events.

Virginia has been an enthusiastic advocate for the Hospital and has assisted the organisation's fundraising endeavours. She often visits the Lort with words of encouragement and passion (and lollies at Christmas time).

In contributing to the book, "The Kindness of Strangers - A History of Lort Smith Animal Hospital" (by Felicity Jack) Virginia talks of successes and tragedies that have helped shape the unique culture of the organisation.

Being a not-for-profit hospital, Lort Smith faced some difficulties over the years (like so many charities do) and it is a credit to both Virginia and the other supporters for working tirelessly to ensure the Lort prospered and grew.

Today, Virginia has two beloved pets, Mr Darcy (a large black and white cat adopted from Lort Smith) and Hallie (a Golden Retriever), who both play a very important part in her life and that of her family.

The Board, CEO, Management team and staff want to thank Virginia for her amazing contributions over the years. To have someone with such passion still serving today is an outstanding achievement and one that deserves recognition and applause.



Captain



Virginia



Lucy



Bosley



Jodi



Jacinta

SHELTER NEWS

Lort Smith Animal Shelter aims to re-home all lost, abandoned, surrendered, injured and sick animals that come through our doors. Many of them have come in due to a break up in the family, limited financial means, relocation to a new property that does not allow pets, or poor choices made by the owner in selecting their pet in the first place.

It is the job of our fantastic team of Animal Management Officers to find these heartbroken animals their new loving home.

NEW SHELTER MANAGER –

LIZ WALKER – “yes we have another Liz Walker”

Liz Walker (or Liz K as we fondly call her) has been heavily involved within the Animal Welfare industry for over 24 years and her wealth of experience has placed her in good stead to ensure the Lort Shelter is run both effectively and efficiently. In 2011, Liz was proud to hit the ground running and introduced both a new temperament test as well as further enrichment for all shelter animals.

Liz loves re-homing shelter animals and seeing the positive impact it has on them. She also relishes seeing the benefits to the person, “I really love the fact we change the lives of animals and people every day.”

Liz has two dogs; Molly (Jack Russell X) and Ruby (Pug X), two cats; Lucy (DSH, Ginger & White) and Spud (Burmese, Red) and of course all of the shelter animals at Lort Smith.

NEW LEGISLATION – CODE OF PRACTICE

In 2011 the Victorian State Government introduced the new code of practice for the Management of Dogs & Cats in Shelters and Pounds. We were fortunate enough to have been involved with the creation of the new legislation which saw the abolishment of the time limits on holding animals (the 28 day rule), stricter breeding standards, more detailed parameters about minimum standards of enrichment and the inclusion of four definitions for fostering options.

As part of this change, we are now permitted to walk shelter dogs off site - a wonderful opportunity to provide dogs with the stimulation and enrichment they need. Our shelter staff and volunteers have been enjoying the walks too and a detailed dog walking policy was developed to ensure the safety of all shelter dogs, volunteers and staff.

“We are happy to see the 28 day rule abolished as it provides more time to re-home shelter animals” said Liz K Walker, Shelter Manager.

OSCAR’S LAW RALLY

Lort Smith Animal Shelter proudly showed our support against puppy farms by attending the 2011 Oscar’s Law Rally. We continue to promote and educate potential owners about responsible pet ownership and are always encouraging people not to buy animals from puppy farms!

FOSTERING

It was another successful year for our foster carers who did a fantastic job fostering 350 sick and injured animals and providing them with the love and care that they desperately needed (including cats, dogs, ferrets, rabbits, guinea pigs, birds and reptiles). Thanks to all of our foster carers for your time, dedication and patience with the animals. Lort Smith Shelter would not have been able to help this many animals in need without your generous support.

ADOPTION

This year Lort Smith Animal Shelter processed 1,039 adoptions. PetBarn played their part by re-homing 180 additional animals through their Chadstone, Plenty Valley and Narre Warren stores. PetBarn's partnership has been a great support, and enables us to broaden our profile in suburban areas across Melbourne.

EMERGENCY WELFARE PROGRAM

In 2011 we boarded 59 dogs, 45 cats and two adorable rats who all found themselves in heartbreaking situations.

We furthered our support to owners in extreme difficulties by providing their pets with food, medical treatment and bedding. This program is aimed at assisting pets in extremely poor circumstances, including domestic violence, homelessness and emergency situations.

WORKING DOGS

Our Animal Management Officers are continuously looking for appropriate dogs that are surrendered or abandoned that may make fantastic working dogs (for example police dogs, scent detection, customs etc) that can bring value to the community.

Throughout 2011 we formed relationships with different government bodies, including the Victorian Police Dog's Squad and AQIS (Australian Quarantine) to assist them in their search for appropriate dogs.





26 YEARS OF DEDICATED SERVICE

Lyn Orton is a devoted staff member who works in the Lort Smith Shelter (Cattery). She began at Lort Smith in 1986 as the receptionist and is now the Senior Animal Management Officer for Cattery.

Lyn has made a massive contribution to Lort Smith and the animals she has loved and cared for. It is rare to find people like Lyn who give themselves to the job and really make a significant impact.

Lyn has fostered hundreds of animals including cats, dogs, ferrets, rabbits, guinea pigs as well as adopted 30 animals herself over the past 26 years. She currently is the proud owner of three cats; Grace Kelly, Stuart Little and Dudley Do Little.



VET NEWS

Lort Smith Animal Hospital is open 365 days of the year and strives to help all animals in need through providing quality veterinary treatment. In 2011 the hospital performed close to 1,000 surgeries on shelter animals and over 5,500 on client animals.

We saw a number of changes in our Hospital, including the introduction of our General Managers of Veterinary Services & Nursing Services, the introduction of specialist vets, as well as the purchase and donation of new medical equipment. This will assist our vets and nurses to further develop the hospital services so we can help more animals in need each day.

NEW GM VETERINARY SERVICES – DR RUSSELL HARRISON

Dr Russell Harrison joined the Lort Smith team in mid 2011 as our new General Manager of Veterinary Services. With his 10 years experience in the veterinary industry Lort Smith is fortunate to have him on board.

"I have enjoyed my time at Lort Smith because we offer an amazing service to pets and owners in need. In some cases we are their last resort.

"Here at Lort Smith we have a fantastic team of highly skilled vets who show true dedication to our mission", said Dr Russell Harrison.

NEW SPECIALIST VETS

Dr Arthur House

Dr Arthur House is a specialist surgeon who joined the team on a part time basis for referral cases only. All vets will have the opportunity to expand their experience to include more difficult procedures, meaning more animals in need can be saved.

How Dr House Saved Vegas' Life

New pet owner, Ms Rados, came to Lort Smith Animal Hospital with her four month old male Maltese puppy 'Vegas'. Vegas was presented for a second opinion after being diagnosed with a life threatening heart condition. This was made more difficult as Vegas only weighed one kilogram. Thankfully for Vegas, Dr House was able to correct the heart defect and after a short time in recovery Vegas was reunited with Ms Rados. This is just one case of how Dr House's skills have saved the life of an animal in need.

Dr Linda Fleeman

Dr Linda Fleeman is an internationally renowned expert in the management of diabetes in dogs and cats. Her services will provide a new level of care to diabetic dogs and cats that is specifically tailored to the individual pet's needs. To improve control and minimise hospital visits, Dr Fleeman can provide individualised on-going email advice and support to owners. This 'communication package' provides reassurance and information to people caring for diabetic pets at home.

Dr Richard Woolley

Dr Richard Woolley is a specialist cardiologist who provides his services on a part time basis to patients who have been diagnosed, or have a pre existing cardiopulmonary disease that is not responding well to treatment.

APPOINTMENT BASED SYSTEM

In 2011 an appointment based system was fully implemented which improved the effectiveness and efficiency of our veterinary practice; resulting in an extra 1,882 animals being seen for consultation. Clients can now make appointments for routine and non-urgent appointments, including vaccinations and health checks.

Warren



Danny & David



Justine





NURSE NEWS

NEW GM OF NURSING SERVICES – MONA STEAD

Mona joined the Lort Smith team as the General Manager of Nursing Services in mid 2011. With a 15 year background in health care management, her skills and knowledge made an immediate impact at the Lort. Her passion for animals is clear, having rescued two dogs, Pluto and Roxy, when she lived in Dubai. Since arriving at Lort Smith, she has added Jack, a Bull Arab X, to her family. Mona loves the challenge of working for a not-for-profit organisation and helping animals in need every day.

INTRODUCTION OF LEAD NURSES

This year we introduced four Lead Nurses who include Tamzin Dunn (Senior Lead for Inpatients), Edgar Sison (Senior Lead for Surgery), Rebecca Primmer (Senior Lead of Isolation ICU & Exotic) and Danny McPherson (Senior Lead for Outpatients). This change has provided continuous support to all nurses throughout the hospital which has enabled the nursing team to make improvements to our clinical care.

TRAINING COORDINATOR – PENNY LAI

We have also introduced a training coordinator, Penny Lai, whose role is to manage internal and external educational nursing events. This gives our nurses the opportunity to expand their knowledge and apply this when caring for clients and shelter animals. Penny has already sourced training opportunities which have been well received, including handling and clinical management of exotic animals, as well as understanding the diabetic patient.

VET NURSE DAY

Vet Nurse Day was celebrated in style this year with a vegan and vegetarian BBQ. It was a day to recognise the hard work all vet nurses do every day and to say a big thank you for their dedication.

TAMMY STURDY RECEIVED THE NURSE OF THE YEAR AWARD

As part of her Certificate IV in Vet Nursing studies at Box Hill TAFE, Tammy was nominated and won the Pfizer Surgical Nurse of the Year Award. Congratulations Tammy - we are proud to have you as part of the Lort Smith team.

PROCUREMENT AND PHARMACY

INSTALLATION OF OXYGEN GENERATOR

This year Dr Lisa Deering, our Procurement and Pharmacy (P&P) Manager facilitated the installation of an oxygen generator which makes our oxygen supply system more efficient as well as bringing it up to date with the latest technologies. With a life expectancy of 25 years the oxygen generator will save us considerable expense as we no longer have to rely on the delivery of oxygen cylinders.

ECG (ELECTROCARDIOGRAM DEVICE)

This year an electrocardiogram (ECG) was purchased with a donation made by a generous supporter. The ECG monitors the heart, providing the necessary support for animals with heart problems. This technology is a great addition for Lort Smith and enables our vets and nurses to effectively treat animals that come into our Intensive Care Unit (ICU) with heart problems. This is a life saving piece of equipment that we are so grateful to have. Thanks go to our generous donor.

INCUBATORS (HUMIDICRIBS)

The Royal Women's Hospital donated two incubators that will be used to supply oxygen to seriously sick animals as well as keep them warm. These incubators have been used to treat birds and other small animals too. Additionally, we also purchased a specialised unit through the kind support of a major donor.



LORT SMITH NEWS

MBA STUDENTS BRING CUTTING EDGE KNOWLEDGE TO LORT!

This year Lort Smith Animal Hospital was fortunate to take on two MBA (Master of Business Administration) interns from the Melbourne Business School Class of 2012 to assist with branding, client credit, our foster care system as well as other important projects. They were Neil Wood and Mohammed "Moh" Mushfiquir Rahman.

Neil: It was a change of pace for Neil who, pre MBA, was a senior associate at PricewaterhouseCoopers (PwC) in Germany, performing company valuations, financial due diligence and audits.

"In non-profits you've typically got limited resources and value-based goals. It's more of a challenge than traditional consulting," said Neil.

Neil started his time here by looking at Lort Smith's client credit process, examining payment plans and how we provide discounts for clients. Given his past experience, he was able to implement some improved processes, new internal controls and approval requirements, as well as a hardship consideration program for those that are really struggling to afford treatment for their pet(s).

From finance he moved onto operations, working on our animal shelter and fostering processes to come up with some clever and innovative ideas.

Moh: Moh's background is in telecommunications, with a specific focus on branding and marketing. Lort Smith had come to realise that there is some brand confusion and uncertainty, and this was where Moh, a former brand manager in Bangladesh, stepped in to assist.

Working alongside the fundraising team, he was able to develop a new brand strategy entailing new marketing materials and changes to our logo. He also worked on a fundraising model not seen before in Australia and for both projects Moh drew together his knowledge from subjects like Financial Accounting, Data and Decisions, Business Strategy, Product Management and Brand Management.

"Some of the work I had the opportunity to do here I would not have got at all if I'd gone to a big firm," says Moh.

"The Lort Smith is a great environment and I thoroughly enjoyed my time here"

Overall, Neil and Moh's time spent at Lort Smith was very worthwhile and much appreciated by the team.

"They have offered us contemporary thinking and great new ideas. They're really on the cutting edge and we look forward to working with Melbourne Business School again in the future," said Liz Walker (CEO).

NEW CHAPLAIN - ADELE MAPPERSON

In August we welcomed our new Chaplain, Adele Mapperson, to the team. Adele's background has included Chaplaincy at the Royal Melbourne Hospital (five years) and Penleigh & Essendon Grammar School (eight years).

At Lort Smith the work of the Chaplain is supporting the relationship between animals and their owners.

A significant focus of her work is to support families suffering the loss of their beloved companion, both at the time of the loss and throughout the grief process.



patrick



Tristan



Jenny



ETHICS COMMITTEE

A key Lort Smith project is to establish an Ethics Committee, as our work can lead us to encounter ethical dilemmas.

They may be to do with the welfare of an animal in the shelter, clinical decisions regarding an animal in the hospital, or to do with costs or welfare of the owner; through to education, sponsorship and research/data management.

An Ethics Committee will facilitate a consistent and quality process to establish policies and provide guidance on important ethical issues. We are currently collating the potential ethical issues through focus groups with our staff and based on this information we will develop appropriate policies and establish the basis for the ongoing Ethics Committee.

This committee will provide continuing ethical direction and policies in response to new ethical dilemmas that may emerge in the course of operations within the hospital and shelter.

We anticipate that the Ethics Committee will be in place by the end of 2012.

MASTER PLANNING AT THE LORT SMITH ANIMAL HOSPITAL

We are very excited to announce that the Lort Smith Animal Hospital is embarking on a Master Planning process and has appointed architectural and engineering firm, SKM S2F to undertake this project in consultation with the Lort Smith Board Master Planning Sub-Committee and a broader stakeholder group from the Lort Smith and its supporters.

We acknowledge the enormous amount of work that Board Member, Rick Macdonald, has contributed to this project in preparation and data gathering.

The Lort Smith currently occupies a primary campus at 24 Villiers St North Melbourne with adjoining land parcels situated eastwards known as the Wreckyn Street property and the garage next door to the hospital.

The Master Plan will consider the overall space available to the LSAH and the requirements of the hospital and shelter over the next 10-15 years.

It will allow the LSAH to have an understanding on the amount of space that it will require over this time so that a separate strategy can be developed to utilise any 'land in excess of needs', to enhance the financial security of the organisation and to provide potential buffers to adjacent developments.

The results will provide insight and advice on what infrastructure projects should be further investigated. We look forward to informing you of the outcome from this process and the subsequent action plan.



BUSINESS SERVICES NEWS

BUSINESS SERVICES UPDATE

In June 2011 we welcomed Holly Bennett as General Manager, Business Services. Holly's role is to streamline all customer service functions within the Hospital including client care, appointment scheduling, client categorisation, payment plans and debt management. Holly's background prior to joining the Lort encompassed senior operational roles whereby she was successful in steering cultural change and reengineering processes to deliver greater revenues, profits, and five-star service delivery.

At the Lort, Holly and her team have already made substantial improvements, including the introduction of an appointment based system, greater transparency around client payments, as well as a reinvigorated retail shop in the Hospital's reception area. Holly is also investigating the best way to establish an automated 'cage management system' so that we can be more efficient in allocating animals to cages as well as meeting demand.

INFORMATION TECHNOLOGY

Lort Smith's in house IT department was created in 2011 with the appointment of IT Manager, Trudy Birchall, followed by the addition of an IT Technical Services Officer, Lydia Newton. The IT department supports all Information and Communication Technology infrastructure and applications for Lort Smith. By having an internal team, we are able to provide more immediate help to staff as well as being proactive in addressing our IT challenges and opportunities.

Very soon after commencing, Trudy implemented an internal service desk system into which all requests for IT support are now being logged. This enables us to measure and track how our IT needs are being met.

Additionally, Trudy commissioned an external IT infrastructure review which has provided a blueprint for upgrading our infrastructure. Out of this came an infrastructure master plan, with incremental projects to improve the overall performance of the IT systems. Some of these projects have been completed, such as UPS (uninterrupted power supply), upgrade to the server room, SQL server memory upgrade, and database administrator oversight.

These improvements will give Lort Smith the capacity and capability to upgrade to new versions of software applications and guarantee the security, serviceability, reliability and availability of the infrastructure network, ultimately providing a system that enables staff to care for more animals in need.





FUNDRAISING

As a not-for-profit charity, Lort Smith relies on the generous support of the community in order to continue providing our services. With many supporters, both individuals and businesses, it is the Marketing & Fundraising team's job to ensure relationships are maintained, innovative fundraising programs are developed, and that the Lort Smith brand is actively managed in order to drive community awareness.

In 2011, the team kept busy with numerous activities and fundraisers, some of which included Party for Pets, the 2011 Christmas Catalogue, Paw Prints photo book as well as the 2012 Lort Smith Animal Hospital calendar which showcases 12 extraordinary animals adopted from Lort Smith.

PARTY FOR PETS

Party for Pets was launched as our major online fundraising campaign for 2011. The activity was well received by our young supporters with 40 registered parties helping to raise funds for much needed surgical equipment.

Party hosts held a range of parties including a Howl-oween party (for Halloween), Daschund party, High Tea party and a Picnic in the Park party.

New Ambassador (and Collingwood Football Club Player) Tyson Goldsack joined in the celebrations by heavily promoting Party for Pets through his social media profile as well as hosting his own party to show friends and family how Lort Smith helps animals in need.

CHRISTMAS CATALOGUE

The Christmas Catalogue was a big hit again this year that raised just over \$37,000. The catalogue included the Lort Smith calendar, coffee cups, gift in lieu cards, NeoTokyo pet pack, Christmas cards and wrapping paper, as well as two animal jigsaw puzzles which are always a popular item.

REGULAR DONORS

Our regular givers are special people who make monthly donations to us, either via credit card or by participating in workplace giving programs. In 2011 we developed Pets For Life, an initiative to recognise our regular donors who really do make such a tremendous difference. A big thanks to each and every one of you.



ABOVE L-R:

Emma Morgan (Relationship Manager)
 Jessie McGuire (Donor Relations)
 Justin Eastcott (GM Marketing & Fundraising)
 Melissa Hughes (PR & Social Media)
 Tara Tyerman (Volunteer Coordinator)
 Veronica Kochan (Administration)

MAJOR GIFTS

Our major gifts program was once again supported by many generous members of the community whose donations helped to fund our programs that help pets of people with limited means.

Of special significance was when Vice President of our Board, Samantha Baillieu and her family kindly hosted a recital and cocktail night where we launched our Pets In Need Fund — a fund specifically to assist pets of responsible owners who need a helping hand in treating their beloved companion. A special thanks goes to Baillieu and Sarah Myer for providing us with a beautiful room for the event at Cranlana, one of the original Myer family residences.





COMMUNITY FUNDRAISING

As a charity we are extremely fortunate to have many people in the community who are prepared to go out of their way to raise money for us. Our Community Fundraisers not only support the Hospital through generating funds, but also help us to increase awareness of the wonderful work carried out by the vets, nurses and Shelter staff. Activities are broad and varied, including community BBQ's, themed events, mini raffles as well as a host of other activities. A big thank you to everyone who made a contribution.

FRIENDS OF LORT SMITH

The Friends of Lort Smith had another bumper year raising just under \$5,000 from the Pets In The Park and Errol Street Festival stalls. This group of passionate and dedicated animal lovers really do make an enormous contribution. Thank you for your tireless work in helping our cause.

PAWPRINTS

Pawprints, a coffee-table photography book is a stunning showcase of much loved Victorian pets. The unique characters and personalities of 183 dogs, 29 cats and one rabbit are all captured in detail, with three Melbourne photographers, Brett Jacques, Anthaea Jones and Pete Kalogris all donating their time and energies in order to make this project a great success.

Pawprints is proudly supported by Lort Smith Ambassador Giaan Rooney and can be purchased via our website for only \$99.95 (plus postage and handling).

BEQUESTS & GIFTS IN WILL

Bequests continued to be a major source of funding for Lort Smith and through people's generosity enables us to continue providing quality veterinary care to all animals. Our Heart & Home bequest program continues to grow, with many pet lovers telling us how it reassures them to know we will take care of their pets should the need arise.

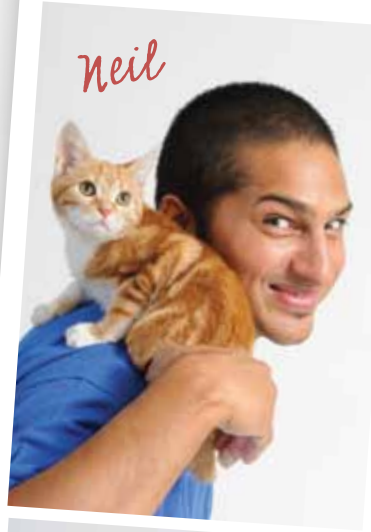


HEART & HOME

The Heart & Home program aims to give peace of mind to pet owners knowing that in the event of their passing, Lort Smith will care for their beloved companion and find them a new loving home.

Fifty nine year old cockatoo Michael has two women in his life, Doreen Trainor (his original owner) and Keira Duffy (a vet nurse from Lort Smith). Doreen has been an ambassador and member of the Heart & Home Program since 2009, and is so pleased to know that Michael will be cared for into the future - after all, cockatoos can live for over 100 years!

When Doreen became ill in 2011 and was struggling to take care of Michael, she knew it was the right time to talk with us. Michael very quickly became close to Nurse Keira and after several weeks with us at the Lort, and then some time at home with Keira, Doreen decided it was best for Michael to stay in his new home. Keira and her mum regularly take Michael to see Doreen for visits, and she is relieved to know Michael will continue to receive the love and attention he so rightly deserves.



Neil



Serena



Suzanne

VOLUNTEERS

Lort Smith Animal Hospital was proudly supported by 794 volunteers in 2011, all of whom helped us in so many ways including: fostering, shelter support, serving in the retail shop, taking part in PALS (Pets Are Loving Support) as well as providing administration and event support.

Our foster volunteers cared for 350 animals through our foster care program. Without this group of generous people we could not have cared for and re-homed as many animals as we did in 2011.

This year we recognised three of our long term volunteers; Amanda Doolan, Joan Ray and Michael Tucker, all of whom received the Volunteer of the Year Award.

AMANDA DOOLAN

Amanda Doolan has been a foster carer and shelter volunteer for over four years. She has fostered over a 100 kittens/cats in this time and comes in every Tuesday to volunteer in the Shelter to assist with training new volunteers. She is a great help to our shelter staff and is very passionate about Lort Smith.

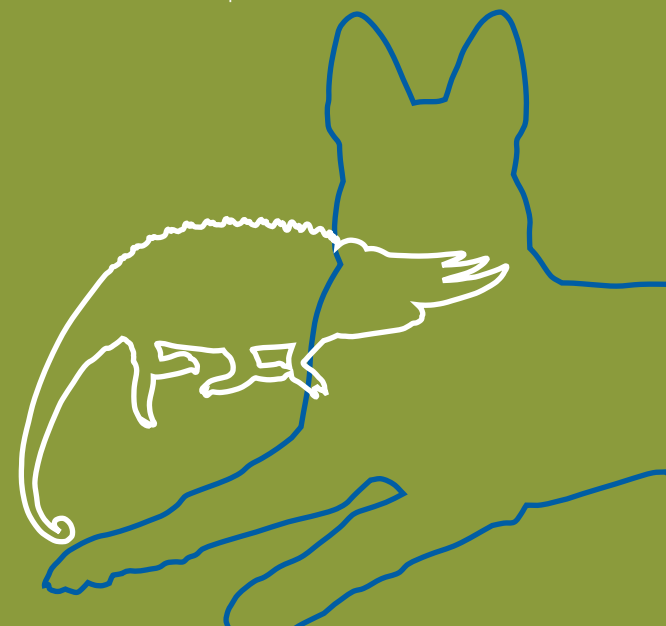
JOAN RAY

Joan Ray started the PALS program around 24 years ago, which originally worked with Guide Dogs Victoria. She continued to manage this program until 2007 when it was handed over to the Lort Smith. Joan now assists Michael Tucker with dog assessments.

MICHAEL TUCKER

Michael also started PALS with Joan and has been associated with the Lort Smith for a number of years. He volunteers his time in helping to assess our PALS dogs to make sure they have a suitable temperament to go into hospitals and nursing homes. As an experienced dog trainer, Michael has been a tremendous support for the program.

A big thanks to all our volunteers who made a contribution to Lort Smith and helped us make a difference to all animals in need. We know many of our programs would not exist without such a fantastic team of helpers!



Michael & Dellis



Joan & Tara



MEDIA

2011 was another great year in terms of showcasing the work of Lort Smith through print, TV and radio. This exposure to the broader community provided wonderful benefits to us, enabling Lort Smith to continue spreading the word about the work we do in looking after animals as well as promoting the benefits of the human/animal bond.

This year also saw us leap into the world of social media; including Facebook, YouTube and Twitter. With an ever growing base of followers on all mediums, use of these technologies continues to let us tell our tales for very little cost.

PRINT

Lort Smith continued to be in the public eye with numerous articles published in The Age, Herald Sun, Moonee Valley Leader, Melbourne Leader as well as a number of other community newspapers and magazines throughout Melbourne.

We would like to thank journalists Kelly Ryan, Baria Bol, Lyn Ly, Michael Gleeson and Carolyn Webb.

Party for Pets was launched in the public domain through a fantastic article in the Herald Sun which featured Lort Smith's new Ambassador and Collingwood Footballer, Tyson Goldsack with his two dachshunds Jeff & Archie. Party hosts were featured in local Leader publications including the Melbourne Leader.

Our beautiful photobook, Pawprints, received a two page half spread in the Herald Sun which set the phones off in the Lort Smith Fundraising office, selling many of the pet photography books within minutes.

We also had a regular spot in Moonee Valley Leader's Pet of the Week – an initiative that helped us profile the many shelter animals up for adoption.



TELEVISION

The cameras kept rolling throughout 2011, with countless visits from Channels 7, 9 & 10 who were keen to broadcast Lort Smith's position on many animal related topics and issues.

Liz Walker, CEO, also made a guest appearance on Channel 10's "The Project" – a fabulous opportunity that gave Lort Smith some national coverage. Liz spoke about our views on the dangerous dog laws that were later introduced by the Victorian Government.



CORPORATE PARTNERSHIPS

Lort Smith Animal Hospital is very lucky to receive generous support from corporate Australia. This year, Hill's Pet Nutrition, PetBarn, CSL and Vodafone all demonstrated their passion for animals through generous cash and product donations, as well as supporting us by encouraging their staff to take part in our payroll giving program.



HILL'S PET NUTRITION

In November, we were proud to officially partner with Hill's Pet Nutrition who produce the highest quality pet nutrition to keep owners and pets together for as long as possible.

Our shelter and hospital animals now receive Hill's pet food that provides them with the nutrients they need to maintain optimum health. Hill's have also made a generous donation which will go towards supporting our marketing and fundraising activities.

Hill's prescription (prescribed by Lort Smith Vets) and wellness (over the counter) pet food can be purchased at Lort Smith Animal Hospital reception.



PETBARN

PetBarn continued their support by partnering with us to provide Lort Smith Adoption Centres in three of their Melbourne stores – Narre Warren, Chadstone and Plenty Valley. With a fully Lort Smith branded set up, not only do they help us to adopt more animals, but they also assist in spreading the word about Lort Smith out into the suburbs. In 2011, PetBarn successfully adopted 180 animals through their stores.

Additionally, PetBarn's Victorian stores raised just over \$10,000 through their Christmas Wishing Tree Appeal with the funds to go towards our new ambulance. Thank you to all PetBarn staff for the amazing work you have done for us. We look forward to many more fundraising events in 2012.



FINANCIAL REPORT

Lort Smith delivered a surplus of \$699,000 for the year ending 31 December 2011.

Revenues from operations of \$8.1million in 2011, increased by \$1.1million on 2010, represented mainly by increases in hospital services such as consultations (up 33%), vaccinations (up 28%) and de-sexings (up 5%). These services are core to the hospital, so it is very pleasing to see strong positive results culminating from the delivery of improved and more efficient work practices. While net revenues are up significantly, so are our subsidies to our core constituents - "animals of people with limited means" which rose \$113,000 to \$630,000.

On the other hand, cost of sales from operations of \$2.1million in 2011 represents an increase of \$318,000 on 2010. This increase is mainly through increased dispensing of drugs and chemicals of about \$175,000 and additional diagnostic services of \$83,000, driven by the increased throughput in the hospital during the year.

Other Income of \$5.7million in 2011 represents an increase of \$1.6million on 2010 and is represented mainly by bequests and legacy income. Lort Smith is continually blessed by very kind people and our thanks go out to the estates and families that have left money (or intend to do so) in wills so generously.

Personnel expenses during 2011 were \$8.7million, an increase of \$2.3million on 2010. The increase in these expenses was anticipated, as Lort Smith is, and always will be a labour intensive endeavour. Combine this with the implementation of a new management structure, the negotiation of a new all inclusive EBA finalised in May 2011, and the significant increase in core activities in the hospital, the resultant outcome is an increase in personnel expenses.

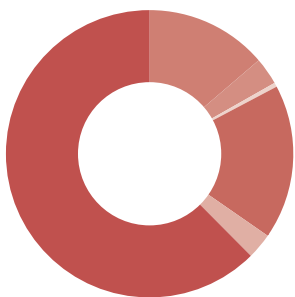
Other expenses in 2011 were \$3.1million, an increase of \$400,000 the majority of which was depreciation on property in 2011. There was no corresponding depreciation in 2010 as all property was re-valued in 2010 in accordance with the Lort Smith Accounting Policy on revaluing property every three years.

Net finance income in 2011 is \$772,000, an increase of \$266,000 due mainly to the increase in dividend income received during the year. Income from the investments is used in supporting the activities of the hospital and creating modest reserves for potential improvements in our facilities.

In summarising, the Board and management are once again pleased to report to Members that it has been responsible in its stewardship of the finances of the Lort Smith, while offering a significant increase in services to our core constituents.

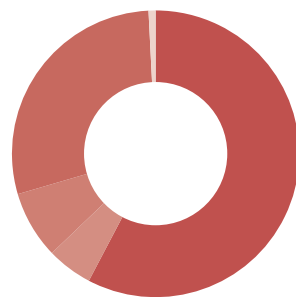
As was the case in the times of Ms Louisa Lort Smith, we are always very grateful to our bequestors and donors who are the lifeblood for the continuation of the operations of the Lort Smith Animal Hospital.

ASSETS



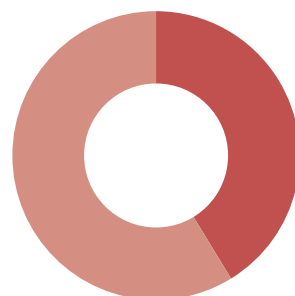
Prepayments for current assets	0%
Inventories	1%
Trade & other receivables	3%
Investment Property	3%
Cash Equivalents & Cash	14%
Investments	17%
Property Plant & Equipment	62%

REVENUE



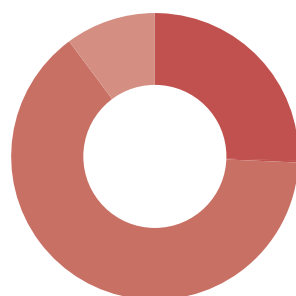
Retail	0%
Fundraising	1%
Investment	5%
Donations	8%
Bequests	29%
Veterinary Services	57%

LIABILITIES



Trade & Other Payables	41%
Employee Benefits	59%

EXPENDITURE



Retail	0%
Finance & Admin	10%
Hospital	26%
Wages & On-costs	64%



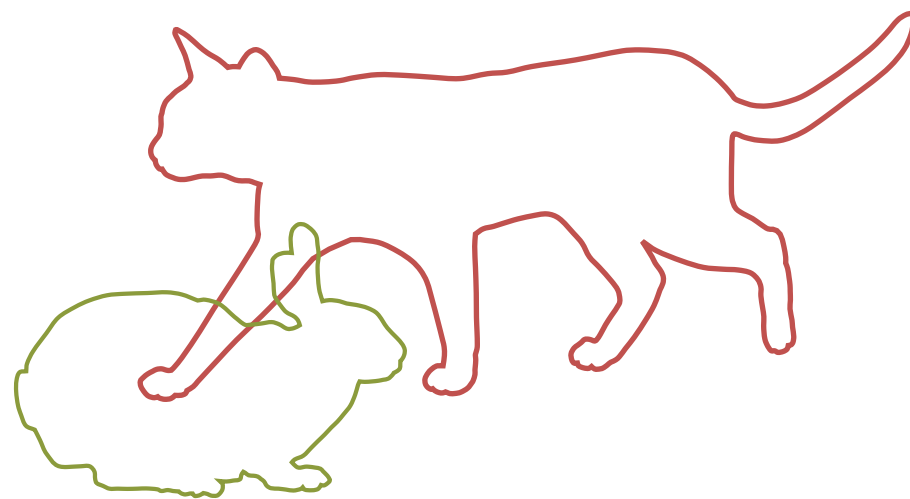
STATEMENTS

STATEMENT OF FINANCIAL PERFORMANCE

Revenue	2011	2010
Veterinary services	8,586,671	7,357,758
Retail shop	74,493	87,490
Legacies	4,314,258	2,535,655
Membership	1,745	36
Donations received	1,141,409	1,153,180
Sponsorship	-	-
Trust receipts	-	900
Fundraising income	119,414	65,872
Interest	190,166	175,950
Dividends and investment fund distributions	563,824	313,761
Rental income	20,268	16,544
TV Series income	-	4,705
Revaluation investment property	-	360,000
TOTAL INCOME	15,012,248	12,071,851
Expenditure		
Veterinary services		
- Pathology	324,074	241,137
- Drugs	1,492,515	1,316,631
- Food for animals	47,626	11,615
- Discounts for clients	629,780	517,401
- Other	1,155,045	1,125,862
Retail shop	26,374	31,209
Wages & on-costs		
- Salaries and wages	7,685,229	5,616,069
- Superannuation	694,680	520,804
- Other wage expenses	799,269	835,303
Finance and administration	1,459,144	1,052,087
Revaluation investment property	-	-
Revaluation of Financial Assets	-	-
TOTAL EXPENSES	14,313,736	11,268,118
NET PROFIT/LOSS	698,512	803,733

STATEMENT OF FINANCIAL POSITION

Assets	2011	2010
Cash equivalents & cash	4,735,944	3,794,948
Trade & other receivables	1,066,390	873,960
Inventories	161,370	200,791
Investments	5,969,312	6,878,621
Prepayments for current assets	40,833	23,592
Investment property	1,000,000	1,000,000
Property plant & equipment	21,563,004	21,532,732
	34,536,853	34,304,644
Liabilities		
Trade & other payables	880,583	647,404
Employee benefits	1,252,452	1,019,983
	2,133,035	1,667,387
NET ASSETS	32,403,818	32,637,257



RECOGNITION OF SUPPORT

MAJOR GIFTS

A H Bienvenu
Amity Fisher Trust A/C John Fisher
Andrew Skinner
Anti Vivisection WA
Baillieu Myer AC
Barb Vial
Bronwyn Hughes
Calvert-Jones Foundation
Carl Christilaw
Carmel Doig
Catherine Gray
Cheryl Oon
Clare Myers
Dorae Jesberg
Elite Customer Solutions
Faye Matthews
Gandel Charitable Management Ltd
Greg Shalit & Miriam Faine
Helen Abson
Hilary Irwin
J A Nolan
Jane Schurmann
Jeanette Holland
Jenny Howe
Josef Enenkel
Julie Schilin
Kids On Collins
Lucy Missen
M O'Sullivan
Malcolm & Janet Brodie
Marigold Southey AC
Marion Balfour
Marjorie Orr

Mars Australia
Melissa Kruyt
Neilma Ganter
Olive Trollope
R Andre
Richard Muirden
S Gunatunga
Shirley Perrett
Stefano Giorgini
Sue Boell
Suncorp Metway
The Aranday Foundation
The First Eddystone Foundation
The Michael & Andrew
Buxton Foundation
The Orloff Family Charitable Trust
The Sheehan-Birrell Foundation
Timothy Catford
Toni Hipkiss
Virginia Erwin
W Marshall & Associates
Wesley Rigg

LORT SMITH BUSINESS

SUPPORTERS

Animal Lovers by Neo Tokyo
Animal Network
Augustine Approved
Boehringer-Ingelheim
CSL
Foxtel
Gribbles Veterinary
JB Hi Fi

Hill's Pet Nutrition
Lyppard
Mediquip
National Australia Bank
PetBarn
Therapon
Vodafone

BEQUESTS

A Hoddinott
Edith Ackroyd
Estate of Charlotte Overall
Estate of Desmond Dawson
Estate of Dorothy Hudson
Estate of George Westleck &
Violet Morewood
Estate of Harry Schofield
Estate of Helen Elizabeth Ridley
Estate of Joyce Stevens
Estate of K S C Nanson
Estate of Keith Ford
Estate of Lady Lyle Bequest Trust
Estate of Lorraine Attwater
Estate of Louisa Lort Smith
Estate of Lynsey Aileen Heap
Estate of Margaret Merrifield
Estate of Mary Marshall
Estate of Mary Vernon
Estate of Mavis Condon
Estate of Maxine Fine
Estate of Monica Fox
Estate of Ninfa Lowe
Estate of Patricia Meehan
Estate of Phillip Law

Estate of Shirley Mary Moore
Estate of Suzanne Vass
Estate of Vass
F and L Osowski
Gladys Smith
K Marlow
L Lyons
Lorin Margaret Cunningham
M Saultery
Mary Anderson
Millicent Cross
Miss Helen Robertson
Miss Margaret Herring
Miss Myra Farley
Mr Leonard Baxter
Mr Stanley Bowe
Mr Walter Lyons
Mrs Mollie Donaldson
Mrs Patricia Bradley
Mrs Ruth Swanson
Mrs Tracey Lee Parkinson
Ms Cecilia Lavery
Ms Mandy Munnerley
Ms Meredith Columbine
Ms Ruth Chadwick
Ms Sylvia Wight
Myra Eunice Farley
Patricia Crystal Ludekens
Phyllis Maud Irene Lloyd
R Homewood
Sherry Lyn Sullivan
Thelma Cufley Smallacombe

RECOGNITION OF SUPPORT CONT'D

IN MEMORIAM/LEGACY

Ada Withers
 Alma and Carmen Figuerola
 Arthur Hammond
 Bruce McDonald
 Scobie and Claire Mackinnon
 David Revelman
 Dawn Hibbert
 Donald Dennett James Walters
 Edith Jean Elizabeth Beggs
 Edna Fowler
 Elizabeth Hook
 Florence Anderson
 Frederick Cline
 George Turrell
 Harry Schofield
 Helen Lewis
 Ian Dodd
 Jennifer Turner
 Joanne Simson
 Joy Wilson
 Kevin Cowell
 Kevin Saunders
 Kurt Stern
 Leslie & Heidi Basch Charitable Trust
 Leslie Vaughan
 Linda Smallman
 Louise Lamont
 Mabel Corless
 Marjorie Whitehead
 Melanie Hollingsworth
 Meta Dahlgreen
 N Nestorowicz
 Nancy Esler

Robert Meredith
 The Orloff Family Charitable Trust
 The Wilfred and Ruby Bird Charitable Trust
 Valerie Rudman
 Wal Fillmore

COMMUNITY FUNDRAISING

Anthaea Jones
 Blue Illusion Australia Pty Ltd
 Brayden Leonard
 Brett Jacques
 Byron Bay Summerhouse
 Cara D'onofrio
 Centrelink Serious Non-Compliance
 Diamond Dog Food & Bakery
 Elite Customer Solutions
 Epworth Healthcare
 Friends of Lort Smith
 German Shepherd Dog Club
 Green's General Foods
 Grill'd
 Guild Group Holdings Ltd
 I love Dachshunds – Melbourne
 Lumley Insurance
 Manor Lakes P-12/Specialist College
 Mooroolbark East Primary School
 Orbis Investment Advisory Ltd
 Pet Barn – Head Office
 Pete Kalogris
 Peter Clark
 Plenty Valley Vet Clinic
 Powercor Australia
 Rotary Club of Dromana

Sandringham College
 Sandy Beach Centre – C/o Virginia Mort
 Simone Revell
 Southside Dog School
 St Stephen's Anglican Church
 Strathmore Community Service Ltd
 Telstra
 Victorian Obedience Dog Club Inc
 Woolworths Werribee Plaza
 Wright Express Australia Pty Ltd

SPECIAL TRIBUTES

Gladys Smith

Gladys was heavily involved in supporting Lort Smith Animal Hospital over the years. As the President of the reconstituted Essendon Auxiliary in 1978, she helped raise \$13,500 for a new ambulance which was of tremendous benefit in transporting sick animals to and from the Hospital. Mrs Smith's efforts continued with the establishment of a Lort Smith kiosk in 1986; a venture that resulted in thousands of dollars being raised for us. She will be fondly remembered.

Mary Anderson

Mary was a well-loved and respected North Melbourne identity who was passionate about animal welfare.

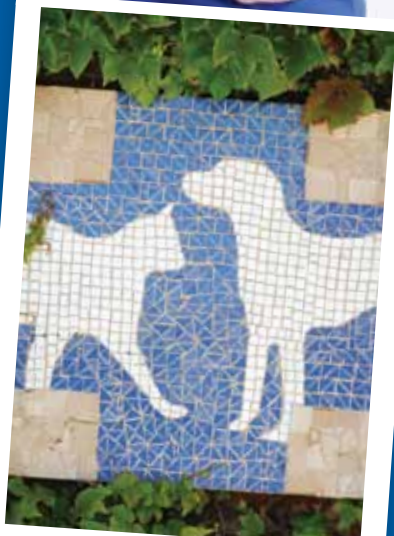
Although her abiding love was for cats, Mary's compassion extended to all animals and she participated by volunteering at Lort Smith and other animal welfare organisations, as well as lobbying to make animal desexing compulsory. After all, stray animals were a big problem over the years. Mary's legacy will always live on at the Lort.



Marty



Mary-Anne





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North Melbourne VIC 3051

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Fax 03 9329 5347

Email info@lortsmith.com

www.lortsmith.com

Donations 03 9321 7215

Volunteering 03 9321 7288

ABN 87 004 238 475

