

Lort Smith 2019 Impact Report



Lort Smith
caring for animals



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Cover: Diane and Melody

Dr Amanda with Charlie

Our Vision

The communities we serve benefit from world-class animal healthcare and wellbeing.

Our Mission

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

Our Values

- Care and compassion**
– we treat all people and animals with kindness and empathy.
- Quality and affordability**
– we work together in a safe environment to provide accessible and sustainable services of the highest standard.
- Integrity and respect**
– we have the courage to do what is right, be accountable for our actions, and communicate honestly and courteously.

President's Message

As I write this message, I'd like to acknowledge on behalf of everyone at Lort Smith the increased difficulties so many people are facing, first with devastating bushfires followed by a pandemic and to let people know that we are here to support where we can – it's what we do. It has also highlighted how resilient we are and how special a role our animals have in our communities.

The positive effects of the human-animal bond are boundless. Every day I live this bond through my gorgeous, too smart for his own good Louis, who I adopted back in 2015. He enriches my life in ways that at times even takes me by surprise and for this I am so grateful.

It is also the foundation on which Lort Smith is built. Lort Smith is so much more than a hospital and is why this organisation needs to thrive.

We have a long history of building and supporting the human-animal bond. Our founder, Louisa Lort Smith's mission was to save animals and give access to any member of the community that needed veterinary care for their animals no matter their means.

Today, 84 years on, our mission remains the same and our vision has evolved to be "that the communities we serve benefit from world-class animal healthcare and wellbeing".

When we speak of world-class, it is not about premium or exclusive, it is a way of thinking and an attitude that we are striving to achieve in

what we do, how we do it and why we do it.

It is reflected in how we treat each other, our service to our clients, our work in the community, how we communicate, our research, expertise – it is the measure for everything we do. Importantly it is in our care for animals and the people that care for them.

The advancement of the Stay and Grow Strategy is part of this vision. It is building the new site in Campbellfield and the redevelopment of the North Melbourne facility.

The architectural designs for both builds are now complete. Construction in Campbellfield is due to commence late in 2020, and once finished, a new Veterinary Community Centre will build on Lort Smith's iconic legacy.

To fund this vision and our strategy, we have launched the *Our Future is in Your Hands* Capital Campaign and have made a great start with \$3.85 million raised towards our \$20 million goal.

Congratulations to CEO Fiona Webster and the dedicated veterinary, nursing, animal welfare, client service and administrative teams on a successful year – including the passionate volunteers who devote so much of their time to further the cause.

It's inspiring to watch the team continue Lort Smith's mission with unfailing commitment and enthusiasm.

I'd like to extend personal thanks to the board of directors who voluntarily contribute their valuable time and expertise to

this outstanding organisation – a special mention to retiring members Barbara Hammon and Kate Hamond for their hard work over the years. And to also welcome three members Stefano Giorgini, Selin Lanzafame and Alastair Stott.

It is really important to remember that Lort Smith would not exist without the unwavering support and generous contributions from incredible patrons, donors, bequestors and supporters. You are the reason Lort Smith continues to be there for the community.

Thank you.

Barbara Pesel
President, Lort Smith Board



Barbara Pesel and Louis



Fiona Webster and Louie

CEO's Message

It's not hard to see why Lort Smith is a beloved institution. I am honoured to represent an organisation that achieves so much for the community every day.

From the important work in the Animal Hospital keeping families together by providing access to quality care; the tireless Adoption Centre that opens its doors to animals in need of rehabilitation and rehoming; to the immeasurable impacts of the human-animal bond our Community Outreach brings to those who really need it.

I am incredibly grateful for the efforts of the Lort Smith team throughout this year. Each staff member and volunteer has played an important role in advancing our organisation as a whole. Everyone's hard work, creativity and drive enabled us to achieve so much.

Over the course of the year 25,654 animals received care at Lort Smith. This included 33,667 routine and emergency consultations, and 8,887 surgeries.

Additionally, tired equipment was upgraded and an important clinical systems upgrade was implemented, enabling Lort Smith to move its services into the future with confidence.

The Adoption Centre rehomed 639 animals including cats, dogs, rabbits and Guinea pigs. They also provided temporary care for 85 Emergency Welfare Assistance animals on behalf of carers experiencing crisis in their lives.

Their hard work was once again acknowledged as a finalist in the category of Innovation in Rescue in the Jetpets Companion Animal Rescue Awards.

Lort Smith's Community Outreach team expanded the volunteer program to include concierge and bereavement counsellor roles providing an improved experience to our community.

Lort Smith Pet Therapy completed its pilot program at the Parkville Youth Justice Precinct. The program was a finalist in the VicHealth Awards, in the category Improving the health and wellbeing of young Victorians – an acknowledgment of its value to the community.

Looking forward, the *Our Future is in Your Hands* Capital Campaign is well underway. We need to raise an additional \$16 million to deliver the new Campbellfield site and redevelopment of the North Melbourne animal hospital. We still have a lot to achieve but the outlook is positive.

The commitment we have to the health and wellbeing of animals in the community is steadfast – we will continue to strive to improve veterinary care in Australia for all animals and the people who care for them.

I would like to thank Lort Smith's board of directors, especially President Barbara Pesel, for their wholehearted support.

Finally, to our patrons, ambassadors, to our donors, bequestors and supporters, my heartfelt thanks again to you for your support. Year on year more people come to Lort Smith, stretching the demand for our services. Without your generosity, we would not be in a position to be making such a difference in the community.

Fiona Webster
Chief Executive Officer

Capital Campaign

Lort Smith launched its *Our Future is in Your Hands* Capital Campaign in March 2019. This ambitious and exciting venture seeks to raise \$20 million to redevelop our existing site in Villiers Street and build a new Veterinary Community Centre in Campbellfield.

The Capital Campaign, which supports the vision of our Stay and Grow Strategy, will help Lort Smith meet the urgent increase in demand for our services, and help people in need access our expert care.

To STAY, Lort Smith will redevelop its existing site – building new and improved facilities that will allow a much needed expansion of

emergency and complex surgical services. This will give us the opportunity to boldly contribute to advancing veterinary medicine in Australia.

To GROW, Lort Smith will build a Veterinary Community Centre in Melbourne's north. It will offer primary veterinary care – backed by the expertise of the North Melbourne animal hospital; expanded adoption centre facilities; training for veterinary nurses; and placements for veterinary students.

It will offer facilities for the local community to enjoy with their companion animals – enhancing the health and wellbeing of animals.

Samantha Baillieu AM, Chairperson of The Yulgilbar Foundation and our Capital Campaign Patron launched the Campaign in March with a cornerstone philanthropic donation of \$2 million and a further \$1 million in matched funding for gifts received.

Throughout 2019, the final master-plan and schematic designs were completed for both the new build and the redevelopment. The Veterinary Community Centre has received town planning approval and construction is due to commence in 2020.

While \$3.85 million was raised in 2019, we understand this bold plan to significantly improve access to world-class care relies on the generosity of animal lovers who believe in our important mission: to improve the health and happiness of animals and the people who care for them.

We will be seeking support for this Capital Campaign over the next four years and welcome everyone to share in this journey.

OUR FUTURE is in your HANDS



Animal Hospital

Access to high quality, affordable care has been the Animal Hospital's key theme for 2019. With an emphasis on quality, the Animal Hospital's equipment replacement program upgraded two crash carts; installed additional medical lights in the treatment, dental and surgery rooms; provided new cat scales for each consulting room; replaced the dental x-ray machine; and upgraded to industry leading SurgiVet® anaesthesia monitors.

The Animal Hospital is tireless in its commitment to quality health outcomes for all clients. To further support the health and wellbeing of pets in the community Lort Smith introduced a client pet wellness program LortCare.

The program helps manage routine yearly pet health needs with a convenient subscription. Covering regular monthly flea and worm treatments, to standard vaccinations with a yearly health check-up; this preventative health care program helps to increase pet health standards in the community.

The Dr Alan Lawther scholarship – named after Lort Smith veterinary surgeon renowned for advancing the skills of veterinary staff at Lort Smith – was this year awarded to two recipients.

Dr Sasha Chatto, who will undertake a Graduate Certificate in Small Animal Emergency and Critical Care at the University of Melbourne; and nurse Frances

James who will undertake a Certificate IV Training and Assessment to further enhance post-operative home care for patients via community education.

To help increase the skills and knowledge of the dedicated nursing team, a Clinical Nurse Educator role was created. Already, we have seen the benefits of this role with levels of clinical support and education in our triage roles increase.

In late October Lort Smith changed its veterinary practice management software. This necessary move is anticipated to help streamline systems, and will include an online booking system with self check-in capabilities. To further aid



60 VETS &
90 NURSES



25,654
ANIMALS RECEIVED
VETERINARY CARE



32 PHONE
CALLS RECEIVED
EVERY HOUR



\$1.5M OF ADDITIONAL
DISCOUNTS GIVEN
TO CLIENTS IN NEED



616
CT SCANS
PERFORMED

Lort Smith's sustainable growth, additional software advances are planned in 2020 to help maximise every dollar so we can continue to meet the ever growing demand for our life-saving services.

The request for quality and affordable veterinary care grows each year, making the need for dedicated supporters even more important. It is thanks to our generous donors we are able to be here, every day, for pets in need and for the people who care for them.



Beth

Rosie's Story

Rosie, a 10-year-old Staffordshire terrier, was very happy with life until the day her carers brought another dog into the home.

Sadly, the two dogs were unable to get along, so the carers made the difficult decision to surrender Rosie to Lort Smith.

Like any ageing dog, Rosie wasn't going to be running any half marathons and had a range of health issues – some predictable, but others more serious. Itchy skin, red eyes with green discharge, chronic ear inflammation, and a hot spot thrown in for good measure.

All relatively manageable with appropriate medication, some of which she will take all her life.

First, Rosie underwent a major dental procedure that saw six teeth extracted to alleviate her mouth pain. What was more concerning, however, were her numerous lumps and bumps.

Four lumps were removed and pathology results indicated they were benign. Sadly, there was one sinister looking hard mass on her ribcage. A biopsy confirmed she had bone cancer.

Not prepared to give up on Rosie, vets embarked on an operation that had never previously been carried out at Lort Smith. Using their state-of-the-art CT scanner, vets were able to carefully plan exactly how they would carry out a rib resection to remove the nasty mass.

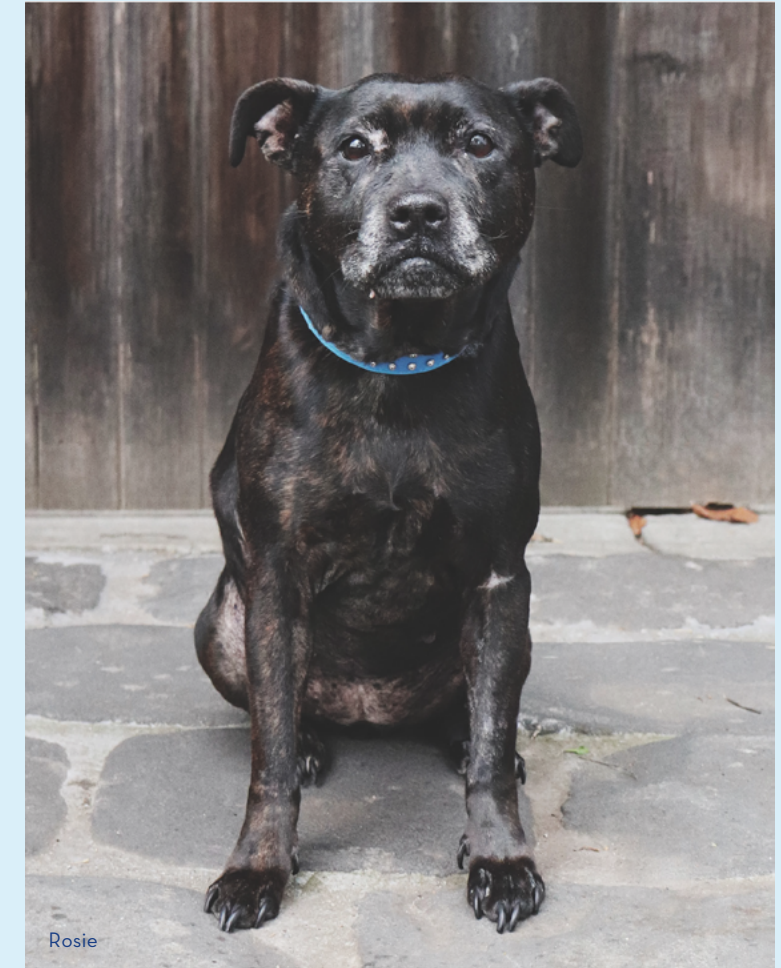
A team of two surgeons and two nurses successfully carried out the delicate operation. Rosie recovered in the intensive care unit before being moved to foster care for some TLC in a home environment.

Days later, Rosie still wasn't quite herself. Her breathing was laboured and she was rushed back to Lort Smith. Blood tests indicated she was anaemic and needed a blood transfusion. It worked a treat and she has never looked back.

After Rosie recovered, she was adopted by her foster carer. Now, she enjoys playing at her local park and is able to keep up with the other dogs. She is happy, healthy and very much loved.

Lort Smith

*Not prepared to
give up on ROSIE,
VETS EMBARKED on
an OPERATION that
had NEVER previously
been CARRIED out at
LORT SMITH.*



Rosie

Adoption Centre

Lort Smith Adoption Centre offers sanctuary, rehabilitation, welfare and a new home for surrendered pets with no one to care for them. Lort Smith also receives transferred animals from other animal welfare organisations, helping to ease the burden by taking on the more challenging medical cases where we can best utilise our facilities.

The team, made up of dedicated staff and volunteers, approach their work with inspirational passion and commitment. Helping animals find a new home is more than just a job – it's a vocation.

As part of our philosophy, we will never euthanase an animal that is capable of being rehomed, no matter how long it takes.

Some animals are quickly rehomed, while others remain in our Adoption Centre, or with foster carers, for months. They all receive exceptional veterinary care, as well as the emotional support and mental stimulation they need to truly thrive.

In 2019, the Adoption Centre rehomed 639 animals including: 460 cats, 139 dogs and 40 pocket pets. Many of these animals required several medical procedures, with some requiring veterinary treatment totalling more than ten thousand dollars.

In addition to rehabilitation and rehoming, the Adoption Centre provides a critical missing link in the community's social support network

through its Emergency Welfare Assistance (EWA) program.

Through the EWA program, the Adoption Centre provides a safe and nurturing place for the animals of people in crisis to stay temporarily. As soon as the carer's situation has stabilised, we reunite them with their pet.

Throughout 2019 Lort Smith cared for 85 beloved pets as part of the EWA program, providing full medical care, exercise, a healthy diet, lots of cuddles, and emotional support to each dog, cat, and pocket pet.

As part of OUR PHILOSOPHY, we will NEVER EUTHANASE an ANIMAL that is CAPABLE OF BEING REHOMED, no matter HOW LONG it TAKES.

In an exciting extension of this program, Lort Smith, along with Pets of the Homeless and Launch Housing established Pet Assistance and Welfare Services (PAWS).

Its purpose is to help keep people in crisis with their pets. Lort Smith Animal Welfare Officers assess companion animals to ensure they will be suitable to live in shared crisis accommodation.

This program was recognised by the Jetpets Companion Animal Rescue Awards, being named a finalist in the Innovation in Rescue category.

The valuable services the Adoption Centre provides is only possible with the support from giving members of the community – we are truly thankful for their generosity.



Animal Welfare Officer An with Whiskey

Valentine's Story

Valentine (formerly Snoggles) arrived at Lort Smith in pain and unable to eat. Over the previous few weeks Valentine had begun to lose all of his upper teeth, and many of his lower teeth had either broken or been damaged.

The team at Lort Smith organised a radiograph to get an accurate picture of the state of Valentine's oral health. Results confirmed prolonged dental disease had affected his entire mouth.

Once severe dental disease has taken over it is difficult to reverse, and Valentine's had deteriorated to dire levels. To give him the best chance at survival all of Valentine's remaining teeth had to be removed.

Thinking only of his best interests, and knowing they would be unable to commit to Valentine's rehabilitation and new life adjustment, his carers surrendered him to Lort Smith.

Despite the agony of his chronic dental disease, and the despair he must have felt when his family said goodbye, Valentine's lovely personality still shone through.

With his smoochy cuddles and laid back personality, Valentine quickly adopted the nickname Snoggles.

Valentine was put under the care of one of Lort Smith's most experienced dental surgeons, who removed his remaining teeth and extracted the remnants of the roots of his teeth.

While recovering Valentine quickly adjusted to his new soft food diet, and within days was ready to find his forever family.

Not long after Valentine was made available for adoption, a special woman spotted him and was instantly smitten. A carer who has a soft spot for special needs cats, Valentine was the perfect addition to her fur family.

He was adopted on Valentine's Day, hence his new name, and now this lover shares his residence with a one-eyed cat and a deaf cat. His adopter encourages people to consider animals with special needs as they have just as much love and joy to offer – if not more!

*Despite the AGONY
of his CHRONIC
DENTAL DISEASE,
VALENTINE'S lovely
PERSONALITY still
shone through at
LORT SMITH.*



Valentine

Community Outreach

We are fortunate to have the support of almost 400 dedicated individuals who donate their time, talent and knowledge to Lort Smith.

Onsite volunteers provide crucial help across the organisation including in the laundry, cattery, kennels, administrative tasks and bereavement support for those who have lost a beloved animal.

Offsite volunteers open their homes to animals in need through foster care; and the Lort Smith Pet Therapy program has a 32 year history, helping deliver the benefits of the human-animal bond to vulnerable members of the community.

These essential roles performed by Lort Smith volunteers help us to

provide a service worthy of being called world class.

This year, Lort Smith piloted a new role, the Concierge Volunteer – striving to improve the client experience that the Animal Hospital offers.

Concierge volunteers welcome clients and help minimise waiting times in the busy reception area; provide directions and general information; guide and orientate visitors around the Animal Hospital; and assist with weighing dogs and answering queries.

The successful pilot has enabled further development of the role and an expansion is anticipated in 2020.

Additionally this year the important work Lort Smith Pet Therapy provided as part of the Parkville Youth Justice Pet Therapy Program was acknowledged by the Victorian Health Promotion Foundation. The program was a finalist in the 2019 VicHealth Awards category: Improving the health and wellbeing of young Victorians.

It is hoped that the success of the program, that helps to engage at-risk youth will continue in 2020.

Lort Smith is incredibly lucky to have a committed team of volunteers. Ensuring Lort Smith can deliver valuable outcomes for the community is truly a team effort.



Christina, Christine and Elly



**201 NEW
VOLUNTEERS**
RECRUITED



155 FOSTER CARERS
PROVIDED RESPITE
FOR ANIMALS IN NEED



**19,576 HOURS OF
VOLUNTEERING IN THE
ADOPTION CENTRE
CONTRIBUTED BY
124 VOLUNTEERS**



**1,226 HOURS OF
ADMINISTRATION
COMPLETED BY
VOLUNTEERS**



**23,000 PEOPLE
WERE VISITED BY
A PET THERAPY TEAM**



**15 NEW FACILITIES
JOINED THE PET
THERAPY PROGRAM**

Engaging at-risk youth

Lort Smith Pet Therapy volunteers take their specially assessed dogs to numerous facilities across Melbourne, providing comfort and relief to people experiencing illness, adversity and loneliness.

This year, with funding from the Brian and Virginia McNamee Foundation, Lort Smith piloted this program at Parkville College in the Parkville Youth Justice Precinct.

In partnership with the Department of Justice and Community Safety and Parkville College, seven experienced Pet Therapy teams visited vulnerable students each week over two school terms.

As 90-96% of the students had experienced complex trauma in their young lives, it was important these structured visits take a

trauma-informed approach. This helped to maximise positive outcomes for the participating young people.

Pet Therapy teams spent 100 hours in the facility and recorded 605 interactions with young people. Visits included structured activities during school time as well as time to relax and enjoy the Pet Therapy team's company.

Heart-warming impacts were seen throughout the pilot. However, one of the most touching examples was when students organised a fundraiser for Lort Smith. The students used their own money to purchase ingredients and held a bake sale. One student even made a dog kennel to contribute to the fundraiser.

The students raised over \$1,000 in a short period of time. Not only did this provide a sense of empowerment to the group, this act of generosity inspired other students to donate some of their allowance to Lort Smith.

The impact of the human-animal bond is incredible to see in person. So to ensure the program would continue and build on its strong foundations, it was independently evaluated by *Think Impact*.

It found that staff reported the program showed a number of positive impacts on the young people including: increased happiness and compassion; improved interactions and communication skills; and improved self-regulation and engagement with educational activities.

We are very thankful to our seven trail blazing teams who volunteered their time to do this amazing work. As an additional result of the program, the Pet Therapy volunteers experienced an increased sense of enrichment, and staff at Parkville College felt an improved sense of workplace satisfaction.

In December, the state's highest accolade for health promotion, the VicHealth Awards, acknowledged the program's important work.

The Department has extended the program for 12 months, providing funding to allow Lort Smith to continue its work with vulnerable young people in 2020.

"I actually LIKE coming to SCHOOL when the DOGS are there... I FEEL like I am more MOTIVATED to learn"

Parkville College student



Sylvia and Harold, Geoff and Maca, Jackie and Kimi

Financials

STATEMENT OF FINANCIAL PERFORMANCE		
Revenue	2019	2018
Veterinary Revenue	15,012,414	14,249,641
Adoption and Surrender Fees	154,895	173,097
Bequests, Legacy, and Trusts	9,917,457	2,305,070
Donations and Fundraising Income	1,502,874	1,509,602
Dividends and Interest	964,612	965,001
Other Income	221,147	1,321,685
Total Income	27,773,399	20,524,096
Expenditure		
Veterinary Expenses	4,703,984	4,598,723
Discounts to Customers	1,566,210	1,495,564
Adoption Expenses	334,346	312,682
Event, Campaign, and Mail-out Costs	547,302	571,302
Corporate and Administration	733,575	1,031,613
Wages and Employee Related Costs	13,401,084	12,907,585
Total Expenses	21,286,501	20,917,469
Net Profit/Loss for Year	6,486,898	(393,373)

STATEMENT OF FINANCIAL POSITION		
Assets	2019	2018
Cash and Other Equivalents	16,360,428	16,803,840
Investments	16,588,757	12,234,413
Trade and Other Receivables	1,877,416	1,457,397
Inventories	489,678	290,198
Prepayments	65,015	453,032
Property, Plant & Equipment and Intangible Assets	36,332,159	30,654,279
Total Assets	71,713,453	61,893,159
Liabilities		
Trade & Other Payables and Lease Liability	2,591,323	1,305,102
Employee Benefits	1,934,528	1,747,456
Total Liabilities	4,525,851	3,052,558
Net Assets	67,187,602	58,840,601



When I LOOK into the EYES of
an animal I DO NOT SEE an
ANIMAL. I see a LIVING BEING.
I see a FRIEND. I feel a SOUL.

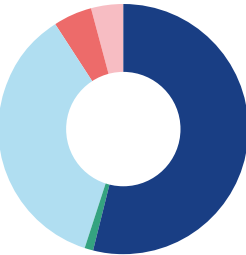
A.D Williams

Dr Tristan with Vincenzo

Financials

Revenue

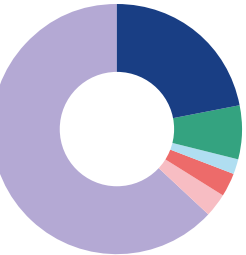
\$27,773,399



- 54% Veterinary Revenue
- 1% Adoption & Surrender Fees
- 36% Bequests, Legacy, & Trusts
- 5% Donations & Fundraising Income
- 4% Dividends, Interest, Rental & Other Income

Expenditure

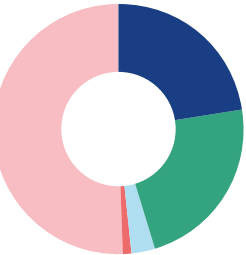
\$21,286,501



- 22% Veterinary Expenses
- 7% Discounts to Customers
- 2% Adoption Expenses
- 3% Event, Campaign & Mail-out Costs
- 3% Corporate & Administration
- 63% Wages & Employee Related Costs

Assets

\$71,713,453



- 23% Cash & Other Equivalents
- 23% Investments
- 3% Trade & Other Receivables
- 1% Inventory & Prepayments
- 51% Property, Plant & Equipment

Liabilities

\$4,525,851



- 57% Trade & Other Payables
- 43% Employee Benefits



Dr Warren with Harley

Acknowledgements

WE WOULD LIKE TO THANK THE FOLLOWING ORGANISATIONS FOR THEIR CONTINUED SUPPORT AND ASSISTING US TO DELIVER ON OUR MISSION:



WE WOULD ALSO LIKE TO ACKNOWLEDGE ALL OUR GUARDIAN CIRCLE MEMBERS AND MAJOR SUPPORTERS FOR THEIR GENEROUS GIFTS THROUGHOUT THE YEAR:



Guardian Circle

Samantha Baillieu AM
Claudia Bisazza
William Conroy
Simon & Beatrice Crawford
Graham & Ann Cunningham
John Dale
Angela Darling
David Diviny
Gillian Don
Peter & Lucy Downer
Allan Eccles
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James Fowler
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Bamford Family Foundation
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Vimi Desai
David Ebert
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Richard Muirden
Muk Hair Care Pty Ltd
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Officeworks

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Greg Shalit
Lindy Shelmerdine & Family
Mr & Mrs Clive Smith
Lady Southey AC
Judith Stembridge
Lyn Templar
The Aranday Foundation
The HMA Foundation
The JTM Foundation
Ticketmaster
Rob & Glenda Thomas Endowment
Dr Dario Toncich
Robert Webb
Yi Fong International Pty Ltd



Lort Smith's work was greatly helped by gifts from bequests. These generous contributions help us continue our mission: to improve the health and happiness of animals and the people who care for them.

SPECIAL THANKS TO JACQUI LEIGH PHOTOGRAPHY AND RAGAMUFFIN PET PHOTOGRAPHY FOR THEIR SERVICES, AND HOOPOE FOR THE DESIGN OF THIS REPORT.



Make a donation

Every donation, big or small, makes a difference to Lort Smith and the animals in our care.

ALL DONATIONS \$2 AND OVER ARE TAX-DEDUCTABLE.

I would like to become a Pet Protector by making a regular monthly gift of:

- ☐ \$15 a month
☐ \$35 a month
☐ chosen amount: \$

I would like to make a one-off donation of:

- ☐ \$25 ☐ \$50 ☐ \$100
☐ chosen amount: \$

Your Details

FIRST NAME	
SURNAME	
ADDRESS	
SUBURB/STATE	
POSTCODE	D.O.B.
TELEPHONE	
MOBILE	
EMAIL	

CLICK HERE TO DONATE ONLINE TODAY

Payment Details

- ☐ Visa ☐ MasterCard

CARD NUMBER
EXPIRY DATE
NAME ON CARD
SIGNATURE

— OR —

- ☐ Cheque/money order enclosed,
made payable to Lort Smith
(one-off donations only).

Please print this form and return to:

**Fundraising Team
Lort Smith
24 Villiers Street
North Melbourne VIC 3051**

or call **03 9287 6419** to make a donation
over the phone.

- ☐ Please send me information about
leaving Lort Smith a bequest in my Will.

To view our *Privacy Policy*, please visit
www.lortsmith.com/privacy



Milk

**Thanks to your
support we can
be here for every
animal. Always.**

**Animal Hospital**

24 Villiers Street
North Melbourne VIC 3051
03 9328 3021

Adoption Hub

38 Villiers Street
North Melbourne VIC 3051
03 9287 6426

Donations & Fundraising

03 9287 6419

Capital Campaign

03 9287 6415

Bequests

03 9287 6430

Volunteering

03 9287 6424

Email: info@lortsmith.com