



Lort Smith 2020 Impact Report



Lort Smith
caring for animals

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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

The year 2020 will remain in all our memories for a long time to come.

I recognise not all those memories will be good for many people in our community. The year was tough – the isolation, loss of lives, jobs and freedom due to lockdowns and the uncertainty of when it all would end. During this time of a global pandemic and lockdowns, Lort Smith remained open and committed to animal wellbeing and care.

Lort Smith Animal Hospital was recognised as an essential service, and our staff – vets, vet nurses and customer services – all remained at their posts seeing many sick and injured animals.

On behalf of our Board I would like to acknowledge this outstanding contribution and thank all staff for continuing their work throughout in building and supporting the human-animal bond.

Our founder, Louisa Lort Smith began with a mission to help members of the community who were of lesser means to access veterinary care for their animals. In 2020 we remained true to this purpose.

While the year created obstacles with lockdowns and restrictions, I am very proud of how we adapted.

Our team continued to provide world-class care, offer critical emergency services and 24/7 support for inpatients. Our carpark

became a mobile reception and drive-through service, where under strict guidelines and social distancing, nurses would meet and greet our patients and clients would receive personal calls from treating vets to update on diagnosis and treatment.

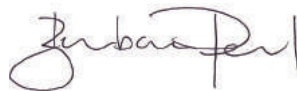
The team also progressed our Stay and Grow Strategy. We commenced building our second site at Berwick Road, Campbellfield and were able to remain on track for opening in October 2021. Our new community veterinary centre will build on Lort Smith's iconic legacy to provide animals with affordable, high-quality vet care to those in and around Melbourne's north.

It was a busy year for Lort Smith on so many fronts. Congratulations to all for their dedicated veterinary, nursing, client service and administrative support – including the many passionate volunteers who devote so much of their time to our organisation’s mission.

I would also like to extend my thanks to the board of directors who volunteer their valuable time and expertise to this outstanding organisation.

Finally, but importantly I want to thank the incredibly generous donors, bequestors and supporters who enable our organisation to provide such an essential service to the community.

It is the combined generosity of so many people that helps support the critical human-animal bond. Working together with our team, our supporters and partners ensure Lort Smith’s world-class care continues to advance and be accessible for all people and their animals.



Best wishes,

Barbara Pesel
President, Lort Smith Board



Barbara Pesel and Louis

Leadership Message

On behalf of the entire leadership team at Lort Smith we are really pleased to have the opportunity to reflect on the year of 2020. This year was for all of us one of the most poignant reminders of how fragile and resilient we can be, as individuals, and as organisations.

The pandemic disrupted lives and caused chaos, showing no mercy and impacting life all across the world. Like many others who provided essential services during COVID-19 lockdowns, our organisation was put to the test. We continued to operate through each lockdown and meet an exceptional demand for our vital services over the course of the year.

We are extremely grateful to all our vets, nurses, customer service and administration staff who kept going through 2020 to care for our pets. For many, the companionship of their pet was all they had to rely on during lockdown.

The year was one that created even more emphasis on Lort Smith's most important focus, the human-animal bond. We saw so many concerned pet carers coming through our doors as they picked up on medical issues while sharing more of their lives and their work spaces with their pets. And unfortunately as always, accidents continued to occur.

As Lort Smith Head of Hospital, I'd like to thank the many clients who bring their beloved pets to our Animal Hospital. These people are part of a long and proud history based on a pay it forward philosophy where full fee paying clients subsidise the care of animals for people who can't afford to pay.

While during lockdown we were forced to change our Adoption Centre service, so that we had people meeting animals by appointment only. The team worked very hard to ensure surrendered animals found homes either in foster care initially or were rehomed as quickly as possible during COVID-19.

We know in the community the demand for companion pets outstripped supply as the

enquiries and speed in which animals were adopted attested to this situation.

For many months our amazing pet therapy teams, as well as onsite volunteers, were put on hold for any volunteering duties during COVID-19 lockdowns. We know many of the hospitals, aged care and youth justice centres missed the interactions with the volunteers and their very special animals. These services slowly resumed and volunteers also gradually returned to the Animal Hospital and Adoption Centre by the end of 2020.

During the year 21,807 animals received care at Lort Smith – this included standard as well as emergency consultations. In addition, \$1.9 million was given to clients in need in discounted fees.

Our Adoption Centre rehomed 598 animals including cats, dogs, rabbits, Guinea pigs and ferrets. They also provided temporary care for 46 Emergency Welfare Assistance animals on behalf of carers experiencing crisis in their lives.

We're so excited to see the progress made on the building of the second site at Campbellfield and happy that this difficult year has not slowed

us down. We are on track and are all looking forward to the opening in October 2021.

It represents the growth of the organisation and demand for our services across the community.

On behalf of the entire team at Lort Smith we wish to thank our incredible board of directors, especially President Barbara Pesel for their continued work and support of the organisation's progress and growth.

Last, but most definitely not least, we must acknowledge all our donors, bequestors and supporters, who throughout this year gave generously to our organisation. We thank you. Lort Smith is an iconic Melbourne institution, which is relied upon every day by our community for high-quality affordable veterinary care. Thanks to everyone who supports our organisation we are able to be there when our community and their pets need us most.



A handwritten signature in black ink, appearing to read 'David Cunliffe'.

Dr David Cunliffe
Head of Hospital

Our Future Is In Your Hands

CAPITAL CAMPAIGN

In 2019 Lort Smith launched its “Our Future Is In Your Hands” Capital Campaign to support the vision of our plans to Stay and Grow. In 2020 this vision became a reality with work commencing on the construction of our second site of Lort Smith in Campbellfield, including our new community veterinary centre, adoption centre and dog park.

While the work commenced in 2020, we are still seeking to raise funds to finish the project. Our Capital Campaign has an ambitious target of \$20 million to redevelop our existing site in Villiers Street, North Melbourne and our second site in Campbellfield.

With the support of our generous philanthropic community, we have raised \$5 million via our Capital Campaign so far, with \$835,000 raised throughout the year.

We were very pleased to receive a grant during the year from the Victorian Government of \$150,000 for the veterinary centre component of our Campbellfield site. Lort Smith was among a small number of animal care and welfare organisations to receive an Animal Welfare Victoria grant in 2020. The Animal Welfare Victoria grants program provides grants to not-for-profit organisations aiming to improve responsible pet ownership and provide better animal welfare services.

Construction of Lort Smith’s Campbellfield site continued throughout 2020, and we will soon be able to provide low-cost veterinary services, improved adoption centre facilities, more support for pet carers in crisis and help to reduce pet surrenders through behavioural support. Our second site in Campbellfield will also have an off-lead dog park, helping to bring a community of animal lovers together.

Our Campbellfield site is expected to open in October 2021.

Our mission is to improve the health and happiness of animals and the people who care for them, and we aspire to provide animal healthcare and wellbeing that is world-class – regardless of the financial circumstances of the pet’s carer. With a second site in Melbourne’s northern suburbs Lort Smith will serve more Victorians and their animals by providing quality care to people living in the area.



Nurse Steve & Dr Jane



Construction on our second site, Campbellfield

“We are so lucky to have such dedicated and skilled vets and nurses at Lort Smith, as well as the amazing facilities there.”

CATHERINE, CLIENT

A busy Animal Hospital

Our vets, nurses and customer service staff were some of the few people across Victoria that continued to work on the frontline through COVID-19 lockdowns in 2020.

Access to emergency hospital care for animals who became sick or injured remained critically important during the challenging times of lockdown and restrictions.

Staff were required to be extremely vigilant in managing the risks of infection from COVID-19 to protect themselves while caring for seriously ill animals. While many are highly trained in infection control practices, the nature of the pressures on hospital staff were extreme.

Our dedicated vets and nurses were not doing any routine pet health checks or standard vaccinations during the lockdown periods, as the priority was on essential services and providing emergency care only.

During the year, our vets and nurses were performing triages in the carpark in client's cars to minimise the risks of spreading COVID-19. The adaptability of our teams to adjust and continue to serve the community were demonstrated daily, and processes also had to change.

Nurse Leah, a 10-year veteran of Lort Smith was one of the frontline heroes who braved all the dangers to help save animal's lives.

The demand for quality and affordable veterinary care continued to grow in 2020, as has been the trend each year, making the need for dedicated supporters even more important. We increased the number of vets and nurses from 2019 in order to meet the demand of emergency cases throughout the year.



Nurse Leah and Charlie

COVID-19 Impacts:

- ❶ Lort Smith remained open during lockdown with a focus on accident, emergency and critical care for our animals.
- ❷ Our volunteers were not working with us during this time and were greatly missed by all.
- ❸ Emergencies increased for our animal hospital staff.
- ❹ There were significant pressures on staff as they dealt with increased emergencies and managing risks of COVID-19.
- ❺ All administration staff moved to a working-from-home model.
- ❻ Pet therapy teams were unable to visit aged care facilities, hospitals and youth justice centres.
- ❼ Online workshops were run with a dog behaviourist to support our pets to adjust to people returning to work post COVID-19 lockdowns.



**65 VETS &
116 NURSES**



21,807
ANIMALS RECEIVED
VETERINARY CARE



25,740
PATHOLOGY
TESTS

2020 SNAP SHOT



43 PHONE
CALLS RECEIVED
EVERY HOUR



823 CT SCANS
PERFORMED



\$1.9M OF ADDITIONAL
DISCOUNTS GIVEN
TO CLIENTS IN NEED



941 DENTISTRY
PROCEDURES

Heidi's Story

Heidi arrived at Lort Smith with an extensive list of injuries resulting from a severe dog attack. Her experience left her with a large wound on her back, a dislocated hip and deep bite marks all over her tiny body.

These injuries only added to all the other medical issues this sweet little dog has had to live with – losing an eye from a previous dog attack, being lame from a torn cruciate ligament, and having a mouth full of rotten teeth.

As soon as Heidi came into our care, our team immediately got to work administering pain relief, cleaning her wounds and creating a plan for the surgeries she would need once she became stable. It's

hard to imagine how an animal like Heidi must feel when they come into our care. Sore, scared, unsure of who all these strange people are.

We do everything possible for animals while they're in our care, to set them up for the best life possible once they leave us.

The most pressing concern was a large gaping flap on her upper back, as well as the multiple deep puncture wounds on her throat and rump. We cleaned, sutured and bandaged her wounds, placed her on fluids and monitored her around-the-clock in our intensive care unit for a few days to make sure she would heal.

"The first couple of days were tough, as we were not sure if

the skin would hold or become infected," said Nurse Jessica. "She was on multiple antibiotics and pain relief. We just monitored her and hoped she would pull through."

"She did not wag her tail once the entire time she was in hospital, no matter how much attention or cuddles she received. She just sat at the back of her enclosure with her head down. It was heartbreaking to see this tiny dog look so ... defeated."

Thankfully, on the third day, Heidi began to move. It was only to lick her bandages – which meant she had to be fitted with a cone – but it was enough of a sign to our team that Heidi wasn't giving up. That she was strong enough to be cleared for surgery.

A right excision arthroplasty was performed on Heidi's hip the next day and then Nurse Jessica took Heidi home with her to recover in peace and quiet.

Despite caring for animals all day as part of their job, a large number of our staff are also foster carers. They volunteer their time outside of work to continue to provide these animals with the best care possible.

After a few weeks in foster care, Heidi came back to the hospital a different dog. Sassy, sweet and lapping up all the attention, we couldn't believe this was the same girl who wouldn't look any of us in the eye just weeks before.

We gave her a full dental, including removing seven rotten teeth, and performed cruciate ligament surgery on her right leg. This sweet girl was finally ready to be adopted when she met Phillip.



Phillip & Heidi

An Adoption Centre with heart

Our Adoption Centre was also impacted by COVID-19, and while the team continued to offer sanctuary, rehabilitation, welfare and look for new homes for surrendered pets, there was a change to how the team went about their work.

Due to COVID-19 restrictions people were restricted from accessing the Adoption Centre at any time and the meeting of animals occurred through appointment only. This allowed the team to manage all COVID-19 safety requirements as they went about finding new and loving homes for surrendered animals.

The team, who is made up of dedicated staff and volunteers were unable to spend much of 2020 in

the Adoption Centre. Our volunteers were unable to be onsite for most of the year, and the number of dogs available for adoption reduced significantly during lockdown. Volunteers returned to work in the Adoption Centre towards the end of 2020.

Lort Smith has a philosophy that means we will never euthanise an animal that is capable of being rehomed, no matter how long it takes. The Adoption Centre team ensures that animals find the best home for their needs.

In 2020, the Adoption Centre rehomed 598 animals including: 494 cats, 84 dogs, 20 pocket pets. Many animals that were rehomed

also required several medical procedures, and some required significant and expensive veterinary treatments. This is an important part of Lort Smith's charity work in caring and treating animals which totals thousands of dollars.

Although some animals are quickly rehomed, others can remain in our Adoption Centre, or with foster carers, for many months. They will all receive exceptional veterinary care, rehabilitation or training to ensure they are ready for their new home and are able to thrive.

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 supportive place for animals of people in crisis, and as soon as carer's situation has stabilised, we reunite them.

During 2020 Lort Smith cared for 46 beloved pets as part of the EWA program. We provided full medical care, exercise, a healthy diet, lots of cuddles, and emotional support to each dog, cat, guinea pig and even a bearded dragon.

Even with the challenges of 2020 and the global pandemic our Adoption Centre was able to provide many valuable services, and significant numbers of animals found new homes, which is only possible with the support from giving members of the community - our greatest thanks to all those who give so generously.



Adopter Edan with Animal Welfare Officer Vivienne

Leo's Story

Leo arrived at Lort Smith in April of 2020. The 13-year-old ginger boy had suffered a fractured hind tibia (one of two bones that makes up the lower rear leg), and his humans could no longer afford his treatment. Putting Leo to sleep, they thought, was their only option.

Fortunately they brought Leo to Lort Smith – a place of compassion, rehabilitation and a strong philosophy against euthanasia.

The vets assessed Leo and decided he could be saved, rehabilitated and go on to live a happy life with a new human companion.

Leo underwent countless scans, surgery, treatments and physio. During this time, he was checked for hypothyroidism, a heart murmur,

dementia, and a myriad of other ailments. Leo endured countless anaesthetics, medications and recoveries. Lort Smith and his foster carers never gave up on him.

A very vocal boy, it was discovered that Leo was mostly deaf, hearing only at the extreme ends of the sound spectrum. This did not impinge on his personality, always chatty and talking through his wisdom and experiences became his hallmark, in the ward, in the cattery and with his foster carers.

About seven months after his arrival at Lort Smith, Leo was ready to face his brave new world. But, how to rehome this very special boy with his idiosyncrasies? He was not for everyone.

The universe conspired, as it so often does, with the sad loss of Janine's ginger boy of 19 years, Kitty. His loss left an unimaginable broken heart, and a profound

grief making every single day a challenge for Janine.

"Understanding the grief and feeling sad too, Paula (Leo's foster carer and good friend of Janine), checked in with me almost every day, and we continued our months of updates on Leo's progress," remembered Janine. "Something inside me wanted to help Leo, yet I didn't want to disrespect the memory of Kitty either."

So, with deference for the loss of Kitty, after a few weeks of getting ready, Janine and Leo had a date, and the human-animal bond could not have been stronger. Janine and Leo hit the jackpot!

Janine recalls a poem that resonated at the time: "Sending you a whisper from heaven ... I'm at peace with my purrs ... please open your home and heart to another cat who needs your love and home."



“He has brought sunshine into my life and it feels wonderful watching him in the courtyard, negotiate the stairs and enjoy life especially after his injuries and rehabilitation. No more setting the morning alarm, Leo meows when its time to get up. I am so blessed to have Leo in my life to shower him with care and

love,” shares Janine. “Lort Smith and Leo’s foster family - Paula, Craig and Chow, are miracle workers and so kind hearted for saving Leo - they’ve given him a new life.” - Janine

A WONDERFUL ADOPTION STORY
- BY PAULA AND JANINE

“It takes a village,” Leo’s foster family added. “And we are so grateful to have the opportunity to rehabilitate animals that deserve a second chance and bring their humans such joy.”

In the Community

Lort Smith volunteers are highly dedicated individuals who are an integral part of our organisation. They embrace the role of Lort Smith in the community and contribute goodwill, commitment and expertise since Louisa Lort Smith and a group of volunteers founded the hospital in 1936.

Lort Smith relies on both onsite and offsite volunteers to drive our programs, including in the laundry, cattery and kennels, administrative tasks, concierge, foster care, and through the Lort Smith Pet Therapy program.

This year, we made the difficult decision to put our volunteering programs on hold while we

assessed the challenges of the pandemic. This presented an opportunity to review our programs, engage with our volunteers through Zoom meetings instead of face to face, and make preparations for when volunteers could return.

Volunteer engagement staff conducted a survey to track volunteer satisfaction and better understand our volunteers, finding that 99% felt valued by Lort Smith, and 98% found their work rewarding. Four out of five volunteers said that COVID-19 did not impact their desire to volunteer.

Ten volunteers joined the Volunteer Advisory Committee this year, which provides another avenue for volunteers to give feedback on and contribute to the future of our programs.

In response to the pandemic, a suite of training was developed

and delivered on hand hygiene, social distancing, mental health and resilience. Further training on animal handling was developed in conjunction with the RSPCA, and for volunteers in client-facing roles, compassion fatigue training.

Lort Smith is incredibly grateful to our committed team of volunteers who, in the face of adversity of 2020, continued to provide vital support to ensure we are able to provide essential services to people and their animals.

Lort Smith was built on the foundations of two pioneering community contributors, Louisa Lort Smith and Lady Frances Lyle. Volunteers are a vital part of the fabric that makes up Lort Smith. Their important work positively impacts on the lives of every animal we care for together every year.

In 2020 our 363 volunteers helped us in the following ways:



FOSTERING
1070 ANIMALS



PROVIDING **835 HOURS**
OF **VOLUNTEER**
ADMINISTRATION SUPPORT
INCLUDING WRITING
SYMPATHY CARDS
FOR BEREAVED CLIENTS



SPENDING **5678 HOURS**
VOLUNTEERING IN THE
LAUNDRY, CATTERY AND
KENNELS AND ENSURING
ANIMALS IN THE ADOPTION
CENTRE HAVE A CLEAN
ENVIRONMENT AND ARE
PROVIDED WITH ENRICHMENT
AND SOCIALISATION



89 HOURS VOLUNTEERING AS
SENIOR ADOPTION CENTRE
VOLUNTEERS **SUPPORTING**
STAFF WITH INDUCTIONS,
INTERVIEWS AND MENTORING
NEW VOLUNTEERS



THE **12 VOLUNTEER ADVISORY**
COMMITTEE MEMBERS SPENT
284 HOURS ATTENDING
MEETINGS, WORKING GROUPS
AND ENGAGEMENT ACTIVITIES



VOLUNTEERING **75 HOURS**
SUPPORTING CLIENTS
IN THE CONCIERGE ROLE



504 HOURS PROVIDING **PET**
THERAPY AND AROUND
5000 INTERACTIONS WITH
PATIENTS, RESIDENTS, CLIENTS,
LOVED ONES AND STAFF

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

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 pet.

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 volunteer 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 2021.

Additionally, this year the important work Lort Smith pet therapy provided as a 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 2021.

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



Kirsty with Olive & Margaret with Toby

Maggie's Story

Six-year-old Pekingese Maggie arrived at Lort Smith in seriously bad shape.

She was so lethargic and dehydrated; she could barely lift her head. Dr Jonathon gave her pain relief and examined her. He quickly realised she had a life-threatening uterus infection known as pyometra.

This infection is one of the most common reproductive emergencies seen in our veterinary emergency rooms. It typically affects older, undesexed female dogs and sadly, due to the condition of her tired body, we suspect that Maggie's uterus had been overused.

Unable to commit to Maggie's uncertain future, her carer surrendered this sweet girl to Lort Smith. Dr Jonathon performed the surgery to remove her infected uterus and ovaries the very next morning.

Her surgery went well but given how sick she was, Maggie developed hyperthermia and a slower heart rate, which needed to be closely watched in our intensive care unit. Our dedicated nurse team syringe fed Maggie to keep her strength up and knew Maggie was pain-free when she would wag her tail in appreciation. But she still couldn't eat on her own.

Determined to do what was best for Maggie, the team enlisted one of Lort Smith's most experienced foster carers, and staff member of 13 years, Jacqui.

With a whopping 338 fosters under her belt, Jacqui's experience with feeding at-risk companion animals made her the perfect choice.

"Maggie would sleep for 23 hours a day when she first came home with me," Jacqui said. "But that one hour of the day, she'd come out of her shell ... She wanted nothing more than to be cuddled and cradled like a baby."



“Maggie is one of the sweetest, most quirky dogs I’ve ever met.”

Within days, Maggie was happily eating on her own, and by day seven, Maggie was out and about on adventures to the park and beach with her foster family!

But during one of their many cuddles, Jacqui noticed an unusual skin tag above Maggie’s eye and a lump on her rump. She brought



Maggie back into the hospital to have it checked out.

Now that Maggie’s immediate issues with her pyometra were resolved, Dr Jonathon was able to have a more thorough look at Maggie’s overall health. While under anaesthetic for her lump check and skin tag removal, he gave her an oral exam and realised she had a tooth that needed to be removed. She also needed her ears cleaned.

“Luckily we were able to do it all in one go,” Dr Jonathon said. “This is often the case with dogs with a history like Maggie, they have a range of issues that haven’t been treated.”

Luckily Maggie’s lumps were nothing to worry about and she was very quickly adopted by a lovely family living on the Mornington Peninsula. This beautiful girl will now get to spend her days feeling the fresh air in her fur and the saltwater on her paws. And her bright future is all thanks to the incredible support of our donors and bequestors. We would never have been able to dedicate as much time, care and resources to her recovery if it wasn’t for the generosity of so many people.

Financials

STATEMENT OF FINANCIAL PERFORMANCE

Revenue	2020*	2019
Veterinary Revenue	16,150,035	15,012,414
Adoption and Surrender Fees	122,827	154,895
Bequests, Legacy, and Trusts	6,492,141	9,917,457
Donations and Fundraising Income	4,031,197	1,502,874
Dividends and Interest	1,038,510	964,612
Other Income	2,599,400	221,147
Total Income	30,434,110	27,773,399
Expenditure		
Veterinary Expenses	5,963,884	4,703,984
Discounts to Customers	1,930,523	1,566,210
Adoption Expenses	384,779	334,346
Event, Campaign, and Mail-out Costs	658,273	547,302
Corporate and Administration	728,712	733,575
Wages and Employee Related Costs	14,335,532	13,401,084
Total Expenses	24,001,703	21,286,501
Net Profit/Loss for Year	6,432,407	6,486,898

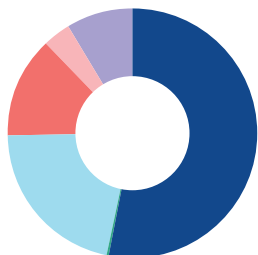
STATEMENT OF FINANCIAL POSITION

Assets	2020*	2019
Cash and Other Equivalents	17,443,520	16,360,428
Investments	19,330,135	16,588,757
Trade and Other Receivables	2,090,077	1,877,416
Inventories	428,647	489,678
Prepayments	91,908	65,015
Property, Plant and Equipment and Intangible Assets	38,054,652	36,332,159
Total Assets	77,438,939	71,713,453
Liabilities		
Trade and Other Payables and Lease Liability	1,813,084	2,591,323
Employee Benefits	2,385,740	1,934,528
Total Liabilities	4,198,824	4,525,851
Net Assets	73,240,115	67,187,602

*unaudited accounts at the time of publication

Revenue

\$30,434,110



53% Veterinary Revenue

1% Adoption & Surrender Fees

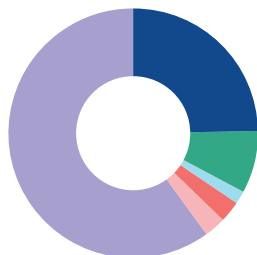
21% Bequests, Legacy, & Trusts

13% Donations & Fundraising Income

12% Dividends, Interest, Rental & Other Income

Expenditure

\$24,001,703



25% Veterinary Expenses

8% Discounts to Customers

1% Adoption Expenses

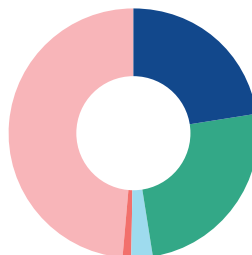
3% Event, Campaign & Mail-out Costs

3% Corporate & Administration

60% Wages & Employee Related Costs

Assets

\$77,438,939



22% Cash & Other Equivalents

25% Investments

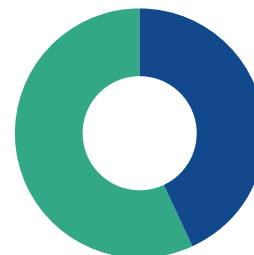
3% Trade & Other Receivables

1% Inventory & Prepayments

49% Property, Plant & Equipment

Liabilities

\$4,198,824



57% Trade & Other Payables

43% Employee Benefits

Acknowledgements

LORT SMITH WOULD LIKE TO THANK THE FOLLOWING ORGANISATIONS FOR THEIR CONTINUED SUPPORT AND ASSISTANCE TO DELIVER ON OUR MISSION TO IMPROVE THE HEALTH AND HAPPINESS OF ANIMALS AND THE PEOPLE WHO CARE FOR THEM.

WE WOULD LIKE TO ACKNOWLEDGE OUR GUARDIAN CIRCLE MEMBERS AND MAJOR SUPPORTERS FOR THEIR GENEROSITY THROUGHOUT THE YEAR:



The Yulgilbar Foundation



Transforming Lives™



Guardian Circle

Stephen Alomes
Samantha Baillieu AM
Claudia Bisazza
Graham & Ann Cunningham
David Diviny
Peter & Lucy Downer
Allan Eccles
Virginia Edwards AM
Meredith Evans
Professor Richard Fox
Stefano & Vicki Giorgini
Gourlay Charitable Trust
Dr John Harte
Jeanette Harvey
Dr Angus Henderson
Elouise Holmes
Dellis Kaye

Connie Kokkinis
Selin Lanzafame
John Levy
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Sally Lindsay
Maria Lui
Rick Macdonald
Beverley Milne
Susie Palmer
Barbara Pesel
Graham Phelps
David & Anne Pitt
Richard Rose
Janice Sabin
Alastair Stott
Peter & Sandra van Rompaey
Sue Webb
Patricia Werner

Major Supporters

Raymond & Kathi Adams
Charitable Fund

Ryan Allen

Cheryl Baer

Smantha Baillieu AM

John & Lorraine Bates

David Bennett

The Late Don Bennett

Hazel & Arthur Bruce
Bequest managed by
Equity Trustees

Guy Campbell

Carnegie Family

Chasam Foundation

Jackson Chen

Lorna & Paul Christiansen

Adrian Cohen

Mathilda Cohen

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

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