



Lort Smith Animal Hospital

2021 Impact Report



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Barbara Pesel and Louis

A message from our President

Lockdowns, well-worn walking tracks, loo paper shortages, and endless online meetings - 2021 might have felt like 2020 on repeat, but when you look at how far we've come globally in the past year, there's a collective cause for celebration. And relief.

Lort Smith had plenty of reasons to celebrate in 2021, and in spite of the constant challenges that the Pandemic threw at us, our organisation doubled down and worked together to keep giving the very best service possible to the animals in our care, and the communities we serve.

Our skilled veterinary nurses and doctors, our client services and administration staff, and wonderful donors and volunteers all played a critical role in making sure that 85 years on, Louisa Lort Smith's mission is at the centre of everything we do.

Happily, our official birthday celebration also marked the end of Melbourne's lockdown and we marked it in style with a cocktail party at the Melbourne Town Hall. I was honoured to host the event and announce the North Melbourne re-development. Around the hospital, we donned party hats, threw cupcake parties for the staff and volunteers and soaked up the wonderful messages that our clients wrote on the giant birthday cards placed around the reception area. After such a long time apart, the thrill of sharing and celebrating our milestone together is something that I will always hold dear.

And reflecting on our past, gave us a clearer view of the future of our organisation, what it could look like, and the opportunities ahead.

In November we welcomed our new CEO, Jennifer Fleming into our Lort Smith family. Jen brings huge experience and a steady hand, and heralds positive times ahead for Lort Smith.

December saw the opening of the purpose-built Campbellfield site and writes a new chapter in our 85-year history. Berwick Road is home to our sparkling new Adoption Centre, and has the potential be

the clinic of choice for the rapidly growing residential growth corridor in Melbourne's Northern and Western suburbs. Opening this incredible facility gives our hardworking and talented teams the chance to bring affordable high-quality veterinary care to more animals in a predominantly young community.

This mission is echoed in the re-development of our original North Melbourne hospital, with phase one slated to open at the end of 2022. The large new site at Villiers Street will allow us to help even more animals and the people who care for them, in a thoughtfully designed and sustainable environment.

Looking after our patients and their people, our staff and volunteers is at the heart what we do, and fulfilling Louisa Lort Smith's original vision is only possible because of our incredibly generous donors, the people who remember us in their Will, and the supporters whose funding makes all that we achieve possible. Our gratitude and thanks goes out to each and every one of our donors. We can only do what we do, because of you.

I would also like to thank my fellow Board members, who give an incredible amount of their time as volunteers, for their continued insight and support in 2021 – your determination to keep things moving over a very demanding few years has been outstanding.

And lastly, I want to thank all of our other wonderful volunteers who share so much of their time, patience and experience and keep Louisa Lort Smith's flag flying. From the tireless and sometimes thankless work in the laundry, to the Pet Therapy teams, Concierge and bereavement card writers, your compassion for the animals and people in our community is a huge part of what makes our organisation so special. Thank you.

Louisa Lort Smith's founding vision was radical and brave in 1936 and 85 years on in 2021, our diverse Lort Smith family of donors, volunteers and staff is a living example of how when we work together and stay strong, we can get through the toughest of times.

Best Wishes,
Barbara Pesel
President



Lady Francis Lyle



Louisa Lort Smith



Freckle and Jennifer Fleming

A message from our CEO

Reflecting on what we have achieved together in 2021 makes me incredibly proud of our staff and volunteers across Lort Smith.

Day in day out, the care and commitment these dedicated teams give to the animals and their humans who rely on the services that Lort Smith Animal Hospital provides, is truly impressive.

By the time I crossed the threshold of this amazing organisation in November 2021, so much of the year's work had already been done.

Opening our new clinic and Adoption Centre in Campbellfield was obviously the year's most significant event for the organisation and its planning, construction and launch was a direct response to the growing need for easier access to affordable and excellent veterinary care in an outer-Melbourne location.

Now that Lort Smith Campbellfield is open to the public, the accessibility of the location means that we can deliver excellent veterinary services to the growing number of Victorians living in the western and northern regions of the city and beyond – and the response has been overwhelmingly positive.

The decision to make the Adoption Centre a significant part of the Lort Smith Campbellfield facility is part of our vision to create a destination space for people wanting to bring a pet into their family, and a lifetime of great veterinary care for their animal in our clinic.

The fear-free design of the Campbellfield hospital is integral to every aspect of the building design. On behalf of the board, I'd like to thank every member of both the staff and volunteer teams who shared their hands-on experience with the design team. These valuable insights into animal behaviour helped inform the design that is working so well for everyone who comes through Lort Smith Campbellfield.

For the animals and the people who dedicate their time and expertise to their care, the thoughtful approach to wellbeing-focused accommodation – including segregated enclosures for animals in quarantine - has added new levels of enrichment and played a key part in making Lort Smith Campbellfield a calmer, safer experience for the animals, the people who care for them and of course our staff and volunteers.

85 years ago, a determined woman called Louisa Lort Smith recognised the positive impact that pets and people have on each other. Her progressive ideas about the common good of animals and the people who care for them whatever their circumstances, live on today. Now, as the cost of living continues to rise, her vision is more important than ever.

Without donations, that vision could not continue to be a reality. To all our donors, too – thank you! We appreciate your support so very much.

Lort Smith's Adoption Centre and outreach programs are solely funded by philanthropic support and why our appreciation for the pivotal role of donors is so genuinely sincere.

We look forward to a long-lasting relationship with everyone who makes it possible for Lort Smith Animal Hospital to continue the wonderful legacy left by our inspirational founder, for many generations to come.

Best Wishes,
Jennifer Fleming
CEO

A handwritten signature in black ink, appearing to read 'Jennifer Fleming', with a large, stylized flourish at the end.

Our Hospital

2021 snapshot of our very busy animal hospital



52 | **98**
Vets | Nurses



20,790
Animals received care



16,145
Consultations



10,468
Emergency
consultations



9,943
Surgeries



36,471
Pathology tests



865
Dentistry procedures



140,943
Phone calls
received



\$1.8M
in Discounts given
to clients in need

Veterinary
Clinic

Adoption
Centre





Jo and Emma outside
Lort Smith Campbellfield



Our Community

In 2021 our 340 volunteers
gave us 12,161 valuable hours.
Here's what they were doing:



6,844

Hours in the laundry, concierge support for clients, administrative support including writing sympathy cards to grieving clients



4,378

Hours in the Adoption Centre giving animals a warm, clean and loving environment while we find them a new family



52

Pet Therapy teams gifted 784 hours in around 8800 interactions across 33 facilities spanning youth justice, crisis accommodation, hospitals, mental health and residential aged care



13

Volunteer Advisory Committee members gave 155 hours attending meetings, working groups, engagement activities



220

Hours comforting frontline workers at 13 hospitals



43

New Pet Therapy teams recruited



Melissa Lee and JJ



Lort Smith Campbellfield

Our Future

The importance of growing with the community we serve.

As Melbourne's population continues to grow and expand well beyond the city fringes, the development of Lort Smith Campbellfield and expansion of Lort Smith North Melbourne is perfectly timed to help meet the needs of future generations of pet owners and their pets.

Lort Smith's Business Transformation Manager, Melissa Lee, knows that the timing of both the Campbellfield facility's launch and the ongoing redevelopment of the North Melbourne hospital, could not have been better.

"The world has changed considerably", says Melissa.

When the redevelopment in Villiers Street was designed several years ago, it was with an appreciation that Lort Smith was outgrowing the building. The teams were dealing with more clients, and the way veterinary medicine and treatment was being delivered, is changing profoundly.

Throughout 2021, those fundamental changes were exacerbated by the response to the pandemic that saw numbers of pet ownership soar.

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The way so many people looked to pets as a source of comfort in those difficult times reinforces what the staff and volunteers at Lort Smith already knew – that the bond between humans and pets is an incredible force.

MELISSA LEE - BUSINESS TRANSFORMATION MANAGER, LORT SMITH

The subsequent spike in the number of pet owners who found themselves out of steady employment or struggling with the pressure of cost-of-living rises, created another level of demand on the Lort Smith Adoption Centre team.

For Melissa, opening the new Adoption Centre and clinic at Campbellfield, and the expansion and upgrade of the North Melbourne Hospital shows that Louisa Lort Smith's founding vision can be truly sustainable in the 21st century.

"Lort Smith Animal Hospital holds a meaningful place in the heart of the community, and we are committed to serve pet owners for generations to come." says Melissa.

The opening of Campbellfield Clinic, she says, is an answer to an important question that Lort Smith, as a community-centric organisation asks itself: Where is our community and how can we make ourselves more accessible to them?

There are other questions, of course. How the new hospital design supports our teams and their care for pet owners and their pets.

"That's the real test for us when we get thrown the keys and open the doors" says Melissa. We're doing this because we're committed to putting the animals and the people who care for them, our frontline staff, volunteers and community at the heart of the new hospital."

World-leading facilities deliver life-changing outcomes

The cases that Lort Smith sees regularly, other veterinary practices may not ever see. That reality makes Lort Smith an unrivalled training ground for veterinary doctors and nurses keen to hone their skills in a cutting-edge facility.

Dr Kate Golaszewski still remembers her first week at Lort Smith Animal Hospital's North Melbourne centre in 2006.

Despite having worked in private veterinary practice for three years, Dr Golaszewski found herself doing and seeing things she'd never seen before – a reality she says she was only able to deal with because of the “knowledge and assistance of the incredibly experienced people around me”.

Sixteen years on, and now Veterinary Director of Lort Smith Campbellfield, Dr Golaszewski says that her move from North Melbourne has shown her the difference that working in a new, up-to-date facility can make for the wellbeing of clients and patients as well as the safety and morale of volunteers and staff.

“The amount of positive feedback I get from clients is astounding. Fear-free concepts are integrated into the clinic and people tell me how much calmer their animal is. And the design of the clinical areas to create dedicated separate dog and cat treatment rooms has been fantastic,” she says.

Dr Golaszewski is proud that the launch of Campbellfield has increased the scope of what Lort Smith Animal Hospital can deliver to the community it serves – just one more reason that she believes Lort Smith offers so many unique benefits and career opportunities to experienced vets, as well as newly graduated vets and vet nurses.

Working together as one organisation is a critical part of Louisa Lort Smith's founding mission to ensure all animals have access to quality medical care.

“We regularly work with North Melbourne on more complicated cases to get the best outcomes for our patients,” Dr Golaszewski says.

Bungee the rabbit, is living proof of those outcomes and a case that Dr Golaszewski says exemplifies the incredible care Lort Smith delivers.

In Sept 2021, he was surrendered by his owners after they had tried to cut his teeth at home, resulting in broken and bleeding incisors. As a result, Bungee was emaciated and in terrible condition.

“He was initially taken to ICU, where he was syringe-fed and put on pain-relieving medications,” she says. “After a few weeks in hospital, he recuperated in the loving care of a foster home. After a few months of regular revisits, including two more dentals, a skull CT, desexing and vaccinating, Bungee was ready to find a home. By this point, he had more than doubled his weight and looked like a completely different rabbit.”

The case highlights the collaboration between both Lort Smith facilities, with emergency and ICU vets and nurses, care from the exotic specialist veterinary team, and the adoption team at Campbellfield – as well as a volunteer foster carer – all playing integral parts in transforming the life of an animal in need.

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Eventually, a lovely couple saw his ad on the website and came in for a meet-and-greet. Bungee went from being an emaciated rabbit in pain, to the happy, newly adopted bunny he is today.

**DR KATE GOLASZEWSKI - VETERINARY
DIRECTOR, LORT SMITH CAMPBELLFIELD**



Bungee and his new people

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Smoky's progress is positive proof that the cat was the ideal recipient of the support Lort Smith offers.

**DR DAVID CUNLIFFE - HEAD
OF HOSPITAL, LORT SMITH**



Dr David Cunliffe and Cloud

Smoky the Cat

Veterinary care and technology that gives sick animals a future

When Smoky the cat disappeared from his home, the impact on his family was devastating. Finding their much-loved pet a few days later, Smokey's traumatic injuries indicated that he had been hit by a car. This added a deeper level of distress for his person Rachel, who was also very worried about how she would cover the cost of his medical care and rehabilitation.

But because Smoky was a young cat and an important support animal for Rachel's young son, Lort Smith was able to support his care through the Pets in Need program.

The program is fully donor funded and covers the medical costs for pets of people experiencing financial hardship. Dr Cunliffe stresses that qualifying for Pets in Need is a stringent process that considers many factors, including sustainable outcomes for a long and healthy life for the animal.

The team at Lort Smith agreed to save the cat and deliver the surgical reconstruction and repairs needed for Smoky to continue playing such an important role in his family.

"Smoky was given a second chance," says Dr Cunliffe. "It took two surgeries to get things right and a total of eight days in recuperative hospital care".

The intricate second surgery delivered by Dr Tom Rampton, Lort Smith's Professional Interest Dentist and Oral surgeon was pivotal to Smoky's recovery.

"In a regular practice, it's likely that the decision to put Smoky down would have been made, because of the complexity of the veterinary care needed and stress on the owner to meet those costs," says Dr Cunliffe.

For the team at Lort Smith though, Smoky's plight was motivation to put their incredible skills and knowledge into practice, driven by a determination to send the cat back to the family who relied on him so much.

Dr Cunliffe describes Lort Smith as "an accumulator of things that general practice can't get to the bottom of".

For staff who experience the enormous caseload numbers and wide variety of presentations, that reality makes the hospital a dynamic place to work and learn, and a place that is genuinely unique in the veterinary care sector.

"We take the time to do extra tests because every decision we make is not directed by a client's finances," says Dr Cunliffe. "Also, thanks to our incredible donor support we have highly technical equipment, including ultrasound, endoscopy, a fluoroscope, which is like a live action X-ray, and a CT scanner".

Smoky's progress, says Dr Cunliffe, is positive proof that the cat was the ideal recipient of the support Lort Smith offers.

"He's behaving and eating normally, tumbling about and Rachel was so grateful for everything Lort Smith did for her, Smoky – and her son."

Emergency Welfare Assistance and our Adoption Centre

When the Lort Smith Adoption Centre moved to Campbellfield in December 2021, it became the home of one of Lort Smith's many important community-focused programs – the Emergency Welfare Assistance (EWA) program.

For many people escaping family violence, worrying about what happens to their beloved pets is an added stress. The number of households experiencing family violence rose significantly during the COVID-19 pandemic. According to the statistics revealed in the [Victorian Government's Ending Family Violence annual report](#), there were 91,144 family violence incidents reported in Victoria in 2021 - 7.8 per cent higher than in 2019.

Protecting the confidentiality of the people who rely on the EWA program makes it one of many Lort Smith initiatives that deliberately flies under the public radar, which makes support from our wonderful donors even more important.

At Lort Smith Campbellfield, Adoption Centre manager, Serena Horg, is proud that we can play such an important role in supporting people and animals through the EWA program.

"When women are getting out of violent domestic situations and looking for safe refuge, often they can't take their pets with them," she says. "The EWA program looks after those animals until their people can find a safe space to be – and it makes a big difference."



23

Dogs boarded



25+

Dogs given medical care



7

Cats boarded



16+

Cats given medical care

754

Animals in
our foster care

592

Animals in the
Emergency Welfare
Assistance Program

521

Animals placed
with a new family

Why never giving up is at the heart of Lort Smith

For animals at the Lort Smith Adoption Centre, a commitment to training, patient attention and the loving promise that they will not be forgotten can be life-changing.

Tessa's story began like too many others do at the Lort Smith Adoption Centre.

But for the Staffordshire Bull Terrier x – described on the Adoption Centre website as a “Brindle beauty!” - that story took 454 days to reach its happy ending and was a powerful reminder that Lort Smith has a genuine purpose to never give up on an animal in need.

Tessa needed to gain confidence and our long-standing volunteer, Kaye, stepped up to the challenge to help the dog she foster-cared have the best possible chance at adoption. For Tessa, the unwavering, patient support of one of Lort Smith's 340 dedicated volunteers was the difference she needed to come out of her sensitive shell and face the world with confidence – ready to be loved.

After fostering Tessa for a year, Kaye was thrilled when the Adoption Centre was able to find her the perfect, loving home – and the story led to Kaye's selection as a finalist in the Volunteer of the Year in the 2021 Pet Insurance Australia Companion Animal Rescue Awards.

At Lort Smith, our commitment to supporting animals in need could not be possible without our volunteers and, of course, our generous donors and the pay it forward approach of our full-fee paying visitors to the Lort Smith Animal Hospital.

The story ended positively for Tessa but for many animals currently in the Adoption Centre, their eventual outcomes are still unknown.

With the ongoing commitment of our volunteers, and donations of animal bedding, toys, food and dollars needed to fund necessary veterinary treatments, Lort Smith can continue to turn its goal to never give up on any animal into a sustainable and rewarding reality.

For Adoption Centre manager, Serena Horg, seeing the public response to Tessa's story helped raise awareness of the care and support that Lort Smith provides to the animals it works so hard to re-home.

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When an animal is up for adoption, making sure they're well-equipped to live a safe, happy life, in a home that's just right for them, is something we all take very seriously. The care that Tessa received helped her find that life and it's testament to the way animal welfare is at the forefront of everything we do.

SERENA HORG - ADOPTION CENTRE MANAGER, LORT SMITH

Pet Therapy

How Lort Smith volunteers – and their amazing dogs - helped Victorian's medical professionals deal with COVID stress.

When the Lort Smith Pet Therapy teams couldn't visit patients, 'they focused on supporting the frontline workers – with wonderful results.

Lort Smith's Pet Therapy manager, Megan Nutbean, has seen a lot during her seven years in the Pet Therapy space. Understanding why the work of the team of Pet Therapy volunteers (four and two-footed) is such an important, community-focused initiative, is something she's reminded of every day.

Those reminders were especially meaningful – and touching – during 2021, when lockdown forced the Pet Therapy team to approach their work very differently.

130 volunteers and their specially assessed dogs are typically matched with a partner facility they commit to visiting weekly or fortnightly. The Lort Smith Pet Therapy program usually delivers its valuable service to a range of hospitals, residential aged care facilities, crisis accommodation centres, youth justice centres and mental health facilities that support vulnerable people in the Victorian community.

Throughout 2021, though, many aspects of this service delivery changed as a direct response to pandemic-related restrictions. And when many of the Pet Therapy volunteers couldn't interact with the members of the community they usually supported, they turned their attention to people they could see – medical professionals at the frontline of the COVID crisis.

By deeming Pet Therapy for stressed-out staff at many hospitals across Melbourne as an essential service, Megan says the impact that Lort Smith volunteers and their much-loved pet companions had, made an enormous difference to the mental health and wellbeing of the people they visited.

"We couldn't enter facilities to interact with patients, as we normally would but supporting staff at many of those facilities became incredibly important," says Megan. "Even just a quick pat of the dogs in the program is like pressing a reset button. We hear that a lot. It's a circuit breaker – even just twenty seconds. And for the frontline workers in the health care and aged care system, it was appreciated so much."

Throughout 2021, approximately 220 hours of dedicated staff visits were provided to frontline workers at 13 hospitals across Melbourne, with the workers there enjoying pats and cuddles with the diverse range of dogs in the Pet Therapy program.

But whether they were taking a few moments from their overloaded work schedules to have a quick chat to a Great Dane or get a special cuddle from a Chihuahua, the feedback from the visits proved that the value of Pet Therapy is too meaningful to measure accurately.

At the Peter MacCallum Cancer Centre, Kirsty with Olive, the black Labrador, Cath with Baz the Spoodle, Libby with Rocky the French bulldog and Vernice with Matilda the Border Collie were just some of our valuable volunteers who reported feeling as rewarded and enriched as the staff they supported.

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On the way out of Peter Mac, an ambulance paramedic ran up to me to ask if she could pat Matilda. She sat on the floor hugging her and cried, as had just lost her Border Collie who was 15 and her best friend.

VERNICE - PET THERAPY VOLUNTEER, LORT SMITH

For Cath, sharing Baz with the staff reminded her how much her time as a volunteer is appreciated. She remembers a staff member approaching her directly with a comment of gratitude that it was great for them to feel that “we are valued enough by you all to come and visit us – thank you”.

Fiona Wiseman is the Senior Social Worker at Peter Mac and sees the benefits Pet Therapy brings both patients and staff.

“COVID has significantly added to the stress and pressure felt by all people – patients and staff, who enter the Peter MacCallum Cancer Centre building,” she says. “Having the Pet Therapy dogs and volunteers around really brightens everyone’s day.”

For Volunteers Manager Christine Stankowski – who admits she has never worked with an organisation so reliant on volunteer support - knowing that the volunteer Pet Therapy teams have such a positive impact on both staff members and patients, in the health care facilities they visit, reinforces Lort Smith’s unwavering commitment to deliver community-focused care.

Below: Some of our amazing Pet Therapy teams



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A client lost her beloved 14-year old cat, Max, this evening and was understandably very upset and shaky. I expedited her check-out, called her a taxi and sat with her while we were waiting for the taxi to arrive. When it did I made sure the driver had the correct address and helped the lady into the cab. She gave me the most heartfelt hug saying 'thank you Christine, I want to take you home with me'. It's moments like this that remind us why we are here. Rest In Peace Max.

CHRISTINE, CONCIERGE VOLUNTEER



Jenna and Emma

Our Volunteers

For Volunteer Engagement Manager Christine Stankowski, gratitude for the team of volunteers who are so vital to the daily operations of Lort Smith Animal Hospital is heartfelt.

340 dedicated volunteers work across Lort Smith's two facilities and, without them, Christine Stankowski isn't sure what the organisation would do.

"It's a reason why showing appreciation for the contributions they make, as well as the ongoing need to recruit new volunteers to our Lort Smith team, is something we take seriously" says Christine.

For some volunteers, sharing their time and passion for the Lort Smith vision involves hands-on interaction with animals in the new Adoption Centre at our Campbellfield site. For others, the tasks are more thankless, but equally important. These wonderful volunteers spend their time dealing with the endless piles of laundry and other 'dirty' jobs that come with caring for so many animals. And their commitment makes a huge difference to the working day of our medical teams.

The lingering impact of COVID throughout 2021 forced us to adapt the way volunteers were able to interact with the public as concierges in the hospital, and other public-facing roles. The volunteers who were able to stay worked hard supporting the frontline teams, washing soiled towels and cleaning out enclosures without the reward of playtime with a pet, or a grateful smile from someone visiting the hospital with their animal.

To everyone who stuck with us during those uncertain times - who pivoted from their usual volunteer duties to help out in other meaningful ways within Lort Smith - thank you!

We value your commitment, positivity and everything that you bring to our teams, clients and patients. You embody the Lort Smith spirit and now that we're emerging from the darkest days of the Pandemic, look forward to working together again face to face and as one well-oiled team.

Some words from our volunteers...

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Ruby's development is magnificent. In just two weeks, she's gone from somewhat cautious of me and submissively urinating, to crawling up in my lap and giving me a cuddle, while listening to commands (sit, and shake)! She's full of nervous energy, but she's a clever girl, and I'm certain that she'll be a stupendous dog to have with a bit of discipline and some routine exercise!

DANNY, KENNELS VOLUNTEER

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Giving Barney a relaxing bath was a highlight for me. It's always good to finish a shift feeling you did something special.

FABI, KENNELS VOLUNTEERS

Leaving a legacy of kindness

Maxine Porter

Our donors are a vital part of Lort Smith Animal Hospital's ability to deliver the essential services it provides to animals in need.

There are many ways we actively thank them with messages of gratitude in our annual Impact report and in other material we publish, but, really, we still feel like we can never truly thank them enough, as these donations are the lifeblood our organisation needs to continue to meet the needs of the community that relies on our care.

But what happens when a significant donation comes from someone who is no longer here to thank personally?

In the case of a recent benefactor, Maxine Porter, who bequeathed \$50,000 to Lort Smith Animal Hospital, honouring and acknowledging her generosity is important, not only because it enables us to shine a light on a woman with such a kind and generous vision, but because it also helps us fulfill a wish Maxine's own family members would be thrilled to see come true.

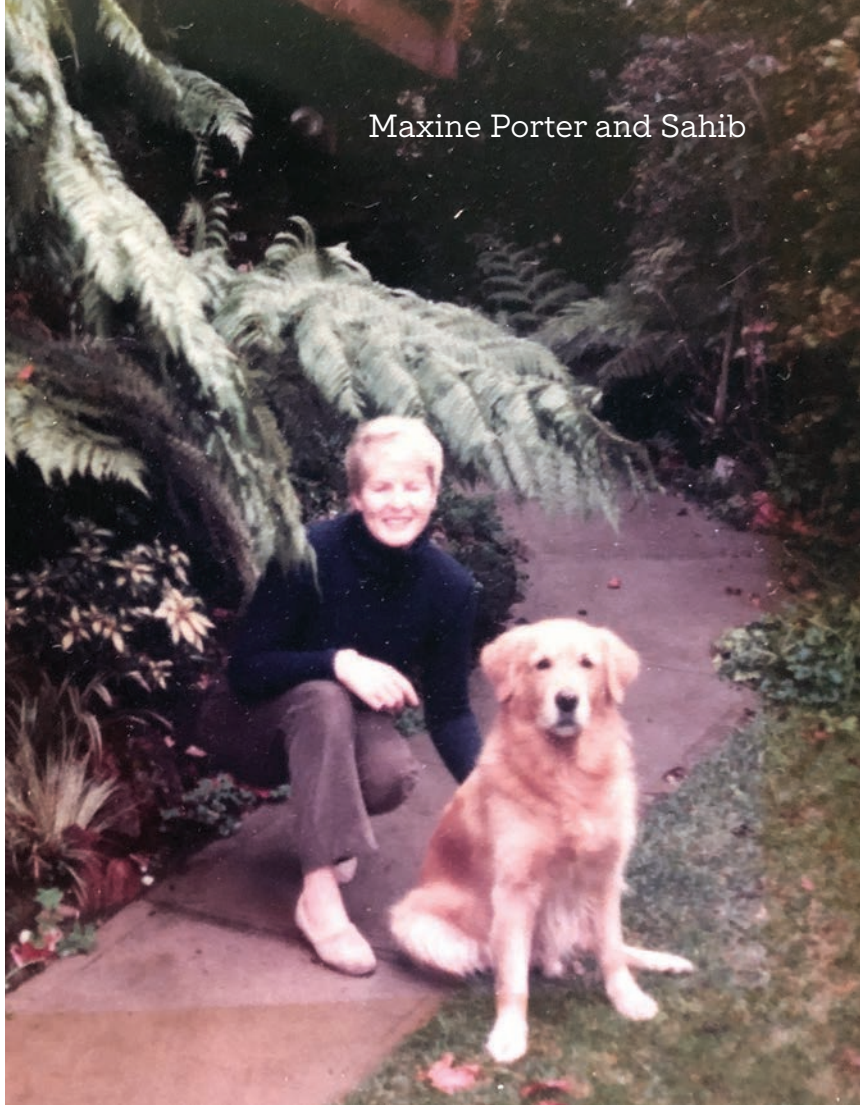
Since her passing in April 2021, her family, friends and all those who knew her are still mourning her loss - and we offer our sincere condolences too - but, because they are incredibly proud of the various significant donations Maxine left to Lort Smith (and other worthy organisations), they gave us permission to promote her gift.

"Her family told us about her belief that leaving a legacy in her will in this way makes a huge difference and that sharing her story would, hopefully, encourage others to do the same," says Lort Smith's Bequest and Donor Relations Manager, Heather Maynier.

An insight into her eulogy, which was so graciously shared with our team by her niece, reveals that Maxine (and her sister Laraine) had a life-long love of animals that was sparked with a childhood family outing to see the penguins at Phillip Island.

In recent years, as Maxine battled her own medical issues, she formed a deep appreciation for medical interventions that change and save lives. It was this realisation, combined with her love for her own beautiful golden retriever, Sahib, as well as her sister's own personal experience with our Lort Smith team over the years, that motivated Maxine to make her donation to Lort Smith part of her final wishes.

Vale Maxine Porter - and thank you for recognising the importance of supporting the Lort Smith Animal Hospital. We are grateful, and we will remember you.



Maxine Porter and Sahib



Our Financials

Statement of Financial
Performance and Position

Statement of Financial Performance

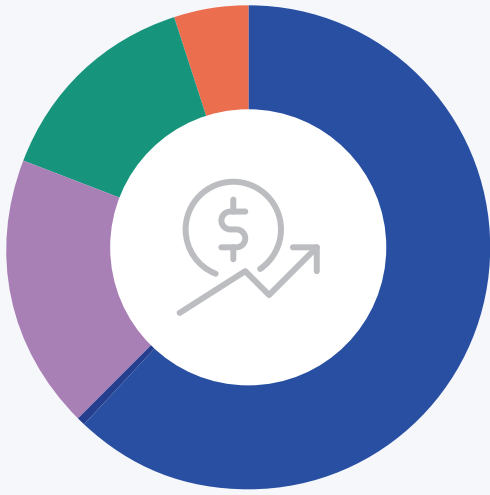
Revenue	2021	2020
Veterinary Revenue	15,294,987	16,150,035
Adoption and Surrender Fees	117,632	122,827
Bequests, Legacy, and Trusts	4,610,046	6,492,141
Donations and Fundraising Income	3,373,401	4,031,197
Dividends & Interest	1,118,587	1,038,510
Other Income	-	2,599,400
TOTAL INCOME	24,514,653	30,434,110

Expenditure		
Veterinary Expenses	6,505,788	5,963,884
Discounts to Customers	1,780,629	1,930,523
Adoption Expenses	432,761	384,779
Event, Campaign & Mail-out Costs	995,259	658,273
Corporate & Administration	866,795	728,712
Impairment Loss on Revaluation of Property	940,665	-
Wages & Other Employee Related Costs	15,376,657	14,335,532
TOTAL EXPENSES	26,898,554	24,001,703
NET PROFIT FOR YEAR	(2,383,901)	6,432,407

Statement of Financial Position

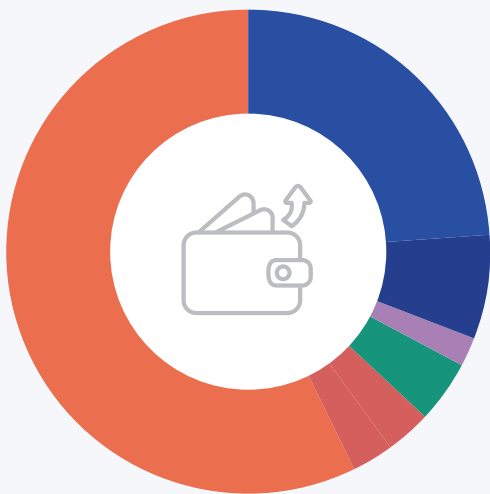
Assets	2021	2020
Cash and Other Equivalents	10,161,052	17,443,520
Investments	18,055,168	19,330,135
Trade and Other Receivables	2,088,119	2,090,077
Inventories	491,200	428,647
Prepayments	261,048	91,908
Property, Plant & Equipment and Intangible Assets	47,175,028	38,054,652
TOTAL ASSETS	78,231,615	77,438,939

Liabilities		
Trade & Other Payables and Lease Liability	1,738,058	1,813,084
Employee Benefits	2,367,058	2,385,740
TOTAL LIABILITIES	4,105,116	4,198,824
NET ASSETS	74,126,499	73,240,115



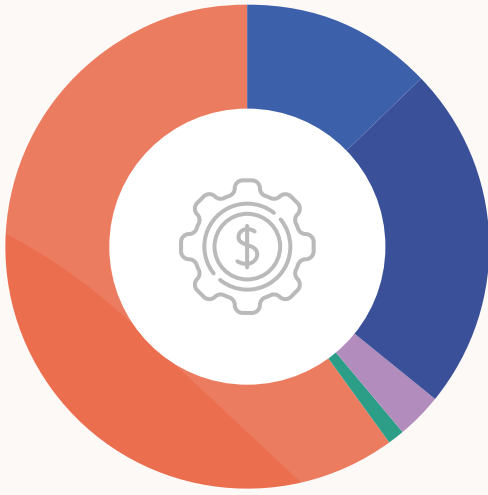
Revenue

	Amount \$	%
● Veterinary Revenue	15,294,987	62%
● Adoption and Surrender Fees	117,632	0%
● Bequests, Legacy, and Trusts	4,610,046	19%
● Donations and Fundraising Income	3,373,401	14%
● Dividends, Interest and Other Income	1,118,587	5%
	24,514,653	



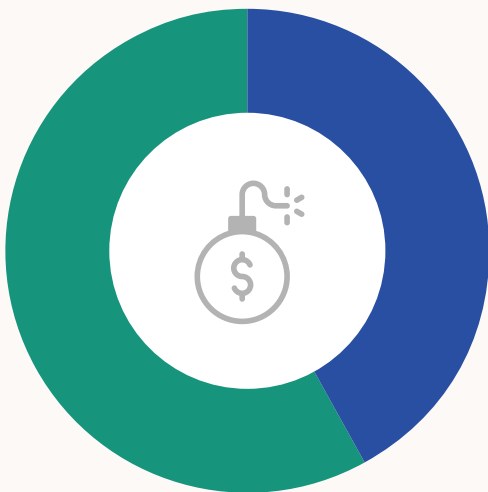
Expenditure

	Amount \$	%
● Veterinary Expenses	6,505,788	24%
● Discounts to Customers	1,780,629	7%
● Adoption Expenses	432,761	2%
● Event, Campaign & Mail-out Costs	995,259	4%
● Corporate & Administration	866,795	3%
● Impairment Loss on Revaluation of Property	940,665	3%
● Wages & Other Employee Related Costs	15,376,657	57%
	26,898,554	



Assets

	Amount \$	%
● Cash and Other Equivalents	10,161,052	13%
● Investments	18,055,168	23%
● Trade and Other Receivables	2,088,119	3%
● Inventory & Prepayments	752,248	1%
● Property, Plant & Equipment and Intangible Assets	47,175,028	60%
	78,231,615	



Liabilities

	Amount \$	%
● Trade & Other Payables and Lease Liability	1,738,058	42%
● Employee Benefits	2,367,058	58%
	4,105,116	

Thank You

Lort Smith would like to thank our generous partners for their continued support of our mission to improve the health and wellbeing of animals and the people who care for them.



JB HI-FI

IDEXX Foundation

KONG

With sadness...

It is with sadness that we note the passing of Baillieu 'Bail's Myer, a dear friend and supporter of Lort Smith. His and The Yulgilbar Foundation's lifetime of kindness leaves a legacy that lives on in the work that work that we do.

Our heartfelt condolences to his family and friends from all of us at Lort Smith.





Our heartfelt thanks goes out to our wonderful donors at every level of giving. Their support makes all the difference and helps us deliver on our mission to make our world a kinder place.

Kindness in Action

Alastair Stott
Alexandra Stewart
Alison Fisher
Allan Eccles
Allison Hare
Anne Grant
Anne Hamilton
Anthony Howells
Avril Holdstock
Baillieu Myer
Barbara Pesel
Barbara Vial
Bev Phelts
Beverley Milne
Boyd Hooper
Bronwyn Hughes
Caroline Goulden
Catherine Gray
Catherine McGovern
Charles Spencer
Cheng Lim
Cheryl Baer
Chris Garzoli
Christine Guilfoyle
Christine Rogan
Christopher Robinson
Clare Powell
Claudia Bisazza

Connie Kokkinis
David Bennett
David Diviny
David Dunbar
Deborah Cook
Deborah Pyke
Deborah Reich
Dr Ananda Gunatunga
Dr Clare Myers
Dr Dario Toncich
Dr Emma Koch
Dr Judith Kinnear
Dr Karen Bentley
Dr Michael Weitzer
Elaine Walters
Elizabeth Creber
Elizabeth Dean
Elizabeth Spry
Elouise Holmes
Eric Jones Stairbuilding Group
Fatima Chowdhury
Fiona Bunworth
Fiona Rial
Frances Charles
Frank Sullivan
Gail Kingsley
Genworth
Geoff Wansbrough

Guy Campbell
Gwenda Greenwood
Hanlon Foundation
Heather Carbis
Helen McPhee
HumidiFlyer Technologies Pty Ltd
Ian & Sylvia Jamieson
Jacqueline & Jake Smorgon
Jill Pickering
Joanne Barrie
John & Lorraine Bates
Julianne Wantrup
Lesley Dean
Lillian Priest
Liz Kaluski
Margaret Waller
Marie Shearer
Marjorie Wallace
Michael Rees
Pauline Brasch
Penelope Walter
Robert Ormiston-Smith
Robyn Rainford
Samantha Tse
Suzanne & Mendo Kundeviski
Trinh Nguyen

Legacy of Kindness

Alan George Barker Charitable Trust	Estate of Enid Teresa Walton
Estate of Alfred Noel Curphey	Estate of Eva Phillips
Alma Sylvia & Carmen Figuerola Trust	Estate of Fernande Hortense Szita
Betty Brenda Spinks Charitable Trust	Estate of Freddy Breet
Dawn Leonie Hibbert Trust	Estate of Glenis Joan Carter
Donald Dennett James Walters Trust	Estate of Janis Elizabeth Kellas
Edith Jean Elizabeth Beggs Charitable Trust	Estate of Jean Kaye
Evelyn Goncalves Trust	Estate of Joanne Lea Twyford
Florence Aileen Anderson Charitable Trust	Estate of John Eric Walker
George Turrell Estate Trust	Estate of John Herbert Ferris
Harry Schofield Trust	Estate of Joy Bossini
Ian William Dodd Charitable Trust	Estate of Joyce Ring
Joyce Hood Charitable Trust	Estate of Judith Anne Blogg
Katherine St Clair Nanson Trust	Estate of Judith Anne Gardiner
Kathleen Ann White Trust	Estate of June Eunice Snitch
Kevin Stewart Cowell Trust	Estate of June Florence Weller
Leslie & Hedi Basch Charitable Trust	Estate of June Margaret Cabena
Leslie Gordon Vaughan Trust	Estate of Lorraine Kathleen Chenery
Mabel Kathleen Corless Trust	Estate of Lyndel Anne Robinson
Mary Javornik Trust	Estate of Margaret & John Leonard
Mary Veronica Jones Trust	Estate of Margaret Joan Swan
Shirley Margaret Duffin Memorial For Animal Welfare	Estate of Marilyn Joy Black
Stanley James & Delia Read Trust	Estate of Marion Isabel Jennings
The Lort Smith Trust for Animals	Estate of Marjory Joyce Jones
Wilfred and Ruby Bird Charitable Trust	Estate of Mary Catherine Cross
Estate of Alan John Matheson	Estate of Mary Noonan Collins
Estate of Alan Leonard Sharkie	Estate of Norman William Martell
Estate of Ann Fraser Wade	Estate of Penelope Louise Koukoulas
Estate of Beatrice Olive Williams	Estate of Penelope Sardone
Estate of Bruce Edwin McDonald	Estate of Robert Albert Henry
Estate of Christina Rouse	Estate of Robert Colin Jackman
Estate of Claire Patricia Joy Trevare	Estate of Rosemarie Margaret Franze
Estate of Clifford King	Estate of Stanley Bonney
Estate of Edith Nagy	Estate of Verena Augusti
Estate of Edna Louise Shaw	Estate of Wilma Gertrude Antonetta
Estate of Elizabeth Don McConnan	Anastasiu-Geraads
Estate of Enid Mackenzie	Estate of Krystal Browitt

A journalist wrote in 1938 that “No one has ever been able to resist Lady Lyle and Louisa Lort Smith” and that’s as true today as it was then. 83 years on the mission of these formidable women is as powerful as ever, and lives on in the work of our staff, volunteers and donors. Together, we keep the original Lort Smith vision of a world where everyone can share the love of an animal, alive and well in the 21st century.

JENNIFER FLEMING - CEO, LORT SMITH



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 per month ☐ \$35 per month ☐ Other → \$

OR

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

☐ \$25 ☐ \$50 ☐ \$100 ☐ Other → \$

Your Details:

First Name

Surname

Street Address and Suburb

State

Postcode

Email Address

Phone Number

Date of Birth

Please debit my: ☐ Visa ☐ Mastercard

Card Number:

Expiry Date:

Signature:

OR

☐ **Cheque/money order enclosed** (Made payable to Lort Smith. One-off donations only).



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

PLEASE RETURN THIS FORM TO:

Fundraising Team
Lort Smith
24 Villiers Street
North Melbourne VIC 3051



Or call (03) 9287 6419
to make a donation
over the phone.

To view our Privacy Policy
visit: lortsmith.com/privacy

North Melbourne

Emergency Hospital | Clinic

24 Villiers Street
North Melbourne VIC 3051

Campbellfield

Clinic | Adoption Centre | Dog Park

25-35 Berwick Road
Campbellfield VIC 3061

Contact

Phone: (03) 9328 3021

Email: info@lortsmith.com

Web: lortsmith.com

Lort Smith Animal Hospital
ABN: 87 0042 384 75

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Photography and Alphabetsy

