

Lort Smith Animal Hospital

2022 Impact Report



Our Vision

The communities we serve benefit from expert animal healthcare and wellbeing.

Our Mission

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

How we do this:

- In our Hospital and Vet Clinic by providing exceptional veterinary care and preserving the human-animal bond.
- In our Adoption Centre by providing sanctuary, rehabilitation, welfare and a new home for animals.
- Through our Community Outreach Programs promoting responsible pet ownership and nurturing the human-animal bond.

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.



CONTENTS

A message from our President	4
A message from our CEO	5
Our hospital: 2022 snapshot	6
A lasting legacy inspired by empathy with animals	7
Donations supported every step of Mary Puppins' journey	8
Adoption Centre: when Brianna met Pop	10
Our community impact	12
Lort Smith supporters keeping families together	13
Supporting our dedicated vet nurses	14
Our hospital: change is at the heart of progress	16
Pet Therapy: a tiny poodle makes an enormous impact	18
Volunteering: an expression of love and care	21
Financials	22
Thank You	23

Lort Smith acknowledges the Wurundjeri people of the Kulin nation as the traditional custodians of the land on which Lort Smith stands, and pays our respects to Elders past, present and emerging.

Lort Smith values and celebrates diversity in our community. We are committed to providing animal care services that are inclusive and support equality and accessibility.

A message from, and thanks to, our outgoing President

In 1963 John F. Kennedy said that “Change is the law of life, and those who look only to the past and present are certain to miss the future.”

When I joined the Lort Smith board in 2011, Julia Gillard was Prime Minister, Queen Elizabeth toured Australia and Geelong won the Grand Final. Our world has changed enormously over the last decade and while it's important to reflect on the past, looking ahead and planning for the future is key to the “law of life” that JFK observed 60 years ago.

Our founder Louisa Lort Smith was a woman whose focus was firmly on the future, and her determination to improve the wellbeing of animals and the people who love them has been a constant inspiration during my time on the board, and as President since 2016. With one eye on the future and the other on the bottom line, Louisa Lort Smith got stuff done.

Recognising the massive changes that our growing population of people and animals face together has been critical when we as a board have made tough decisions. Responding decisively in a way that makes real change takes courage and is a huge responsibility. In difficult (and fun!) times I've often asked myself “what would Louisa do?”. The answer is always clear — look to the future and “keep the flag flying!”

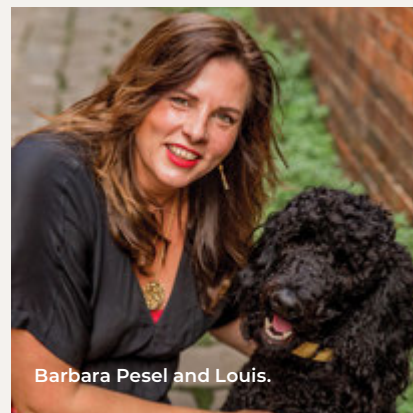
And with the commencement of the Villiers Street re-development and expansion of our services into Campbellfield, just two of many incredible achievements, in 2022 our flags were definitely flying.

In my final message, I wish my successor Dr Angus Henderson the very best for his tenure as President, and to my fellow Board members (past and present) for their support over the last decade; thank you for your insight and loyalty.

To our wonderful volunteers, your gifts of time and warmth are the glue of our organisation; you make a world of difference to our staff and animals, and your compassion for our community is a huge part of what makes our organisation so good and special.

To our amazing donors and the people who remember Lort Smith Animal Hospital in their wills, your kindness makes what we do possible, and Louisa Lort Smith's original vision can only continue because of you. We are so grateful and extend our thanks on behalf of the staff, volunteers and most importantly, the animals that you so generously support.

And lastly, I want to thank our patrons Lady Marigold Southey AC and former fellow board member Samantha Baillieu AM for their ongoing discernment and support; their fealty has meant the world to me.



Barbara Pesel and Louis.

In signing off I'd like our gaze to remain firmly on the future, let's continue to celebrate our past and present achievements and like Louisa Lort Smith, know that when we commit to our purpose together, great stuff happens.

Warm wishes,

A handwritten signature in blue ink, reading 'Barbara Pesel'.

Barbara Pesel
outgoing President

A message from our CEO

Louisa Lort Smith opened our hospital 87 years ago to provide affordable vet care to the animals of Melbourne during the Great Depression. Today I can honestly say that we remain true to her mission, still meeting the needs of pets (and the people who love them) in our community, almost nine decades on.

Lort Smith is already the biggest and busiest not-for-profit animal hospital in the country. But in January 2022, we broke ground on a renovation of our hospital that will dramatically transform the building, enabling us to care for more than double the number of patients, every day.

Since then I have watched our new hospital literally rise around me, and it is gratifying to be now so close to the finish line. The new hospital has been mindfully planned, with layout, enclosures, workflows and equipment all designed to enhance the safety and comfort of our patients.

At the same time, our services and programs have been undergoing a similar transformation, to ensure we can continue to serve the needs of our community.

Our new Adoption Centre now has four qualified dog trainers caring for their charges, and provides education and puppy preschool to the northern suburbs; our Pet Therapy volunteers are impacting the lives and futures of young people in juvenile justice; the Pets In Need and Emergency Welfare Assistance programs enable us to care for animals facing the very greatest need; and our community outreach programs continue to expand in new and exciting ways.

At a governance level, our Board is likewise in a period of change, as we farewell our President Barbara Pesel who gave her time, expertise and heart to Lort Smith for the past 11 years. I welcome our new President Dr Angus Henderson, and look forward to working with him and the other Board members as, together, we enter a new era for Lort Smith.

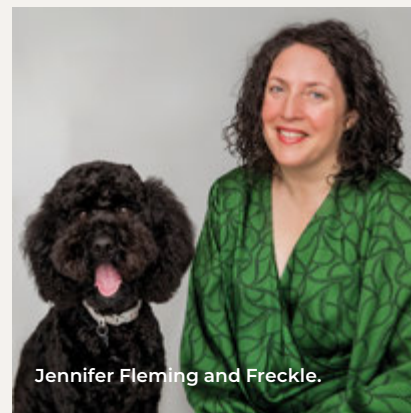
For 87 years, Lort Smith Animal Hospital has been a beacon of support and veterinary expertise to hundreds of thousands of pet owners and pet lovers in our city. And while the face of our hospital may be changing once again, I am proud to say that our mission has never wavered.

Your support has been critical to our success.

With your help, we still do, and always will, provide excellent veterinary care and compassionate services to the sick and vulnerable animals in our community, and the people who love them. Thank you!



Jennifer Fleming
Chief Executive Officer



Opened in 1936, Lort Smith continues it's original mission, to care for the animals of Melbourne, now and into the future.

Our hospital

2022 snapshot of our busy animal hospital.



70
vets



20,437
pathology tests



103
vet nurses



768
dentistry
procedures



19,918
animals received
care



100,334
phone calls
received



21,171
consultations



\$1.1M
in discounts given
to clients in need



8,139
emergency
consultations

"Lort Smith is full of passion
and expertise, I wouldn't
bring my cat anywhere else."

LORT SMITH CUSTOMER



19,296
surgeries

A lasting legacy

inspired by empathy

with animals

Surrounded by a menagerie of animal sculptures and with treasured canine companions, Lucy and Oliver James, at her side, long-term supporter Tess Cafarella tells us why she is such a fierce advocate of Lort Smith's work.



Tess Cafarella volunteering at the Zoo.

"It's an amazing organisation that has a brilliant heart and mind at its core," Tess explains. "They help teach people how to take care of their animals — it's so important, animals need to be loved and protected like children."

Like so many of our supporters, a deep love for all kinds of animals has been central to Tess' long and fascinating life. Born and raised in pre-war Melbourne, the regular appearance of stray animals in the family's inner city back yard eased her difficult home life.

"I found comfort in animals and the first one I can remember was a cat who, like me, just wanted affection. I desperately tried to keep that skinny little girl; she was my first love. Fluffy the dog was another stray and I managed to convince my parents to keep him, so he became our family pet."

Brilliant minds and a desire to help

Tess's fierce intelligence fuelled her impressive academic career in philosophy and languages, and a hunger to understand how the world works. Her face lights up as she explains, "I believe that everything we do is an exploration, of our existence and our universe, and this makes me think woweeeeee!"

The betterment of animal welfare through science is something that Tess is fully vested in, and also how she first connected with Lort Smith. "Many years ago I was looking for a vet, and when I'm looking for something, I research. I'm a science-based person and very selective.

"Lort Smith has some of the best minds and also helps people, so that combination of knowledge, brilliant minds and a genuine desire to help animals and people is a universe to me."

Now in her eighties, Tess remains passionate about the future of veterinary care and animal advocacy. She insists, "I can't solve the world's problems but I can be responsible for myself. The buck stops with me."

Thanks to her monthly donations and with a confirmed bequest in her will, Tess is part of a strong network of supporters who ensure that Louisa Lort Smith's original mission, to help animals and the people who love them, continues. Her legacy, like those of our other incredible donors will live into the future.

"Lort Smith's combination of knowledge, brilliant minds and a genuine desire to help animals and people is a universe to me."

TESS CAFARELLA, LONG-TERM SUPPORTER

Donations supported every step of Mary Puppins' journey

If ever there was a visual demonstration of the profound ways in which your donation can impact the lives of animals at Lort Smith for the better, it's the path that Mary Puppins followed through our organisation. From shelter to training to emergency surgery and more, we were able to give Mary everything she needed to survive and thrive, directly due to philanthropic support.

1. Safe shelter

When Mary Puppins first arrived at our donor-funded Adoption Centre in Campbellfield, she was terrified. "Mary would hide under the desk and cover away from people," remembers Adoption Centre Manager, Amanda Doolan. Our specially qualified dog trainers developed a plan, and worked with her to build her confidence and restore her trust in human beings.



3. A foster home

The Lort Smith Adoption Centre is what's known as a foster home, meaning that whenever possible, animals spend time living in the safe and loving homes of our volunteer foster carers. For Mary Puppins, "home" with experienced volunteer foster carer Kaye became a place to de-stress, feel safe, and learn vital social skills with a new canine sibling.



2. Dedicated volunteers

There's more to volunteering at Lort Smith than food, grooming and laundry. A key role for many volunteers is to give the animals love and attention, provide enrichment activities, to ensure they are emotionally healthy and well-socialised. Volunteers spent hundreds of hours with Mary, filling her world with love and play. "We watched her blossom," Amanda told us.





5. A forever family

After she recovered, the professional staff at the Adoption Centre made a careful medical and behavioural assessment of Mary Puppins, and began the process of finding her a loving home that could give her the care and training she needed in order to thrive. When the day finally came for Mary to meet her new owner and (chocolate Labrador) sibling, it was love at first sight.



4. Surgical expertise

When Mary Puppins fell ill, she came straight to Lort Smith at North Melbourne, the biggest not-for-profit animal hospital in the southern hemisphere. Here, she had immediate access to sophisticated diagnostic equipment, some purchased with donations, while some of the most experienced veterinary surgeons and nurses in the country operated, and supervised her recovery.

Adoption Centre:

when Brianna met Pop

Incredible stories of healing and humanity are lived out in the clinics and corridors of Lort Smith every day because of our generous supporters. Abandoned, skeletal and heavily pregnant, two-year-old cat Brianna was surrendered to our donor-funded Campbellfield Adoption Centre in March 2022.

The Centre's manager, Amanda Doolan, still remembers her first impressions of Brianna, "she was very neglected and malnourished when she arrived." Warm and safe in one of the new cat-condos, the little cat went into labour within hours of arriving at Lort Smith. Four kittens emerged mewling, shaky-legged and healthy.

When they were strong enough to travel, Brianna and her kittens went into foster care in the home of one of our volunteers. The volunteer foster care program is supported by donors, whose generosity pays for food, medicine, litter and toys while shelter animals are in their care.

A difficult turn

After the kittens were weaned and Brianna had started to gain weight, the feline family came back to Campbellfield in preparation for adoption.

But before that could happen, Brianna's journey took a difficult turn. She became sick with a dangerous condition called intussusception. "This is when part of the intestine folds into the section next to it," Amanda explains. "If it doesn't get treated, it can be fatal."

Brianna was rushed to our North Melbourne hospital, where the surgical team saved her life. Hers was a long recovery requiring months of medical care, love and pats, but at long last, the little cat and her babies were able to find their new homes.

Love at first sight

Brianna's story had the happiest outcome of all. A client named Tara contacted Lort Smith looking for a special cat for her grandad, whose wife had recently moved into fulltime care. For Brianna and Tara's grandad, it was love at first sight.

Tara says, "Brianna has given Pop the company and love he needed. He now has something to look forward to, someone to care for and love, and honestly she couldn't be any more perfect for him."

The terrified and malnourished cat is now a different girl. "She is such a character with a huge personality, and makes my Pop laugh a lot," Tara says. "He honestly doesn't stop talking about her and all the funny things she does. At night she touches his face with her nose, and she wakes him up the same way every morning."



Brianna in her new home with Pop.



“At night she touches Pop’s face with her nose, and she wakes him up the same way every morning.”

TARA, POP’S GRANDDAUGHTER

2022 snapshot of our community impact.

Our community



4,400

volunteer hours in the laundry, concierge and admin support



5,974

volunteer hours in the adoption centre



104

pet therapy teams



3,030

pet therapy hours



60

facilities visited by pet therapy



18,163

pet therapy interactions



328

total active volunteers (including 11 board members)



13,606

total volunteer hours

Adoption Centre



71

dogs boarded



71

dogs given medical care



424

cats boarded



424

cats given medical care



267

animals fostered



62

animals in the Emergency Welfare Assistance program



513

animals placed with a new family



L-R: Dyson on his walk; Dyson with new baby Peggy.

Lort Smith supporters

keeping families together

Having a baby is an exciting and daunting time for most people. But for Maggie and Simon, the mountain of additional challenges they faced leading up to the birth of their first baby in 2022 was overwhelming, so they turned to Lort Smith for help.

The couple and their sweet kelpie, Dyson, live in the Victorian High Country, with minimal local support. Maggie is wheelchair-bound, and Simon is her main carer, so the pending birth came with a number of obstacles; not least, who would care for much-loved Dyson while Maggie and Simon were in Melbourne preparing for the delivery of their first child.

This is where Lort Smith stepped in with our donor-funded Emergency Welfare Assistance program. Based in the beautiful new Adoption Centre at Campbellfield, this program provides short-term accommodation and foster care for the pets of people experiencing extraordinary crises, such as domestic violence, a period of homelessness or extended or complex medical treatment.

Over the years and through the generosity of Lort Smith supporters, hundreds of pets have been given loving temporary homes and essential medical treatment while their carers have had time to recover.

A long way from home, kelpie Dyson was welcomed to Lort Smith with open arms, quickly becoming a favourite with the staff and volunteers. "He is a beautiful boy" says Lisa Varrasso, Senior Animal Welfare Officer. "Everyone loved him, and knowing that we could give support to a family who really needed it meant a lot to all of us."

Stress, transformed into joy

Baby Peggy arrived safely after a 10-day stay in Melbourne and, after reuniting with a very excited Dyson, Maggie and Simon were able to take their whole family back home.

"Maggie and Simon were so grateful that we could support them when there were no other options," says Lisa. "Dealing with this level of stress and not knowing who'd care for Dyson wasn't healthy for them or the baby. We were so happy that we could take some of it off their shoulders and help them focus on safely bringing Peggy into the world."

Simon reckons that what could have been a fraught and stressful experience was transformed into something joyous, thanks to the generosity of donors and the team at Lort Smith. "Knowing that Dyson was loved and cared for meant that we could focus on Maggie's health and the safe delivery of our beautiful little girl. We're so grateful to Lort Smith and the incredible donors who made this possible."

A message from Laura Bennington

"We are so grateful to our supporters who have helped with the development of a new state-of-the-art hospital. It means we can take in cases and referrals that we couldn't have accepted in the past. It will also allow more admissions, and we have been training vets in using new oxygen techniques that are better for patients, and more cost efficient for customers."



L-R: Sara Ho-Le, Training and Development co-ordinator and Laura Bennington, Head Nurse of Emergency and Critical Care.



Supporting our

dedicated vet nurses

What does it take to be among the most qualified veterinary nurses in the world? Grit, skill, 18 months of hard slog, and the full support of Lort Smith Animal Hospital. “And the occasional wobble.”

In November 2022, two of our senior vet nurses, Laura Bennington (Head Nurse, Emergency and Critical Care) and Sara Ho-Le (Training and Development co-ordinator), joined the elite global cohort of Veterinary Technician Specialists in Emergency and Critical Care. The prestigious, internationally recognised Veterinary Technician Specialist qualification (ECC) is hugely competitive and hard-won but, for Laura and Sara, its real value is reflected in the work that the Lort Smith medical teams carry out with patients every day.

Head of Nursing Services, Sarah Sexton, says Laura and Sara’s achievements have had a significant impact on the staff. “What they’ve accomplished is enormous, and has opened other nurses’ eyes to their own potential and how incredible a career in vet nursing can be,” she says. “These impressive women mentor and share at a really high level and, in doing so, are changing things for all of us.”

An appetite for learning

Sara and Laura share their combined experience in regular training across the hospital. “The appetite for learning has been huge” says Laura. “Nurses are hands-on, so when they understand a new procedure, they want to use it and improve patients’ experiences and quality of care.”

This thirst for learning was put to the test in December 2022, when a miniature schnauzer presented to Emergency with hyponatremia, a life-threatening condition. “It was a very intense case, and scary and intimidating for the team,” Sara says. The vet asked Sara to set up a treatment plan: one miscalculation would mean the difference between life and death for the little dog, and devastation for her owner.

Happily, Sara’s training paid off and the patient pulled through. “There was a real trust point reached that day, and it changed the way the staff approached me and Laura,” says Sara. “It was a tough situation but the whole team came together as one.”

Frontline training

CPR week is an initiative that Sara and Laura are particularly proud of. “The staff asked for training because resuscitating patients was stressful and traumatic for everyone. So we designed a CPR awareness week, and everyone loved it.”

The uptake was enormous, and the benefits far-reaching. “Working on the front line is tough, but doing everything possible for a patient helps us deal with our own mental health,” says Sara.



Our hospital:

change is at the heart

of progress

Lort Smith's CEO Jennifer Fleming remembers clearly the moment that demolition of our old Villiers Street hospital began in early January 2022. "Actually, it was the sound of change, and that's seared into my memory," she smiles.

Jennifer's extensive career has taken her across the globe, but the logistical challenges of overseeing a complex building project while still running a busy hospital and clinic on the same site were unprecedented. "When the first walls came down, I thought 'OK, there's definitely no turning back now!'"

Adapting to our changing city

Melbourne has changed enormously since the Lort Smith-Lyle Hospital opened its doors in 1936. While Louisa Lort Smith's original mission of community animal care remains the same, the needs of our vastly expanded population today are very different.

“The face of our hospital is changing, but our mission is still the same.”

JENNIFER FLEMING, CEO, LORT SMITH



Melbourne needs a not-for-profit animal hospital that can keep pace with the demands of the 21st century, and the support of donors is making this transformation a reality.

Construction of the new hospital continued across 2022, with staff and volunteers working hard to juggle the demands of a busy hospital under sometimes difficult conditions. “Giving our patients excellent care is at the fore of every decision we make,” says Jennifer. And making decisions is often tough. “For example, how do you conduct heavy excavation work next to a ward where an animal is recovering from surgery?”

Jennifer continues, “The answers were usually right in front of us and the result of open discussions between the medical teams, front-of-house staff and builders. Practical things like stopping all loud work during our patients’ rest time in the afternoon, or conducting the heaviest work before opening hours when less patients and carers were on site made a huge difference.”

The prize is in sight

The hospital is set to reopen in Spring 2024. Melbourne will soon have access to a cutting-edge, new animal hospital. Jennifer says this is thanks to “our incredible donors, who are carrying on a precious legacy of kindness to animals as Lort Smith was built on philanthropy.”

More than 85 years ago Lort Smith received a donation that built the original hospital. Today, generous donors are also responsible for the redevelopment of our new hospital.

The city has changed a lot since the first hospital opened in 1936, but change is always at the heart of progress and Lort Smith’s response to our changing needs remains true to our founder’s original vision. As Jennifer says, “The face of our hospital is changing, but our mission is still the same.”

Pet Therapy: a tiny poodle makes an enormous impact

Joel was a young person in crisis. In just three years, he'd experienced more than 20 admissions to secure child protection and juvenile justice facilities. He had completely shut down. Staff tried everything to reach Joel but couldn't get through. Then Betty, a chocolate toy poodle, trotted into his world.

Betty is a canine volunteer and, together with her person Ben, works with Lort Smith's donor and community-supported Pet Therapy program. Because of the generous support of our donors, teams like Ben and Betty work with some of Melbourne's most vulnerable young people, in justice, protective care, mental health, drug and alcohol rehabilitation, housing support, and supported learning environments. Most of the young people in these facilities live in a perpetual state of trauma and can be hard to reach.

An amazing transformation

Before Joel met Betty he was angry and withdrawn. But after only 25 minutes of playing with the little dog and teaching her tricks, Joel shared that he felt calm and relaxed. Staff were amazed at the transformation that took place. "Betty's impact on Joel was profound," recalls Joel's caseworker, "I can say for certain that Joel needs and deserves increased access to Pet Therapy."

Lort Smith's Community Program Manager Megan Nutbean explains, "When young people are closed off and traumatised, dogs can make the biggest inroads. Dogs can make them feel calm and safe, and allow them to be present and engage."

After time with Betty, Joel began to express his feelings and connect with his caseworker, staff and peers. He was more open to therapeutic interventions and became reflective, proud, and more in control.

A lasting change

The change in dynamic for young people and the services that support them can last well after dogs have left the space. "Everyone's overwhelmed by the change in Joel," Megan says.

Research shows that young people have a better chance to heal from the long-term impacts of trauma when they're supported by specialist programs. Lort Smith's partnership with specialist services, and our delivery of ground-breaking Youth Pet Therapy and Youth Pathways programs aims to increase engagement, participation and amplify positive outcomes for at-risk young people.

Lort Smith's Pet Therapy volunteer teams have been instigating change in communities across Melbourne for more than 30 years. Working closely with partners in hospitals, residential homes, schools, and rehabilitation facilities, the Pet Therapy team has grown significantly.

Community Program Manager Megan Nutbean explains, "In each of our eight Youth Pet Therapy program settings, we've seen incredible breakthroughs like that of Betty and Joel. Our Pet Therapy dogs have created safety, calm, and connection for young people in crisis in ways that no one else could. The effects we're seeing have the power to change the trajectory of young people's lives."



12

Youth Support
Facilities



18

Paediatric
Wards



25

Aged Care Facilities

“When young people are closed off and traumatised, dogs can make the biggest inroads.”

MEGAN NUTBEAN, COMMUNITY PROGRAM MANAGER



Pet Therapy dog Betty,
the toy poodle.

"We'll keep persisting until we find
that animal a loving new home."

MALCOLM, LORT SMITH VOLUNTEER



Volunteering:

an expression of love and care

Happiness comes in different forms, and for Lort Smith volunteer Malcolm Wilton, watching people and animals connect and communicate is one of the best.

“There’s a pure joy that comes with walking a dog, teaching it tricks, a mutual delight in throwing and catching a ball and seeing them tired out from having fun,” Malcolm says. “When you see that toothy canine smile, you know you’ve connected with their personality and cared for them in the truest sense.”

Our volunteers come from diverse backgrounds and, during his 32 years with World Vision Australia, Malcolm worked in many challenging environments. He ran emergency response teams in war zones like Kosovo, and immediately after devastating natural disasters in Indonesia, Haiti and Vanuatu. In 2012, Malcolm’s outstanding work in the field was officially recognised with the Overseas Humanitarian Medal, a prestigious title awarded by the Governor General honouring people who had given humanitarian service in hazardous circumstances outside Australia.

While Malcolm’s travel distances are definitely shorter these days, his work continues to have a huge impact, namely on the animals and staff at Lort Smith. “We have a real opportunity to show love and care, and bridge the gap for surrendered animals waiting for a new home.”

They stick to their values

When asked why he chooses to so generously share his time and expertise with us, Malcolm is clear. “Lort Smith makes a stand and says, ‘we think there’s a possibility with every animal and we’ll keep persisting until we find that animal a loving new home’. They stick to their values.”

Malcolm sees these values lived daily by staff and volunteers across the organisation. “Lort Smith creates a space for animals to find love. And while they’re with us they’re in a proper home. Everyone really connects with the animals and they each have personalities of their own.”

Gestures of love and loyalty

Washing bowls, laundering linen, playing with kittens and navigating the complex social hierarchies of walking shelter dogs is all in a day’s work for our incredible and cherished ‘vollies’. Their small and powerful gestures of love and loyalty make a huge difference to the animals and staff at Lort Smith, every day. Together, their individual acts of kindness and gifts of time bring to life Lort Smith’s mission to bring exceptional veterinary care to animals and carers of all circumstances.



Malcolm and Bella.

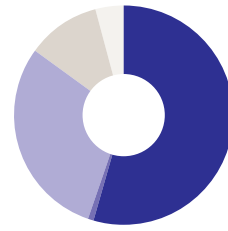
Financials

Statement of Financial Performance

	2022	2021
REVENUE		
Veterinary Services Revenue	15,277,317	15,294,987
Adoption and Surrender Fees	117,548	117,632
Bequests, Legacy, and Trusts	8,392,513	4,610,046
Donations and Fundraising Income	3,174,280	3,373,401
Dividends and Interest	843,510	1,118,587
Other Income	—	—
TOTAL INCOME	27,805,168	24,514,653
EXPENDITURE		
Veterinary Expenses	7,024,208	7,446,453
Discounts to Customers	1,149,285	1,780,629
Adoption Expenses	415,205	432,761
Event, Campaign and Mail-out Costs	888,569	995,259
Corporate and Administration	702,154	866,795
Wages and Other Employee Related Costs	15,301,823	15,376,657
TOTAL EXPENSES	25,481,244	26,898,554
NET PROFIT FOR YEAR	2,323,924	(2,383,901)

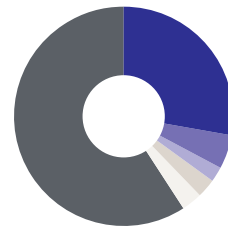
Statement of Financial Position

	2022	2021
ASSETS		
Cash and Other Equivalents	4,375,520	10,161,052
Investments	18,768,343	18,055,168
Trade and Other Receivables	1,425,679	2,088,119
Inventories	473,295	491,200
Prepayments	433,955	261,048
Property, Plant and Equipment and Intangible Assets	54,605,949	47,175,028
TOTAL ASSETS	80,082,741	78,231,615
LIABILITIES		
Trade and Other Payables and Lease Liability	1,834,423	1,738,058
Employee Benefits	2,319,712	2,367,058
TOTAL LIABILITIES	4,154,135	4,105,116
NET ASSETS	75,928,606	74,126,499



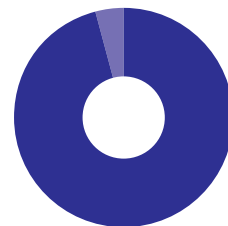
REVENUE

Veterinary Services Revenue	55%
Adoption and Surrender Fees	0%
Bequests, Legacy, and Trusts	30%
Donations and Fundraising Income	11%
Dividends, Interest and Other Income	4%



EXPENDITURE

Veterinary Expenses	28%
Discounts to Customers	5%
Adoption Expenses	2%
Event, Campaign and Mail-out Costs	3%
Corporate and Administration	3%
Wages and Other Employee Related Costs	59%



ASSETS AND LIABILITIES

Assets	96%
Liabilities	4%

Thank You

Our heartfelt thanks goes out to our wonderful supporters 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.

Bequests

Estate of Jove Kensen
Estate of Wilma Gertrude
Antonetta Anastasiu-Geraads
Estate of Hazel Ruth Duffy
Estate of Blanka Klein
Estate of Ernest Thomas Johnston
Estate of Bruce Edwin McDonald
Estate of Neil Henry Sturgess
Estate of Shirley Barbara Bruhn
Estate of Maxine Sylvia Porter
Estate of James Hancock
Estate of Robert Colin Jackman
Estate of Lillias Jean Beale
Estate of George Tzounos
Estate of Fairlie Szacinski
Estate of Margaret &
John Leonard
Estate of B O Williams
Estate of Helen Joyce Metelmann
Estate of Eileen Mary Galt
Estate of Lovi Devra Ross
Estate of Noel McDonald Ford
Estate of Alan Thomas Paterson

Estate of June Lorraine Smith
Estate of Imants Arvids Berzins
Estate of Lewis John Crocker
Estate of Joy Wynnefred Young
Estate of Jacqueline Loretta Merlino
Estate of Riemer Brouwer
Estate of Josephine Nance Coyle
Estate of Penelope Luchea Freeman
Estate of Peter Allister Biffen
Estate of Valerie Gwendolyn King
Estate of Sylvia Gladys Morrison
Estate of Lesley Margaret Sievers
Estate of Frances Hilda Parkinson
Estate of Mouhamed Nour Assafiri
Estate of Dorothy Agnes Griffin
Estate of Mona Lee
Estate of Stephanie Josephine Oetterli
Estate of Rosemary Shea
Estate of Regina Siitari
Estate of Joan Lorraine Oliver

Legacies

The Evelyn Goncalves Foundation
Florence Aileen M Anderson
Charitable Trust
Betty Brenda Spinks
Charitable Trust
The George Turrell Estate Trust
Joan & Ronald Filmer Foundation
The Joyce Hood Charitable Trust
Kathleen Ann White Charitable Trust
Edith Jean Elizabeth Beggs
Charitable Trust
Ian William Dodd Charitable Trust
Alan George Barker Charitable Trust
The Lort Smith Trust for Animals
Alma Sylvia & Carmen Figuerola Trust
Kevin Stewart Cowell Trust
Leslie Gordon Vaughan Trust
Shirley Margaret Duffin Memorial
for Animal Welfare
Stanley James & Delia Read Trust
Leslie & Hedi Basch Charitable Trust
Mary Veronica Jones Trust

Our Patrons

Lady Marigold Southey AC
Samantha Baillieu AM

Organisations



IDEXX



Lort Smith Animal Hospital North Melbourne

24 Villiers Street
North Melbourne VIC 3051
(03) 9328 3021

Lort Smith Campbellfield

25–35 Berwick Road
Campbellfield VIC 3061
(03) 9328 3021

Donations & Fundraising

(03) 9287 6419

Bequests

(03) 9287 6417

Volunteering

(03) 9287 6424

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lortsmith.com

Lort Smith acknowledges the Wurundjeri people of the Kulin nation as the traditional custodians of the land on which Lort Smith stands, and pays our respects to Elders past, present and emerging.

Lort Smith values and celebrates diversity in our community. We are committed to providing animal care services that are inclusive and support equality and accessibility.

ABN 87 004 238 475

