

COMPANION

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It was a busy day at our new hospital when I met George the bearded dragon, who was visiting our new Exotic and Unusual Pets Department

A message from the CEO: A new chapter

As we enter a new chapter in Lort Smith’s journey, I am delighted to announce a key milestone in our organisation’s story. After two years of construction, we can share our redeveloped North Melbourne hospital.

Thanks to your kind support, we now enter the fourth generation of Lort Smith, having evolved with the needs of Melbourne’s ever-expanding pet population.

Recent data from Victoria’s first-ever Pet Census highlighted the growth of pet ownership in our community, with 58% of adults owning pets, including an impressive 6% with exotic pets like small mammals, reptiles, amphibians, birds and fish. This figure is not surprising, as we witness Melburnians’ love and care daily for their animal companions.

Lort Smith will use the Pet Census findings to shape our current programs and services to ensure the health and well-

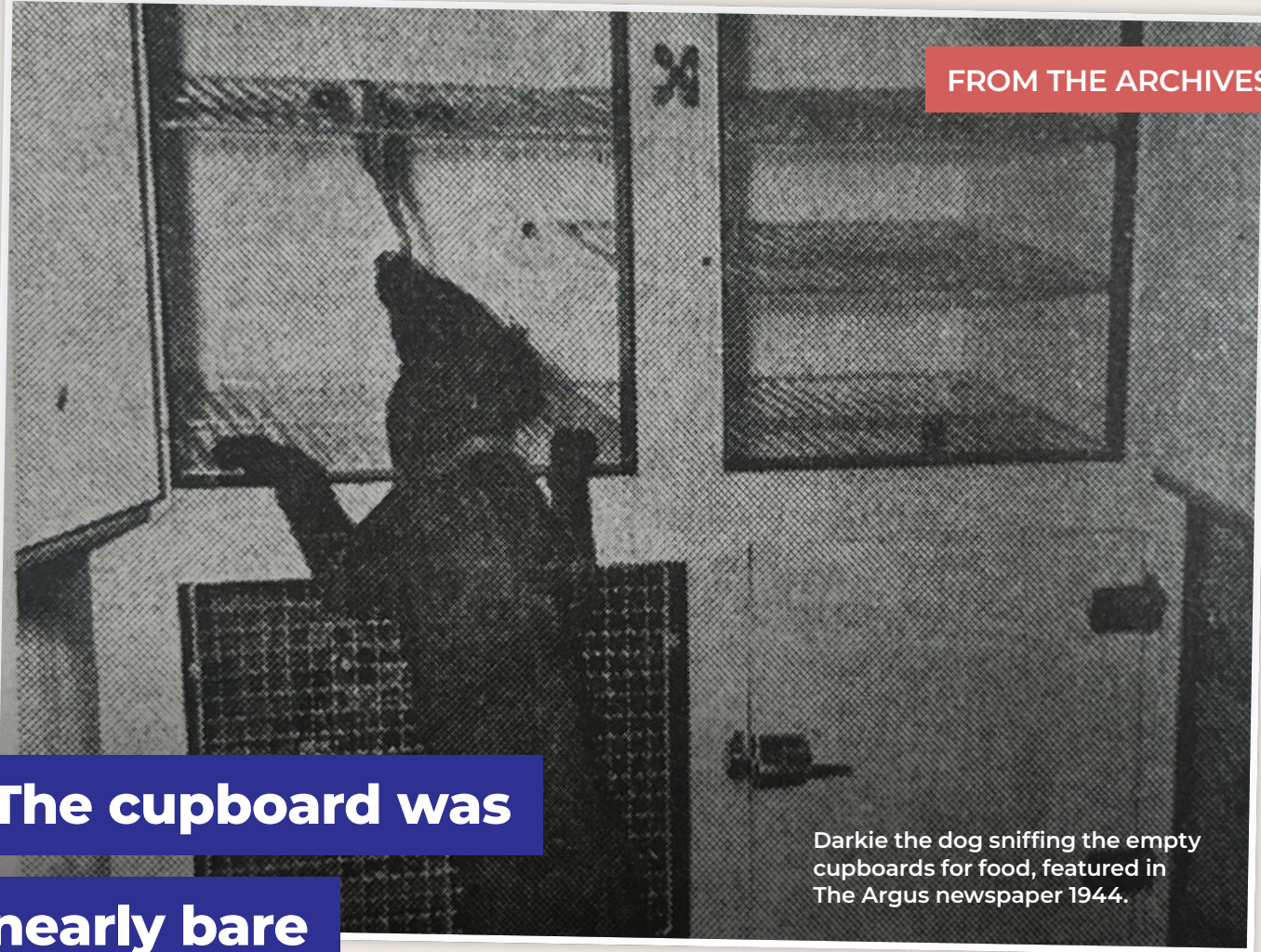
being of future generations. Your generosity has ensured our re-developed facility is equipped to meet these needs. Even more critically sick or injured pets will receive care in our expanded Intensive Care Unit, and each species of animal can be treated in separate wards, including exotic and unusual pets, which reduces stress for each patient while in our care.

Amidst these positive events, Lort Smith has also navigated some challenging terrain, including workforce and vaccination supply shortages. I am proud to see our team show remarkable resilience, always prioritising compassionate care for pets and their people.

We anticipate one of our most significant years to date in 2024 and are grateful for your continued support to ensure we meet the growing demand for our services.



Jennifer Fleming
Chief Executive Officer
Lort Smith Animal Hospital



The cupboard was nearly bare

Darkie the dog sniffing the empty cupboards for food, featured in The Argus newspaper 1944.

In 1944, Melbourne was in the grips of the great depression. Food was scarce and households could only access a small portion of popular meat cuts each week.

Families barely had enough for themselves, which meant that, sadly, many cats and dogs starved.

But our dedicated founder, Louisa Lort Smith, championed an initiative to help. She opened a pet food store in Malvern selling ten types of dog biscuits and meats excluded from rationing, such as hearts and liver.

Melbourne pet owners travelled from suburbs as far as Frankston and Dandenong to access food for their pets during these difficult times. Soon after, a second store was opened to meet the growing need.

In the face of adversity, Louisa Lort Smith’s unwavering commitment to her community helped nourish countless pets. Her understanding of the bond between animals and their human companions is what continues to inspire and guide our mission today.

Do you have a story to share with us?

We love hearing from our wonderful community of supporters. If you have a story about your connection to Lort Smith or with animals you would like to share, please write to us at fundraising@lortsmith.com

Rescued wombats commute for care in the big city

Arthur the wombat was first found wandering alone on the side of a road. He was underweight, distressed and in need of urgent care. It looked like Arthur had been in a fight with another animal.

Arthur was handed over to a local wildlife rescue group specialising in wombats. They would care for him until he could safely return to the bush. A few weeks later, he showed signs of sudden lameness as he struggled to walk or use his limbs.

Along with three other rescued wombats from the facility, Arthur was driven from country Victoria, Strath Creek, to Lort Smith to be assessed by Dr Tristan Rich, one of our experienced Unusual Pets and Wildlife vets.

Lort Smith's exotic and unusual pets department has long-term relationships with many wildlife groups across Victoria, including

the LNLZ Wildlife Rescue, run by Leoni Weston and her partner. They are frequent visitors to Lort Smith.

"Lort Smith has a very skilled and experienced exotics vet in Dr Tristan Rich and a team of passionate and dedicated nursing, admin, and volunteers," says Leonie. "We travel the three-hour round trip to ensure the animals get the best care, and a new generation of vets and nurses get the experience, too."

Dr Tristan provided a CT scan of Arthur and was able to rule out any severe injuries, which was a significant relief to the rescue team.



Arthur was placed onto a course of anti-inflammatories to resolve the issue.

We are able to do this thanks to kind people like you, who have helped to fund our wildlife program and provide a range of essential equipment our vets can use on different animal species, including native wildlife.

The donor-funded CT scanner used to assess Arthur's condition gave Dr Tristan all the details he needed about his patient quickly and accurately. It meant that Arthur's guardians were well-informed about the treatment he needed.

"We travel the three-hour round trip to ensure the animals get the best care, and a new generation of vets and nurses get the experience, too."

— LEONI, LNLZ
WILDLIFE RESCUE



Surrendered kitten gets a fresh start

At just two months old, Pluto arrived at Lort Smith's Emergency Department after a 1.25kg weight was accidentally dropped on her leg.

Pluto was in pain and couldn't bear any weight on her tiny little leg, so she was admitted to the hospital for critical vet care to treat a suspected fracture.

Pluto was surrendered to Lort Smith and thanks to our kind supporters, we could provide this young kitten with the veterinary treatment and care she needed.

As Pluto waited for a new home, she charmed everyone at Lort Smith with her playful nature and loving heart. And, of course, her cute little face.

Lort Smith's Customer Service Manager, Danielle, took Pluto into foster while she recovered from her treatment. The little kitten also needed to be desexed and microchipped before being rehomed.

Over time, Pluto healed and flourished, growing to love her foster family, including Danielle's partner and their two cats. Danielle and Pluto, in particular, developed a special bond.

A few weeks later, Danielle decided to make the arrangement permanent. She adopted little Pluto, giving her a fresh start in life. The pair are now inseparable, enjoying cuddles on the couch each night.



"Pluto has been the perfect addition to our family," says Danielle. "Driving her two older sisters mad with all her playful energy and excitement, she keeps everyone on their toes! Pluto's favourite things are her ping pong ball, dinner time and before-bed cuddles!"

Thanks to your support, Lort Smith was able to provide Pluto the love and care she needed to find her forever home. Donor funds were used to feed Pluto and also pay for her vet care, vaccinations and microchipping.

Today, because of you, Pluto is living her best life with her forever family.



Top tips for your pet's dental care



Getting your pet to cooperate with regular dental hygiene is sometimes tricky, but just like humans, it is vital for their well-being. Thankfully, there is a range of options to help keep your pet's smile healthy and bright.



Toothpaste

Dog and cat toothpaste is very different from human toothpaste and can contain ingredients toxic to animals and cause stomach irritation for your pet. Dog and cat toothpaste usually comes in multiple flavours such as chicken, beef, fish or mint.



Bones

While many pets regularly receive raw meaty bones, for some, it can cause gastrointestinal upset, broken teeth, intestinal impaction, and choking. Cooked bones should never be feed to your pet. Ask your vet if bones are suitable for your pet.



Vet dental care

Remember to schedule your cat or dog annually for a dental check-up with the vet. For senior pets, we recommend a check-up twice a year. This will keep their teeth in tip-top shape and help to prevent the onset of dental disease.



Toothbrushes

You can buy pet toothbrushes from most pet shops. Use a separate toothbrush for each cat or dog, as saliva can be a major route for cross-infection.



Dental chews

Dental chews are designed to scrape plaque off your pet's teeth as they chew. Although not as effective as brushing their teeth, chews are another method of maintaining their dental health.



Mouthwashes

Human mouthwash is not safe for your pet. In some instances, your vet may recommend a gel or oral hygiene rinse, made specifically for pets.



From Darwin to Melbourne:

Ingrid's lasting legacy of love

Approaching the final chapter of her life, Ingrid first contacted Lort Smith to arrange care for her two cats when she passed away. In a beautiful act of love, Ingrid wanted the best for her beloved pets.

Ingrid did this through our Pet Legacy Program. By leaving a special gift in her Will to Lort Smith, she ensured that cats Abby and Lucky received the vet care they needed before they were matched with a loving home where they could live out their days.

Soon after registering, Ingrid's commitment to Lort Smith's important work deepened, and she decided to entrust her entire estate to our organisation, reflecting her belief in our mission. This gesture went beyond ensuring her pets' welfare; it was a powerful act of compassion for future generations of pets.

Embracing a new chapter

Sadly, Ingrid passed away in September 2023. It was the beginning of a new chapter for her cats, Lucky and Abby. Following Ingrid's wishes, the cats were carefully transported from Darwin to

the Lort Smith Adoption Centre in Campbellfield. In those initial days, our team supported the duo as they adapted to their new environment – a testament to the resilience and adaptability of animals in the face of change.

While at our shelter, both cats needed veterinary care; our team provided a dental procedure for Abby and an echocardiogram for Lucky. Based on the cats' behaviours, our team also recommended they be rehomed separately, as the cats were in constant scuffles when together and more relaxed when on their own.

Today, Abby is matched with a loving new family, and Lucky remains with a dedicated foster carer while we support his recovery process. Soon, he will be ready for adoption, too. We know that there is a loving new owner waiting.

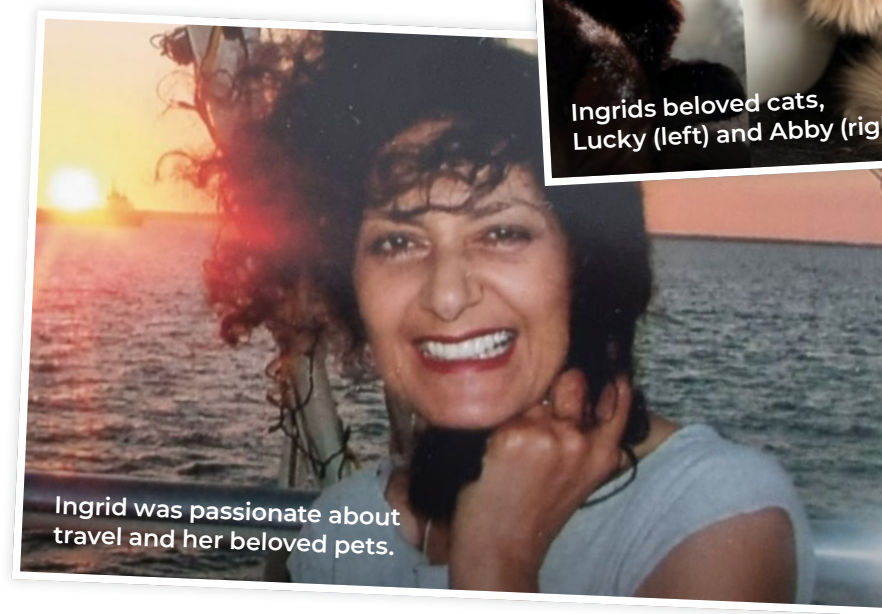
Encouraging a legacy of love

From her roots, growing up on a farm with chickens, pigs and geese, to her beloved pet cats later in life, Ingrid's dedication serves as a touching reminder of the meaningful role we can all play in ensuring the well-being of our cherished animal companions, even when our time on this earth comes to an end.

As we continue our mission of compassionate care, we carry forward Ingrid's legacy, and the legacy of many others who have chosen to make a profound difference in the lives of animals in need.



Ingrid's beloved cats, Lucky (left) and Abby (right).



Ingrid was passionate about travel and her beloved pets.

For a caring conversation about how you can leave a lasting legacy of kindness for companion animals, call Elaine McPartlin on (03) 9287 6417 or email bequests@lortsmith.com

Monty's

everlasting

playtime

Monty, a playful American Staffordshire Terrier, had a rough start to life. At just two years old, he was surrendered to Lort Smith needing urgent veterinary care.

Through the struggles of major surgery, being surrendered, living in a shelter, and challenging behaviour problems, Lort Smith's vital services supported every step of Monty's journey and gave him a second chance.

Today, Monty continues to thrive thanks to your kind support and loving care from his new owner.

The young dog's energetic personality is perfectly matched for playtime at the dog day-care centre his owner, Molly, works for, and we hear he continues to make significant strides with his training.

A positive new chapter in Monty's life wouldn't have been possible without your generous support, which keeps our vital services running. Thank you for making a difference in countless animals like Monty's lives, offering them medical care and a chance at a joyful, loving future.

To support other animals like Monty on their journey through Lort Smith, make a donation today. Call 9287 6419 or visit lortsmith.com



Yes, I would like to support animals at Lort Smith.

Step 1 The details of your gift

Gifts of \$2 or more are tax-deductible

☐ \$65 ☐ \$250 ☐ \$500

OR an amount of your choice: \$

OR a regular monthly gift of: \$

Step 2 Choose your payment method

☐ Cheque/Money Order is enclosed
(please make cheques payable to Lort Smith)

☐ Mastercard ☐ Visa

Card number

Expiry /

NAME ON CARD

SIGNATURE

Step 3 Please confirm your details

Fill in the blanks below

NAME

ADDRESS

PHONE

EMAIL

☐ Please email my receipt to the email detailed above

SUPPORTER NO.: (ON YOUR COVER LETTER)

☐ Please contact me about leaving a special gift in my Will

Step 4 Return this completed form in the reply paid envelope provided

Thank you for your support

You can review the Lort Smith privacy policy on our website.
If you no longer wish to receive fundraising communications please tick this box ☐

Lord Mayor unveils grand re-opening of Lort Smith

After two years of construction, we proudly unveiled our newly renovated facilities in North Melbourne to the community at our grand re-opening event. The ceremony was honoured by The Lord Mayor of Melbourne, Sally Capp AO, underscoring our enduring commitment to the health and well-being of Melbourne’s animals and their devoted owners.

“I want to express the excitement and appreciation that our community has for the work that you do here,” says Sally. “We understand how important animals are for humans, and we are delighted that you are in the City of Melbourne.”

Since our beginnings in 1936, Lort Smith has played a vital role in Melbourne’s community fabric, and thanks to the unwavering support of people like you, we have evolved to meet the growing needs of pets and their people. Together, we can continue our mission of providing compassionate care to all animals, prioritising pets and their people, not profit.



The Lord Major Sally Capp AO unveils Lort Smith's new hospital

Three easy ways to donate:

1 Mail

Mail your completed form, cheque or money order to:
Reply Paid 85054,
North Melbourne VIC 3051

2 Phone

Call our fundraising team on:
(03) 9287 6419

3 Online

Visit lortsmith.com or scan the QR code



4 Direct deposit

BSB: 033 132
A/C: 199219
Reference: Your supporter ID

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

Follow Lort Smith



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

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

