

2024 Impact Report



Who we are

Purpose

**To make sure
all pets enjoy
healthy and
happy lives
with the people
who love them.**

Vision:

**We will be the
animal hospital for all
pets, embraced by the
community, trusted
and treasured.**

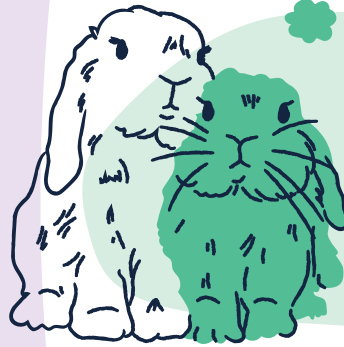
Mission:

**Bring people
together over
their shared love
of animals.**



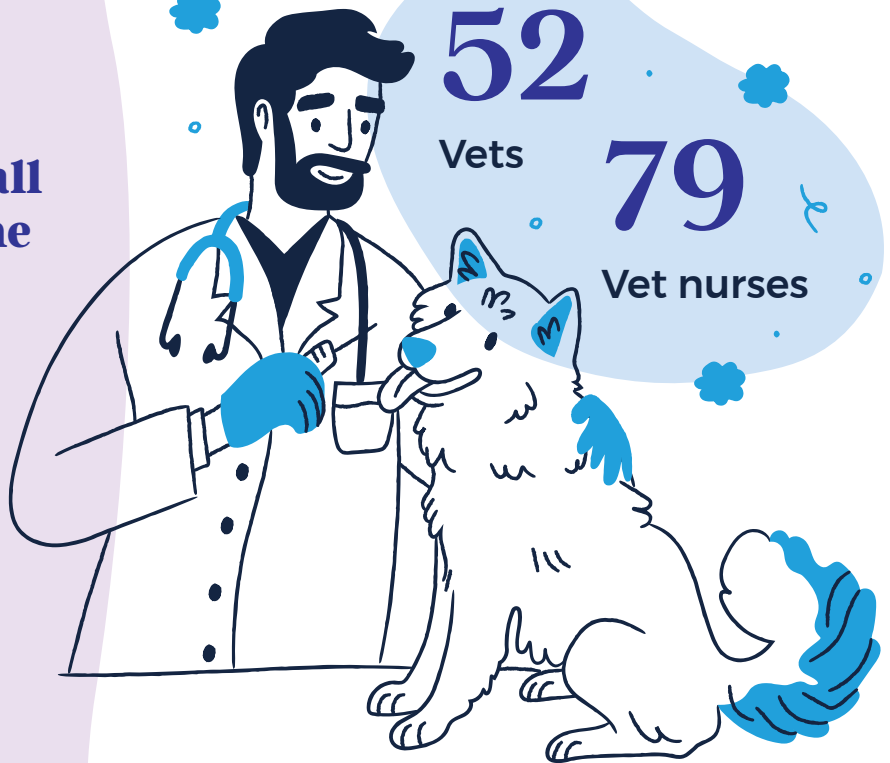
2024 Highlights

Hospital and clinics



14,564

Animals
received care



52

Vets

79

Vet nurses

24,239

Primary care consultations

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Cover image: Dr Kass with patient Pippa the Golden Retriever

Lort Smith acknowledges the Wurundjeri people of the Kulin nation as the traditional custodians of the land on which we work. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

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



6,386

Emergency consultations

14,478

Pathology tests



15,773

Surgeries and procedures



1,362

Dentistry procedures

81,429

Phone calls received



A message from the President and Chair

2024 was a year of discovery for Lort Smith, following on from the opening of our fantastic new Hospital in North Melbourne in mid-2023.

The expanded footprint meant setting up new ways of working and a period of 'finding our feet' while continuing to provide outstanding care to the pets of our communities.

During this time, we well and truly moved into the 'Grow' phase of our 'Stay and Grow' masterplan.

These changes also gave us the perfect opportunity to review how we can grow our missional work, providing low-cost veterinary services to even more pets of people and families who are doing it tough. Such a review is timely, as we prepare to develop a fresh strategy this year in time for us to celebrate our 90th anniversary in 2026.

Towards the end of 2024 retirement of a number of long-serving Directors who had most generously given their time to supporting Lort Smith meant new board members were appointed who will greatly contribute to us achieving our plans to grow. They bring with them excellent skill-sets and connections that will help us to advance the work of Lort Smith.

Lort Smith has always had a passionate and committed Leadership Team, staff and volunteers. I would like to express my thanks

to them. Their dedication and hard work all through 2024 is the reason why we are in a good position to provide 90 more years of giving back to the pet loving community.

Huge recognition and thanks must also, of course, go to our donors and supporters. The loyalty of our donors is exceptional and there are many hundreds of animals enjoying their best lives with the people who love them because of the amazing generosity of our donors. We are very fortunate to have them by our side.

Lort Smith is like a village. Individuals coming together to make a whole. Our staff, volunteers, donors and the wider community all play a vital part in what we do. Making it possible for us to always be there, making sure no pet ever gets left behind.

Alastair Stott
President and Chair



A message from our CEO

Joining Lort Smith as Interim CEO in September, the immediate standout for me was the dedication and passion of our clinical, frontline and support staff.

It is incredible, and forms the strong foundations from which Lort Smith delivers its compassionate care to the community.

One of the first actions I was privileged to undertake on behalf of Lort Smith was to accept the City of Melbourne Community Award. In my acceptance speech, I paid tribute to our staff, acknowledging that the award was in celebration of the outstanding work they do.

During 2024 we again provided over \$1 million in discounted veterinary care to the pets of vulnerable people in our communities and incurred around \$6 million in veterinary expenditure, which included providing care to pets of people who are facing serious financial hardships and people experiencing crises in their lives.

They do a great job recruiting fabulous volunteers and making sure they feel much valued—as they should. We were grateful to receive over 18,000 hours of volunteer support across all areas of the organisation and our Pet Therapy Team clocked up an incredible 41,450 interactions, bringing relief and joy to so many people.

Last but by no means least, our adoption and behaviour teams provided high standards of care to the nearly 700 animals surrendered to us and undertook hundreds of interviews to find new forever homes for them.

None of this could be possible without the big-hearted contributions of our donors and incredibly generous and thoughtful gifts left to Lort Smith in Wills. We are eternally thankful for our donors' ongoing loyalty, making sure pets can live their best lives, with the people who love them.

Frances Mirabelli
CEO

As well as our wonderful staff, I would like to acknowledge and thank our volunteers and recognise the work of our volunteer teams.

Lucky escape for over enthusiastic pup Kenzo

When playful two-year-old Airedale Terrier, Kenzo, suddenly lost his appetite after an energetic game chasing his favourite miniature tennis ball, his family knew something was wrong.

The beloved family pooch was rushed to Lort Smith Animal Hospital, and sent off for x-rays.

When the x-rays revealed nothing unusual, our team continued to monitor Kenzo where the mystery started to unravel.

Dr Harold Pook explained: "Sometimes the most telling signs aren't always visible at first glance. When Kenzo started regurgitating and drooling we continued further investigations and follow up imaging and that's when we saw it."

A crushed tennis ball had lodged in Kenzo's oesophagus.

"It turns out that Kenzo was a little too enthusiastic while playing with the ball and accidentally swallowed it," said Dr Pook. "We swiftly performed an endoscopy to carefully remove the lodged tennis ball."

The procedure was a success, and Kenzo soon recovered, much to the relief of his family and the entire Lort Smith team.

While Kenzo's story ended on a happy note, it could have been a different outcome had he not been treated promptly.

"Fragments of the ball, or in severe cases, an entire ball, can get lodged in the throat or gastrointestinal tract, leading to potentially fatal blockages," said Dr Pook.

"While ball play can be fun for humans, without proper supervision, it can have a devastating impact to an animal."

14,564

Animals
received care



The procedure was a success, and Kenzo soon recovered, much to the relief of his family and the entire Lort Smith team.



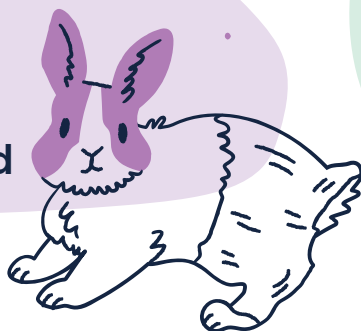
Image: Kenzo and his owner, Nicholas. Photo courtesy of Herald Sun/Jason Edwards

Community support snapshot

Adoption Centre

690

Animals adopted



49

Animals in the
Emergency Welfare
Assistance Program



851

Animals fostered



146

Dogs boarded &
given medical care



518

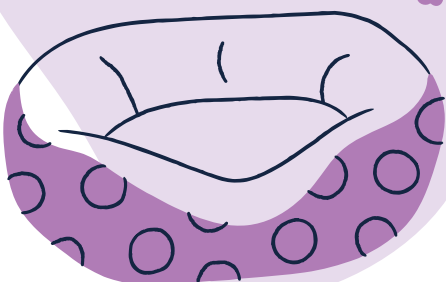
Cats boarded &
given medical care



Our volunteers

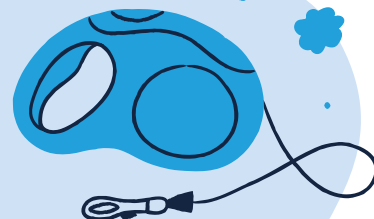
4,733

Volunteer hours in the laundry, concierge and admin support



88

Facilities visited by pet therapy teams



41,450

Pet therapy interactions



9,508

Volunteer hours in the adoption centre



127

Pet therapy teams



3,980

Pet therapy hours



477

Total active volunteers

18,162

Total volunteer hours

About Lort Smith's Adoption Centre

Every year, hundreds of thousands of animals are abandoned to shelters or the street. At Lort Smith, we rehome approximately 700 pets each year. These pets are surrendered to our Adoption Centre by carers who are no longer able to look after them.

Our experienced and compassionate animal welfare officers care for the shelter animals as if they are their own. Supporting them are our incredible onsite volunteers who provide enrichment, exercise, plenty of love and affection and ensure enclosures are kept clean.

Adopting a pet means you can give an animal a second chance for a long and happy life in a loving home.



Image: Ivy and Olive
and their owner Sally

Love at first snuggle

Gucci, Chanel, and their brother Hermes found their way into our care at our Adoption Centre in Campbellfield after their owner could no longer care for them.

This beautiful Persian trio arrived with very matted coats, underweight, and Chanel needing dental work. Unsure and nervous, the two sweet girls found comfort in each other. In obvious distress due to the condition of their coats, the decision was made to shave their long hair.

Hermes was quickly adopted, leaving the bonded pair in search of their new family together.

With fresh haircuts and having settled into our Adoption Centre, Chanel and Gucci's sweet, affectionate natures were on full display, ready for their meet-and-greets.

When Sally and Scott visited the shelter, it was love at first snuggle. They knew they were not leaving the Adoption Centre without these bonded girls.

"With a new family, home and names, Ivy (Chanel) and Olive (Gucci) very quickly settled into their new life, taking over the house and making the study their own," said their new mum Sally. "Meeting their new Groodle brother went well, and they immediately bonded and had a mutual understanding of each other."

As they settled into their new family, their individual personalities become apparent.

"Olive, curious by nature, takes the lead when encountering new places and people before shepherding Ivy in to explore. Ivy is more timid than her sister, but when hungry, she soon finds her voice and lets everyone know it's dinnertime. Both girls are very affectionate in their own way. Olive starts to purr as soon as you enter the room, and Ivy is a dedicated lap cat," said Sally.

"They have slotted into our family with no problem at all. In some ways, you'd think they'd been here forever. They are delightful."



518

Cats were boarded & given medical care in 2024

Life on the farm

On an autumn evening, Louise and Doug were winding down when their grandchildren mentioned that their Maremma, Maisy, wasn't eating. Louise had noticed she seemed a bit lethargic the previous day, but her refusal to eat now made it clear that something was wrong.

When Maisy arrived at Lort Smith Animal Hospital, she was lethargic, had stopped eating, and was panting heavily. The vets suspected she might have a urinary tract infection (UTI), bladder stones, or, something worse.

Louise felt a nagging worry in the back of her mind. Like many retirees, unexpected expenses—especially during a cost-of-living crisis—could be challenging to manage. Louise and Doug qualified for our Compassionate Diagnostic Assistance Program (CDAP), which, thanks to Lort Smith's generous donors, covers diagnostic costs for pet owners with limited incomes in an emergency.

After performing an ultrasound and bloodwork it was discovered Maisy had bladder stones and a bacterial infection. She would need surgery to remove the stones, and to reduce the chances of further health problems, it was decided to spay her at the same time.

Lort Smith's partnership with Good Shepherd enabled Louise and Doug to access an interest-free loan to cover the surgery costs. With the diagnostic expenses covered by CDAP, the cost of Maisy's care became manageable for Louise and Doug.

"We just couldn't have afforded the treatment without CDAP and the interest-free loan. Because of it, we had peace of mind that everything that could be done was done. The care given by Lort Smith, was excellent. We are just very, very grateful," said Louise.

Today, Maisy is back at her post guarding her chickens; just last week, she kept a fox at bay and saved the flock. Thanks to the support of our donors, this dignified old lady is enjoying her senior years.

\$1,058,497

Discounts were given in 2024



“The care given by Lort Smith, was excellent. We are just very, very grateful.”

— Louise, Maisy's owner

About Lort Smith's Compassionate Diagnostic Assistance Program

The Compassionate Diagnostic Assistance Program removes financial barriers in an emergency. For the pets of people who are in financial difficulty, help is immediately given on presentation at our emergency department at no cost. Pain relief, x-rays and a range of other diagnostic testing can be undertaken to understand how best to treat the pet. This reduces the immense stress and worry of the pet's family. It also gives them the all-important information, and time, they need to be able to make the right decisions on the care of their pet.

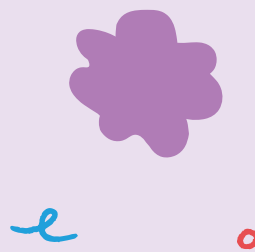


**“I was rolled
out of the theatre
to be met by Olive,
a therapy dog. She
is just beautiful and
perked me up no end.”**

— Danny, patient

Image: Kirsty and her pet
therapy dog Olive, visiting
patient Danny at the Peter
MacCallum Cancer Centre

Angels in the community



Kirsty and her dog Olive, 9-years-old, are one of Lort Smith's volunteer Pet Therapy Teams. They make weekly visits to the Peter MacCallum Cancer Centre, to brighten the days of patients and staff alike. While there, they try to see as much of the hospital as possible but always make it a priority to visit the children receiving chemotherapy, with cuddles from Olive, bringing much-needed comfort.

Kirsty's personal experience with cancer—having both a father and an aunt who battled the disease—helps her understand and relate to the challenges patients and their families face. "It feels like I'm in the right place", says Kirsty, about her days spent at the hospital.

One of the crucial aspects of their visits is their effect on the staff, who get as much out of the visits as the patients. During the COVID-19 pandemic, Kirsty and Olive were considered essential workers, and patients and staff eagerly awaited 'Olive O'clock'. "It just shows how important these visits are. When so few people could have visitors, we were always welcomed", Kristy shared.

Olive is highly intuitive, and Kirsty relies on her to lead the way to find the patients, visitors and staff who need her comfort, whether through a cuddle or play. Often, patients don't want to talk about their illnesses or diagnoses, so a gentle touch and Olive's presence are enough to bring joy and provide a break from the day's challenges.

As Olive approaches retirement, Kirsty is training her younger canine brother to continue their important work, ensuring that she can continue spreading joy at the Peter MacCallum Cancer Centre.

3,980

Hours of pet therapy in 2024



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.

Gifts in Wills

Alice Emily Kaufmann

Allan Edgar Summers

Amy Clare Rogers

Annabelle Simone Hudson

Anne Maree Forfar

Beatrice Olive Williams

Brendan Lincoln

Delma May McCann

Dennis Harold Frost

Elizabeth Merle Topliff

Esther Mary Colton

Gertrud Willers

Harold Leslie Leamon

Ingrid Nadjarian

Isabel Foulds

Jacqueline Loretta Merlino

Jannine Lacy

Joan Linton Ferguson

Joan Marjory Sutherland

Kathryn Anne Hely

Larry Robert Elliot

Leanne Maree Clark

Lewis John Crocker

Lorna May Robinson

Malcolm James McLearn

Marea Violet Elizabeth Russell

Mary Carolyn Coventry

Mary Russell

Matthew Michael Wasiak

Maureen Pyke

Mavis Jean Lane

Maxwell McCormick

Mona Lee

Oliver Maurice Blumberg

Paul Francis Davies

Pauline Cocks

Robert Colin Jackman

Roma Betty Mussared

Ronda Lenore Weaver

Sarah Mark Taylor

Shirley Booth

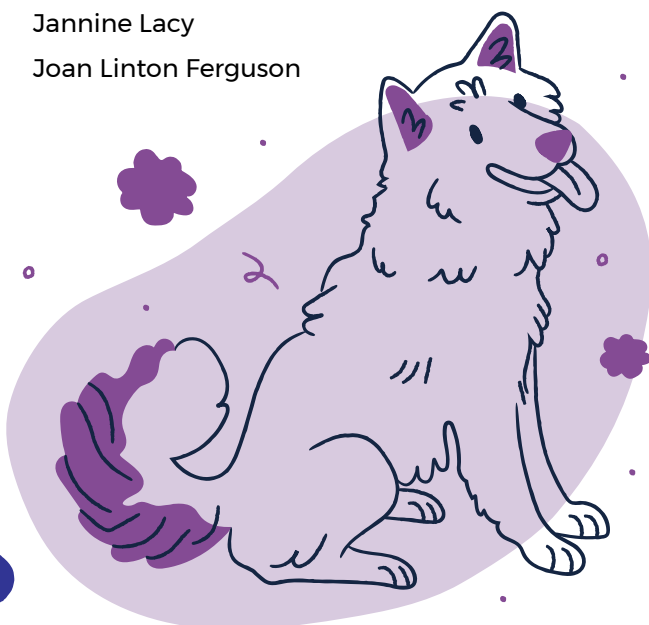
Shirley Thelma Elms

Suzanne Mary Whittington

Vivien May De Cann

Wendy Joy Twining

Yvonne Jean Doig



Legacies

Ada Withers Estate
 Alan George Barker Charitable Trust
 Alma Sylvia and Carmen Figuerola Trust
 Betty Brenda Spinks Charitable Trust
 Edith Jean Elizabeth Beggs Charitable Trust
 Eleanor Margrethe Albiston
 Florence Aileen M Anderson Charitable Trust
 Ian Dodd Trust
 Joan and Ronald Filmer Foundation
 Katharine St Clair Nanson Charitable Trust
 Kathleen Ann White Charitable Trust
 Kevin Stewart Cowell Charitable Trust
 Leslie and Heidi Basch Charitable Trust
 Mabel Kathleen Corless Trust
 Margaret Lillian Merrifield Memorial Fund
 S.T.A.F. - Dawn Leonie Hibbert
 S.T.A.F. - Stanley James and Delia (Delma) Read
 S.T.A.F. - Donald Dennett James Walters
 S.T.A.F. - Harry Schofield
 S.T.A.F. - Leslie Gordon Vaughan
 S.T.A.F. - Mary Javornik Bequest
 The Evelyn Goncalves Foundation
 The George Turrell Fund
 The George Wesleck Morewood and Violet
 Morewood Trust Fund
 The Joyce Hood Charitable Trust
 The Lort Smith Trust for Animals
 The Mary V Jones Bequest
 The Shirley Margaret Duffin Memorial Animal
 Welfare Fund
 The Wilfred & Ruby Bird Charitable Trust

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Corporate Partners



Transforming Lives™



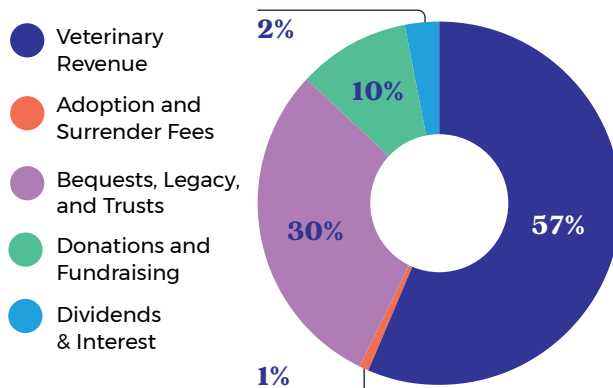
Image: Vet nurse Sarah, Client Relations Officers Steffi and Tara with French Bulldog Leila

Financial Summary

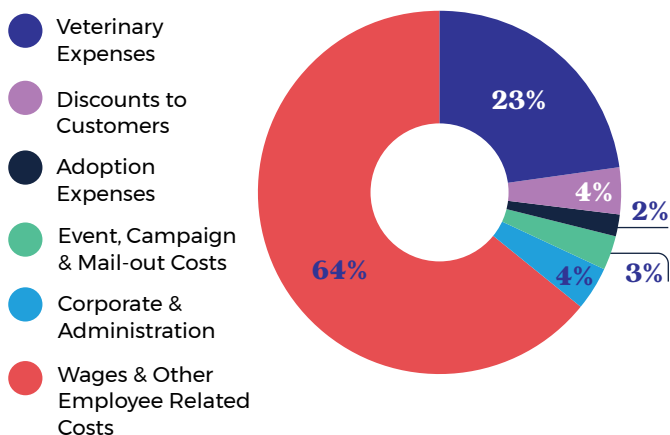


Statement of Financial Performance

REVENUE	2024	2023
Veterinary Revenue	14,393,810	14,798,615
Adoption and Surrender Fees	208,989	169,985
Bequests, Legacy, and Trusts	7,588,901	7,792,582
Donations and Fundraising	2,496,358	2,512,182
Dividends & Interest	655,104	718,677
Other Income	23,360	-
TOTAL INCOME	25,366,522	25,992,041



EXPENDITURE	2024	2023
Veterinary Expenses	5,864,590	6,455,275
Discounts to Customers	1,058,497	1,067,969
Adoption Expenses	460,524	424,273
Event, Campaign & Mail-out Costs	715,782	895,356
Corporate & Administration	955,716	762,383
Wages & Other Employee Related Costs	15,987,446	16,082,801
TOTAL EXPENSES	25,042,555	25,688,057
NET PROFIT FOR YEAR	323,967	303,984



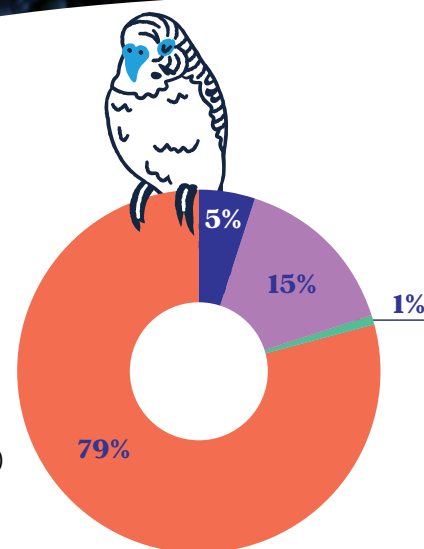


Statement of Financial Position

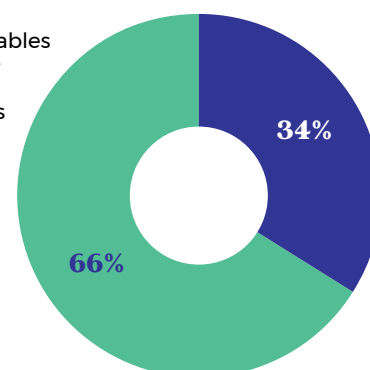
ASSETS	2024	2023
Cash and Other Equivalents	4,801,630	6,911,554
Investments	14,408,493	12,638,572
Trade and Other Receivables	451,227	463,218
Inventories	457,463	410,070
Prepayments	431,653	428,630
Property, Plant & Equipment and Intangible Assets	75,334,569	60,189,170
TOTAL ASSETS	95,885,035	81,041,214

LIABILITIES		
Trade & Other Payables and Lease Liability	1,179,684	1,546,911
Employee Benefits	2,273,045	3,140,446
TOTAL LIABILITIES	3,452,729	4,687,357
NET ASSETS	92,432,306	76,353,857

- Cash and Other Equivalents
- Investments
- Trade and Other Receivables (0%)
- Inventories
- Prepayments (0%)
- Property, Plant & Equipment and Intangible Assets



- Trade & Other Payables and Lease Liability
- Employee Benefits





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