

2025 Impact Report



Contents

2025 Highlights	3
Message from the President and Chair	4
A message from our CEO	5
Hamlet the soul cat	6
2025 Community Snapshot	8
Olivia and Rocky's special bond	11
A pet crisis made easier	12
Betty's healing paws	15
Thank You	16
Financial Summary	18

Cover image: Dr Jess with patient Charlie

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

What we stand for:



Purpose:

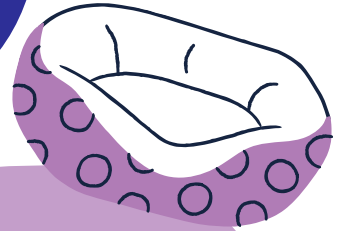
To keep pets and people together by providing accessible compassionate care and championing the powerful impact of the human-animal bond.

Vision:

Every pet receives the care they deserve, and the joy of animal companionship is accessible to all.

2025 Highlights

Hospital and Clinics



15,538

Animals
received care

18,086

Surgeries and
procedures

14,772

Pathology tests

1,908

Dentistry procedures

5,895

Emergency
consultations

25,482

Primary care
consultations

55 81

Vets

Vet nurses

67,554

Phone calls
received

\$1,165,365

Discounts given to

8,434 people





Message from the President and Chair

As Chair, I am proud to present this year's Impact Report and reflect on a defining year for Lort Smith. During 2025, we refined our five-year strategy through extensive consultation with staff, volunteers, clients, supporters and community representatives. What emerged strongly throughout these conversations was a clear reaffirmation of who we are and why our work matters.

Since our hospital doors first opened in 1936, Lort Smith has cared for people through caring for their pets. While animal welfare and veterinary care remain central to our mission, we have always understood that the wellbeing of people and animals is deeply connected. Pets provide companionship, emotional support, stability and comfort, and their contribution to human health and wellbeing is increasingly recognised.

This connection has never been more important. Today, 73% of Australians consider pets part of their family, yet many people are facing significant financial pressure as the cost of living continues to rise. For those already experiencing hardship, access to veterinary care can become another source of stress and uncertainty. Through our strategy process, we reaffirmed our belief that quality veterinary and animal care should be accessible to everyone, particularly those

who need it most. Because when life becomes difficult, the bond between people and their pets often becomes even more vital.

Our renewed strategy focuses on equitable access to care, advancing veterinary excellence and animal wellness, promoting responsible pet ownership, and championing the importance of the human-animal bond. We are equally committed to creating a values-driven workplace where our people feel supported, heard and connected.

As we look to the future, we remain focused on building a resilient organisation ready to meet the growing needs of pets and the people who love them. Importantly, Lort Smith receives no direct government funding. We could not have achieved what we did during 2025 without the help of our supporters. On behalf of the Board, thank you to our loyal and generous donors, volunteers, and the wider community whose generosity makes our work possible.



A handwritten signature in purple ink that reads "Kirstin Fox".

Kirstin Fox
President and Chair



A message from our CEO

2025 was a year of consolidation, reflection and renewed purpose for Lort Smith. It was a year where we seriously reviewed just how we operate, what we do well, and where we needed to evolve to better serve our community.

Our full fee veterinary services are central to our sustainability. Every dollar generated through our commercial operations is reinvested directly into our mission, to keep pets and people together through accessible, compassionate care that recognises the vital bond between them. Because caring for animals also means caring for people.

In parallel to developing our new five-year strategy, we also undertook a comprehensive review of our veterinary and community services to ensure we could continue meeting growing demand, while remaining true to the trust our donors and supporters place in us.

What emerged from this operational review was affirmation of what Louisa Lort Smith already knew and our strategic work reinforced. Our pets are not just our companions, they are critical to our health and wellbeing. The bond between people and pets can reduce loneliness, support mental health, build connection and provide purpose, comfort and stability during life's most difficult moments. Increasingly, we are starting to promote that our work has never only been about animal welfare, but about human wellbeing too.

This approach is now shaping our future direction. Lort Smith is more than a veterinary hospital or adoption centre. We are a conduit to happier, healthier and more fulfilled lives,

helping people remain connected to the animals who give them love, meaning and hope.

Throughout 2025, with the financial crisis biting hard, we laid important foundations for this future, strengthening access to equitable veterinary care, expanding community programs, growing our Pet Therapy program, increasing public awareness, and launching new initiatives to support people with pets who are doing it tough financially.

It's thanks to the support of our Board members, the contributions from our volunteers, the hard work of our dedicated staff and the generosity of the community that we were able to do this.

As we move forward, our ambition is clear, to work with our human health partners to elevate recognition of the importance of human-animal connection not only in animal welfare, but within the broader social services landscape.

A handwritten signature in purple ink, reading 'Frances Mirabelli'.

Frances Mirabelli
CEO



Hamlet the soul cat

Five-year-old Hamlet has always been a little different, but for Kate, that is exactly what made him so special. With his crooked jaw and lopsided grin, he quickly became far more than a pet. He became her comfort, her constant companion and, in many ways, the emotional support she leaned on through life's harder moments.

During life's hardest moments, Kate found a sense of calm and stability in Hamlet's quiet presence. He followed her from room to room, curled up beside her when she felt low and seemed to instinctively know when she needed comfort most.

"He is just perfect. My soul cat," Kate says.

Hamlet's affection, quirky personality and unwavering companionship became part of Kate's daily life. So when he suddenly

became withdrawn and stopped acting like himself, she knew immediately something was wrong.

Kate brought Hamlet to Lort Smith's Campbellfield Vet Clinic, where the team discovered he was suffering from painful dental and gum disease linked to his wry mouth. To relieve his pain, Hamlet underwent surgery to remove eight affected teeth.

For Kate, the experience was deeply emotional. The thought of losing the cat who had carried her through difficult days was overwhelming.

"I was unbelievably overjoyed to the point of tears with the treatment of my little man," Kate said. "Hammy is an incredibly peculiar young man, but the vet treated him with dignity and affection."

Now healed, Hamlet is back curled up beside Kate, playful, affectionate and once again bringing comfort to the person who loves him most.

1,908

Dentistry
procedures
in 2025





“Hammy is an incredibly peculiar young man, but the vet treated him with dignity and affection.”

– Kate, Hamlet’s owner

2025 Community Snapshot



Adoption Centre

619

Cats adopted

139

Dogs adopted

33

Rabbits and
guinea pigs adopted



821

Animals
fostered



152

Dogs sheltered and
given medical care

570

Cats sheltered and
given medical care



32 People
and pets

helped through the
Pets in Need Fund

Pet Therapy Services

65,225

Pet therapy interactions



4,180

Pet therapy hours

73

Community facilities visited by pet therapy teams



148

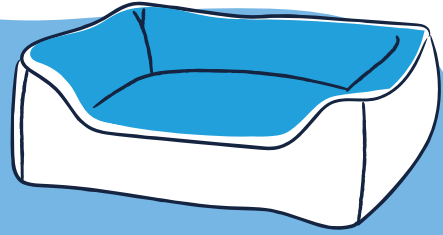
Pet therapy teams

19

Workplaces received Pet Therapy visits



Volunteering



4,732

Volunteer hours in the laundry, concierge and admin support

9,339

Volunteer hours in the adoption centre



338

Total active volunteers

18,326

Total volunteer hours

Olivia and Rocky's special bond

For Olivia, adopting Rocky was never just about giving an older dog a home. In many ways, Rocky ended up giving something back to her too. Companionship, comfort and a sense of joy that quickly became impossible to imagine life without.

Rocky arrived at our Campbellfield Adoption Centre as an eight-year-old gentle soul, quietly waiting for his second chance. Despite his beautiful nature, weeks turned into months with no one coming for him, something our staff and volunteers found hard to understand for such a loving boy.

It was during this time that Olivia, one of our dedicated team members, formed a special bond with Rocky. Unable to see him go unnoticed, she began taking him home each night, giving him a taste of life beyond the shelter. "It broke my heart seeing him overlooked," she said.

At home, Rocky met Uma, Olivia's dog, and the connection was instant. The pair quickly became inseparable, bringing out the best in each other. "They love each other so much," Olivia shared.

As Rocky settled into a home environment, his personality began to shine, equal parts goofball and gentleman. He brought a calm, comforting presence to the house, always nearby, whether playing with his toys or simply relaxing at your feet.

"Rocky is the bestest boy, he brings such a nice energy to the house. Always checking what you're up to, ready to hang and play or just chill and be close to you," Olivia said.

Originally offering to foster him after a Christmas Day walk sealed their bond, Olivia soon realised Rocky had already found his place. "Knowing he'd been with us for so

many months, I wanted to give him a chance in a home... and we had really grown a soft spot for him, particularly as older large breed dogs can get overlooked," she said.

Before long, that soft spot turned into something more, Olivia and her partner Scott made it official, welcoming Rocky into their family for good.

Olivia reflects, "Adopting Rocky wasn't just about rescuing a dog. It was about the joy, comfort and unconditional love he brings into our home every single day".



139

**Dogs were adopted
in 2025**



“Adopting Rocky wasn’t just about rescuing a dog. It was about the joy, comfort and unconditional love he brings into our home every single day.”

– Olivia, Rocky’s owner



“If it wasn’t for
the Pets in Need
Fund, I would have
had to surrender
him... It would have
been devastating.
He’s my baby.”

– Pierina, Zack’s owner

A pet crisis made easier

When Pierina moved to Melbourne from Peru, she arrived alone. Far from family, friends and everything familiar, the experience of starting a new life in a new country left her feeling isolated and deeply lonely.

That changed when Zack came into her life.

More than a pet, Zack became Pierina's source of comfort, companionship and emotional support through some of her most vulnerable moments. His presence gave her routine, stability and unconditional love at a time when she desperately needed it.

So when her apartment balcony door was accidentally left open one evening and Zack disappeared, Pierina was devastated.

"I ran around frantically checking everywhere," she recalls. "I knocked on neighbours' doors, searched all the common areas and walked up and down the building all night."

The next morning, a cleaner approached her with news that a cat had been found hiding in a bush below. It was Zack. He had fallen eight storeys from the balcony.

At Lort Smith Animal Hospital, vets discovered Zack had fractured four bones in his hind leg and suffered severe ligament damage. Despite every effort to save it, the leg had to be amputated.

Without family support or financial security around her, Pierina feared losing the one constant source of love and comfort she had beside her in Melbourne.

Thanks to the generosity of donors, the Lort Smith Pets in Need Fund covered the cost of Zack's urgent surgery, ensuring he received the care he desperately needed.

"If it wasn't for the Pets in Need Fund, I would have had to surrender him," Pierina says. "It would have been devastating. He's my baby."

Now recovering at home, Zack remains exactly where he belongs - safe, loved and still helping Pierina through life's hardest moments.

32

People and pets were helped through the Pets in Need Fund in 2025



Betty's healing paws

For more than two and a half years, Anne and her much-loved dog Betty have been bringing comfort, connection and joy to children at the Royal Children's Hospital through Lort Smith's volunteer Pet Therapy program.

Anne first realised Betty had a special gift during an ordinary walk.

"A family walked past and Betty just stopped," she recalls. "She wouldn't move until she greeted the children."

That family included Megan from the Pet Therapy team, who suggested Anne consider volunteering. With a background in teaching and a passion for helping others, Anne immediately felt it was the perfect fit.

Now, every week, Anne and Betty visit children, parents and hospital staff, bringing moments of happiness and calm to an environment that can often feel stressful, unfamiliar and frightening. Betty has a gentle instinct for knowing exactly what children need, quietly climbing onto beds or curling up beside them for cuddles.

"Hospitals can be a very stressful place to be," Anne says. "It's nice to provide a moment of comfort or distraction."

One moment has stayed with Anne more than any other. A parent whose daughter Betty had been visiting for more than a year shared what happened after the child underwent major surgery.

"Afterwards, she was unable to see, move or talk," Anne explains. "The first time Betty saw her after that, Betty snuggled up very close, and slowly the daughter was able to move her fingers to pet her."

For Anne, experiences like this show the extraordinary impact therapy dogs can have on children facing incredibly difficult circumstances.

"I originally intended to volunteer every fortnight," Anne says. "But then I decided to go every week, because the children are waiting."

65,225

Pet therapy
interactions in 2025





“Hospitals can be a very stressful place to be, it’s nice to provide a moment of comfort or distraction.”

– Anne, Betty’s owner

Thank You



Our heartfelt thanks go 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 Will

Estate of Alfred Noel Curphey
 Estate of Alla Masur
 Estate of Amy Clare Rogers
 Estate of Angus Buchanan Watson
 Estate of Anne Kirkland
 Estate of Annette Birgid Luise Schueddekopf
 Estate of Audrey Jean Stevens
 Estate of Barbara Elizabeth Kennedy
 Estate of Betty Fay Boar
 Estate of Betty Lorraine May
 Estate of Brian Kilner
 Estate of Brian Smith
 Estate of Bronwyn Large
 Estate of Carmel Louise Atkinson
 Estate of Desmond Young
 Estate of Don G Paterson
 Estate of Fay Stephens
 Estate of Florence Aileen M Anderson
 Estate of Georgina May Forsyth
 Estate of Godfred Rolfe Oesch
 Estate of Graeme George Hooper
 Estate of Helen Ritson
 Estate of Helga Riemann
 Estate of Hilary Elizabeth Sutton
 Estate of Imants Arvids Berzins
 Estate of Ingeborg Ursula Martha Kreitinger
 Estate of Ingrid Nadjarian
 Estate of Irene Yvonne Hartley
 Estate of Jacob Kaweck
 Estate of Jannine Lacy
 Estate of Jean Valerie Leyendekkers
 Estate of Jessie Del Piano
 Estate of Joan Anderson

Estate of Joan Doherty
 Estate of Joan Marjory Sutherland
 Estate of Johannes Hendrik Backhuys-Toorenborg
 Estate of Josef Enenkel
 Estate of Joyce Dawn Fink
 Estate of Judith Gwen Turner
 Estate of Julie Anne Nicholls
 Estate of Julie Elizabeth Viney
 Estate of Kathleen Eileen Hawkins
 Estate of Lauren Christine Gannon
 Estate of Leah Morrison Hambly
 Estate of Lorna May Robinson
 Estate of Malcolm James McLearn
 Estate of Margaret Isabel Lewis
 Estate of Margaret Lea Tucker
 Estate of Margaret Sherry
 Estate of Mary Anne Constance Maling
 Estate of Norman William Maddock
 Estate of Oliver Maurice Blumberg
 Estate of Pamela May Hughes
 Estate of Paul Francis Davies
 Estate of Paul Karo
 Estate of Pauline Cocks
 Estate of Regina Siitari
 Estate of Robert Anthony Fone
 Estate of Roger Brian David Cook
 Estate of Ronald Ivor Cogan
 Estate of Russell Heald
 Estate of Ulai Isobel Mason
 Estate of Van Straten
 Estate of Vivian Burton Broadbent
 Estate of Philippa Wingrove

Major Donors

Campbell Edwards Trust
 Cheng Lim
 DECJUBA Foundation
 Geoff Wansbrough
 Helen Pearce
 Hilary Irwin
 Jeff and Elaine Ball
 John and Lorraine Bates
 Judith F Stembridge
 Lady Marigold Southey Fund
 Marlene Pearl Austin Trust
 Mars Pet Care
 Norfolk Foods on behalf of the Cook family
 Pacific International Investments
 Rita Andre
 Robert Webb
 Roberta Speed
 Stefano and Vicki Giorgini
 Sue Webb
 The Albert and Constance Bienvenu Foundation
 The JTM Foundation
 The Lyle Foundation
 The Sheehan-Birrell Foundation
 The Yulgilbar Foundation

Partner Organisations



Our Patrons

Lady Marigold Southey AC
 Samantha Baillieu AM

Legacies

Alan George Barker Charitable Trust
 Alma Sylvia and Carmen Figuerola Trust
 Betty Brenda Spinks Charitable Trust
 Betty Radford Discretionary Trust
 Dawn Leonie Hibbert Trust
 Donald Dennett James Walters Trust
 Edith Jean Elizabeth Beggs Charitable Trust
 Evelyn Goncalves Trust
 George Turrell Estate Trust
 Harry Schofield Trust
 Ian William Dodd Charitable Trust
 Joyce Hood Charitable Trust
 Katharine St Clair Nanson Trust
 Kathleen Ann White Trust
 Kevin Stewart Cowell Trust
 Lady Lyle Trust
 Leslie & Hedi Basch Charitable Trust
 Leslie Gordon Vaughan Trust
 Mabel Kathleen Corless Trust
 Margaret Lillian Merrifield Memorial Fund
 Mary Javornik Trust
 Mary Veronica Jones Trust
 Pauline Chamberlain
 Shirley Margaret Duffin Memorial for Animal Welfare
 Stanley James & Delia Read Trust
 The Lort Smith Trust for Animals
 Wilfred and Ruby Bird Charitable Trust

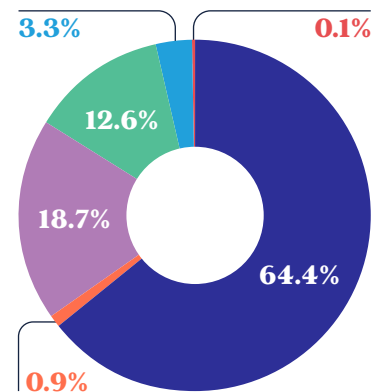
Financial Summary

Statement of Financial Performance

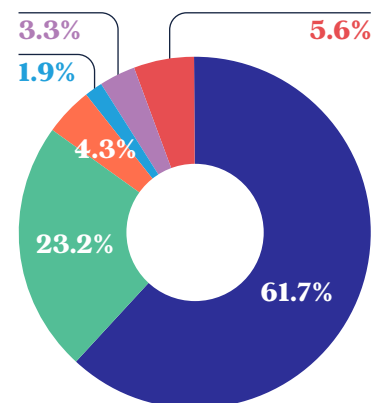
Revenue	2025	2024
Veterinary revenue	\$14,497,031	\$14,393,810
Adoption and surrender fees	\$208,453	\$208,989
Bequests, legacy and trusts	\$4,200,180	\$7,588,901
Donations and fundraising	\$2,832,361	\$2,496,358
Dividends and interest	\$750,237	\$655,104
Other income	\$21,637	\$23,360
Total revenue	\$22,509,898	\$25,366,522

Expenditure	2025	2024
Veterinary expenses	\$6,281,712	\$5,864,590
Discounts to customers	\$1,165,364	\$1,058,497
Adoption expenses	\$505,184	\$460,524
Event, campaign and mailout costs	\$890,066	\$715,782
Corporate and administration	\$1,529,030	\$955,716
Wages and other employee related costs	\$16,714,156	\$15,987,446
Total expenditure	\$27,085,513	\$25,042,555
Net Profit / (Loss)	(\$4,575,615)	\$323,967

- Veterinary revenue
- Adoption and surrender fees
- Bequests, legacy and trusts
- Donations and fundraising
- Dividends and interest
- Other income



- Wages and other employee related costs
- Veterinary expenses
- Discounts to customers
- Adoption expenses
- Event, campaign and mailout costs
- Corporate and administration



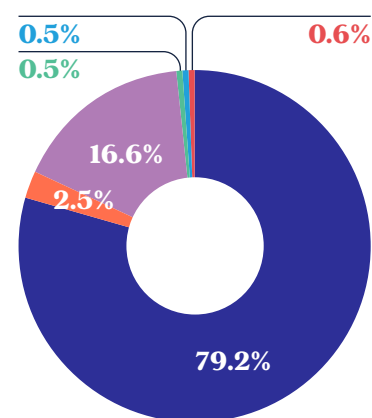


Statement of Financial Position

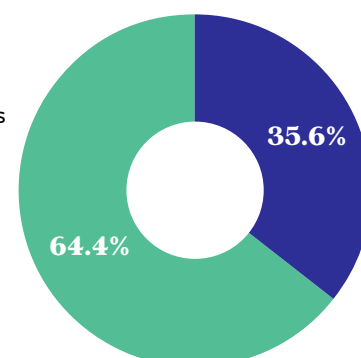
Assets	2025	2024
Cash and other equivalents	\$2,329,097	\$4,801,630
Investments	\$15,235,516	\$14,408,493
Trade and other receivables	\$501,148	\$451,227
Inventories	\$462,883	\$457,463
Prepayments	\$551,792	\$451,653
Property, plant and equipment	\$72,469,340	\$75,334,569
Total assets	\$91,549,776	\$95,905,035

Liabilities	2025	2024
Trade and other payables	\$1,157,809	\$1,199,684
Employee benefits	\$2,097,139	\$2,273,045
Total liabilities	\$3,254,948	\$3,472,729
Net Assets	\$88,294,828	\$92,432,306

- Property, plant and equipment
- Cash and other equivalents
- Investments
- Trade and other receivables
- Inventories
- Prepayments



- Trade and other payables
- Employee benefits





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

lortsmith.com

