



— ANNUAL REPORT 2012/13 —



Compassion and care for a century

For the last 100 years, The Lost Dogs' Home has provided care and compassion to animals without owners. We are strong lobbyists for fair animal laws and advocates of desexing, continually working at the front line to reduce the number of lost, abandoned and stray cats and dogs in Australia.

The Home relies on public support to provide our nation-wide services and programs, which include our National Pet Register, a proactive adoption program, foster care and behaviour rehabilitation programs, free post adoption training sessions and responsible pet ownership education.

Our expertise also extends to providing high quality veterinary care for both stray and owned pets, animal management and pound services for local councils and operating a fleet of 24/7 animal ambulances.

The Lost Dogs' Home is one of the country's largest animal welfare organisations, caring for more than 30,000 cats and dogs each year. We pride ourselves on employing qualified individuals who demonstrate a strong personal connection to animals, the community and the cause.

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Vision Statement

To be the pre-eminent animal welfare organisation in caring for lost and unwanted dogs and cats and in enhancing the responsible ownership of these animals in the community.



01 Care and compassion: One of the Home's animal attendants, encouraging abandoned puppies to eat, 1975.

Mission Statement

To work with the community in promoting the welfare of dogs and cats by reducing the number of lost cats and dogs, alleviating their pain and suffering and enhancing the responsible ownership and enjoyment of pets.

We will fulfil this mission by performing the following functions:

- Providing optimal animal shelter services to:
 - facilitate the reunion of lost pets with their owners;
 - maximise pet adoptions;
 - provide animal management and pound services for local and state government authorities;
 - offer quality veterinary services for stray animals and the pets of private clients;
 - manage National Pet Register to maximise reunions between lost pets and their owners; and
 - manage our financial resources effectively and with transparency so that we continue to be financially viable.
- Fostering a safe, healthy and environmentally sustainable workplace for the public, our staff, volunteers and the animals in our care.
- Employing skilled staff and providing them with training opportunities and professional development to advance their skills and careers in an equal opportunity environment.
- Promoting public awareness for The Lost Dogs' Home, our Vision, Mission and Core Values.
- Providing a quality and professional service to all clients, customers and requests for services from the public.
- Educating the public in all aspects of responsible pet ownership.
- Providing strong advocacy for animal welfare policies, procedures, legislation and education in the community, at all levels of government and in the media.
- Actively supporting campaigns and strategies for the humane management and welfare of the national pet population, including compulsory desexing and microchipping for all pet cats and dogs.
- Cooperating and liaising with like-minded animal welfare organisations.
- Fostering research into, and/or gathering information relating to, matters affecting animal welfare, pet ownership, the efficacy of animal-related legislation and animal behaviour.
- Referring any cases of alleged cruelty (reported to The Lost Dogs' Home) to the appropriate authority or organisation for evaluation and further action.

Core Values

Make a difference for lost and suffering dogs and cats

We are committed to working towards alleviating the suffering of lost and abandoned dogs and cats by putting their welfare first.

Commitment to the cause

We will provide thoughtful and compassionate care for lost and injured dogs and cats. We are here because we care.

Personal and professional service

We will always offer compassionate and approachable services, which go above and beyond.

Ethics and integrity

We uphold a strong code of ethics and integrity in everything we do, in every decision we make.

Serve the community

We will lead the way in terms of public advocacy and education to enhance the responsible ownership of animals.

Expert care

We will continuously strive to promote expertise in the veterinarian services and animal management through our programs and services.

Safe place

We are committed to providing a safe place for all lost and suffering dogs and cats.



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02 A timeless message: Managing Director Dr Graeme Smith launches the pertinent, "A dog is for life, not just Christmas" campaign in the early 90s.

About Us

The Lost Dogs' Home was founded in 1910, and officially opened in 1913. Since that time the Home has provided care and compassion to animals without owners. We are strong lobbyists for fair animal laws, responsible pet ownership education and for proactive initiatives that will help reduce the number of lost, abandoned and stray cats and dogs in Australia.

The Lost Dogs' Home is one of Australia's oldest not-for-profit animal welfare organisations. Our main purpose is to reunite lost cats and dogs with their owners and rehome unclaimed and abandoned companion animals.

Each year, the Home cares for over 30,000 lost and abandoned cats and dogs in our five shelters across Victoria and Queensland.

The Home provides a wide range of services for animals and the community, including:

Shelter and adoption services for cats and dogs;

– National Pet Register – free pet ID tags;

– Discounted microchipping;

– 24/7 pet recovery call centre;

– Foster care program;

– Volunteer program;

– Behaviour rehabilitation program;

– Public veterinary clinic;

– Shelter veterinary clinic;

– Responsible pet ownership education;

– 24/7 animal ambulances; and

– Animal management and pound services for councils.

One of the most important services is our adoption program. We strive to place as many unwanted animals into loving homes with well-prepared and informed owners. The Home is also committed to investing in pro-active initiatives such as free pet ID tags, reduced cost microchipping, online Pet Licence that will help reduce the number of neglected, lost and abandoned dogs and cats.

Over the past 100 years, the Home has faced many challenges. Our passion, perseverance, dedication and expertise has seen us surmount these, whilst we continue to fight for a better deal for companion animals. We are confident that this same determination will see us remain a leading advocate for animal welfare and responsible pet ownership for the next century.

As a proud, not-for-profit organisation, we rely on the generosity of the public to fund our essential work for cats and dogs in need.



01 Gratitude in giving: Staff and volunteers say working closely with animals is as rewarding for them as it is for unowned cats and dogs.



02

02 Animal Attendant Alexis spending time with the gorgeous Chili.

Managing Director's Report

It is rare to see a starving, mangy dog roaming the streets of Melbourne today. Thirty years ago, it was a different story. Fifty years ago, it was even worse. And 100 years ago, the sight of skinny, half-feral dogs wandering the streets in packs was so common and so horrific, a committee was formed to open a safe place for their keeping — a place that would later be known as The Lost Dogs' Home.

I think this generation would be shocked at what it was like back then. I find it hard to picture myself, although the animal welfare culture I inherited when I became Managing Director of the Home in 1986 is vastly different to what it is today as well.

Back then, only around 5% of dogs who came into our care had identification. Today that number is around 40%. You see, at the Home, we see every interaction with a member of the public as an opportunity for education. Many people didn't even think about desexing or putting an ID tag on their pet back in the 70s. However, since this time, I believe the Home has played a major role in changing pet owner attitudes in Melbourne.

And we haven't just changed things on a grass-roots level. Through lobbying for legislative changes and collaborating with state governments, we have seen major breakthroughs surrounding pet owner policy and animal welfare legislation.

Over time, community expectation changed and councils started to look towards animal management professionals to operate their pounds and shelters. In 1996, The Lost Dogs' Home created a training scheme to ensure our Animal Management Officers were able to perform their jobs safely, efficiently and with the best interest of the animal in mind. This has since become the standard for all councils across Victoria.

Claim rates for lost dogs have jumped from 20% to 70% since 1986. This has been simple mathematics: education on responsible pet ownership = more identifiable animals = an increase in animals being returned to their owners. And as the message of responsible pet ownership has spread, so too has the notion of adopting a pet over buying them from pet shops or breeders.

When I first came on board, there was a real lack of awareness of the Home. There wasn't a culture of adoption within the community like there is today. It was hard work, heartbreaking work but it provided us all with an incentive to improve conditions — and fast.

You see, I have a vision for cats and dogs and this vision has motivated my decisions since day one. As the proud owner of an adopted Wolfhound cross called Rex, I need only look at him, and see what a crucial member of my family he is, to reaffirm this vision.

I am of the belief that a dog should be included as one of the family — that means loving them, looking out for them and helping them become happy and well adjusted pets.

If your dog is scared of thunderstorms, I believe you should ensure he or she is kept safely indoors and someone will be home soon to comfort them, as you would with a child. If your dog is fearful or aggressive towards other dogs, I believe it is your duty to enrol them in a training course or play group that is aimed at gentle socialisation. If they are sick or injured, you must take them to a vet for treatment immediately.

It sounds like a given and it is for those people who feel about their dog the same way my family and I feel about Rex. However, you'd be surprised how many dogs are surrendered or abandoned with us because their owners don't do the above. That is still my constant challenge — making people aware that when you make a commitment to an animal, it is for the life of that animal.

Cats, in my opinion, are a slightly different story. Cats are independent and while I wholeheartedly believe that they should still be loved as much as any dog, I also think they deserve their freedom too. Not to roam freely — as an animal lover, my concern extends to native wildlife, as well as dogs and cats — but to have access to fresh air, sunshine, and a high place to sit and survey their kingdom. I would love for outdoor cat enclosures to become the

norm for cat owners but I'm realistic enough to know that not everyone can afford such conveniences.

At this point, I would just be happy if people would take more responsibility for their cats — that includes desexing them and seeking veterinary treatment for them. Sadly, cat ownership still has a long way to go. But I'm confident we can turn around these behaviours too.

As I approach nearly three decades of service here at the Home, I can't help but ponder the relationship between human and animal. Why do people keep pets? Why do some surrender them when they don't fulfil their expectations? My experience has taught me that it's all to do with the bond — and when the bond is broken, that is why animals end up here. And like homeless youths, those animals who come from a dysfunctional home, where they aren't given the love and support of their family, are often the ones with behavioural issues.

That is why it is so crucial to set an animal up for success in life. Give him or her everything they need and in turn, they will give you all of themselves. That way, the bond will never be broken.



Dr Graeme Smith OAM
— *Managing Director*

“I have a vision for cats and dogs and this vision has motivated my decisions since day one. As the proud owner of an adopted Wolfhound cross called Rex, I need only look at him, and see what a crucial member of my family he is, to reaffirm this vision.”



01

01 Managing Director Dr Graeme Smith with his beloved Wolfhound Cross Rex.

Chair's Report

As we look back over another successful year at the Home, it occurs to me that rather than simply thinking of what has happened in 2013, we should really be reviewing the progress and achievements of the Home since we began! Because, of course, 2013 is our centenary year, a milestone we celebrated on February 28 with our patrons, Daryl and Julie Somers OAM and Marty Fields, and ambassador Mike Larkan.

The first thing that I am struck by is how well we have stuck to our original objectives. One hundred years ago, the committee was established to:

- Return lost dogs to their owners;
- Give suitable dogs a new home;
- Relieve the suffering of sick and injured dogs; and
- Secure appropriate legislation for the welfare of dogs.

And with the addition of cats, we still endeavour to do all this today. Our current mission is "to work with the community to promote the welfare of cats and dogs, by decreasing the number of lost cats and dogs, alleviating their pain and suffering and enhancing responsible pet ownership and enjoyment of pets."

The Home quickly became very successful — too successful for the original premises! We had run out of room by 1919 and needed to improve and build more facilities; again, precisely what the Home has continually done over the century of our experience.

There are, of course, too many capital works to list here, but suffice to say that this has been a constant theme of the Home's Board and its management: "How can we improve our facilities to better the welfare of the animals in our care?"

In just the last few years we have opened:

- The Stan and Helen Moore Sick and Injured Shelter;
- The Lost Cats' Home;
- The Thelma Hoult Training and Education Centre; and
- The Frank Samways Veterinary Clinic.

And then there are the increasing services we provide, which include our National Pet Register, post adoption training sessions through Planet K9 and the Best Friends adoption collaboration, which has made an extraordinary difference to the number of cats and kittens we are able to rehome.

All of this was only achieved, of course, because of the tremendous support and loyalty we receive from the pet loving community — through their sponsorship, donations, bequests and other support, so that we can maintain our performance long term.

Another factor in our success has undoubtedly been that the Home has inspired outstanding loyalty and staying power amongst our staff, friends, volunteers and supporters. Let me give you just a few examples:

- Our life members — these are people who have donated to the Home for at least 20 years. Now that's commitment!
- Our patrons, Daryl and Julie Somers, whose relationship with the Home goes back to the 1970s... and they are still here supporting us! Patron Marty Fields and ambassador Mike Larkan are also both much appreciated contributors to the Home's events.
- The staff — we have an amazing history of longevity with our staff, despite the challenges, rigours, stresses and strains of working in a shelter and welfare environment.

In addition, there is a special group of people from whose contributions the Home has consistently benefitted from: WOMEN! Yes, we were "equal employers" long before that tag was known. Consider the facts:

01

Eight out of the 10 original members who established the Home were women... and this was 1910, only two years after women were given the right to vote.

02

The Home was officially opened in 1913 by Lady Gertrude Denman, the wife of the Governor-General, Lord Denman. Incidentally after opening the Home, Lady Denman went on to give Canberra its name.

03

In 1914, Mrs William Petersen gave a donation that enabled the Home to expand the shelter beyond the original block of land purchased.

04

Our first honorary Veterinary Surgeon was Dr Belle Bruce Reid, who is said to have been the first formally recognised female veterinary surgeon in the British Empire. Today the Belle Bruce Reid Medal is awarded each year to the outstanding female vet science graduate from Melbourne University. Our first permanent vet surgeon was also a woman — Dr Ann Flashman.

05

In the 1970s, a group of leading Melbourne women who called themselves “The Strays” organised high profile publicity for the Home.

06

Sue Conroy came on board in 1986 and was instrumental in establishing the Western Suburbs Cat Shelter. She has been with us almost as long as Graeme Smith!

07

Today, five out of seven of our senior management team are female and women manage five of our six shelters.

I think that we can truly claim, “a women’s place is in the Home!”

And yet there are still those who would disagree, who would criticise us and say that we have not done enough.

That we should do more to save, treat, retrain and rehome stray, lost, sick and surrendered pets. Of course to some extent they are right, because that is precisely what we have been striving to do for the past 100 years. And it is what we will continue to do way into the future.

We will continue to strive to do better and never assume that what we are doing now is enough. I know that I speak for the whole Board when I say we are all eagerly anticipating the opportunities that lie ahead, as we build even further upon our achievements of our first 100 years.



Dr Andrew Tribe
— *Chair of the Board*

“Another factor in our success has undoubtedly been that the Home has inspired outstanding loyalty and staying power amongst our staff, friends, volunteers and supporters.”



01 Chair of the Board, Dr Andrew Tribe.

The Year in Highlights

Given 2013 is our centenary year, it is no surprise the Home has been a buzzing hive of activity over the past financial year! Here we share some of the highlights from the past 12 months.

Happy birthday to us!



On February 28, 2013 The Lost Dogs' Home celebrated our official centenary with our closest friends and supporters. It had been exactly 100 years since Lady Denham, wife of the Governor-General, cut the ribbon to open a safe place for Melbourne's lost and stray animals in 1913. And to honour the hundreds of thousands of cats and dogs who have come through our doors ever since, a Wolfhound cross called Max blew out the candles on the special dog-friendly birthday cake.

Joined by special guests Daryl and Julie Somers, comedian Marty Fields and Channel 10 Weather Presenter and 'Give A Dog A Home' ambassador Mike Larkan, our guests were treated to a champagne luncheon, speeches and a special centenary video.

All guests went home with a commemorative centenary pin to mark the very special moment in the Home's history.

PetFest



02

A walk down Gracie Street, North Melbourne is usually full with the sounds of barks and woofs; however, on Sunday March 3, the only noises that could be heard were laughter and music, as the Home's iconic location was transformed into a vibrant street festival!

Following the success of our Open Day in 2011, PetFest 2013 not only gave us a chance to celebrate the Home's 100th year of operation with our supporters; it was also a celebration of that special bond we humans share with our pets.

The pet-friendly event featured a range of entertainment and activities for the whole family, including cooking and magic



03



04

demonstrations, face painting, professional pet photography and obedience demonstrations. Displays of canine creativity and intelligence were showcased in the 'Australia's Dogs' Got Talent' pet show, emceed by the Home's ambassador, Mike Larkan.

Categories included 'Fashionista' for the most creative costume, 'Carbon Copy' for the owner/pet look alike and 'Smarty Pants' for the best trick. These wonderful and funny pooches were closely judged by Australian personalities and animal-lovers Charlie Pickering, Tamsyn Lewis, Nicola Charles and Tom Hobbs.

There were also over thirty stalls featuring pet care and health products, dog hydrobaths,



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veterinarian advice booths and information stalls on the Home's services and programs.

Our centenary exhibition was also opened to the public for the first time, allowing patrons to take a step back in time and see just how far the Home has come in the past 100 years.

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- 01 The big 1-0-0: LDH residents, staff and supporters marked a century of care and compassion for lost and abandoned animals on February 28, 2013.
 - 02/3 Festival goers and proud pet owners paraded their pooches, big and small, along Gracie Street.
 - 04 Taking out first place in the 'Fashionista' category of the Australia's Dogs' Got Talent competition was this happy little hot dog.
 - 05 The Planet K9 All Stars pulled out all stops with agility and obedience demonstrations

Frank Samways Vet Clinic officially open for business



A new door opened at The Lost Dogs' Home in December 2012; a door that will continue to help cats and dogs well into the future. The Frank Samways Veterinary Clinic is now officially open for business and has already made an astounding difference to the way we are able to treat both privately owned and stray patients.

Frank Samways was a man with a simple appreciation for our four-legged companions and the joys they bring to their owners. His kindness towards stray and unwanted animals will always be remembered through the clinic, with all proceeds going directly back to helping cats and dogs at the shelter.

One of the most important things the new clinic has enabled the Home to achieve is the extension of opening hours for greater convenience. Our old faithful clinic did indeed suffer from some limitations, opening at 10am during the week, which was often too late for clients wishing to drop their pets off for surgery before work. Longer hours, combined with onsite parking, means treating your pet — and in the process, helping so many others — has never been easier.

- 06 The rear entrance to the Frank Samways Veterinary Clinic has ample off-street parking.
- 07 A spacious reception overlooking a dog park offers a calm waiting area for clients and their pets.
- 08 An unforgettable friend: Dr Graeme Smith photographed with the late Mr Frank Samways — a generous donor, friend and supporter of the Home.



The Great CATsby!



09

When our North Melbourne shelter found itself positively overflowing with gorgeous, deserving adult cats needing homes, we decided to throw a special evening event in their honour.

The fact that Baz Luhrmann's 'The Great Gatsby' was being released in cinemas at around the same time was too good an opportunity to pass up and thus, The Great CATsby was born!

And despite rolling black clouds and torrential downpours that evening, it was clear nothing could rain on CATsby's parade, with 14 beautiful and deserving cats finding their forever homes.



10



11

Proving just how committed they were to welcoming a new family member, scores of couples, families and individuals braved the cold and wet weather for a night of food, photo booths and, of course, felines!

The fact that 14 adult cats were adopted in one night is truly exceptional when compared to a typical weekday. Even more wonderful was that many of our long-term cats finally found a new home on the night.

09 Staff and adopters took a trip back to the roaring 20s for The Great CATsby adoptions event.

10 Meet and greet: There were plenty of cuddles for our delighted cats all eager to find new and loving homes.

11 All adopters took home their first family portrait to mark the special occasion.

Record reunions following New Year's Eve!

New Year's Eve is always one of the busiest nights of the year, with fireworks driving petrified dogs and cats to flee from their homes in terror.

However, while most years we're used to seeing an additional 150 or so dogs in our North Melbourne shelter, come January 1, we were pleasantly surprised when just 82 dogs were admitted!

And given a high percentage of those dogs were microchipped and wearing identification, by the time the shelter opened on the first day of 2013, there was already a long queue of worried owners ready to claim their missing pets.

Shelter Manager Sue Conroy said it is incredibly heartening that not only were fewer dogs admitted but that most were able to be returned the following day.

"It is a very encouraging sign to see that the public is listening and are taking on board our message to be vigilant with their pets on New Year's Eve. In general, people are being more responsible," she said.

"The significant decrease in intake is certainly encouraging. People seem to be more astute about the impacts fireworks can have on their pets and we're seeing more owners make the choice to stay home and enjoy the New Year with their pets instead."

Dodging his way into our hearts



When a 10-week old kitten was spotted on CCTV cameras inside the Burnley Tunnel — a 3.4km busy underground bypass in Melbourne's CBD — many thought he would never make it out alive.

However, thanks to the quick thinking of the CityLink control room officers, an incident response team was sent immediately to the scene, shutting down two lanes to help keep the kitten safe while they endeavoured to catch him.

Though incredibly frightened and covered in grease, the tiny kitten was safely caught

by the team and brought back to the Home for a full vet check and some TLC.

Dubbed 'Dodge', thanks to his impressive ability of avoiding traffic, the little kitten's story made headlines around the country and the Home was inundated with hundreds of people wanting to adopt him.

However, it was local court reporter Phil's moving story about his much-loved cat, who bore a striking resemblance to little Dodge, that made our decision easy.

"I saw Dodge on the news on the anniversary of the passing of my old mate. I had him for 18 years and I wasn't sure if I wanted another cat but there is a difference between knowing you want something and knowing you're ready for it," Phil said.

"With Dodge, I knew I was ready."

12 Small cat, big response: Dodge in the control room after being rescued from the Burnley Tunnel.

Is your pet invisible?



13

What do you get when volunteers with outstanding miming skills take a group of invisible dogs for a walk through the city of Melbourne during the lunchtime rush?

THE ANSWER:
PLENTY OF ATTENTION!

Over 30 volunteers, proudly sporting the fluorescent orange 12|12 – Pet ID Day t-shirts and an extended leash with an empty collar on the end, took part in the first ever Invisible Dog Walk. With their t-shirts reading “Is your pet invisible?” the walk symbolised all the dogs (and cats) who don’t have any identification or have out-of-date contact details — meaning they are virtually invisible should they go missing and almost impossible to return to their owners.

Kicking off at Bourke Street Mall and Federation Square, invisible dogs of all sizes and breeds pulled volunteers from one direction to the other, as they sniffed the feet of surprised pedestrians, the food of people picnicking on their lunch breaks and enjoyed a pat from children, Christmas shoppers and curious tourists.

13 Following the 1.5 kilometre invisible dog walk, volunteers take a well-deserved time out at Queenbridge Square, Melbourne.

14 Our invisible dogs meeting real ones!

15 Volunteers were happy to chat with curious onlookers about the importance of updating pet identification.



14



15

Reggie visits the apple isle

In November 2012, our wonderful mobile microchipping Winnebago, 'Reggie', made her first official boat trip onboard the Spirit of Tasmania to begin her inaugural microchipping tour of the apple isle.

Disembarking in Devonport, the National Pet Register team made their way to Launceston to set up for their first event. That day, a total of 38 dogs and four cats went home with a microchip, a free National Pet Register pet ID tag and the best chance possible at being reunited should they ever be separated.

"I never tire of meeting owners and seeing the love they have for their pets," said Melaine Robinson, National Pet Register's Operations Manager. "It's so rewarding to know you are giving them the best opportunity to keep that pet safe at home with them, where they belong."

After Launceston, 'Reggie' and the team packed up and headed off to George Town for their next microchipping event. Always keen to add to 'Reggie's travel album', the team stopped by several of Tasmania's key sights, including the Low Head Pilot Station and lighthouse at George Town.

It was here in the beautiful north-eastern town that National Pet Register microchipped 62 dogs and six cats — a busy day and a testament to George Town's pet-owning residents who want to give their pets a way of coming home.

After that, National Pet Register packed up once again and was ready for the next and final stop, Devonport, before returning back home to Melbourne.



16 Through games and affection, staff and volunteers help shy and undersocialised cats and kittens come out of their shell.

New adoptions facility lets our cats shine!

Our North Melbourne cats have been purring contentedly, playing manically and smooching up to potential adopters ever since we upgraded our cat adoptions area into spacious multi-level condominiums!

Outdated and too small, the old adoptions area was in much need of a renovation rescue and thankfully, we were able to do just that! The new centre now features additional condominiums for our cats, each with a private ensuite and split level play and rest area. All condos are individually ventilated to prevent the spread of infectious diseases, such as cat flu.

There is also now an open area for cats and kittens to socialise, exercise and spend time with potential adoptees.

Best Friends celebrates 2000 kittens adopted!

Around shelters, summer is generally known as 'kitten season'. It is during this time that cats breed and therefore shelters like the Home are positively inundated with litters of unwanted kittens. And while we do everything in our power to find homes for them, we breath a little easier knowing our 'Best Friends' are here to help us manage the problem.

Since 2009, Best Friends pet stores all across Victoria have operated as 'satellite adoption centres' for our cats and kittens. And recently, we hit a new milestone, with the ethical pet store chain officially adopting out its 2000th kitten in June this year!

That is a truly fantastic feat and we would like to thank Best Friends for their ongoing dedication to rehoming unwanted kittens.



100 years of care and compassion

*The history of
The Lost Dogs' Home*

1910 – 1920s

The beginning.

The idea to establish the Home was introduced in 1910, when a group of concerned and influential individuals formed a committee to raise funds for a permanent shelter in which to house Melbourne's lost and starving dogs.

Melbourne City Council's method of drowning or poisoning stray dogs was inhumane and unacceptable; more needed to be done to help the unwanted dogs of Melbourne.

The Committee, formalised on 21 December 1910, had two main goals:

- Acquire a 'safe haven' accommodation for lost and starving dogs so their needs could be assessed and met; and
- Ensure those animals who had no possible alternative home, or who were incurably diseased or severely injured, were euthanased in the most humane way possible.

After 18 months of searching, the Committee eventually gained approval to purchase four blocks of Crown land in 1912. The site, near Macaulay railway station in North Melbourne, is the same site the Home's headquarters stands on today.

Inspired by the Battersea Dogs Home in England, moves were made to establish a similar institution in Melbourne.

The Temporary Home for Lost and Starving Dogs was opened on February 28, 1913 by Lady Gertrude Denman, wife of the Governor-General.

Boarding kennels were soon established to generate funds that would support the Home's services. Suddenly for the first time, unclaimed dogs were available for adoption for a small fee of five shillings.

The Committee also encouraged local councils to utilise our shelter and services for their strays. In 1917, the Home was appointed the place of safekeeping for dogs seized by City of Melbourne.

In the first decade after opening, more than 35,000 lost dogs were cared for by the Home.

1930s–1970s

A new hospital, World War II & 'The Strays'

As the city of Melbourne grew around us, the Home's reach grew far beyond the expectation of its founders.

In the early 1930s, more than 8,000 dogs were passing through the Home annually, with often over 200 dogs cared for at any one time.

A long-desired wish and urgent need of the Home was finally realised on May 27, 1935, when our first animal hospital was opened by the Governor-General Sir Isaac Isaacs.

As a result, our name was subsequently changed to The Dogs' Home and Animal Hospital, which in later years became simply The Lost Dogs' Home.

Not long after, World War II began and Melbourne quickly felt the effects of wartime restrictions. The Home itself faced reduced manpower, fuel and food shortages, and more animals being abandoned by war-affected owners too broke to care for them.

In spite of this, the Home refused to be defeated and continued to fight for the best outcome for Melbourne's stray animals.

By the time we entered the sixties, more than 19,000 animals were being cared for by the Home each year, including over

3,000 cats — a considerable increase from previous years and a marker of the resilience of the Home through adversity.

In 1970, a group of young influential business women led by the late Jennie Ham, banded together to boost the Home's profile and raise vital funds to improve the conditions at the Home. Over the next decade, 'The Strays' enthusiastically organised many social events which were well-attended by socialites and celebrities and generated extensive media coverage. Jennie Ham and June Tsindos also joined the Board, where they were instrumental in bringing about change.



- 01 Until 1991, all stray dogs were housed in communal pens. Today individual holding pens have greatly improved the wellbeing and reduced stress levels of stray dogs in our care.
- 02 Never astray: Photographed in 1971, The Strays members, Jennie Ham (left) and June Tsindos (right), present a cheque of \$4,000 to the Home's president at the time, Mr H.M. Shaw.

1980s–To Current Day

Beyond an animal shelter

Despite the best efforts of dedicated people, the Home still faced serious financial difficulties. In the mid 1980s, the Board considered ceasing operations and closing the Home.

It was with an enormous challenge in front of him that veterinarian Dr Graeme Smith OAM was appointed General Manager in 1986.

Over the next quarter of a century, Dr Smith, along with a team of passionate staff and volunteers, developed the Home into one of Australia's leading animal welfare organisations.

In one of his first acts, Dr Smith recognised that it was not only dogs who need shelter and a warm home; in 1986, he officially opened the doors to Melbourne's stray cats and kittens.

Soon after, the Home launched National Pet Register, a nationwide free tag and microchip identification service aimed at combating the number of unidentified pets brought into shelters.

The 90s saw the start of two new building phases. Traditionally housed in communal pens that often caused undesirable pack behaviours to develop, stray dogs were now kept in individual-sized holding pens. New cat and dog adoption kennels were also established in 1994.

The Home became proactive about education and pursuing legislative change to ensure the rights of animals. The introduction of compulsory microchipping and council registration, tax deductible donations and the removal of the '28-day rule' were significant developments during these decades.

In 2002, the Home acquired the Andorra Boarding Kennels and Cattery in Cranbourne to develop pound services for the south eastern suburbs. Following the success of this, the Home continued to expand nationwide, utilising our extensive expertise to manage shelters in Echuca, VIC; Moss Vale, NSW; Bracken Ridge, QLD; and Willawong, QLD.

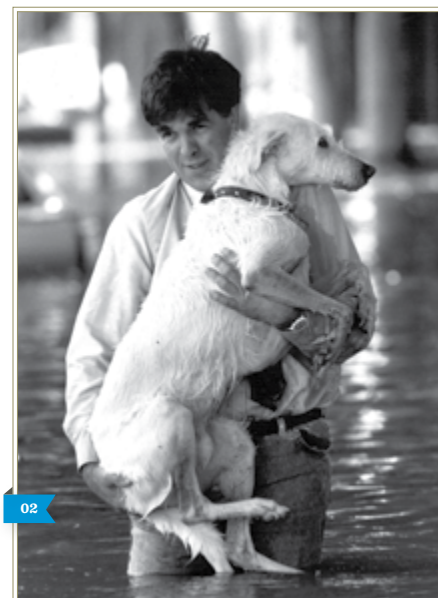


01 Current day: The Home's North Melbourne entrance featuring the recently updated logo.

In May 2003, funding was in severe decline and the Home launched a Crisis Appeal. The response was overwhelming and resulted in a formal fundraising program being established to ensure we would always be able to support our vital services.

The generosity of our donors was proven again in 2010, with the commencement of a major capital works program. Initiatives such as the Pet Licence, behaviour rehabilitation and foster care programs were also made possible thanks to the kindness of donors.

Today, the Home cares for over 30,000 lost and abandoned cats and dogs each year.



02 Dr Graeme Smith carries his dog Bertie to safety during the 1989 flash floods.

Staff and Volunteers

From hosing down a pen, to writing to donors, to calling an anxious owner with some happy news; over the past 100 years, every staff member and volunteer who has set foot in the Home has played an important part in our success.

The Home has been led by eight managers (nee keepers) throughout the century, all of whom have steered The Lost Dogs' Home with the best interests of dogs and cats at the forefront of their mind.

Mr John Fraser

Mr John Fraser was initially appointed keeper in 1916 and remained superintendant of the Home until 1944. He was known as being "conscientious and reliable, who showed unlimited kindness to the animals in his care".* Instrumental in the development of the Home in its infancy, John travelled all the way to England and Scotland to gain invaluable insights on animal welfare developments previously unheard of in Australia.

* (Source: 1916-17 The Lost Dogs' Home Annual Report)

During the Great Depression when the Home was facing extreme financial hardship, John, along with five members of his staff, generously offered to lower their rate of pay. Such was their dedication to the Home and its work.

Mr Arthur Cachia

In 2012, our longest-serving staff member Arthur Cachia celebrated fifty years working at The Lost Dogs' Home.

Arthur was just a teenager when he first starting working at the Home as an ambulance driver and dog collector. Today he is in charge of facilities and operations at the shelter and is a much-loved figure around the Home.

Dr Graeme Smith OAM

Veterinarian and current Managing Director Dr Graeme Smith was appointed in 1986 to reinvigorate the organisation.

Under Dr Smith's leadership, both the face and the focus of the Home has changed dramatically over the last 27 years. From an organisation facing closure to one of Australia's leading animal welfare voices, Dr Smith's passion for innovation has seen the Home reach heights our founders could only ever dream of.



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- 01 Dedication through times of adversity: Mr John Fraser (right) worked at the Home as groundskeeper then superintendent from 1916 to 1944.
- 02 Five decades of service: The Home's longest serving staff member Arthur Cachia.
- 03 Dr Graeme Smith has seen the Home go from strength to strength over the past 27 years.

Veterinary Services

Since 1913, one of the Home's most important functions has been to provide veterinary care to sick and injured animals.

Sadly, many dogs and cats who arrive on our doorstep are in a sad state of neglect, illness or injury. Providing veterinary care and nurturing them back to health is often the first step to giving our cats and dogs a new start to life.

1913 The Home's first honorary veterinary surgeons were William A. Kendall and Belle Bruce Reid.

Belle Reid was said to be the first formally recognised female veterinary surgeon in the British Empire and dedicated much of her career helping Melbourne's stray animals before retiring from practice in 1923.

Today, the Belle Bruce Reid Medal is awarded to outstanding female veterinary science graduates at the University of Melbourne.

1935 On May 27, 1935, our first animal hospital was opened by the Governor-General Sir Isaac Isaacs. This milestone enabled the Home to appoint our first permanent veterinary surgeon, Dr Ann Flashman.

1983 Nearly 50 years later, our busy hospital desperately needed an upgrade to meet an ever growing demand. Through the generosity of supporters Newman and Phyllis Strong (and their dog Skipper), we officially opened the new veterinary hospital, with new equipment donated by The Strays'.

2013 Today, The Lost Dogs' Home employs thirteen full and part time veterinarians and 20 nurses, who care for thousands of sick and injured animals each year.

In December 2012, the generosity of the late Frank Samways enabled us to build a dedicated veterinary clinic to provide quality care for privately owned pets. This facility ensures our animals are treated in a first class state-of-the-art veterinary hospital.



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01 Isabel (Belle) Bruce Reid, G.M.V.C Australia's first woman veterinary surgeon. Photo by Bill Mackie of a studio portrait.



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02 Left: Four members of The Home's veterinary staff, 1986. Pictured from left to right, Dr John Buchanan, Veterinary Nurses Barb Dare and Jan Monroe, and Dr Anne Gibbon.



03

03 Newman and Phyllis Strong and their dog Skipper.

Animal Rights & Welfare

The Lost Dogs' Home has fought for the rights and welfare of companion animals since our inception. Through ongoing community education, campaigning and lobbying for legislative change, the Home has played a big part in shaping animal welfare practices in Australia.

1914 Until 1923, it was common practice for dogs to be dropped off at any suburban station and, so long as they were secured with a strong piece of cord, sent on the train to North Melbourne. The Keeper at the Home was then telephoned by the station master to come and collect the stray and unwanted dogs.

1917 The Home was first appointed as the place of safekeeping for dogs seized by City of Melbourne. Since then a number of other councils have engaged the Home for animal management services.

1921 Previously collected in a horse-drawn cart, the strays were now transferred into our care via a new motorised dog cart and motorcycle with sidecar.

The City of Melbourne had a particularly high incidence of stray dogs, with the dog catcher collecting anything from 40 to 100 dogs every visit. Throughout the Home's history, dog carts and animal ambulances have helped sick, injured and strays dogs and cats get off the streets and out of harms way.

1946 The Home made headlines in our strong opposition of stray dogs being used for experimental purposes at Melbourne University, a program which was subsequently shut down.

1970 The introduction of the Dog Act brought about massive change to the animal welfare industry. For the first time, dogs were considered pets as opposed to property and all dogs had to be registered with the local council.

Owners were also forced to contain their dogs within their own property, rather than allowing them to wander freely around the streets.

This Act marked the beginning of regulations for responsible pet ownership in Australia.

1987 The Home led the way on a hard-hitting media campaign highlighting the issues of irresponsible pet ownership. The coverage led to a Social Development Committee

Inquiry in parliament, with the focus on introducing compulsory microchipping and reducing pet overpopulation.

1989 The Home launched the National Pet Register database, a free ID tag service that gave every owner the opportunity to make their pet identifiable.

Twenty years later, National Pet Register was proud to add our one millionth pet to what is now Australia's largest not-for-profit 24/7 pet identification service.

1994 The introduction of the Domestic Animals Act called for the compulsory registration of cats, as well as dogs. This was a world first and acknowledged the value of cats as pets.

1996 Compulsory competitive tendering was introduced in Victoria by the Kennett Government. Through these laws, the Home has successfully tendered for animal management contracts, resulting in more staff working on the front line to collect and care for animals.

2011 The Victorian Government abolished the 28 day rule which forced shelters and pounds to euthanise or transfer cats or dogs after 28 days. This enabled the Home to establish a behaviour modification program and keep animals for as long as it takes to find them new homes.

Campaigns & Appeals

As a not-for-profit organisation with thousands of lost and unwanted animals to care for each year, it's no wonder the Home has faced some serious financial challenges over the past 100 years. It is thanks to the extreme generosity of our donors, benefactors and auxiliaries that the Home is still open to welcome in our centenary year.

And it's not just monetary support that keeps the Home afloat. Caring animal lovers have played a vital role with donations of essential items such as food, blankets and toys.

1926 It soon became apparent that the original facilities were not adequate for the enormous task at hand and expenses continued to grow.

Therefore, in 1926 the Home appointed its first 'collector,' Miss M. Caldwell, whose role was to raise money through subscriptions and donations, as well as promote the work of the Home.

1970s A support group known as the 'The Strays' raised the profile of the Home within the media and engaged celebrities for many fundraising functions.

1986 A feasibility study concluded that the Home needed to raise its profile and thus Stan Moore came on board as our PR and Fundraising support.

Stan worked tirelessly over the next 20 years boosting our media coverage and producing the Home's much-loved newsletter.

2003 With donor numbers falling, a turning point was the Crisis Appeal of 2003, which raised three times as much income as any previous appeal. This led to the establishment of the Friends of Paws program for regular monthly donations.

2006 Donations to the Home become tax deductible for the first time – a huge win after lobbying efforts over many years.

2008 The Home receives its biggest donation to date, a \$3 million bequest from businessman and animal lover Frank Samways.

Benefactors & Buildings

Although our heritage listed office building and Gracie street location remains an iconic feature of the Home, new buildings and renovations have been added over the years to keep up with demand and improve facilities for our cats and dogs.

With the Home receiving no government funding, it is our kindhearted donors and benefactors who have assisted us to make these improvements for the animals.

1914 Courtesy of a donation by Mrs William Peterson, an additional block of land was purchased adjacent to the original site in North Melbourne, which allowed for the construction of new yards and sheds.

1989 New public reception and surgical facility areas were opened by Premier, Hon. Joan Kirner.

1991 Opening of new individual holding pens to house stray dogs by the Hon. Ian Baker, Minister of Agriculture, who introduced the Companion Animals Bill to Victorian Parliament.

1994 Opening of new adoption kennels and adoption cattery by the Governor of Victoria, Richard McGarvie.

2012 Three major building works valued at \$6 million were officially opened at North Melbourne.

Named after long-term friends of the Home, The Stan and Helen Moore Sick and Injured Shelter provides ill, injured or elderly dogs with purpose built indoor accommodation.

The Lost Cats' Home features 150 cat condos — glass-fronted,

ventilated cubicles with separate litter tray areas to house strays. In 2012, condos were also installed in the cat adoption area greatly increasing the quality of life of cats awaiting new homes.

The Thelma Hoult Training and Education Centre allows the Home to host school and community groups to present information on responsible pet ownership. The Centre was named after one of our most generous supporters who believed education was key to improving the lives of companion animals.

2013 Businessman Frank Samways left The Lost Dogs' Home \$3 million, the largest bequest in our 100-year history. An animal lover and lifelong owner of Jack Russell terriers, his bequest enabled us to build our new veterinary hospital: the Frank Samways Veterinary Clinic.

Media Education & Ambassadors

A news story of an abandoned or neglected animal stirs an emotional response within the community and we owe many thanks to the media for promoting our message of responsible pet ownership to the greater public.

Our valued patrons and ambassadors, such as media personalities Daryl Somers OAM, Marty Fields, Mike Larkan and the late Daryl Cotton, have helped increase publicity for the Home for over 20 years.

Mike Larkan's weekly 'Give A Dog A Home' segment on Network Ten has been particularly invaluable in promoting our adoption program.

The Lost Dogs' Home has always been proactive about educating the public on responsible pet ownership.

During the 1970s, a terrier named Gypsy visited local schools and communities to teach children about being kind to animals and the importance of desexing their pets. Shelter Manager Sue Conroy has since taken over the task, making regular visits to schools over her 25 years at the Home.

For 10 years during the 1990s, Sue hosted a popular weekly pet show together with radio personality Yvonne Lawrence on radio station 3AW.

An Australia Post stamp issue 'Adopted and Adored' featured two of the Home's adoptees, Buckley and Daisy. A huge hit, 'Adopted and Adored' served to highlight the importance of adopting pets from shelters. The emergence of social media and other online platforms has seen the Home move into an exciting new era of direct contact with the public. This will allow us to continue to push our message of responsible pet ownership and promote our vital animal welfare programs and services.



01 The Lost Dogs' Home featured regular on Hey Hey It's Saturday with Daryl Somers OAM. Daryl has also acted as MC at a number of the Home's events.



02 Australia Post stamp issue 'Adopted and Adored'.

Friends beyond The Lost Dogs' Home

"They are such incredible little creatures; so affectionate and warm. I really cannot believe I waited so long to enhance my life with cats!"



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01 Nathan, Ashleigh and Buttons enjoy their first family portrait together.

Following the success of The Great CATsby, The Lost Dogs' Home started to receive many heart-warming photographs and updates on the wonderful cats who were adopted that night.

Ashleigh and her partner Nathan were two of these proud CATsby adopters. Their intention before coming to the event was to spend time getting to know the cats and to eventually decide on one to take back home. What they didn't know, however, was that their hearts would be won over by not just one, but two delightful cats!

"We had a look at the cats on display and our hearts went out to all of them," Ashleigh said. "Initially my partner felt a strong connection with Freckles, while I couldn't take my eyes off another cat called Todd, now renamed Buttons, due to his fixation on buttons!"

It was the gorgeous black and white Buttons who went home with Ashleigh and Nathan that night; however, the couple could not stop thinking about sweet Freckles.

"We thought Freckles had a personality that would fit in with our Labrador and just a few days later, we were back to adopt him."

While Ashleigh said easy going Buttons fitted in immediately — "he is a real treasure, we feel very blessed to have him!" — funny Freckles keeps them constantly entertained with his confident and daring nature.

"Freckles has a different personality, but we love and cherish him equally. When we first brought him home, Buttons and Freckles had a sniff of each other and from there it was seamless. They connected right away and are now inseparable. They even snuggle up on the bed together!

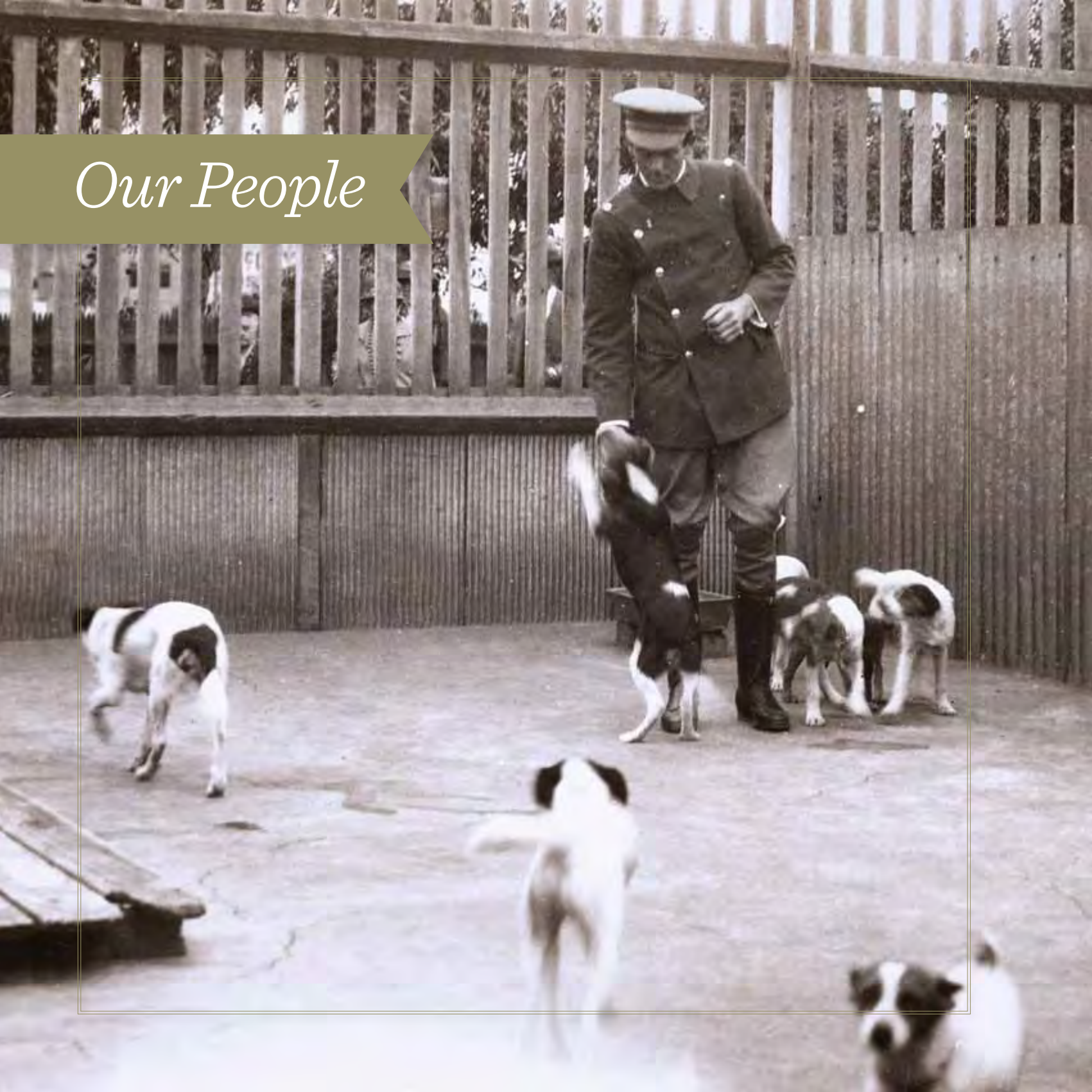
"We are so glad to have the two cats as they are great company and buddies for each other."

Ashleigh and Nathan have always loved dogs and also adopted their Labrador from a shelter. However, it seems Buttons and Freckles have also managed to convert them into devoted feline fans.

"They are such incredible little creatures; so affectionate and warm. I really cannot believe I waited so long to enhance my life with cats!" Ashleigh said.

"Adopting Freckles and Buttons was the best thing we have done in a long time. We'd like to thank The Lost Dogs' Home for all their hard work and dedication."

Our People



Since the formation of its founding committee in 1910, The Lost Dogs' Home has comprised of many passionate and hard-working people, committed to improving the welfare and future of lost, sick and abandoned dogs and cats.

From our first caretakers and their families, who worked and lived on-site in the early years, through to our current ambulance drivers, animal attendants, reception and clinic staff; each staff member in our 100 year history has played a vital role in treating, caring for, reuniting and rehoming the hundreds of cats and dogs that come into the Home each year.

A century on, we have grown substantially and now have a total of 260 staff working across all our shelters in Victoria, New South Wales and Queensland.

From its inception, the Home has welcomed and valued the contribution of women in senior positions — long before it was common place in early 20th century Melbourne.

In 1913, Belle Bruce Reid, the first formally recognised female veterinarian surgeon in the British Empire, was also the Home's first honorary veterinary surgeon. Later, in 1935

Dr Ann Flashman was hired as the Home's first permanent veterinary surgeon to work in the newly opened animal hospital.

This tradition has continued to the present day — this year, three key women reached the admirable milestone of 25 years of service at the Home, including National Pet Register Operations Manager, Melaine Robinson, General Manager of Shelter Operations, Sue Conroy, and Cat Shelter Manager, Karina Bailey.

Of course, men have also made significant contributions to the Home's history. Reaching 27 years of service this year was current Managing Director, Dr Graeme Smith, whose extensive knowledge and commitment to animal welfare is invaluable to our organisation.

However, our longest serving member of staff is the much respected and esteemed Arthur Cachia, who fittingly celebrated his milestone of 50 years at the Home during our centenary year. Arthur began working at the Home when he was 16-years-old and is currently our Operations Services Manager. Staff, volunteers, donors and friends of the Home took great pleasure and pride commemorating Arthur's achievement during our Centenary celebration on February 28.

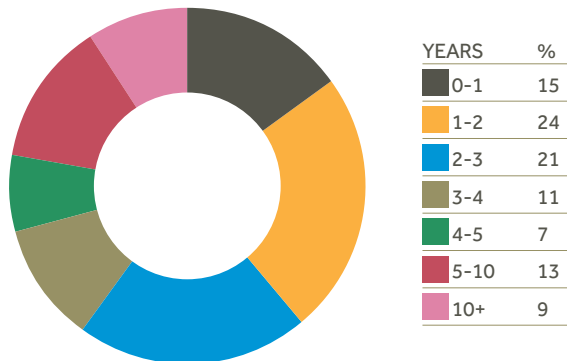
While nine per cent of the Home's total staff have been working at the Home for 10 years or more, we were pleased to welcome 10 new staff to our team in the newly opened Frank Samways Veterinary Clinic during the 2012/13 financial year.

Furthermore, with the highest proportion of staff represented in the 18–34 age group, there is an indication of a new generation of employees bringing further vitality and dynamism to the Home.

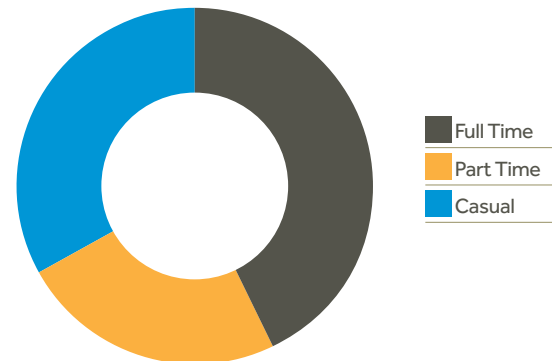
Our centenary year and several special events brought staff together from all departments of the Home and shelters. Together we celebrated the official opening of the Frank Samways Veterinary Clinic and our 100th birthday, and collaborated to deliver PetFest, 12|12-Pet ID Day, the Echuca-Moama Lost Dogs' Home Dog Walk and the Great CATSby adoption evening.

This year also saw the continuation of a formal staff induction program, Code of Conduct and Customer Care and Conflict Resolution seminars.

Staff by Tenure



Staff by Status



Our People cont...

Our Board of Directors

Dr Andrew Tribe – <i>Chair</i>
Dr Graeme Smith OAM – <i>Managing Director</i>
Mrs Margaret Crossley
Ms Jennifer Scovell
Mr John Allen
Mrs Dorothy McGuinness
Mrs Prue Gillies AM
Mr Dominic Alafaci
Mr Terry Makings

Our Governance and Ethics Committee

Dr Andrew Tribe – <i>Chair</i>
Dr Graeme Smith OAM – <i>Managing Director</i>
Ms Jennifer Scovell
Mr John Allen
Mrs Prue Gillies AM
Mr Terry Makings
Ms Leanne Mansfield – <i>Company Secretary</i>

Our Finance and Risk Committee

Dr Graeme Smith OAM – <i>Managing Director</i>
Mrs Margaret Crossley
Mrs Dorothy McGuinness
Mr Dominic Alafaci
Ms Leanne Mansfield – <i>Company Secretary</i>
Mrs Vicki Kahanoff – <i>Chief Financial Officer</i>



01 The Lost Dogs' Home Board, 2013:
Back row (left to right): Mr. Dominic Alafaci, Mrs. Dorothy McGuinness, Mr. John Allen, Mr. Terry Makings, Mrs. Prue Gillies AM
Front row (left to right): Mrs. Margaret Crossley, Dr. Andrew Tribe, Dr. Graeme Smith OAM, Ms. Jennifer Scovell

Mika: small dog, big spirit

“Honestly, you couldn’t imagine a harder start to life than what this little dog has suffered through.”



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01 Magnificent Mika now leads a full and happy life with her loving adopted family.

She may be tiny but Chihuahua cross Mika has proved she has the spirit of a Saint Bernard.

One of a large group of dogs brought into the Home from a terrible hoarder situation, Mika had never been held by a human being before. Having grown up in an environment where she had to fight for her food, she was petrified of people and extremely timid around other dogs.

And it wasn't only mental trauma she has had to deal with; Mika was also born with a congenital malformation of her knee joint, leaving her lame and with an uncomfortable gait.

“Honestly, you couldn’t imagine a harder start to life than what this little dog has suffered through,” said General Manager of Operations, Sue Conroy. “She came to us as a severely neglected, malnourished, under-socialised and disabled little puppy... it was heartbreaking.”

After surgery to fix the leg was unsuccessful, due to the severity of the malformation, our veterinarians made the tough decision to amputate the leg — saving Mika a lot of discomfort and her future owners from expensive surgeries.

She was then placed in our Behaviour Foster Program, to learn how to live life on three legs and slowly gain some confidence around humans and other dogs.

Her transformation was a joy for all our staff to witness and before long, she was placed up for adoption.

Unaware of Mika’s story, Lisa and Ken visited the North Melbourne shelter with an open mind about who they may meet. However, Lisa said Mika had her at “woof”.

“She seemed so happy and looked very curious and eager to get to know me. I couldn’t move on!”

Despite living with an amputated limb, Lisa recalled Mika darting around and behaving typically like an active dog her age.

“The fact that she had an amputated leg did not make a difference to me at all — it actually made her more special I think.”

Our team were elated to see sweet Mika go home with such wonderful owners.

“We invested a lot of time and care into rehabilitating Mika into a healthy and happy dog, so it was crucial we found an owner who would continue socialising, training and, of course, showing her the love and care she so deserves.

“While we had a few people enquire about Mika, Lisa and Ken fit the bill. We are confident that Mika has found a home for keeps and will be happy in her new family.”

Our Services



Shelter

For the first time in many years, the number of animals coming into the care of The Lost Dogs' Home has decreased, with 30,551 lost, abandoned and stray cats and dogs calling our shelters a temporary home over 2012/13.

That is 1,150 fewer animals than last year and we are hopeful it signifies that the message of responsible pet ownership education is reaching more people, who in turn are making more responsible choices regarding their pets.

We see every interaction with members of the community as an opportunity for engagement and education, and when people come to claim their pets, we try to identify reasons for it's possible escape. If a dog or cat is undesexed, we explain the benefits of such a procedure, which includes reducing or eliminating a pet's desire to wander.

If a pet is not microchipped or wearing identification and their owner still manages to find them in our shelters, we explain how much easier it is to have their pet identified. That way, if their pet escapes or goes missing again, a shelter can contact them straight away to let them know where their cat or dog is, saving a lot of heartache and worry. For many of the councils we work with, it is also a requirement that a dog or cat must be microchipped and registered before it can be released back to it's owner.

And it seems our efforts are paying off, with reclaims increased across the board. Despite only being relatively new, our shelters in Brisbane saw a 5% increase in cats being reclaimed and a 4.6% increase

for dogs. Given our responsible pet ownership education is still in it's infancy in the shires of Warra and Willawong, already we are noticing a shift in owner attitudes and the pet ownership culture in general.

Furthermore, it seems more Queenslanders are embracing the notion of adoption, with 291 cats now happy and safe in their new homes — a jump of around 100 cats from last year. More dogs are also enjoying their loving new homes this year, with 342 adoptions taking place out of our Warra shelter.

At our North Melbourne headquarters, a pleasing 64.9% of dogs were returned to their owners. This reclaim rate is something we are extremely proud of; to us, nothing beats calling a frantic owner with the news that their beloved pet is safe and sound. Returning pets to owners continues to be our major focus and this year we saw a 4.6% and 5% increase in reclaims for dogs and cats respectively from our North Melbourne shelter.

Thanks to the opening of our Frank Samways Veterinary Clinic, and programs such as behaviour rehabilitation and foster care, more animals who came to us needing care and treatment were able to go up for adoption. While in the past, only dogs and cats perceived to be 'perfect' were adopted by members of the public; over the last five years, we are seeing a growing trend of people who are happy to take on a 'special needs' cat or dog, who require a little bit more effort but who will return the favour tenfold with their love and gratitude.

And despite being the centenary year of The Lost Dogs' Home, this year, we decided to show off our cats and prove to the community what fantastic pets they make. Thanks to initiatives such as the Great CATSby adoption event, a Facebook campaign featuring at least one cat up for adoption per day, an upgrade to the North Melbourne cat adoption facilities, Best Friends hitting the 2000th adoption milestone and a very special kitten named Dodge bringing our cats unprecedented attention, we were confident we would see a boost in cat adoption figures this year.

And we weren't disappointed. Over 2,655 purring bundles of beauty were rehomed in the last financial year. This is a very heartening result and hopefully it is indicative that more people are aware that The Lost Dogs' Home does, in fact, have cats.

Our regional shelter in Campaspe also recorded a dramatic increase in cat adoptions this year, a jump of 9.7%! Being a predominantly rural area, with agriculture the major industry, our Campaspe shelter has always struggled to establish cats as being worthwhile pets to farmers, who seem to prefer the company of dogs or find cats come to them on their own accord. However, with some visitors from the city making the drive up north, as well as many people coming around to the benefits of cat ownership, 233 Campaspe cats are now considered members of the family. Surprisingly, Campaspe was our only shelter to record more cat adoptions than dogs!

Shelter cont...

Finally to our smallest but no less effective shelter in Wingecarribee, NSW. After eight fantastic years, The Lost Dog's Home has made the hard decision not to renew our council contract with Wingecarribee Shire Council; therefore 2012/13 will be our last full year of operation.

Given the remoteness of the shelter, comparative to our headquarters in North Melbourne, the Home has been unable to operate the shelter as effectively and efficiently as we would like. The community welcomed the Home with open arms back in 2005 and we are so thankful to everyone for giving the shelter such wonderful support over the years. With the help of a

very special volunteer group, The Friends of the Wingecarribee Animal Shelter (FOWAS), the Home was able to make a serious difference for the lost, abandoned and stray cats and dogs of the beautiful Moss Vale region. We wish everyone in the community all the best and thank you deeply for your support over the last eight years.

Admissions to The Lost Dogs' Home Shelters 2011/12 to 2012/13

	Campaspe 11/12		Campaspe 12/13		North Melbourne + Cranbourne 11/12		North Melbourne + Cranbourne 12/13		Warra + Willawong 11/12		Warra + Willawong 12/13		Wingecarribee 11/12		Wingecarribee 12/13	
Dogs Admitted	972	%	833	%	13972	%	12100	%	2510	%	3612	%	445	%	468	%
Reclaimed	437	45	361	45.6	8485	60.7	7892	64.9	1624	64.7	2512	69.3	284	63.8	306	65.1
Adopted	245	25.2	200	25.3	2420	17.3	2119	17.4	284	11.3	342	9.4	97	21.8	113	24.0
Euthanised	286	29.4	219	27.7	2984	21.4	2060	16.9	560	22.3	743	20.5	63	14.2	49	10.4
Other*	4	0.4	12	1.5	83	0.6	92	0.8	42	1.7	29	0.8	1	0.2	2	0.4

	933	%	854	%	10969	%	10816	%	1626	%	1606	%	274	%	262	%
Cats Admitted**																
Reclaimed	45	4.8	49	6.1	710	6.5	785	7.3	57	3.5	138	8.5	10	3.6	22	8.2
Adopted	181	19.4	233	29.1	1311	12	1571	14.6	199	12.2	291	17.9	161	58.8	97	36.1
Satellite Adoption Centres	-	-	-	-	564	5.1	463	4.3	-	-	-	-	-	-	-	-
Euthanised	695	74.5	508	63.5	8248	75.2	7789	72.2	1307	80.4	1151	70.9	97	35.4	141	52.4
Other*	12	1.3	10	1.3	136	1.2	184	1.7	63	3.9	44	2.7	6	2.2	9	3.4

* Denotes animals returned to council, surrendered animals returned to owners, animals transferred out to other animal welfare organisations or animals pronounced dead on arrival.

** A large percentage of cats brought into the Home are considered wild and unsuitable for rehoming.

Behaviour Rehabilitation Program

Many of the dogs that entered the Behaviour Rehabilitation Program learned an unfair lesson as pups; that some humans can't always be trusted. Cases of neglect and abuse were common in those dogs undertaking the program over the past year.

The Home, in collaboration with Planet K9, has provided additional and specialised training that has equipped each dog leaving the program with the behavioural and socialisation skills needed to be welcomed as a new and deserving member of their new family.

Training can last from days to weeks and even months in some cases, before the dog is ready to be adopted into a new home. Training also extends to helping them feel comfortable around other dogs that they will likely come in contact with when they are living out in their community.

Dogs without appropriate obedience training under their collars sometimes exhibit nuisance behaviours, such as jumping, pulling, mouthing and barking. These canines are paired up with specialist trainers at Planet K9 and animal attendants who teach them brand new habits and good manners. The expertise and effort of our specialist staff transforms dogs behaving badly into balanced and sound pets ready for their second chance. One of the key elements to gaining trust and remodelling behaviour with complicated cases is the routine care offered to them by their partnered animal attendant. With them, the dog learns that the person who feeds, cleans and attends to their needs is one that can be relied on.

Planet K9 offers a complimentary training session with every puppy and dog adoption in addition to running group training for new owners up to six times a week at our North Melbourne shelter. This assists the smooth transition of both the owner and the pet.



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01 Turning lives around: Nicole Beasley from Planet K9, with help from her clever assistant Comet, assists severely timid, neglected and untrained dogs through the Behaviour Rehabilitation Program.

Foster Care

To open one's heart and home to care for a deserving cat or dog, before parting with them so they can go on to begin a new life, is truly a selfless act. At The Lost Dogs' Home, we are grateful to our long and short term foster carers, whose big hearts and love of animals change the course of the lives of many shelter animals each year.

In the 2012/13 year, our foster carers have continued to provide a vital helping hand in making a dramatic difference to special needs cats and dogs; ultimately increasing their opportunity for a healthy and promising future beyond the shelter.

Our Foster Care Program places shelter animals who demonstrate a range of health and behavioural issues that require different levels of care. We fostered surgery patients requiring around the clock post-operative care, severely underweight or overweight cats and dogs in need of strict diet, sick and injured animals, and underage kittens and puppies below the required age of desexing.

Foster carers worked closely with our behaviour rehabilitation team, helping under-socialised and timid dogs gain confidence, socialise and interact with other animals and humans all in a warm, safe and assuring environment of a home. As with previous years, we have seen the flow on effect of their time in foster care with their successful adoption and adjustment to their new homes.

Spring continued to be the busiest time in the program with an increase of incoming kittens and puppies requiring foster care due to being below the required age of desexing — a requirement of all animals up for adoption at the Home. These juniors also benefitted from socialising with humans and other animals and formed new life skills in an encouraging and nurturing environment.

Also in the 2012/13 year, the addition of new and improved existing facilities saw fewer of our animals requiring foster care.

Following the much-needed renovation of the Cat Adoptions Centre in late 2012, cat flu patients requiring isolation from the shelter represented a very low portion of the Foster Care Program in the 2012/13 year. This is vastly different to previous years, when cat flu sufferers made up a large majority of foster care candidates.

This is because the installation of cat condos with private ensuite, tiered living space and individual ventilation provides a relaxed environment for our residents, as well as decreases the development and transmission of cat flu.

And with the opening of the Frank Samways Veterinary Clinic, private patients are now cared for at the new clinic. This has allowed for the freeing up of space and further utilisation of the Stan and Helen Moore Sick and Injured Centre for shelter animals requiring post-operative care. Traditionally, a popular program among families and the retired, this year our foster care program



01 Foster carer Bronwyn getting cuddles from a very happy pup!

Foster Care Profile

Name: Bronwyn

Occupation: Theatrical lighting designer

"I started foster caring after my dear dog, who I was very fond of, sadly passed away. I had really missed the companionship of a dog, but wasn't quite ready to move on completely. I was also very busy touring for work and could not commit to having a pet again.

"I've fostered many shelter animals, from young kittens to underweight dogs. We come across some very sad cases; however, it's always so rewarding to see them on their way to better times."

has seen an increased interest from a younger demographic. Quoting an inability to commit to owning a pet due to work and living arrangements, these individuals have benefited from foster caring as they have had enjoyed contact with cats and dogs, without becoming a full time pet owner.

A letter from the heart

“With his tail wagging non-stop all day, I was amazed to see the huge transformation in him.”



01

01 Serendipity: Foster carer and volunteer Rosalie with adopted dogs Wallace and Cilla.

At the Home, we are truly blessed to have so many compassionate people who are willing to devote their time towards helping rehabilitate and care for our shelter animals. And whenever those people's hearts are captured by one of our

residents, we are ecstatic, as we know that animal will be in the best hands possible.

Here, one of our most dedicated volunteers, Rosalie, writes about adopting a very special nine-month-old Papillon mix named Wallace:

It is 12.25am; I have been woken by the sound of rain. Wallace has followed me from his very comfy spot on my bed and is sprawled out on the kitchen floor, eyes closed but listening intently for any movement.

Cilla, my first foster dog whom I adopted, is still sound asleep, snoring gently and possibly dreaming about keeping one step ahead of Wallace. The two are absolutely smitten with each other.

I recall the first time I ever saw Wallace. It was Tuesday, January 15, when Nicole from Planet K9 said that we would be doing something different that day. At the time, I was not aware that my life was about to change.

We volunteers followed Nicole to the behaviour rehabilitation area. In the first pen was a very frightened and trembling black and white wee dog called Wallace. I put my hand up to sit with him and was soon by his side, offering him treats of ham and chicken cubes.

It took some time before he would get enough courage to sample the treat, but would then scuttle back to his corner. Patting or cuddling at this stage was out of the question.

On my way home that day, my thoughts would return to the little dog I had met that day. The following week, I asked to be paired again with Wallace and my visits soon increased to twice a week. And when I was approached to foster Wallace, there was no hesitation. The day I brought Wallace home, I will never forget. I let him adjust very gradually, sitting in his pet carrier, with Cilla sniffing and touching noses through the crate.

I thought it would take a day or so for Wallace to venture out of his crate; however, within 20 minutes, Wallace was taking his first tentative steps around my kitchen.

We still have a long way to go, but Wallace is learning something new each day and takes it all in his stride. Thank you to all the staff at The Lost Dogs' Home for your encouragement, kindness and support.

Frank Samways Veterinary Clinic

It's a deeply moving gesture when an individual's parting wish is to leave behind a legacy that continues to give long after they are no longer around. When we receive such a gift at The Lost Dogs' Home, the ripple effect can be felt across all departments of the Home and continues to touch the lives of sick, injured, lost and abandoned cats and dogs for many years to come.

In 2011, a touching bequest by a long-term donor and supporter of the Home made possible the building of a much-needed dedicated veterinary clinic at our North Melbourne shelter.

Remembered fondly for his love of animals, the late Frank Samways — a successful furniture factory owner from Strathmore — made the largest single bequest received by the Home in its 100 year history.

His compassion and love for animals extended to his Jack Russell terriers and while Mr Samways had no children, he had a close

circle of friends and neighbours who cared for him dearly.

So profound was his empathy towards abandoned animals, Mr Samways was known to never enter the Gracie Street shelter, beyond the entrance courtyard. However, despite this, Mr Samways was a committed supporter, who was also aware the veterinary clinic and hospital were fast becoming too small and limited the service we could provide the Home's shelter animals and private patients.

Originally erected in the 1930s, the clinic had been used to care for and treat shelter animals and private patients ever since. The shelter hospital was built in 1983. Despite efforts to keep them fresh and functioning at their optimum, they were both in dire need of expansion and equipment needed urgent updating.

Mr Samways thoughtfully requested his bequest of \$3 million be used towards the building of a purpose-built veterinary clinic

— a gesture of kindness that has had an immediate and positive effect felt across the Home.

A year after the Home received Frank Samway's bequest, The City of Melbourne approved plans for the new clinic and a building and land was purchased 50 metres away from the Home's Gracie Street Headquarters at 1 Boundary Road, North Melbourne.

Named in honour of him, the Frank Samways Veterinary Clinic was officially opened for operation on December 21, 2012. Now approaching a year since its opening, the clinic has provided state-of-the-art care for both private and shelter patients, and has generated vital funds, with all proceeds from services and surgeries going towards caring for and improving the lives of our shelter cats and dogs.

Frank's bequest has allowed us to expand other services as well, with the old clinic being converted into a dog and cat adoption centre, and the hospital renovated to provide



01 Groomer Denise gives a happy customer a clip at the Frank Samways Veterinary Clinic.



02 Warm reception: Frank Samways Veterinary Clinic staff offer friendly and helpful service.



03

03 On the pulse: Frank Samways Veterinary Clinic Vet Nurse Nicola Christians examines a patient.

an effective training and surgery area for fourth year Melbourne University Veterinary students. The hospital is now used for shelter animals alone.

Three times the size of the original clinic, new and outstanding features of the Frank Samways Veterinary Clinic include:

- Specialised equipment including an advanced ultrasound machine that has assisted veterinarians to detect certain conditions early without invasive surgery;
- Two purpose-built operating theatres with observation windows ideal for student viewing;
- Four ergonomically designed consult rooms, improving comfort for pets and significantly reducing wait time;

- Accommodation for overnight and extended stay patients, including individually ventilated cat condos that minimise the transmission of disease such as cat flu;
- Extended hours of operation, enabling clients more time to access the clinic;
- A direct access private car park, making it easier for pet owners with elderly, unwell or convalescing animals; and
- A large L shaped waiting room, providing plenty of space to separate animals.

The top five most common surgeries in the 2012/13 year included dentals, ear flushes, lumpectomies, anterior cruciate ligament and wound repairs.

The number of private desexing surgeries dipped down to 685 from 790 in 2011/12 financial year — which was a record high in comparison to the two preceding financial years.

Private surgeries, however, increased from 520 to 740 — a 42 per cent rise from the 2011/12 to 2012/13 financial year. This can be attributed to the opening of the new clinic and its new and improved surgery rooms and facilities.

	2012/13	2011/12	2010/11
Private Desexing	685	790	549
Private Other Surgery	740	520	539

Table 1.1 — Private desexing and other surgeries for the 2010–2013 financial years

Other services at the new clinic include vaccinations, microchipping, surgery, acupuncture, dentistry, grooming, senior animal health checks, parasite checks, animal behaviour consultations and a free diet and exercise program for overweight and obese cats and dogs.

The new clinic has also seen the recruitment of 10 new permanent staff, including veterinarians, veterinary nurses and reception staff — each highly enthusiastic, personable, professional and dedicated to working with and healing animals.

The Home is forever thankful of the kind bequests and donations, large and small made to the Home. Each and every contribution helps us in caring for, treating and rehabilitating the cats and dogs that come under its care.

Shelter Hospital

The Lost Dogs' Home veterinarians have cared for and treated lost and abandoned cats and dogs for 100 years. Therefore it was fitting, leading up to our centenary year, that the Frank Samways Veterinary Clinic opened its doors in December 2012. Here, privately owned cats and dogs are cared for with all funds raised supporting the treatment and surgeries of their less fortunate stray and abandoned counterparts in the Home's hospital.

In any one day, the hospital can see up to 15 stray cats and dogs requiring a wide range of treatments. Animals are treated for conditions such as arthritis, tumours, skin conditions and trauma. All too frequently we see cats and dogs come to the hospital needing urgent care for near fatal injuries resulting from dog attacks or road accidents. It is the community's most vulnerable cats and dogs that benefit from the hospital and find a place where they can receive the highest level of care and attention.

More stray cats and dogs underwent surgical procedures at the shelter hospital than ever before. Stray surgeries rose from 3,715 last year, to 4,209 — an increase of 19%. Included are vital diagnostic tests such as 143 hip x-rays prior to major surgery and adoption. New facilities at the Home providing privacy and comfort have improved the intake and success rate of surgeries undertaken at the hospital.

The most common surgical procedure performed at the hospital is desexing, to prepare dogs and cats for adoption. Other surgeries on strays include orthopaedic, such as repairing luxating patellas, hernia repairs and tumour removals, dewclaw removals and major and minor dental work.

Veterinary facilities are presently at nearly all of the Home's shelters, with permanent vets located at Cranbourne, Brisbane and North Melbourne. Senior vets also travel to Echuca each week to treat Campaspe's lost and abandoned cats and dogs. First aid and ongoing veterinary care ensures all animals are comfortable, receive appropriate medical treatment and given the best possible chance of reaching full health prior to adoption.

Stray and abandoned cats and dogs recovering from surgery or requiring ongoing treatment at North Melbourne receive specialist care in the Stan and Helen Moore Sick and Injured Shelter. The purpose-built facility provides a quiet environment with veterinary facilities on-site, so vets can easily visit all patients without needing to move them, providing an extra level of comfort to convalescing cats and dogs. The shelter ensures minimal disruption to recovering cats and dogs, with post-surgery treatment occurring in and close to their pens within the enclosed shelter.



01 100 years of veterinary care to Melbourne's most needy cats and dogs.

Once the vets assess the cat or dog to be fully recovered, they are then placed in our adoption pens to await their new family. Adoption attendants and nurses, who are across the pet's medical and behavioural history, ensure potential adopters are fully aware of each dog's or cat's ongoing needs. It is our aim to help all adopters find the right pet to suit their family and lifestyle — and conversely, match the right owners to our dogs and cats.

Each animal is an individual and the role of the Adoption Nurse and Adoption Attendant is integral in communicating their history and any extra special needs a particular pet may need in their new home.

Hospital Activities	2012/13	2011/12	2010/11
Stray Surgery	4,209	3,715	3,301

Melbourne University School of Veterinary Science

The Home's partnership with the School of Veterinary Science began in 2003. The partnership has since evolved, providing each fourth year student with two weeks of hands-on experience in the Home's shelter hospital before graduating and embarking on their career. Previously veterinary students undertook their placement at the Home as an elective to their course; however, since the beginning of 2013, practical placement in the Home's shelter has become a core addition to their fourth year studies.

Students attend their practical placement for a week at each end of their final year under the supervision of Melbourne University veterinary teachers. The program sees groups of students undertaking practical training, such as learning how to prepare an animal for surgery, calculating and administering anaesthetic dosage, monitoring anaesthetic during surgery and conducting routine desexing procedures on stray animals in preparation for adoption.

The Home has opened up its shelter hospital to Melbourne University students and staff, recognising that new veterinarians will gain an appreciation for the challenges of treating and caring for dogs and cats admitted to shelters.

This program will see each newly qualified veterinarian in Victoria gain firsthand experience within the scope of the shelter environment, which is undoubtedly an important lesson to the new veterinarians' education. Veterinarians who are advocates for adopting shelter pets throughout their future careers are invaluable in helping more pets waiting in shelters to find new homes.



01

01 A bright future: Veterinary students learn vital skills and knowledge of animal welfare.



02

02 Melbourne University Veterinary Science students receive practical experience at the Home on stray cats and dogs.

National Pet Register delivers good news to South Melbourne postie



01

01 An emotional reunion: Worried owner Linda, reunited with her much-loved cat after three long years.

For the last two years, South Melbourne postie Linda had maintained hope that her missing senior cat Samba would one day return. In her attempts to find him, she visited The Lost

Dogs' Home in North Melbourne and tried to get the word out by placing flyers on posts, shop windows and speaking with residents and business owners on her route.

"My home felt like an entirely different place without Samba, and [my other cat] Merlin was bored to tears. He'd rush around the house, waiting for his buddy to run after him."

"I had the flyer up at the South Melbourne market, the town hall for a while, different stores and posts. I don't have the internet at home, so I thought this was the next best way to put the call out."

A well-known face along her route, Linda would frequently have members of the community asking her how her search to find Samba was going. "There was not a single person in my circuit that didn't know who Samba was and that he was missing.

"At one stage, I had the flyer attached to my car window. I was coming to a corner slowly a lady was reading it and popped her head through the open window and said, 'Oh my! I hope you find him!'"

In 2011, following a trip to Europe to see family, Linda came home to find her brother — who had been housesitting for her — absolutely devastated.

"He told me that Samba had been home for breakfast the day before but not his evening meal. He said he searched all over the house and backyard but Samba was nowhere to be seen."

Distraught, the two could not work out why Samba — who at the time was nine-years-old and very attached to his home —

would have wandered out of the house and backyard.

As time passed with no news on Samba, Linda's optimism that he would be found eventually began to recede. "My home felt like an entirely different place without Samba, and [my other cat] Merlin was bored to tears. He'd rush around the house, waiting for his buddy to run after him."

Recently, Linda moved house but kept the same phone number and in March 2013, the phone rang with some surprising news from The Lost Dogs' Home. "When I got the call, I kept asking, 'Are you sure? Is he grey? Does he have long hair?'"

Now a more mature 11-years-old, Samba was found and scanned for a microchip that had contained Linda's current phone number and the address of her previous home.

"I was stunned because you just don't think it'll happen after that length of time. You read about it happening but it's a rare occasion."

Back in his loving home, Linda said Samba has settled back with complete ease and that the news of Samba's return was welcomed by all those in her route.

Quirky kitten given second chance

"Purrcey became like a part of our family. It was a really hard decision to return him to the shelter, as we found ourselves becoming very attached to the little guy."



02

02 Purrcey is ready to take on the world following a traumatic accident.

At the tender age of four months, a kitten named Purrcey proved that he is quite the little survivor. During his short life, he has experienced more than his fair share of hard knocks and yet has emerged a gorgeous, funny and delightfully quirky character.

This white and tabby domestic short hair arrived at The Lost Dogs' Home's North Melbourne shelter in late 2012, with a suspected broken leg, injured ear and tail, and cat flu. Cat Shelter Manager, Karina Bailey, said it is unclear how Purrcey incurred so many injuries.

"He had a severely scabby ear — of which half was missing — and further injuries to the tip of his tail, which made us suspect he may have survived a hit and run. However, it really is too difficult, with the limited information we have on hand, to say definitively how the little kitten got into such a bad state."

Following an x-ray, it was discovered that Purrcey's hind leg was badly broken and he had damage to his pelvis. Karina said the bad leg was causing Purrcey a high level of pain and so it was decided by the Home's veterinary team that it would need to be amputated.

Purrcey was also treated for cat flu, as well as being desexed, wormed, microchipped, vaccinated and treated for fleas.

He was then placed into foster care for over a month, where he was able to heal and allow his true personality to really blossom.

"Purrcey became like a part of our family," wrote foster carer Kim in Purrcey's foster diary. "It was a really hard decision to return him to the shelter, as we found ourselves becoming very attached to the little guy."

"His cute little purr, his stamina and courage, and the way he bonded with our other pets had us seriously considering adopting him. However, given our already large fur family and with a human baby on the way, we knew we couldn't give Purrcey all the attention he deserves. We said goodbye, happy in the knowledge that this special boy would go on to find a loving home and become the apple of someone's eye."

And that he did — new owner Helen had been looking on the Home's website, when she spotted sweet Purrcey's story.

"His photo was just so cute and when I read how he'd been in an accident and lost a leg, I just melted," she said. "He's very spunky and very vocal; he's always walking around and meowing! His leg doesn't seem to slow him down but because of the accident, he is a little lopsided and has a funny blink — but I just think those are cute little quirks! He's a funny little guy and I love him to pieces."

Community Engagement

There are no age, gender or cultural boundaries to experiencing the joys and rewards of owning a companion animal; however, owning a pet is a great privilege and paramount to being a good pet owner is having an understanding of how to care for and interact with them responsibly.

Community engagement through public education on responsible pet ownership is key to bringing about considerable and long-term improvements to the welfare of companion animals. Ultimately, through education, we believe we can help reduce the number of lost, abandoned, neglected and surrendered animals in Australia.

The audience is far and wide, which is why when engaging with communities, we take a multi-faceted approach in order to reach a varied demographic.



01 Clever kittens sit the Pet Licence Test.

Pet Licence Project

Forming a major component of the Home's long-term proactive education strategy, the Pet Licence Project has had some exciting recent developments.

In December 2012, The Lost Dogs' Home received a \$21,000 grant from the Victorian Department of Environment and Primary Industries. The grant has enabled the Home to review and redevelop the current Pet Licence program.

Currently the project consists of a voluntary online test taken by potential adopters of the Home, to help them gauge if they are ready to take on the responsibility and commitment of caring for and owning a companion animal.

By its fourth year of operation, over 12,800 people have taken the test. That is 12,800 informed pet owners who now know how to properly care for and bond with their new pet.

The grant will enable the Home to develop a more comprehensive test — broadening the audience to children, young adults and current pet owners.

Some of the planned improvements to the existing model of the licence include:

- Integrated video content to effectively communicate key messages to children and young adults;
- Additional educational resources to provide support and advice to current pet owners;
- Test to be available on iPads at adoption centres, initially launching at our North Melbourne shelter and then gradually rolled out to all Lost Dogs' Home shelters; and
- A move towards developing partnerships with multicultural community groups to communicate responsible pet ownership messages to identified audiences.



02

02 Online: The Lost Dogs' Home website receives an update.

Redevelopment of dogshome.com

In 2011/12, The Lost Dogs' Home website underwent an initial redevelopment which focused on increasing accessibility and functionality for users. After conducting in-depth user testing, we found those coming to the Home's site were looking to access services and information, such as adoptions and guidance when they lost or found a pet.

Launched in late 2012, the new site is better targeted to the needs of the community and with further feedback we aim to continue to enhance the user experience for all those visiting dogshome.com



03

03 On Air: The Home's one-hour radio program, Pets-A-Loud, takes to the airwaves in October 2012.

Pets-A-Loud

The 2012/13 year saw the Home's own radio show, Pets-A-Loud, take to the airwaves, attracting interest, support and interaction with animal lovers not just in Australia, but also overseas.

Our on-air team discuss different pet-related topics weekly, ranging from renting with pets and helpful tips on training dogs and cats, through to animal welfare programs assisting dogs in Arnhem Land and abroad.

Pets-A-Loud has enjoyed considerable success, with a sizeable response to podcasts of up to 153 downloads on a single program. Many listeners were reported to have adopted a new family member as a result of the show and we were fortunate enough to welcome celebrities, such as Megan Gale and Dr Katrina Warren, who shared their pet stories with us.

The one-hour, live-to-air radio program is produced by the Home and aired weekly on JOY 94.9 — Australia's only GLBTIQ community radio station that enjoys a monthly listenership of 329,000.

Community Engagement cont...

Social Media

Social media has continued to be one of our quintessential and fast developing avenues of reaching and engaging with wide-ranging audiences to promote adoption, events and services of the Home. Social media has also been a useful means of educating the public on responsible pet ownership.

Created in 2011 and leading the way among our social media platforms is the Home's Facebook page. Recently surpassing the 20,000 followers milestone, our page has received an average of up to 76 new followers per week this year.

Women aged between 25 and 44 are our main supporters, while the page has a broad geographical audience not only across Australia, but also within the United Kingdom and the United States of America.

Endeavouring to maintain a range of content, our Facebook posts have included:

- Post-adoption stories highlighting the value of adoption;
- Special case stories of neglect and cruelty highlighting the importance of responsible pet ownership;
- Regular showcases of adoption candidates from all shelters;
- Insightful and informative tips for responsibly caring for pets; and
- Real-time weather and pet safety warnings.

Launched in September 2012, Happy Home Tails, our bite-sized adoption stories series has proven to be a hit with followers, with an average of 150 to 200 likes per post.

Facebook has also assisted with significantly getting the word out about our events including The Great CATsby, PetFest and 12|12 Pet ID Day and has successfully promoted Pets-A-Loud, our weekly community radio program.

Instagram continued to be a useful tool, not only promoting our adoption candidates but also interacting with users. Our monthly 'Photo a Day' challenges, which encouraged followers to send in themed photographs of their pets, gained substantial popularity from December 2012 to July 2013. The total number of user contributions for this promotion went from 2,206 in January, to 3,971 in July. Our overall followers increased by 539 during this period, making our current total number of Instagram followers 1,803.

Video Packages

Providing easy to understand and relatable content is key when communicating to a diverse audience. Our comprehensive video packages — uploaded to our website, Facebook page and YouTube channel — offer accessible and insightful information on our programs and services, features on cases of neglect and useful tips on responsibly caring for your pet.

Furthermore, for the centennial year, we compiled a collection of video recordings of oral history interviews with key individuals detailing their memories of the Home. We hope these videos will be a valuable resource for generations to come. We would like to thank all those involved with the making of the videos, which were also a feature at the Home's Historical Exhibition in 2013.



04 Cameras, lights, action: Online videos help the Home promote adoption candidates, shelter services and programs.



05

Tours, Talks and Workshops

Tailored tours and talks to kindergartens, schools and community groups continued with great progress this year, including extending our reach to students of culturally diverse and linguistically diverse (CALD) backgrounds.

There were a total of 20 tours and talks with up to 20 attendees per visit held at the Thelma Hoults Training and Education Centre and up to 140 students on location at kindergartens and schools.

Delivered through interactive presentations using trained dogs and onsite tours of the Home's North Melbourne facilities; the information centred on responsible pet ownership, how to read dog behaviour and safely interact with them. The Home is looking forward to broadening educational tours and talks with more CALD groups in the future.

Animal handling workshops also continued throughout the 2012/13 year, with the Home's staff and council workers undertaking professional development to ensure their skills and knowledge are up to date.



06

The theory component of the day-long workshops included a focus on the risks associated with being in contact with stray and shelter animals of varying distress levels, temperaments and health issues. The practical component was delivered through demonstrations that focused on reading body language of cats and dogs, and the safe management of animals through manual and equipment assisted handling.

Work Experience

Each year, the Home hosts two year 10 work experience students per week during each school term. The hands-on program continues to provide students with insight into animal welfare and working for a large shelter that cares for thousands of lost, sick and abandoned companion animals a year.

This year, students continued to participate in a diverse range of tasks, including administration assistance, cleaning duties, animal feeding, dog walking and socialisation with adoption candidates, accompanying adoption nurses through adoption appointments and travelling on the ambulance calls.



07

- 05 Visiting students meet dogs up for adoption.
- 06 The Thelma Hoults Training and Education Centre hosts numerous training and education programs for members of the public and the Home's staff.
- 07 Work experience students gain hands-on insights into animal welfare work.

The best man for the job

“He’s a really deep thinker and a sensitive soul. He’s so devoted to us, it’s just really beautiful.”



01

01 The best man: Charismatic Klaus photographed with Philip and Jocelyn on their special day.

Philip and Jocelyn didn't expect to get a 'best man' to their wedding the day they visited The Lost Dogs' Home — yet that's exactly what they got!

Klaus, a then one-year-old Rottweiler cross, had been waiting patiently at the shelter for someone to love him. Philip and Jocelyn were initially looking at another, more active dog but given they work most days, they knew they couldn't fulfil his needs. That's when one of our animal attendants suggested, "Well, what about Max?"

"That was Klaus's name at the time," Philip said. "The attendant told us that he was a really sensible dog, very calm and sweet. We went and had a look at him and he was quite thin and a little bit mangy. He looked like he'd had a bit of a rough start to life.

"We got him out and as we were standing there talking to the attendant, he leaned up against our legs in a really familiar way. That was kind of it; we were pretty in love with him already. We decided beforehand that we would go home and think about it before rushing into any decisions but we knew already we were set on him."

Despite being quite timid at first, Klaus has absolutely blossomed in his new home, in no small thanks to Philip and Jocelyn's dedication to socialising and training him. So by the time the happy couple tied the knot, they knew Klaus had to be included in their special day!

"He's a part of our family and an important part of our life," Philip said. "Jocelyn and I got married last March and we had him in the ceremony. We put flowers in his collar and tied a little cravat around his neck.

"He was so well behaved the whole day... and then as we were saying our vows, he started making these sorts of 'a-roo-roo' sounds, like he really needed to tell us something and just couldn't hold it in. It broke the tension and made everyone laugh. He is great like that."

While on their honeymoon to the United States, the couple missed their beloved dog so much, they checked on him constantly to make sure he was ok.

"We had to leave him behind and that was pretty hard," Philip said. "He stayed with Jocelyn's parents though and they sent us pictures all the time so we could see how he was doing. We even skyped him once! But I think that just really confused him and made him sad, so we stopped.

"He's a really deep thinker and a sensitive soul. He's so devoted to us, it's just really beautiful."

Imperfection is perfection

"We wanted to find a puppy that was a little different and unique, and we immediately fell in love with Sunday upon meeting her. We were greeted with licks, cuddles, kisses and more licks! She was perfect from the word go!"



02

02 Adoption Day: Benni and her father Luke, cannot wait to take Sunday Rose home.

There is that old saying, "nobody is perfect" and really, who would want to be? When it comes to love, it's the little things — those funny quirks, the so-called "imperfections" — that make someone all the more special in your eyes.

So when Luke and his daughter Benni met an affectionate and loveable 10-month-old boxer mix named Sunday Rose and promptly fell in love with her, the fact that the pup only had three legs merely added to her charm!

"We wanted to find a puppy that was a little different and unique, and we immediately fell in love with Sunday upon meeting her. We were greeted with licks, cuddles, kisses and more licks! She was perfect from the word go!" Luke reflected.

When asked if she had always wanted to adopt and why, Benni matter-of-factly replied, "Yes, because it gives every animal a second chance at life and happiness!"

The playful pup's future however, was not always so promising; before being adopted, the young girl was collected by The Lost Dogs' Home's after-hours ambulance in a neglected state and was taken to the Essendon Animal Accident and Emergency Centre for immediate treatment.

Upon being brought to the Home, Sunday's owners could not be contacted as their details on her microchip had not been updated.

Alan Bolton, senior veterinarian at the Home, said Sunday had a neglected fracture that caused her extreme pain and needed to be amputated,

"She had an old fracture to her front leg which had started to heal in the wrong position. As a result, she was lame and as time went on there would have been uneven wear and tear on her joints, making them even more uncomfortable and arthritic."

"Generally speaking, fractures need to be fixed within a few days to get a good result," he added.

Following the successful adoption and on their way home, the very eloquent Benni decided to re-name her new family member — then called Ruby — to something that more suited her personality, finally deciding on Sunday Rose.

"Sunday is the most relaxing and her most favourite day of the week. Rose is another of her favorites and the two side by side had a nice ring to it!"

Reflecting on Sunday's journey into her family, Benni expressively summed up her new friend with three words, "imperfection is perfection!"

National Pet Register

Since 1989, National Pet Register has been providing lost dogs and cats with a 'return ticket home'. Established initially as a free pet ID tag service — with the aim of seeing more dogs and cats identified Australia-wide — National Pet Register has grown to include microchipping registration, a 24/7 recovery call centre and low-cost microchipping events as part of its services.

National Pet Register plays an important role in The Lost Dogs' Home's mission to improve outcomes for lost dogs and cats, now and in the future. Our free pet ID tags have been helping return lost pets to their owners for 24 years, often avoiding the need for the dog or cat to enter a pound or shelter. National Pet Register attends and runs a variety of community events in Victoria and Queensland giving out free tags. Pet owners can also sign up for a free pet ID tag via National Pet Register's website, petregister.com.au

In the mid 1990s, National Pet Register incorporated microchip services into our operations; this form of permanent identification is now compulsory in most Australian states and has therefore become a significant portion of our work. We offer a quality and cost-effective microchip and registration package to veterinary clinics, councils and animal businesses.

Staffed by a dedicated team of customer-focused individuals, our 24/7 call centre handles over 100 calls each day. As well as helping to reunite lost pets with their relieved owners, the call centre staff also enter new registrations to the database, help people

update their contact details and support pet owners with a wide range of identification enquiries.

National Pet Register's mobile microchipping Winnebago, 'Reggie', was regularly on the road throughout the year, attending events and providing low-cost microchipping services. In mid 2012, 'Reggie' and the team wrapped up their inaugural regional Queensland microchipping tour and began making their way back to Melbourne. At the end of the tour, as reported last year, National Pet Register had microchipped 1,549 dogs and cats and given out 2,707 free pet ID tags.

Back in Victoria, 'Reggie' and crew attended community run events, council organised microchipping days and the Home's own special occasions, such as PetFest and 12|12 – Pet ID Day. It is always rewarding for the team to meet owners and their beloved pets, of all shapes and sizes and help provide them with the peace of mind of knowing their pet has a return ticket home.

As well as helping to make identification more accessible to more pets owners, National Pet Register plays an important role in educating the community. As more and more pets are identified, shelters like The Lost Dogs' Home are experiencing an increased incidence of dogs and cats coming in with out-of-date contact information, corresponding to their tags or microchips.



01



02

- 01 Identifying your pet and keeping the details updated is your pet's best chance of coming home safe and sound.
- 02 Never too late: Self-professed nomad Keith travelled thousands of kilometres to Maryborough to have his 10-year-old Jack Russell mix, 'Russell', microchipped for the first time.

To combat this growing problem, National Pet Register founded a national day of awareness: 12|12 – Pet ID Day. The aim of the day, on December 12, is to remind pet owners of the importance of keeping their pets information current, so that in the event they should go missing, they can be quickly returned home. We know that pets are particularly vulnerable to straying over the summer holiday period, which is why the December date was chosen.

Last December marked the third year of the campaign, and National Pet Register took advantage of the very unique date — 12/12/12 — to increase our reach. In North Melbourne, National Pet Register offered \$12 microchipping over 12 hours in our newly opened Frank Samways Veterinary clinic. 'Reggie' and the team were also set up in Queensbridge Square in Melbourne's Southbank for the day, to promote the campaign.

To further raise attention, National Pet Register staff and volunteers took to the streets wearing fluorescent orange t-shirts and walking 'invisible' dogs. The large groups



03 National Pet Register is a one stop shop for all things pet identification!

of 'dog walkers' walking empty collars at the end of taut leads moving through the Melbourne CBD attracted many curious people keen to understand the point behind the 'flash mob' type display.

The day was well covered by the Home's social media team to further promote the message of identification and keeping contact details current. The National Pet Register team also successfully microchipped 70 pets and experienced an increase in calls from pet owners updating their details.

We would like to give special thanks to our enthusiastic advocates and volunteers throughout the year. Their help has been invaluable assisting National Pet Register at many events and also in our office, in particular helping to mail out free pet ID tags.

During the 2012/13 financial year, National Pet Register took part in 63 events; highlights being the Oscar's Law Rally in September, the Tasmanian Tour in November, Midsumma Festival in January and our PetFest 100th birthday celebrations in March.

National Pet Register's annual figures

	2012/13	2011/12
Total number of microchips registered on NPR	87,893	90,288
Total number of free pet ID tags provided*	9,747	24,622
Total number of pet recoveries	40,389	53,111

*Plus 87,893 free tags included with every microchip registration.

Fundraising



The Lost Dogs' Home is indebted to the wonderful group of donors and supporters who help fund our work. Quite simply we would not be able to provide the many essential services to animals in need without their ongoing and dedicated support. As we embarked on our centenary year in 2013, we were reminded more than ever the far reaching impact their backing has made — for the past 100 years they have shared our vision, our journey and our work to provide the best possible outcomes for lost, abandoned, sick and injured cats and dogs.

The Home is grateful for a positive year of support from our donors and is encouraged with the success of our fundraising program. We continued to grow our 'Friend of PAWs' program through direct mail acquisition and face-to-face fundraising; however, we had more of a focus on finding new donors to support our appeals program.

For the past two years the Home has begun recognising its many loyal and long-term supporters of 20 years or more, by presenting them with Life Membership of The Lost Dogs' Home. We were pleased to welcome another group of these wonderful supporters this year. In particular, it was lovely to share our special centenary day and celebration on the February 28 with these very good friends.

Friend of PAWs

Our Friend of PAWs program has been running for ten years, beginning in 2002 with just 92 donors. It has since grown to around 14,000 regular donors. Through their monthly gifts, these special donors provide a regular income the Home can rely on and budget for. It means month to month we can confidently provide life-changing services for dogs and cats, such as:

- Our Adoption Program – covering the cost of desexing, vaccinations, worming, microchipping;
- Specialised veterinary care – additional surgery and treatment for a variety of conditions and injuries to prepare animals for adoption;
- The Behaviour Rehabilitation Program – for dogs requiring basic obedience, more significant training and socialisation prior to adoption; and
- National Pet Register's free pet ID tags and 24/7 recovery call centre.

Our Friend of PAWs donors, through committing to a regular monthly donation, also help the Home plan for the future, to introduce new programs and grow those already in place.

In 2012/13, we were grateful to welcome 1,752 new Friend of PAWs donors to the Home.

Fundraising cont...

Direct Mail Program

Throughout the year, the Home mailed appeals that help keep supporters up-to-date with the Home's work and how their continued support will make a difference. Donations received through these appeals are particularly important at the Home's busiest times of the year, when we see an increase in dogs and cats admitted to the Home — such as during winter and at Christmas.

Again in 2012/13, our winter and Christmas appeals were our most successful and important. Our Winter Appeal income remained steady; however, we were overwhelmed to see a significant increase in donations to our Christmas appeal of around 70%.

We were grateful for the generosity of donors whose gifts towards our Annual Appeal helped raise funds towards some of our essential services, such as the Behaviour Rehabilitation Program and veterinary care, both helping to rebuild the lives of abandoned dogs and cats prior to adoption.

Our team enjoyed reading correspondence from our supporters, who took the time to provide feedback and encouragement throughout the year — particularly after receiving our January appeal, Survey and Christmas appeal.

In December and May, the Home again mailed appeals in Victoria and Brisbane, with the aim of finding new donors to support our work. These campaigns successfully

raised awareness of The Lost Dogs' Home and connected with many kind and generous people who wanted to make a positive difference to the lives of companion animals.

Bequests

In our centenary year, and the opening of the Frank Samways Veterinary Clinic in December 2012, we are reminded more than ever the far reaching effect our most dedicated and generous supporters make, when they leave a gift in their will.

Throughout the Home's history, these heartfelt gifts, both big and small, have helped build facilities that continued to touch the lives of thousands and thousands of dogs and cats in need. The Home would not be where it is today without these farsighted and kind people.

We are sincerely grateful to those who generously included the Home in their will.

Grants

The Home was very appreciative to receive a grant from the Department of Environment and Primary Industries to further develop our online Pet Licence test. The generous grant of \$21,000 will help us upgrade the Pet Licence website, introduce more questions, include educational videos about responsible pet ownership and present the information in other languages. We believe this will help extend the reach of Pet Licence and its ability to educate pet owners.

Gifts in Kind

As well as monetary donations, on a weekly basis the Home receives donations of food, blankets, towels, dog coats, toys, kitty litter and medicine from kind members of the public, students, community groups and various organisations.

We couldn't be more grateful for these considerate, and often hand crafted, gifts that make a big difference in comforting and caring for the dogs and cats in our shelters.

Patrons

Our patrons are valued members of The Lost Dogs' Home family and play an integral part in raising awareness for our work for lost and abandoned dogs and cats. We are so thankful for the very generous support of our good friends and patrons, Daryl Somers OAM, Julie Somers OAM and Marty Fields, along with ambassadors Mike Larkan and Claire Hooper.

We would also like to make special mention to the wonderful ongoing support of Nicola Charles and Tom Hobbs, and for the kind help of Charlie Pickering and Tamsyn Lewis at PetFest. Also Megan Gale, for her advocacy for adopting a shelter pet.

Finally, once again we would like to give a huge thank you to Mike Larkan, for his unwavering support in helping us find a much-deserving animal a new home, through his 'Give A Dog A Home' segment on Network Ten each Friday evening.

The Power of the Purr

"She is settling in great — she really does love a cuddle and a pat, doesn't she?"



01

01 Purring to good health: Yogurt proves the power of the purr.

Staff at The Lost Dogs' Home know better than most that there are few things more comforting than the motor-like vibrations that can emanate from the soft, warm body of a cat.

Recent scientific findings, however, have many of the Home's carers and volunteers looking twice at their furry charges, with evidence suggesting that the contented rumblings of our four-legged friends are more complicated than first thought.

Research has found that purring is something all felines, from tabbies to tigers, do in a range of circumstances. Cats have been observed purring during moments of contentment, as well as while in pain, fighting off illness and giving birth. Purring, it seems, is something these clever creatures do to heal, and enhance their own remarkable durability.

And it seems the proof is the purring. One of the Home's former residents, one-year-old Yogurt, was found in Reservoir at the end of March with a fractured leg urgently in need of medical attention. It startled staff, however, when young Yogurt proceeded to purr throughout her examination — and hasn't stopped purring since.

"Yogurt was incredibly smoochy towards everyone who looked after her during her time with us," said Dr Leonie Poulter. "She was very trusting and would accept affection and pats off pretty much anyone. We all adored her."

The lovely, smoochy cat was placed in foster care, under a strict 'no acrobatics watch', until she was put up for adoption. During this time, the *Herald Sun* ran a story on the healing effects of purring, with our gorgeous black and white girl as the star!

Her sweet face captured many hearts and the Home received numerous phone calls from interested adopters. However, it was Linda and David from a farm in Melbourne's north-eastern suburbs who got to take the purring princess home.

"She is settling in great — she really does love a cuddle and a pat, doesn't she?" laughed David, when the Home called for an update.

David reports Yogurt loves to spend time exploring the farm before curling up for a nap in front of the fireplace. And while her charms are yet to rub off on the family's other two cats, the couple's Jack Russell Terrier is said to be smitten with his new kitten and she just loves chasing after him as well!

Fundraising cont...

Corporate Support

Every year our corporate friends play an important role in helping us provide our services and we are so grateful for their support.

The Lost Dogs' Home would especially like to make special mention to all our corporate friends that supported the Home's special centenary event — PetFest! As well as making a valued contribution to the day's success, many also made a generous donation from proceeds raised on the day.

Woolworths

For 26 years, Woolworths has generously supported the Home through our joint Christmas Pet Food Appeal. Once again during December 2012, the Home's colourful donation kennels were placed in 63 Melbourne stores and shoppers generously donated pet food to the value of approximately \$100,000!

We were also grateful to have Woolworths in Echuca and Kyabram take part in the appeal for the second time — and an extra special thanks to Woolworths Echuca and Coles for their commitment to have a donation bin in their store for the rest of the year.

This big-hearted support from Woolworths and the community contributes significantly to our ability to feed the thousands of dogs and cats in our care every year.

The donation kennels are also an important reminder for shoppers to consider adoption.



Best Friends

Throughout the year, our very good friends at Best Friends continued to be a wonderful support of the Home in many ways. We are grateful for their continued sponsorship of our 24/7 animal ambulances, advocacy of the Home's services and for providing satellite adoption centres for Lost Dogs' Home kittens in their Victorian stores.

Their special 'Share the Care' giving campaign at Christmas raised awareness for the plight of lost and abandoned pets during the festive season. The Home was extremely grateful to receive donations of gift vouchers, toys, food and bedding valued at \$14,600, donated by Best Friend's incredibly generous customers.



Daphne gets her dream family

“Ever since we were kids, we always got our pooches from the Home. Now as an adult, I’m happy to say I have continued the tradition.”



01

01 Proud adopter Chris and delightful Daphne share a cuddle.

The Dog Lovers Show was a fantastic event for the Home — not only did it allow us to engage with members of the public who hadn’t thought of adoption before and those considering it, but it also gave us an opportunity to catch up with people who adopted from us in the past! Chris was just one of them, and here he shares his lovely and funny story about adopting gorgeous Daphne:

Ever since we were kids, we always got our pooches from the Home. Now as an adult, I’m happy to say I have continued the tradition.

Our adopted dog Daphne was a birthday gift to my partner, Ralf, and we’re both absolutely in love with her. Even though she has four beds of her own (I’m not joking), she still insists on sleeping with us. We don’t mind though, even if she takes up the whole bed. She’s the best heat bag you don’t have to put in the microwave to warm up.

In November 2011, Ralf and I were about to move from our flat into our house. I told him I wanted to get him a dog for his birthday, but that I thought we would wait until we got into the house in December.

Come December 24, there was still no dog. I knew Ralf wanted to wake up on Christmas morning to one, so I tell him to keep the afternoon free. We pick up my nephews and they announce

how excited they are to go to the circus. Ralf gets really upset — he says he thought he was going to get his dog!

I acted as I didn’t know, and he whinged the whole way there, with excuses ranging from having a headache to ‘What if I get a business call and I have to go home suddenly?’ It worked though — there were tears when he finally realised where we were actually going.

There were a lot of beautiful dogs that day, but once I saw the female boxer, I was hooked. She looked at me with this sad face, quietly sitting at the back of her cage, and I knew from that moment she was coming home with us. Ralf knelt down to say hello to her and she wandered over slowly and licked his hand. Ralf looked up and said, ‘She’s the one’. A dance party went off inside of me.

Progress — Daphne’s happy and healthy and full of life! She loves her cuddles and even though she’s not a lap dog, she thinks she is. Watching TV is impossible without her whining at us, and if we try to ignore her, she just throws her chew toys in front of the TV anyway. So either way, she gets our laps.

Anyway, just wanted to say how much we love our shelter dog. She’s got a very happy home now, two loving parents and we couldn’t be happier with her.

Volunteers



Volunteers are an integral part of The Lost Dogs' Home family. People from all walks of life come to The Lost Dogs' Home every single day to contribute in some way — be it taking one of our excitable dogs for a walk, giving our beautiful bushy-tailed cats a thorough grooming, assisting staff at events, stuffing free tags in envelopes for National Pet Register or helping our fundraising department sort mail from our supporters.

Either way, the fact that these people show up week after week to make a difference to the lives of lost, abandoned and stray cats and dogs speaks volumes about their love of animals. Volunteering at the Home isn't always easy; it can be hard to see dogs and cats waiting patiently for weeks on end to be adopted. However, as each of our volunteers will attest, the rewards of spending time with these beautiful creatures far outweighs the often heartbreaking and messy work.

From all of the staff at the Home, we would like to sincerely thank every volunteer for your outstanding service. You make our lives, and the lives of the animals in our care, just that little bit better every day.

Dog Walking Volunteers

Every Thursday and Friday morning, come rain, hail or shine, a group of dedicated volunteers can always be seen at our North Melbourne shelter — wearing glowing reflector vests and equally exuberant smiles — leading a group of ragtag dogs on a nice big walk along Moonee Ponds Creek.

It sounds like such a simple thing, but to our dogs, these walks can be the highlight of their week (or at least a close second,

01



01 Sara and Max

Volunteer Profile

Sara, with Max (adopted)

"Max is a 10-year-old Husky mix. He is wonderful and this is the second time I'm walking him. He wants to run and has got a lot of energy, although he is 10-years-old he doesn't look it! He turns so many times to see what I want to do, if I want to run with him or if I want to stop. It also feels like he does this to create a connection between us. It's a beautiful thing to see and if I were living in Australia permanently, I would seriously consider adopting him.

"I'm Italian and have been in Australia for just over a year now. I have been volunteering every Thursday at The Lost Dogs' Home for the last four months. I really love animals and being close to them, so the only way I can spend time with animals is by coming here and volunteering."

behind getting adopted). However, given all our dogs need to be on display if they are to be adopted, we also have an on-premises dog walking program during shelter opening hours. As well as giving our dogs their daily exercise needs, our vollies help with obedience training, coaxing timid dogs out of their shell and of course, dispensing lots and lots of affection!

02



02 Kit and Cindy

Volunteer Profile

Kit, with Cindy (adopted)

"Cindy's story is a really sad one. The reason why I'm walking her today is because she was actually run over by a car and after she arrived at the Home she was operated on to treat a dislocated hip. That's the reason why she's walking a little funny today.

"The great thing about The Lost Dogs' Home is that they operated on her and are now treating her to make her leg better. When she first started out, she couldn't do walks as long as this and even since last week, I've noticed some big improvements — she is fantastic now!"

"I really love animals and being close to them, so the only way I can spend time with animals is by coming here and volunteering."

Volunteers cont...

Administration Volunteers

Quite frankly, our fundraising and National Pet Register departments would fall apart without the assistance of our administration volunteers! These remarkable people don't blink an eye at been given the 'administrative' jobs — opening and sorting mail, sending donation receipts and free pet ID tags to name a few!

Always happy to catch up over a coffee and some biscuits, our administration volunteers have become a part of our team and we are so thankful to them all; in particular, Peter, Wendy, Maureen, Julie and Sue.



03

03 Volunteer Isabella sorts through the mail.



04

04 Genuine and generous: Peter is one of the Home's regular volunteers.

Volunteer Profile

Peter

Peter helps out in our fundraising department. Each week, he catches four trains to get from his home to North Melbourne and back again.

This means he often spends longer in transit than he does at the Home, yet he makes the trip every week and does so without complaint.

The administration-based work he undertakes is of immense value to us — freeing up staff time and resources to focus on other tasks. Peter also often helps with other volunteers and work experience students. He makes them feel welcome and sets a high standard for them. Peter's attention to detail is superb and he is extremely reliable, friendly and honest. He happily takes instruction and follows it to the letter, but also shows initiative.

Peter is one of the most genuine, kind and generous people you could ever meet. He is an absolute pleasure to have in the office and we are all extremely fond of him.

Corporate Volunteers

There is nothing more uplifting or uniting for a team of work colleagues than to give back to the community. The Lost Dogs' Home is extremely blessed to be the frequent port of call for corporations looking to give their staff a chance to volunteer for the day and we are always grateful for the assistance.

Our corporate volunteers program has considerably expanded over the past few years, with ANZ, NAB, The Body Shop,

Suncorp and Salesforce being our regular contributors. However, we have also had the pleasure of hosting teams from Sensis, GIO Computershare, Connective, Levis Group, Jana Investment, Carlton United Breweries, Pfizer (Zoetis), Medibank Private, Myer, The Trust Company and Ajilon.

Professionalism and a solid work ethic go hand-in-hand with our corporate volunteers and we are so appreciative to them for taking time away from their busy workloads to help us out.

Precious reunited with family after three long years



01

01 A precious moment: Siblings Jacinta, Simone and Kallum are reunited with their cherished family dog Precious after three long years.

"This really just brings it home why having a microchip and keeping contact information current is so important. Even though I'd given up hope that Precious would come back, I kept my details updated on her microchip, just in case she decided to surprise me."

There is nothing like the heartache of losing a pet; it's comes with a feeling of helplessness and the apprehension of not knowing whether they are injured, safe or alive. Unsuccessful attempts to find your pet can leave you deflated, and the absence of pattering paws, familiar snuffles and empty beds are heartbreaking reminders they are gone.

However, for siblings Jacinta, Simone and Kallum, a tiny microchip corresponding to their up-to-date details had the power to reunite them with their much loved family dog Precious after three very long years.

Upon receiving a call from our North Melbourne shelter informing them that their pooch had been found, the siblings rushed to the shelter excited, but also a little apprehensive while they waited to be reunited.

Jacinta, still carrying photographs of Precious on her phone, watched in shock as she saw her long-lost pooch for the first time in three years: "It's like she

has come back from the dead! What's your story little one?" she asked, while lovingly patting her.

It is just so incredible to have her in my arms again — I cannot believe how happy and healthy she is," added Simone.

Exactly where and how Precious spent the last three years is unclear; however, it's suspected that the friendly and sociable little dog was taken in by someone who had not considered she belonged to a family desperate to find her. Fortunately, Precious was microchipped and this provided her with a return ticket home.

"This really just brings it home why having a microchip and keeping contact information current is so important," Simone said. "Even though I'd given up hope that Precious would come back, I kept my details updated on her microchip, just in case she decided to surprise me."

That afternoon, with big smiles and tails wagging, the newly reunited family made their way home and is reportedly doing very well.

A new home and new beginning for miracle dog 'Mirri'



01

01 Making a splash: Mirri beats her fear of water with her carer by her side.

In early 2012, Donna's beloved Jack Russell terrier, Buttons, passed away. Describing her as a "super dog", Donna said Buttons was a great companion to both her and her other terrier, Slick. "We both shared a really

close bond with Buttons. Slick especially missed her — he lost his best mate when Buttons passed away," she reflected.

A head veterinary nurse with a keen interest in obedience training, Donna had been involved with Planet K9 at The Lost Dogs' Home with both dogs for 12 years. Following Button's passing, Slick and Donna continued to visit head trainer Nicole Beasley and the team and it was there that they met a very special little dog called Mirri.

Dubbed the 'miracle' dog, after two members of the public rescued her from drowning in the Maribyrnong River, Mirri came into the Home needing lots of TLC and time. She was not microchipped or wearing a tag, and judging by her fear of people, it would seem she had also been mistreated. It was therefore no surprise to staff that after eight days, Mirri's owners had not come forward to claim her.

Mirri was placed in the Home's Behaviour Rehabilitation Program, to help combat her anxiety around people and her fear of water. After a number of weeks, under the guidance of Nicole and the Home's staff, Mirri gained confidence and was ready for adoption.

One of the pup's dedicated trainers, Louise Barrett, said that finding the right home for her was crucial: "We received calls from many generous people who expressed genuine interest in adopting Mirri.

While they all would have been good owners, we had to really focus on finding the perfect candidate to continue her progress."

"She needed someone who was experienced in obedience training and would understand the special needs of a dog that had been mistreated. We knew that if she found the right owner, her true colours would shine through and she would reach her full potential," she added.

After meeting Donna, Louise knew she was that perfect candidate.

Donna was immediately taken with Mirri and was able to give her the time and love she needed to gently gain her trust. "When I first met her, I sat down on the ground at her level and this helped her feel more comfortable to approach me. Once she realised I also had food, it didn't take long and she was climbing all over me, wanting to be my best friend."

While Buttons will be sorely missed by Donna and Slick, Mirri has filled their home with plenty of laughter and joy. "She makes me laugh all the time with her antics and is a great friend to Slick."

Initially terrified of water, Donna said Mirri now has no qualms about jumping into her pool.

Volunteers cont...



05

05 Walking the talk: David is one the Home's regular dog walkers.

Volunteer Profile

David

David is what we would call an 'all rounder' at the Home. He can often be seen leading our group of dog walking volunteers every Thursday morning before helping our behaviour rehabilitation team teach dogs obedience. He has volunteered at several National Pet Register events, appeared on our Pets-A-Loud radio program and even braved Melbourne's summer heat to dress up as our mascot Monty during PetFest!

And so, when David came to us with an idea of breaking the world record in several categories for dogs, we wanted to support him in the same way he supports us!

"One of the volunteers said she had read in the news that the world record for the largest dog obedience class was 390 and I thought, 'That's not that many, we could get more than that!' he said.

Event Volunteers

Events take a lot of planning and resources; however, thanks to our incredible team of event volunteers, all our pet-centric events (which can at times be chaotic!) always seem to run smoothly and are great fun in the process.

This year was a big one for events — being our centenary year, we had quite a few occasions to celebrate! Our volunteers have helped us out with:

- Our 100th birthday celebration;
- PetFest;
- The Dog Lovers Show;
- World Record Dogs' Day;
- The Great CATsby;
- Melbourne's Midsumma Festival;
- Brisbane's EKKA;
- Pet ID Days; and
- Countless weekends with National Pet Register microchipping and free pet ID tag days across the country.

Our volunteers not only gave up their weekends and evenings to help us out with these events; they did it all with a smile.

Thank you to everyone who has helped us accomplish a fantastic year of awareness-raising events!

Media



A guy really should have tunnel vision

Source: *Herald Sun*
(16/04/2013)



01 The "within a whisker" rescue of Dodge from the Burnley Tunnel in Melbourne and his subsequent adoption captivated audiences and hearts near and far.
Photo Source: *Newspix/News Limited*.

Coverage Highlights

From the far-reaching media coverage of our New Year's Eve pet safety messages, to the delicate freeway rescue of a tiny kitten with a lion's heart — the 2012/13 calendar proved to be a big year of media highlights and milestones for The Lost Dogs' Home.

Through the continued and generous support of the media, our centenary year has seen the Home receive media coverage across all platforms, from local, state and national audiences.

Continuing to share touching stories of recovery, rehabilitation and adoption, this year saw the Home issue timely pet safety warnings and responsible ownership messages to a far reaching audience.

Furthermore, through the promotion of our special cat adoption event 'Great CATsby', the Home's shelter cats were placed in the media spotlight, boosting cat adoptions and raising their profile as wonderful companion animals.

News on dogshome.com

Continuing to be the most visited destination for the news on the Home, the dogshome.com news page provided a mixture of post-adoption features, informative articles, event and service promotions, media releases and breaking news stories, with an excess of 150 stories published and syndicated via social media platforms.

Special case stories

Special case stories encapsulate the journey taken by so many of the lost, abandoned and stray animals that come into our care. For more on these stories, please refer to our success stories published throughout the Annual Report.

Everyday heroes to the rescue

The 2012/13 year saw many selfless acts of kindness and some delicate rescue operations that saved and completely turned around the lives of unidentified and abandoned cats and dogs, covered in the media.

In September 2012, electrician and CFA volunteer Darren Rodger's rescue of a small Shih Tzu terrier mix from freezing water — and his subsequent adoption into a lovely family — received coverage in the *Herald Sun* and *Frankston Standard Leader*. Renamed Rodger, in honour of his rescuer, the little dog's loving new owners spoke of the rewards of adopting a special dog in need.

In November 2012, the *Herald Sun* reported on the successful rehabilitation and call out for an owner for Mirri. Dubbed our 'miracle' dog, the one-year-old terrier mix was rescued after five hours in the Maribyrnong River by a couple and placed in the care of the Home, where she was rehabilitated for her fear of water. Following the article, Mirri was paired with a perfect owner and is flourishing in her new home, showing no signs of her former fear of water.

In April 2013, viewers were glued to their TV screens watching the delicate, 'within a whisker' rescue of a terrified 10-week-old ginger kitten from the Burnley Tunnel. The rescue received extensive news coverage and struck a chord with many, as people turned to our Facebook page to share their feelings and offers to adopt the kitten called Dodge. His photo received over 1,500 likes, over 100 comments and even had one person offering over a thousand dollars to adopt him.

After being brought to our North Melbourne shelter, given a thorough check up by our vets and waiting patiently in case his owners came forward it was time for Dodge to find a new home. Our shelter received over 300 offers to adopt Dodge and after carefully selecting the right owner for him, news cameras were on Dodge once again. The extensive coverage of Dodge's story not only helped find him an owner, but also helped raise the profile of all our shelter cats.

The extensive coverage Dodge's story not only helped find him an owner, but also helped raise the profile of all our shelter cats.

Remedy to the sick and injured

In September 2012, our very own Brave Heart, Nevada, a 16-month-old Maltese terrier mix, was the first stray at The Lost Dogs' Home to receive open-heart surgery. The *Herald Sun* was there to capture her successful recovery and put the call out to find her a suitable home. Our video documentary on her delicate surgery and road to recovery received interest via our website and social media platforms.

Severe weather warnings and NYE pet safety

Severe thunderstorms over two days in late November 2012 saw close to 40 dogs seek refuge at the North Melbourne shelter. The *Herald Sun's* front page photo and article on the event encouraged concerned owners with missing pets to contact their nearest shelter.

Pets go packing in howling storm

Source: *Herald Sun*
(28/11/2012)

Our New Year's Eve pet safety message kicked 2013 off with unprecedented media coverage. In anticipation of a repeated annual influx of lost and terrified animals, the Home issued warnings on pet safety during fireworks. During the 24 hours following the fireworks, with news coverage across TV, online, print and radio, the Home was pleased to see significantly less dogs come in and most of the 82 dogs admitted to the North Melbourne shelter successfully reunited with their owners.

Our adoption candidates also benefited greatly from the increased media attention

over this period, as the Home offered and promoted half-price adoptions to help free up space for the expected deluge of dogs over the festive season. Following its success, the adoption promotion was extended until the end of January 2013.

We continued to receive national coverage in early January, when we issued a warning to pet owners to monitor their dogs and cats during a heatwave that hit Victoria. The warning also helped promote our newly opened Frank Samways Veterinary Clinic, with Vet Clinic Manager Dr Alan Bolton interviewed for news stories.



02

02 North Melbourne staff member photographed with spooked dogs following storms. Photo Source: *Newspix/News Limited*.

100 years remembered

We were honoured to share our centenary in February 2013, with valued supporters, friends, special guests and media, including the *Herald Sun*, Channel Nine and Channel Ten's Mike Larkan.

Wolfhound mix and former resident of the Home, Max, graced the cameras with his big presence and obligingly 'cut the cake' on behalf of all the cats and dogs of the Home. The giant animal-friendly cake was enjoyed by Max and many other shelter cats and dogs.

*How long is that
in dog years?*

*Source: Herald Sun
(01/03/2013)*



03

03 Wolf-hound mix and resident of the Home, Max, pulled out all stops for the cameras at our 100-year birthday.
Photo Source: Newspix/News Limited.



The Great Catsby

*Moonee Valley Leader
(27/05/2013)*

Events and adoption promotions

The 12|12 Pet ID Day invisible dog walk not only turned plenty of heads in the Melbourne CBD but also received some coverage in local press and the *mX Melbourne*.

The Great CATSby themed cat adoptions event at our North Melbourne shelter was a huge media success that translated into fantastic adoption numbers and overall raised awareness for the Home's cats. A total of 14 adult cats were adopted across three hours and a rise in cat adoptions was experienced in the lead up to the special evening. The event received coverage on Richard Stubbs 774 ABC Melbourne, *The Age*, the *Herald Sun*, a front page on the *Moonee Valley Leader*, *Time Out*, *mX* and a number of blogs.

04

04 Staff at The Lost Dogs' Home's North Melbourne shelter glammed up for a successful evening of cat adoptions.

Photo Source: Newspix/News Limited.

Our regional shelters

Our regional and interstate shelters continue to develop and maintain great relationships with their local media outlets. The coverage of stories and events are valuable and keep communities informed about the Home's services, including adoption and responsible pet ownership messages.

In September and later in November 2012, *The Riverine Herald* reported on the moving adoption of Frewyn – a one-year-old Poodle mix that was cared for and rehabilitated at our Campaspe shelter – by a caring couple, who he instantly shared a special bond with.

In early May 2013, the Campaspe shelter's call out for more people to consider adopting one of their many cats, received a huge response from media outlets, including *The Riverine Herald*, Win TV News Bendigo and the state-wide Drive program on ABC Radio.

Our Queensland shelter's regular 'Pet of the Week' column in a local newspaper provided continued exposure and promotion of shelter animals looking for homes.

All our shelters and their residents have been featured many times on the Home's weekly radio program, Pets-A-Loud, on JOY 94.9.

Special thanks

We would like to give our special thanks to the *Herald Sun*, the *mX*, *The Riverine Herald*, *Leader* newspapers, *Time Out*, Magic 1278, 3AW, Channel Ten, Channel Nine, Channel Seven and 774 ABC Melbourne.

The Home would also like to give a special thanks to Mike Larkan for his continued support on the 'Give A Dog A Home' segment, and our new friends at JOY 94.9 for their incredible support with Pets-A-Loud, including regular and free of charge community service announcements and

live crosses during PetFest. We'd finally like to thank 3AW 693 and Magic 1278 for their support on the hugely popular Reigning Dogs and Cats competition.

*100 years of making
shelter dog's life better*

*Source: Daily Telegraph,
(09/03/2013)*



05

05 A piece reflecting on 100 years of care and compassion at The Lost Dogs' Home. Photo Source: Newspix/News Limited.

Financials



Directors' Report

Your directors present their report together with the financial report of The Lost Dogs' Home ("the Home") for the financial year ended 30 June 2013.

Directors

The following persons were directors of The Lost Dogs' Home during the whole of the financial year and up to the date of this report:

Name	Position	Service as Director	Meetings held while Director	Meetings attended
Mr D. Alafaci	Director	appointed February 2013	2	2
Mr J. Allen	Director	11 Years	5	3
Mrs M. Crossley	Director	32 Years	5	3
Mrs P. Gillies	Director	1 Year	5	4
Mr T. Makings	Director	appointed April 2013	1	1
Mrs D. McGuinness	Director	7 Years	5	4
Ms J. Scovell	Director	22 Years	5	5
Dr G. Smith	Director	13 Years	5	5
Dr A. Tribe	Chair	19 Years	5	5

No director has an interest in shares or contracts with the Home.

The directors all have the necessary experience and knowledge to carry out their duties.

Short and long term objectives

The short and long term objectives of the Home are:

- To serve the community and enhance the welfare of dogs and cats by alleviating animal suffering and minimising the number of lost, injured and unwanted animals.
- Provide shelter, animal management and veterinary services in a quality environment.
- To educate the public on responsible pet ownership and to provide programs that will enhance the objectives of the Home.
- To advocate animal management and welfare policies at all levels of government so that all objectives above will be enhanced.
- The Home has a strategic plan that documents how these objectives will be achieved.

Directors' Report (continued)

Principal activities

The principal activities of the Home in the course of the financial year were devoted to the service of stray, sick, injured and abandoned dogs and cats.

Results of operations

The loss of the Home for the financial year ended 30 June 2013 was \$96,689 (2012: \$211,340).

Review of operations

Comparative figures on the operations of the Home are as follows:

	2013	2012
	\$	\$
Revenue from continuing operations	14,483,127	14,248,378
Operating activities expenses	(18,436,906)	(17,578,353)
Profit from operating activities	(3,953,779)	(3,329,975)
Revenue from non-operating activities	3,857,090	3,541,315
Expenses from non-operating activities	–	–
Profit for the year	(96,689)	211,340

During the current year, the Home had a decrease in the surplus for the year, due to an increase in expenditure incurred. Legacies were also slightly lower than the previous year.

Significant Changes in the State of Affairs

There have been no significant changes in the state of the Home's affairs during the financial year.

Matters subsequent to the end of the financial year

No matter or circumstance has arisen since 30 June 2013 that has significantly affected, or may significantly affect:

- a) the Home's operations in future financial years, or
- b) the results of those operations in future financial years, or
- c) the Home's state of affairs in future financial years.

Likely developments and expected results of operations

The Directors foresee that the Home will continue to provide immediate first aid and shelter for un-owned animals. Un-claimed animals will be re housed where ever possible. There will be a greater emphasis placed on community education for responsible pet ownership and compulsory desexing and microchipping.

Directors' Report (continued)

Members' guarantee

In accordance with the Home's constitution, each member is liable to contribute up to \$20 in the event that the company is wound up. The amount to be contributed will not exceed \$3,640.

Environmental Regulation and Performance

The Home is not subject to any particular or significant environmental regulation.

Indemnification and Insurance of Directors

During or since the financial year, the Home has paid premiums of \$10,420 in respect of a contract insuring all of the directors of The Lost Dogs' Home against costs incurred in defending proceedings for conduct involving wrongful acts by the directors of the Home.

Indemnity of Auditors

During or since the financial year, the Home has paid no premiums in respect of a contract insuring the auditors.

Non-audit services

During the year the following fees were paid or payable for non-audit services provided by the auditor of The Lost Dogs' Home, its related practices and non-related firms:

	2013	2012
Taxation Services	\$	\$
<hr/>		
PricewaterhouseCoopers Australian Firm:		
– Tax compliance services	3,300	3,600
	3,300	3,600
<hr/>		

Directors' Report (continued)

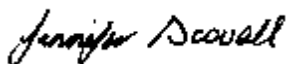
Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001 is set out on page 75.

Auditor

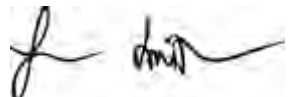
PricewaterhouseCoopers continues in office in accordance with section 327 of the *Corporations Act 2001*.

This report is made in accordance with a resolution of directors.



Ms. Jennifer Scovell

— Director



Dr. Graeme Smith

— Managing Director

Melbourne – 31 October 2013



Auditor's Independence Declaration

As lead auditor for the audit of The Lost Dogs' Home for the year ended 30 June 2013, I declare that to the best of my knowledge and belief, there have been:

- a) no contraventions of the auditor independence requirements of the *Corporations Act 2001* in relation to the audit; and
- b) no contraventions of any applicable code of professional conduct in relation to the audit.

This declaration is in respect of The Lost Dogs' Home during the period.

Amanda Campbell
Partner
PricewaterhouseCoopers

31 October 2013

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The financial statements are presented in the Australian currency.

The Lost Dogs' Home is a company limited by guarantee that is incorporated and domiciled in Australia.

The registered office and principal place of business is:

The Lost Dogs' Home

2 Gracie Street,
North Melbourne, Victoria 3051

The Lost Dogs' Home is incorporated under the Corporations Law as a company limited by guarantee not having a share capital. The liability of each member is generally limited to \$20.

The financial statements were authorised for issue by the directors on 31 October 2013. The directors have the power to amend and reissue the financial statements.



Statement of comprehensive income

– 30 June 2013

	Notes	2013 \$	2012 \$
Revenue from continuing operations	3	14,483,127	14,248,378
Other Income	4	3,857,090	3,541,315
Veterinary Clinic expenses		(1,192,957)	(1,785,716)
Fundraising expenses		(2,610,114)	(2,499,055)
Shelter and Council Contract expenses		(11,389,614)	(9,687,951)
Administration expenses		(3,244,221)	(3,605,631)
Profit for the year	5	(96,689)	211,340
Other comprehensive income			
Changes in Fair Value of available-for-sale			
Financial assets	14(a)	(136,589)	(1,217,645)
Total comprehensive loss for the year		(233,278)	(1,006,305)

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

Balance sheet

– As at 30 June 2013

ASSETS	Notes	2013 \$	2012 \$
Current assets			
Cash & cash equivalents	6	1,252,397	1,748,237
Trade & other receivables	7	1,027,406	1,131,052
Inventories	8	23,959	16,328
Total current assets		2,303,762	2,895,617
Non-current assets			
Financial assets	9	4,659,466	6,438,311
Property, plant and equipment	10	16,926,815	15,331,264
Total non-current assets		21,586,281	21,769,575
Total assets		23,890,043	24,665,192
LIABILITIES			
Current liabilities			
Trade and other payables	11	844,533	1,275,847
Provisions	12	1,002,388	887,487
Total current liabilities		1,846,921	2,163,334
Non-current liabilities			
Provisions	13	92,476	317,934
Total non-current liabilities		92,476	317,934
Total liabilities		1,939,397	2,481,268
Net Assets		21,950,646	22,183,924
EQUITY			
Reserves	14(a)	(99,760)	36,829
Retained earnings	14(b)	22,050,406	22,147,095
Total equity		21,950,646	22,183,924

The above statement of comprehensive income should be read in conjunction with the accompanying notes.

Statement of changes in equity

– For the year ended 30 June 2013

	Contributed equity \$	Reserves \$	Retained earnings \$	Total equity \$
Balance as at 30 June 2011	–	1,254,474	21,935,755	23,190,229
Total comprehensive income for the year	–	(1,217,645)	211,340	(1,006,305)
Balance as at 30 June 2012	–	36,829	22,147,095	22,183,924
Total comprehensive income for the year	–	(136,589)	(96,689)	(233,278)
Balance as at 30 June 2013	–	(99,760)	22,050,575	21,950,646

The above statements of changes in equity should be read in conjunction with the accompanying notes.

Statement of cash flows

– For the year ended 30 June 2013

	Notes	2013 \$	2012 \$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		8,945,472	8,411,351
Payments to suppliers and employees (inclusive of GST)		(20,417,777)	(16,957,894)
Fundraising proceeds		5,451,536	5,536,856
Legacies received		2,518,874	2,792,772
Interest received		28,404	206,990
Net cash outflows from operating activities		(3,473,491)	(9,925)
Cash flows from investing activities			
Payments for property, plant and equipment		(837,944)	(4,567,402)
Proceeds from sale of property, plant and equipment		96,727	61,240
Payments for available-for-sale financial assets		(8,650,903)	(5,734,309)
Proceeds from sale of available-for-sale financial assets		11,588,609	5,936,026
Dividends received		781,162	598,938
Net cash inflows from investing activities		2,977,651	(3,705,507)
Cash flows from financing activities			
		–	–
Net decrease in cash and cash equivalents		(495,840)	(3,715,432)
Cash and cash equivalents at the beginning of the year		1,748,237	5,463,669
Cash and cash equivalents at the end of the year	6	1,252,397	1,748,237

The above statement of cash flows should be read in conjunction with the accompanying notes.

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Notes to the financial statements

– 30 June 2013

① *Summary of significant accounting policies*

The principal accounting policies adopted in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated. The financial statements are for The Lost Dogs' Home which is a not-for-profit organisation.

(a) Basis of Preparation

These general purpose financial statements have been prepared in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, other authoritative pronouncements of the Australian Accounting Standards Board, Urgent Issues Group Interpretations and the *Corporations Act 2001*.

Compliance with Australian Accounting Standards – Reduced Disclosure Requirements

The consolidated financial statements of The Lost Dogs' Home comply with Australian Accounting Standards – Reduced Disclosure Requirements as issued by the Australian Accounting Standards Board (AASB).

New and amended standards adopted by the Home

None of the new standards and amendments to standards that are mandatory for the first time for the financial year beginning 1 July 2012 affected any of the amounts recognised in the current period and is likely to affect future periods.

Early adoption of standards

The Home has not elected to apply any pronouncements before their operative date in the annual reporting period beginning 1 July 2012.

Historical cost convention

These financial statements have been prepared under the historical cost convention, as modified by the revaluation of available-for-sale financial assets, financial assets and liabilities (including derivative instruments) at fair value through profit or loss, certain classes of property, plant and equipment and investment property.

Critical accounting estimates

The preparation of financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgment in the process of applying The Lost Dogs' Home accounting policies. The areas involving a higher degree of judgment or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

Financial statement presentation

The Lost Dogs' Home applies AASB 101 *Presentation of Financial Statements*. The standard requires the separate presentation of a statement of comprehensive income and a statement of changes in equity. All non-owner changes in equity are presented in the statement of comprehensive income.

(b) Revenue recognition

Revenue is recognised to the extent that it is probable that the economic benefits will flow to the entity and the revenue can be reliably measured. Revenue is measured at the fair value of the consideration received or receivable. The following specific recognition criteria must also be met before revenue is recognised:

- Charitable income, including donations and bequests are brought to account on a cash basis. Shares in the form of bequest are brought to account when transferred to the portfolio.
- Vet and council fees and NPR income is brought to account when the service is rendered, usually by credit card or cash.
- Shelter income is brought to account at point of sale, usually by credit card or cash.
- Interest income is recognised on a time proportion basis using the effective interest method.
- Dividends are recognised as revenue when the right to receive payment is established.

(c) Operating Leases

Operating lease payments are recognised as an expense in the statement of comprehensive income on a straight-line-basis over the lease term. Operating lease incentives are recognised as a liability when received and subsequently reduced by allocating lease payments between rental expense and reduction of the liability.

(d) Impairment

The Home assesses at each balance date whether there is objective evidence that a financial asset or group of financial assets is impaired. In the case of equity securities classified as available-for-sale, a significant or prolonged decline in the fair value of a security below its cost is considered as an indicator that the securities are impaired. If any such evidence exists for available-for-sale financial assets, the cumulative loss - measured as the difference between the acquisition cost and the current fair value, less any impairment loss on that financial asset previously recognised in profit or loss - is removed from equity and recognised in the statement of comprehensive income. Impairment losses recognised in the statement of comprehensive income on equity instruments classified as available-for-sale are not reversed through the statement of comprehensive income.

(e) Cash and cash equivalents

For the purpose of presentation in the statements of cash flows, cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the balance sheet.

(f) Trade and other receivables

Trade receivables are recognised and carried at original invoice amount less a provision for any uncollectible debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written-off as incurred. Trade receivables are generally due for settlement within 30 days.

(g) Inventories

Inventories include microchips on hand and are stated at the lower of cost and net realisable value.

(h) Investments and Other Financial Assets

Classification

The Home classifies its financial assets in the following categories: financial assets at fair value through profit or loss, loans and receivables, held-to-maturity investments and available-for-sale financial assets. The classification depends on the purpose for which the investments were acquired. Management determines the classification of its investments at initial recognition and, in the case of assets classified as held-to-maturity, re-evaluates this designation at each reporting date.

(i) Financial assets at fair value through profit or loss

Financial assets at fair value through profit or loss are financial assets held for trading. A financial asset is classified in this category if acquired principally for the purpose of selling in the short term. Derivatives are classified as held for trading unless they are designated as hedges. Assets in this category are classified as current assets. The Home does not have any financial assets held at fair value through the statement of comprehensive income for 30 June 2013.

(ii) Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They are included in current assets, except for those with maturities greater than 12 months after the reporting date which are classified as non-current assets. Loans and receivables are included in trade and other receivables (note 7) in the balance sheet.

(iii) Held-to-maturity investments

Held-to-maturity investments are non-derivative financial assets with fixed or determinable payments and fixed maturities that the Home's management has the positive intention and ability to hold to maturity. The Home does not have any held-to-maturity investments as at 30 June 2013.

1 Summary of significant accounting policies (continued)

(h) Investments and Other Financial Assets (continued)

(iv) Available-for-sale financial assets

Available-for-sale financial assets, comprising principally marketable equity securities, are non-derivatives that are either designated in this category or not classified in any of the other categories. They are included in non-current assets unless management intends to dispose of the investment within 12 months of the reporting date. Investments are designated as available-for-sale if they do not have fixed maturities and fixed or determinable payments and management intends to hold them for the medium to long term.

Financial assets – reclassification

The Home may choose to reclassify a non-derivative trading financial asset out of the held-for-trading category if the financial asset is no longer held for the purpose of selling it in the near term. Financial assets other than loans and receivables are permitted to be reclassified out of the held-for-trading category only in rare circumstances arising from a single event that is unusual and highly unlikely to recur in the near term. In addition, the Home may choose to reclassify financial assets that would meet the definition of loans and receivables out of the held-for-trading or available-for-sale categories if the Home has the intention and ability to hold these financial assets for the foreseeable future or until maturity at the date of reclassification.

Reclassifications are made at fair value as of the reclassification date. Fair value becomes the new cost or amortised cost as applicable, and no reversals of fair value gains or losses recorded before reclassification date are subsequently made. Effective interest rates for financial assets reclassified to loans and receivables and held-to-maturity categories are determined at the reclassification date. Further increases in estimates of cash flows adjust effective interest rates prospectively.

Recognition and derecognition

Regular purchases and sales of financial assets are recognised on trade-date - the date on which the Home commits to purchase or sell the asset. Investments are initially recognised at fair value plus transaction costs for all financial assets not carried at fair value through profit or loss. Financial assets carried at fair value through profit or loss are initially

recognised at fair value and transaction costs are expensed in the statement of comprehensive income. Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Home has transferred substantially all the risks and rewards of ownership.

When securities classified as available-for-sale are sold, the accumulated fair value adjustments recognised in equity are included in the statement of comprehensive income as gains and losses from investment securities.

Subsequent measurement

Loans and receivables and held-to-maturity investments are carried at amortised cost using the effective interest method.

Available-for-sale financial assets and financial assets at fair value through profit and loss are subsequently carried at fair value. Gains or losses arising from changes in the fair value of the 'financial assets at fair value through profit or loss' category are presented in the statement of comprehensive income within other income or other expenses in the period in which they arise. Dividend income from financial assets at fair value through profit and loss is recognised in the statement of comprehensive income as part of revenue from continuing operations when the Home's right to receive payments is established. Changes in the fair value of investments classified as available-for-sale are recognised in equity.

Impairment

The Home assesses at the end of each reporting period whether there is objective evidence that a financial asset or group of financial assets is impaired. In the case of equity securities classified as available for sale, a significant or prolonged decline in the fair value of a security below its cost is considered as an indicator that the securities are impaired. If any such evidence exists for available for sale financial assets, the cumulative loss measured as the difference between the acquisition cost and the current fair value, less any impairment loss on that financial asset previously recognised in profit or loss is reclassified from equity and recognised in the profit or loss as a reclassification adjustment. Impairment losses recognised in profit or loss on equity instruments classified as available for sale are not reversed through profit or loss.

① *Summary of significant accounting policies (continued)*

(h) Investments and Other Financial Assets (continued)

If there is evidence of impairment for any of the Home's financial assets carried at amortised cost, the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows, excluding future credit losses that have not been incurred. The cash flows are discounted at the financial asset's original effective interest rate. The loss is recognised in profit or loss.

(i) Property, plant and equipment

Cost and Valuation

All classes of property, plant and equipment (freehold land, buildings and plant and equipment) are measured at cost.

Depreciation

All property, plant and equipment, other than freehold land is depreciated over its estimated useful life commencing from the time the asset is held ready for use. Depreciation is provided on a straight-line or diminishing value basis.

Major depreciation rates are:	2013	2012
Buildings (straight line):	3 – 5	3 – 5
Plant and equipment, furniture, fixtures and fittings (straight line):	20	20
Motor vehicles (straight line):	20	20
Office and computer equipment: (straight line):	2 – 4	2 – 4

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each reporting date.

An asset's carrying amount is written down immediately to its recoverable amount if the asset's carrying amount is greater than its estimated recoverable amount. Gains and losses on disposals are determined by comparing proceeds with carrying amount. These are included in the statement of comprehensive income

(j) Trade and other payables

Liabilities for trade creditors and other amounts are carried at cost which is the fair value of the consideration to be paid in the future for goods and services received, whether or not billed to The Lost Dogs' Home. The amounts are unsecured and are usually paid within 30 days of recognition.

(k) Employee benefits

Provision is made for employee benefits accumulated as a result of employees rendering services up to the reporting date. These benefits include wages and salaries, annual leave, sick leave and long service leave.

Employee benefit expenses and revenues arising in respect of the following categories:

- wages and salaries, non-monetary benefits, annual leave, long service leave, sick leave and other leave benefits; and
- other types of employee benefits are recognised against profits on a net basis in their respective categories.

(i) Wages and salaries, annual leave & sick leave

Liabilities for wages and salaries, including non-monetary benefits, annual leave and accumulating sick leave expected to be settled within 12 months of the reporting date are recognised in other payables in respect of employees' services up to the reporting date and are measured at the amounts expected to be paid when the liabilities are settled.

(ii) Long service leave

The liability for long service leave is recognised in the provision for employee benefits and measured as the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

(l) Legacies and donations

As a non-profit organisation the Home receives donations and legacies. These amounts are brought to account as income only when received. In all other respects, the financial statements are prepared using the accrual basis of accounting.

(m) Food donations

Food donated to the Home is not brought to account.

(n) Taxes

Income Taxes

No provision for income tax has been raised as the Home is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

(o) Goods and Services Tax

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the taxation authority. In this case it is recognised as part of the cost of acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the taxation authority, are presented as operating cash flows.

② *Critical accounting estimates and judgements*

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that may have a financial impact on the entity and that are believed to be reasonable under the circumstances.

(a) Critical judgements in applying the entity's accounting policies

(i) Impairment of available for sale financial assets

The Home makes significant judgements about the impairment of a number of its available for sale financial assets.

The Home follows the guidance of AASB 139 *Financial Instruments: Recognition and Measurement* to determine when an available for sale financial asset is impaired. This determination requires significant judgement. In making this judgement, the Home evaluates, among other factors, the duration and extent to which the fair value of an investment is less than its cost and the financial health of and short term business outlook for the investee, including factors such as industry and sector performance, changes in technology and operational and financing cash flows.

③ Revenue

	2013	2012
	\$	\$
From continuing operations		
<i>Sales revenue</i>		
Sale of goods	1,396,811	1,693,658
Services	6,594,508	6,211,936
	7,991,319	7,905,594
<i>Other revenue</i>		
Dividends	987,688	598,938
Bank interest	23,684	206,990
Grants	28,900	25,000
Donations	5,451,536	5,511,856
	6,491,808	6,342,784
	14,483,127	14,248,378

④ Other income

	2013	2012
	\$	\$
Realised gains on sale of available-for-sale financial assets	725,354	305,641
Profit on sale of fixed assets	7,175	11,663
Legacies	3,124,561	3,224,011
	3,857,090	3,541,315

⑤ Expenses

	2013	2012
	\$	\$
Profit includes the following specific expenses:		
Depreciation of non-current assets	10 1,203,721	929,899
Rental expense relating to operating leases	43,638	38,509
Employee Benefits Expenses including Superannuation	10,363,617	9,446,843
The Home employed 261 employees at 30 June 2013 (2012: 273 employees).		
Net Loss on disposal of property, plant and equipment	14,781	4,513

⑥ Current assets – Cash and cash equivalents

	2013	2012
	\$	\$
Cash at bank and in hand	1,117,463	343,689
Deposits at call	134,934	1,404,548
	1,252,397	1,748,237

(a) Reconciliation to cash at the end of the year

The above figures are reconciled to cash at the end of the financial year as shown in the statement of cash flows as follows:

	2013	2012
	\$	\$
Balances as above	1,252,397	1,748,237
Bank overdrafts	–	–
Balances per statement of cash flows	1,252,397	1,748,237

Notes to the financial statements (continued)

– 30 June 2013

⑦ *Current assets – Trade and other receivables*

	2013	2012
	\$	\$
Trade receivables	1,026,455	954,750
Prepayments	–	170,630
Interest accrued	951	5,672
	1,027,406	1,131,052

⑧ *Current assets – Inventories*

	2013	2012
	\$	\$
Stock on Hand – Microchips at cost	23,959	16,328
	23,959	16,328

⑨ *Non-current assets – Available-for-sale financial assets*

Available-for-sale financial assets include the following classes of financial assets:

	2013	2012
	\$	\$
<i>Listed securities</i>		
Shares in Public Companies	4,389,326	6,028,801
Units in Investment Trusts	270,140	409,510
	4,659,466	6,438,311

The above listed securities are financial instruments that are traded in an active market (such as publicly traded derivatives, and trading and available for sale securities) and are held at their fair value. This value is based on quoted market prices at the end of the financial year. The quoted market price used for financial assets held by the Home is the current bid price.

⑩ *Non-current assets – Property, Plant and equipment*

	Freehold Buildings \$	Furniture and Fittings \$	Plant and Equipment \$	Vehicles \$	Office and Computer \$	Total \$
At 30 June 2012						
Cost or fair value	15,618,675	167,170	724,950	1,603,209	438,092	18,552,096
Accumulated depreciation	(1,974,596)	(40,668)	(292,124)	(694,532)	(218,912)	(3,220,832)
Net book amount	13,644,079	126,502	432,826	908,677	219,180	15,331,264
Year ended 30 June 2013						
Opening net book amount	13,644,079	126,502	432,826	908,677	219,180	17,487,081
Additions	313,814	120,208	240,946	64,526	98,451	837,945
Disposals	–	–	(100)	(194,389)	–	(194,489)
Transfers	2,155,817	–	–	–	–	–
Depreciation charge	(600,266)	(42,234)	(174,059)	(220,537)	(166,626)	(1,203,722)
Closing net book amount	15,513,444	204,476	499,613	558,277	151,005	16,926,815
At 30 June 2013						
Cost or fair value	18,088,306	287,378	965,796	1,473,346	536,543	21,351,369
Accumulated depreciation	(2,574,862)	(82,902)	(466,183)	(915,069)	(385,538)	(4,424,554)
Net book amount	15,513,444	204,476	499,613	558,277	151,005	16,926,815

Notes to the financial statements (continued)

– 30 June 2013

(11) *Current liabilities – Trade and other payables*

	2013	2012
	\$	\$
Trade creditors	467,254	542,809
Accruals	377,279	733,038
	844,533	1,275,847

(12) *Current liabilities – Provisions*

	2013	2012
	\$	\$
<i>Employee entitlements</i>		
Provision for annual leave	597,841	403,772
Provision for long service leave	404,547	483,715
	1,002,388	887,487

The current provision for employee benefits includes accrued annual leave and long service leave. For long service leave it covers all unconditional entitlements where employees have completed the required period of service and also those where employees are entitled to pro rata payments in certain circumstances. The entire amount of the provision is presented as current, since the group does not have an unconditional right to defer settlement for any of these obligations.

(13) *Non-current liabilities – Provisions*

	2013	2012
	\$	\$
<i>Employee entitlements</i>		
Provision for Annual Leave	–	237,572
Provision for long service leave	92,476	80,362
	92,476	317,937

The Home employed 261 employees at 30 June 2013 (2012: 273 employees).

(14) *Reserves and retained earnings*

	2013	2012
	\$	\$
(a) Reserves		
Available-for-sale financial assets	(99,760)	36,829

Movements:

<i>Available-for-sale financial assets</i>		
Balance 1 July	36,829	1,254,474
Revaluation - gross	(136,589)	(1,217,645)
Balance 30 June	(99,760)	36,829

(b) Retained earnings

Movement in retained earnings were as follows:

	2013	2012
	\$	\$
Balance 1 July	22,147,095	21,935,755
Net profit for the year	(96,689)	211,340
Balance 30 June	22,050,406	22,147,095

(c) Nature and purpose of reserves

(i) Available for sale financial assets

Changes in the fair value and exchange differences arising on translation of investments, such as equities classified as available for sale financial assets, are recognised in other comprehensive income, as described in note 1(h) and accumulated in a separate reserve within equity. Amounts are reclassified to profit or loss when the associated assets are sold or impaired.

15 Related party transactions

(a) Key management personnel

The directors of The Lost Dogs' Home during the financial year were:

- Mr D. Alafaci
- Mr J. Allen
- Mrs M. Crossley
- Mrs P. Gillies
- Mr T. Makings
- Mrs D. McGuinness
- Ms. J. Scovell
- Dr. G. Smith
- Dr. A. Tribe

	2013	2012
	\$	\$
Key management personnel compensation:		
Short-term employee benefits	247,705	214,203
Post-employment benefits	26,251	27,119
	273,956	241,322

During the financial year there were no additional related party transactions (2012 - \$Nil) paid in the ordinary course of business.

16 Commitments

(a) Capital commitments

Capital expenditure contracted for at the reporting date but not recognised as liabilities is as follows:

	2012	2012
	\$	\$
Property, plant and equipment Payable:		
Within one year	–	1,903,209
Later than one year but not later than five years	–	–
Later than five years	–	–
	–	1,903,209
Capital commitments are in respect of the following project: Development of 1 Boundary Road, North Melbourne	–	1,903,209

(b) Lease commitments

(i) Operating lease

The Home leases premises for the NSW shelter at Wingecarribee. Term of the lease is for 3 years from September 2010. Option to renew is for a further two one year periods from 1st September 2013 to 31st August 2014 & 1st September 2014 to 31st August 2015. There is no escalation clause.

	2013	2012
	\$	\$
Commitments for minimum lease payments in relation to operating leases are payable as follows:		
Within one year	1,366	8,197
Later than one year but not later than five years	–	1,366
Later than five years	–	–
	1,366	19,941

Notes to the financial statements (continued)

– 30 June 2013

⑰ *Events occurring after the reporting period*

There are no significant events occurring after the reporting period.

⑱ *Directors' Declaration*

In the directors' opinion:

(a) the financial statements and notes set out on pages 71 to 91 are in accordance with the Corporations Act 2001, including:

(i) complying with Accounting Standards, the Corporations Regulations 2001 and other mandatory professional reporting requirements, and

(ii) giving a true and fair view of the company's and consolidated entity's financial position as at 30 June 2013 and of their performance for the financial year ended on that date; and

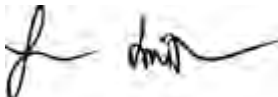
(b) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the directors.



Ms. Jennifer Scovell

— *Director*



Dr. Graeme Smith

— *Managing Director*

Melbourne – *31 October 2013*

Independent auditor's report



Independent auditor's report to the members of The Lost Dogs' Home

Report on the financial report

We have audited the accompanying financial report of The Lost Dogs' Home (the company), which comprises the balance sheet as at 30 June 2013, the statement of profit and loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year ended on that date, a summary of significant accounting policies, other explanatory notes and the directors' declaration.

Directors' responsibility for the financial report

The directors of the company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Reduced Disclosure Requirements, the *Corporations Act 2001* and that gives a true and fair view in accordance with Australian Accounting Standards and for such internal control as the directors determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Corporations Act 2001*.

PricewaterhouseCoopers, ABN 52 780 433 757
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Auditor's opinion

In our opinion, the financial report of The Lost Dogs' Home is in accordance with the *Corporations Act 2001*, including:

- (a) giving a true and fair view of the company's financial position as at 30 June 2013 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements, the *Corporations Regulations 2001* and that gives a true and fair view in accordance with Australian Accounting Standards.

Melbourne
PricewaterhouseCoopers

A Campbell

Amanda Campbell
Partner

Melbourne
31 October 2013

**THE LOST DOGS' HOME WOULD LIKE TO
THANK THE FOLLOWING PEOPLE FOR
THEIR GENEROUS CONTRIBUTION TO THIS
ANNUAL REPORT:**

Kate Hoelter
Martha Coro
Kim Huynh
Melissa Spurgin
Ozlem Ozturk
Cas Beaty Photography
Mike Baker Photography
John Carruthers Photography

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The Lost Dogs' Home incorporating:
The Lost Cats' Home
Frank Samways Veterinary Clinic
National Pet Register
Animal Management Services

BACK COVER

*The Temporary Home for Lost & Starving
Dogs viewed from Langford Street,
North Melbourne, 1913.*

At The Lost Dogs' Home, the echoes of the past are never far away. One hundred years of hard, yet rewarding work resonates off the walls: the mournful cries of the lost, the ecstatic yelps of the found and joyful excitement of the rehomed.

The Home has changed dramatically over the last 100 years but one thing will never change: this will always be a place where lost and unwanted animals receive compassion and care.

