



# Annual Report

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2010 - 2011







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# Vision, Mission and Core Values

Since 1910 The Lost Dogs' Home has provided care and has been a voice for animals without owners. We've been pioneers for fair animal laws and continue to work at the front line to reduce the number of lost, abandoned and stray cats and dogs.

The Home relies on public support to provide our Australia-wide services and programs, these include: National Pet Register, The Lost Cats' Home, shelter services, adoptions and responsible pet ownership education.

Our expertise also extends to veterinary and animal management services. All of our functions are governed by a quality management system – an industry first in Australia.

The Lost Dogs' Home is one of the country's largest animal welfare organisations, caring for more than 25,000 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.

## Vision Statement

All companion animals have unique intrinsic value and are accepted as being capable of feeling and perception. As a consequence they must be responsibly owned and valued by their human counterparts.

## Mission Statement

To serve the community and enhance the welfare of dogs, cats and other animals, in a quality environment, by alleviating animal suffering and reducing the number of lost, injured and unwanted animals.

We will fulfill 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 services for local and state government authorities;
  - offer quality veterinary services for stray animals and the pets of private clients and
  - manage National Pet Register to maximise reunions between lost pets and their owners
- Managing 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 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 work environment
- Promoting public awareness for The Lost Dogs' Home, our Vision, Mission and Core Values
- Managing the Home's activities and strive for continuous improvement via the Home's second-party audited Quality Management System.
- 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 gather 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

- To fight for the rights, value and welfare of animals
- To promote responsible pet ownership and maintain a continuous campaign to educate the general public about their responsibilities towards the welfare of dogs and cats.
- To employ staff who:
  - have a strong animal welfare ethic;
  - exhibit empathy to the animals in their care and
  - have an active desire to fulfill the Home's Vision and Mission.
- To be fair and ethical in all our dealings.

About Us





# The Lost Dogs' Home

The Lost Dogs' Home has been caring for dogs without owners since 1913, when we opened as 'The Temporary Home for Lost and Starving Dogs'. When we first began caring for cats in 1986 we became a voice for them too.

Each year we care for over 25,000 lost and abandoned cats and dogs in our four shelters across Victoria and New South Wales. We are Australia's largest animal shelter and we provide 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 and a 24/7 pet recovery call centre;
- foster care and volunteer programs;
- public veterinary clinic;
- shelter veterinary clinic;
- responsible pet ownership education;
- 24/7 animal ambulances; and
- animal management services for councils.

One of the Home's most important services is our adoption program. Our aim is to place our animals into loving homes with well-prepared and informed owners. When members of the public adopt a dog or cat from the Home their efforts help decrease Australia's large pet overpopulation problem, as it reduces the demand for pets supplied by backyard breeders, pet shops and puppy farms.

We have faced many challenges over the past 98 years. 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 non-profit organisation, we rely on the generosity of the public to fund our essential work for cats and dogs and their welfare.

# Managing Director's Report

This is my 26th year as Managing Director of The Lost Dogs' Home and I am very pleased to present this annual report which touches on our recent achievements as well as plans for the future, and reflects upon some of the values which have helped shape the Home's character over the passing decades.



Dr Graeme Smith OAM with Myrtle.

The thing about working for an organisation with such history, and such a rich narrative as The Lost Dogs' Home is that there are so many moments which make me take stock. 2010/11 has been a significant year for achievements at the Home, but I am conscious of the feeling that amid all the dynamism and progress we are making, there is something special about this organisation which does not change.

With three new buildings completed, I know all staff, and the Board of Directors, have a strong feeling of pride in the improvements we have been able to make for the benefit of the lost, abandoned and injured animals we shelter, and the wider community. But the expansion of our facilities and the goals we have taken such pleasure in reaching never obscure that quality which I think makes the Home particularly unique. And that is our enduring grass-roots approach to championing animal welfare and providing a personal, customer-focused service.

We all still do our jobs in such a personal way, and I feel it's fair to say that this sets us apart. Our goal has not wavered as decades have passed, and that has always been to make a difference; to care; to stand up for the voiceless.

Our concern is protecting animals without owners, and we've never lost sight of the fact that these animals are the reason we come to work each day. Making progress for their benefit is what we consider to be success, which is why I feel this year warrants a measure of celebration for the milestones we have reached and for the completion of some exciting new infrastructure.

The Lost Cats' Home saw the realisation of a desire to improve the lot of the thousands of lost and stray cats we shelter each year, and I am very thrilled with the final result of this project. This state-of-the-art facility has, in one sweep, improved the conditions in which our cats and kittens are housed, and has also raised the profile of cats at the shelter as they await adoption. These animals are now far more relaxed being away from the noise of our dogs, and they are comfortable and contented in their air conditioned 'cat condominiums'. The condos' individual air spaces have also significantly reduced the incidence of cat flu, which is a gratifying development.

The Stan and Helen Moore Sick and Injured Shelter is a building which arose from a vision to better accommodate sick and injured dogs, and other animals being held for longer term, and from the time of its completion it has been put to good use.



The Thelma Hoult Training and Education Centre completes our triad of major capital works, and is proving to be an invaluable tool both for training our staff, those working in the field of animal welfare, as well as for interacting with members of the public.

Without the support of our generous donors and benefactors, and the energy of all who work here, these three new buildings would never have made it off paper.

I am mid-way through my third decade with The Lost Dogs' Home, and the years have only enhanced my conviction in the worth of the work we as an organisation do. While the year has brought significant internal activity, we have also welcomed a legislative change to the Code of Practice which has enabled pounds and shelters to spend time working with and rehabilitating cats and dogs for longer than the previously prescribed 28 days.

It was a day of showers and grey clouds when Minister for Agriculture and Food Security and Minister for Water, the Member for Swan Hill, Hon Peter Walsh, came to the Home to launch the new Code of Practice, but nothing could dampen the positive meaning of this legislative change. It gives the Home – specifically our dedicated staff and volunteers in the Foster Care Program – more opportunities to rehome animals which may be in need of particular physical or behavioural rehabilitation, and this is a chance we relish.

A day without a shower in sight, however, was that of our Open Day, held on 20 March. Our Gracie Street headquarters were abuzz with visitors and their pets, taking in our new facilities. I would like to congratulate our staff, supporters and volunteers for bringing such a wonderful event together. The day was expertly compered by comedian and Lost Dogs' Home Patron Marty Fields and Network Ten's Mike Larkan, while celebrity guests and Patrons Daryl Somers and his wife Julie Somers happily dedicated their time to sharing and talking about their love of animals. I would like to thank these people for being so generous with their time and for helping to make the day such a vibrant and inspiring one.

Finally, I must acknowledge that just as this year was marked by projects going to plan, so too was it one of rising to the unpredictable challenges that Mother Nature chose to deliver. In January, the Home's Campaspe shelter manager Kate Kemp and her staff found themselves launching into action as the Echuca region flooded. I commend all involved in the group effort which saw the rescue of many animals caught by the rising water, and the shelter Campaspe provided for pets as their owners dealt with their own evacuation.

The same calm energy was put to use as Brisbane flooded and the city grappled with the scope of such a disaster. Staff from our headquarters immediately volunteered their services in Brisbane to join with our Brisbane-based National Pet Register staff. National Pet Register played an invaluable role in keeping tabs on lost animals and reuniting pets with their owners.

In each of these cases I was proud of the personal level of care shown in the face of disasters of such magnitude. It is a valuable reminder that, while we can plan, we can never anticipate the challenges which may lie in our path. We can only do our best to be prepared to do our utmost when we are in a position to help.

Of course, the Home never stands still for long, and as we complete the projects of this particular chapter, we have our eyes firmly ahead on the future. We are lucky that with the aid of our supporters and donors, we can continue to make exciting plans. The coming year holds challenges further afield as we develop our presence in Brisbane, and it is work such as this which keeps me firmly in mind of the energy and inspiration I have so enjoyed since my involvement with the Home first began.

I am constantly reminded of how lucky I am to be on this journey with the people and – let's not forget – the animals that make the Home the place that it is. I wish to express my gratitude for the efforts of all staff involved in running and supporting our operations, and to thank our stakeholders, and our generous donors and benefactors; without whom none of our hopes would be realised.



Dr Graeme Smith OAM  
**Managing Director**

# Chair's Report

Things are always moving at The Lost Dogs' Home, and every year I enjoy watching the changes and progress being made at our shelters throughout Australia. These past 12 months however, I can honestly say have brought the most physical changes I have seen in my 17 year tenure on the Board of Directors. It's been a time of development, and as I sit back and survey the results of our latest growth-spurt, I can say we are in terrific shape to meet those challenges which lie in the year ahead.



Dr Andrew Tribe with Bonnie

It's hard to reflect upon the past year at The Lost Dogs' Home without immediately turning to the completion of the three wonderful major building projects at our North Melbourne headquarters – The Lost Cats' Home, the Stan and Helen Moore Sick and Injured Shelter and the Thelma Hoult Training and Education Centre. The board has watched with anticipation as these physical structures have taken shape, and it has been pleasure working towards these tangible milestones.

I am very excited for the benefits these new facilities will bring to the Home, and both the board and I feel that their completion symbolises the great strength and energy which defines our operations. I would like to join director Dr Graeme Smith in expressing our sincere gratitude to the kind donors and benefactors whose support enabled these works.

The Lost Dogs' Home is committed to doing its best for the animals and wider communities it serves, and our most recent capital works will enable us to achieve even more broadly in this undertaking. The \$6 million we have invested in these three projects means we now have more resources to house and care for cats; offer our educational programs; and larger facilities for accommodating our sick and injured animals, which will be of enormous benefit to our adoption program.

If this year has seemed a blur, it is due to more than this whirlwind of construction activity. I must extend my heartfelt thanks to the Home's Vice Chair John Allen who took the reins as Chair at the Home for five months of the year while I took a semester of study leave from the University of Queensland to attend the University of Bristol. John certainly ensured the workings of the board continued smoothly and he rather modestly describes his time at the helm as 'business as usual'. In his words: "The Lost Dogs' Home has such a well-structured staff and board that when a director takes leave the structure in place is so robust that nothing misses a beat."

I would like to recognise his invaluable contribution for the year, and thank him in particular for showing exemplary leadership and support for the Home's staff as they staged our immensely successful Open Day.

While I was immersed in Bristol's Division of Animal Behaviour and Welfare, I was privileged to gain a unique perspective on the challenges animal shelters face whether in the UK or here in Australia. If I took with me one thing however, it is that here, we are doing things particularly well.

In all my travels, I have never struck an organisation with the quite the energy and dedication to its mission statement as The Lost Dogs' Home. As our hat-trick of capital works embodies, we are always striving to be proactive and innovative, and as an organisation, we are a leader.

From the Home's staff to its board members, I feel we are always very conscious of thinking laterally, and this is particularly true as we search for new ways of increasing our adoption rates for dogs and cats.

For instance, our relationship with Best Friends Pet SuperCentres – who act as satellite adoption centres for kittens sourced from the Home – has seen over a thousand kittens rehomed since November 2008. The Lost Cats' Home and the Stan and Helen Moore Sick and Injured Shelter will also provide better opportunities and environments for achieving this objective. The expansion of our Behaviour Rehabilitation Program is getting terrific results for dogs needing additional training before being rehomed.

This year's successes are a reflection of 25 years of hard work and phenomenal community support. To our donors and benefactors, we thank you for supporting us with such dedication and such generosity.

I would also like to commend Graeme and his leadership team for guiding the organisation through a year of such large-scale projects; and for their continued efforts in getting the most out of the new facilities we are now so fortunate to have at our disposal.

Finally, I must recognise the unwavering support and hard work of my fellow directors who give so generously of their time and skills.

The Home is well positioned for the year to come, and I think I speak for the whole board when I say we are all eagerly anticipating the opportunities that lie ahead and a chance to build even further upon 2010/11's watershed achievements.



Dr Andrew Tribe  
**Chair**

# Highlights







# The year in highlights

No two days are ever the same at The Lost Dogs' Home! Many changes were made to the Home in 2010/11, including the introduction of several new facilities and programs, as well as policy changes thanks to new industry laws. These laws have allowed us more freedom to pursue the best outcome for companion animals and we are extremely proud of everything we were able to achieve on their behalf this year.

## Oscar's Law

Oscar's Law aims to bring about the closure of puppy factories and backyard breeding houses, ban the sale of animals from pet shops and online and insist the Government run proper campaigns on responsible animal care.

On 19 September 2010, on the steps of Parliament House in Melbourne, we joined with over a thousand like-minded organisations and individuals to support Oscar's Law and be a voice for the animals imprisoned in Victorian puppy farms.

We have long supported the abolishment of puppy farms and will continue to support Oscar's Law, as we will any campaign that aims to improve the welfare of our companion animals.

## Record-breaking floods

Much of Australia watched the flood disaster affecting Queensland with a mix of disbelief, horror and sadness: lives and homes were lost and thousands of people and animals were affected.

National Pet Register staff arrived at two of Brisbane's evacuation centres to provide care to pets displaced by the natural disaster, and offer identification (either a collar ID tag or microchip) and information to owners who were taking refuge with their animals.

When Northern Victoria suffered the same wet fate, the Home's Campaspe shelter became home to a number of affected cats and dogs whose owners needed to evacuate but didn't have accommodation available for their pets.

Regular trips to the evacuation centres were made to collect displaced animals and to reassure evacuated residents that help for their animals was available. A number of animals were also rescued from flooded premises and housed at the shelter until their owners could be identified.

Our staff liaised with owners and local authorities to coordinate the effort and housed and cared for some evacuated animals for weeks.

## New facilities

Up to three years in the planning, three important new buildings opened in 2010/11.

The Lost Cats' Home, with its 180 cat condos and vibrant, interactive mural, was first to be occupied, in late December. It's a ground-breaking facility for cats and kittens, and sets the benchmark for animal shelters. Instead of cages, cats and kittens are housed in enclosures with glass frontages. It's proven to be far more hygienic, lowering the spread of cat flu, and animals appear more relaxed and comfortable. The Lost Cats' Home is located at 54 Gracie Street, next door to the main shelter.

The Stan and Helen Moore Sick and Injured Shelter provides accommodation for up to 40 sick, injured or elderly stray dogs. Veterinary staff are able to provide treatment for minor ailments within the building, lessening any stress to the animals and also reducing strain on current vet facilities. The environmentally-friendly building has ceiling fans and window louvres for ventilation in summer and pens have heating lamps for warmth. This shelter is at the rear of 2 Gracie Street, occupying what was previously our old communal dog pens which were built in the 1930s.



Open Day at The Lost Dogs' Home

The Thelma Hoult Training and Education Centre at 13 Gracie Street features a 50-seat auditorium, with complete audio visual fit-out, to host school and community groups. Open just a few months, the building's already been popular, used to hold internal training for staff, foster care and volunteer inductions, responsible pet ownership sessions, as well as seminars for external groups.

## Open Day

Sunday 20 March saw thousands of animal lovers converge on Gracie Street to soak up the carnival atmosphere of Open Day 2011. With stalls lining the street, offering everything from food to free veterinary advice, the public were able to view the recently opened Stan and Helen Moore Sick and Injured Shelter, The Lost Cats' Home and The Thelma Hoult Training and Education Centre with tours taking place throughout the day.



Planet K9 demonstrations, live music, roving performers and a pet show kept the crowd entertained, with some taking the opportunity to adopt a new family member or give their dog a hydrobath. The Home is very thankful to the sponsors, supporters, stall-holders, attendees and volunteers who all contributed to a fantastic day!

## ‘Reggie’

We established the Mobile Microchipping Service so we could reach more Australian dogs and cats and identify them with microchips and ID tags. Our supporters generously gave to the appeal so we could purchase and fit-out the Winnebago (affectionately known as ‘Reggie’, because of its link to National Pet Register).

The vehicle fit-out is designed to provide National Pet Register’s team with a mobile consulting room, a safe set up for microchipping cats and nervous dogs. Previously at events, this had to be conducted in privately-owned cars or whatever enclosed space was available. The vehicle now enables the team to operate in a secure and functional environment. The interior also includes a data-entry station, to allow owner and pet details to be entered onto National Pet Register’s database immediately, as well as bathroom facilities.

Able to attend events Australia-wide, Reggie will not only ensure more pets are identifiable, making it easier for them to be reunited with their owners should they become lost, but will also raise important awareness of the Home, National Pet Register and responsible pet ownership.

## BBC Television

The Home became a temporary home for two British dog owners as they embarked on an intense, life-changing experience. The participants, problem dog owners who didn’t correctly care for their pets, were whisked from the UK to North Melbourne and lived within the Home for a week. During their time with us the pair worked closely – and around the clock – with shelter staff and Planet K9 to learn the responsibilities of dog ownership and the reality of animal shelters.

The experience at the Home forms one part of the six part documentary/reality series, which will screen in the UK in late-2011 and is planned for Australian release in early- to mid-2012.



## Removal of ‘28-day’ rule

On June 30 the Victorian Government abolished the ‘28-day rule’ which forced shelters and pounds to euthanise or transfer cats and dogs into other programs after 28 days.

The revision to the Code of Practice for the Management of Dogs and Cats in Shelters and Pounds, the first in 14 years, means cats and dogs needing extra time – whether in foster care or as part of our behaviour rehabilitation program – will not have a time limit hanging above them.

The change also means that dogs can be exercised off-site, important for both enrichment and socialisation. The Home made a submission to the Minister for Agriculture and Food Security and Minister for Water, Hon Peter Walsh, supporting the revision. Dr Graeme Smith OAM met with the Minister, who then announced the change during a visit to our headquarters.



Our People







# The Home at work

Working within the often hectic but always rewarding environs of the Home is a passionate, dedicated group of people. With expertise, compassion and enthusiasm they keep the Home moving forward, providing exemplary care and service to animals and people alike. It is thanks to our wonderful team of staff that The Lost Dogs' Home remains a leader in animal welfare.

Sixty per cent of our employees work directly with the animals – as animal attendants, members of the veterinary team, in animal management or as ambulance drivers. Behind the scenes is an army of animal-lovers doing their part for the Home in administration-based roles including shelter, fundraising, National Pet Register and IT.

Seventy-five per cent of our employees are based at our North Melbourne headquarters, with the remaining 25 per cent representing the Home at satellite centres across Victoria and interstate, in shelter and animal management roles. Employee numbers grew by 18 per cent as a result of the expansion of some services and longer opening hours, in particular at North Melbourne.

The Home prides itself on providing staff with a flexible, satisfying work environment with opportunities for further training and education. These opportunities not only improve skill sets, but pave the way for succession planning. Our high staff retention rates are a strong indication that we continue to recruit the right people.

Over the next year we will be rolling out a formal induction process across every shelter, ensuring each new staff member receives a comprehensive and consistent introduction to the Home, setting them on their way to a long, happy and fulfilling career as part of The Lost Dogs' Home family.

# The Home's own 'Diamond Dog'

As soon as 19-month-old Siberian Husky Buddy arrived at the Home, it was clear he never been socialised with other people or dogs before in his life.

"Any time someone approached, he cringed," trainer Nicole Beasley said. "He was especially scared of men. Climbing stairs was terrifying for him and when I brought him inside for the first time, he looked at the ceiling like he had no idea what this huge thing was above his head."

Nicole said her strategy to help Buddy overcome his fears was to expose him to as many people and dogs as possible. Especially important was to get Buddy to trust men again, and many male staff members spent their lunchtimes with him. He even learned to conquer his fear of stairs within a relatively short time!

*"From cringing at the sight of men to trusting Carl in an instant... it was incredibly rewarding to see how far we had come."*

"After a while, he would go bolting upstairs to see all the chicks from fundraising," Nicole laughed. "They would give him treats and affection, so he loved them. That's why we started calling him 'The Rockstar'... he has a way with women!" This nickname proved to be quite prophetic, as by the time Buddy did get adopted, he was re-named after the greatest ladies' man of all time - David Bowie.

SUCCESS  
STORY

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Bowie with his new family.

"His eyes were the first thing that got my attention," new owner Carl said. Like the 'Diamond Dogs' singer, Bowie has Heterochromia of the eye, which means one iris is a different colour from the other. Nicole said she knew the effort and training that staff put in with Bowie had paid off when she saw Carl adopting him.

"While Carl was filling in the paperwork, Bowie was resting his head on his lap," Nicole said. "From cringing at the sight of men to trusting Carl in an instant... it was incredibly rewarding to see how far we had come."



Managing Director, Dr Graeme Smith OAM and the Home's  
Chairman, Dr Andrew Tribe

## Our Board of Directors

- Dr Andrew Tribe – Chairman 17 years
- Dr Graeme Smith OAM – Managing Director 25 years
- Mr John Allen 10 years
- Mrs Margaret Crossley 30 years
- Mr Brian Walsh 9 years
- Ms Jenny Scovell 21 years
- Mrs Dorothy McGuinness 7 years
- Dr Keith Farfor 10 years

## Our Governance Committee

- Dr Andrew Tribe
- Mr John Allen
- Mr Brian Walsh
- Ms Jenny Scovell
- Dr Graeme Smith OAM – Managing Director
- Ms Leanne Mansfield – Company Secretary and Human Resources Manager

## Our Financial and Audit Committee

- Mrs Margaret Crossley
- Mrs Dorothy McGuinness
- Dr Keith Farfor
- Dr Graeme Smith OAM – Managing Director
- Mr Chris Pallikaros – CFO
- Ms Leanne Mansfield – Company Secretary and Human Resources Manager

## Employees by department

Department	Number of Employees
Administration	29
Ambulance	9
Cranbourne	16
Bendigo	9
Campaspe	6
Fundraising	11
Melbourne City Council	5
National Pet Register	30
Shelter (North Melbourne)	41
Shelter Administration (North Melbourne)	10
Vet Clinic	26
Whittlesea	4
Wingecarribee	8
<b>Total</b>	<b>204</b>



## Our Services







# Our Services: Shelters

A total of 25,551 cats and dogs were in the care of The Lost Dogs' Home in 2010/11, a 4.45% decrease in admissions from last year. While not a major reduction, we are hopeful this indicates a shift in public belief on the importance of responsible pet ownership and that the number of cats and dogs in our care continues to decrease.

Over the last year, 2,474 dogs and 1,340 cats became cherished family members and around 8,000 pets were reunited with their relieved owners. Our caring, passionate and dedicated staff felt a personal victory every time we saw one of our residents walking out of the gates next to someone who cares for them. In a world where cats and dogs are often treated with cruelty and neglect, the sight of a wagging tail and the sound of a contented purr, is all we need to remember why we are here in the first place.

## Developments

### North Melbourne

The Home's headquarters have undergone a makeover in the past 12 months. Our three new, state-of-the-art facilities have prompted many changes and improvements to the Home's services, including the expansion of several of our programs.

The opening of The Lost Cats' Home in December 2010 marked the culmination of many years of planning, funding and transforming a factory into a feline-friendly shelter to house the large number of cats and kittens we admit every year. The facility commenced internal operations on December 22, with the official opening held in late March 2011.

The new facility has made a huge difference to the level of care we are able to give to lost and unwanted cats and kittens. By housing them in our purpose built cat condos - which each house up to four kittens or one adult cat, and have in-built temperature and ventilation controls, as well as ensuite bathrooms - we have been successful at drastically reducing the incidence and spread of cat flu in the shelter.

For elderly, sick or injured dogs, we have our first environmentally friendly and totally indoor shelter at the Home - the Stan and Helen Moore Sick and Injured Shelter. The shelter has made a huge difference to our ability to care for dogs, as they are kept indoors, protected from the elements and away from the noise of the other dogs. This in turn reduces stress, keeps them comfortable and assists in their recovery.

Across the road at 13 Gracie Street, we have built the Thelma Hoult Training and Education Centre, named in honour of one of our long-term supporters. Education was always extremely important to Thelma Hoult, so it was only fitting that her bequest of \$500,000 was the leading gift towards building our new educational facility.



*Hospital staff in the Stan and Helen Moore Sick and Injured facility at our North Melbourne shelter.*

Complete with an auditorium that seats 50 people, individual meeting rooms and office space to accommodate our growing organisation, the Centre has enabled the Home to host groups of supporters for social occasions, run staff training programs and present information sessions on our work at the Home and what it means to be a responsible pet owner.

The Centre is also used to hold inductions, training sessions and workshops for our foster care and volunteer programs. The Lost Dogs' Home staff and their families have always enjoyed the rewards of foster care; however in the past year the program has expanded to include people in the community. With a full-time Foster Care Coordinator now on staff, we have a fantastic team of carers who have helped turn the lives around of hundreds of dogs, puppies, cats and kittens in need. The Home couldn't be happier, and it has become a very successful partnership between the Home and the community.

Another program that has successfully grown in 2010/11 is our Behaviour Rehabilitation Program, run in partnership with Planet K9's Nicole Beasley. Nicole and her team work daily with unclaimed dogs who have had a rough start and need extra help before they can be put up for adoption. Whether they are too boisterous, too timid or simply need to learn some manners, many dogs have successfully graduated from the program and have found loving new homes in 2010/11.

Planet K9 has also kept busy providing free post-adoption training sessions (PATS) offered to all the Home's newly adopted dogs and their families. All dogs are eligible for the free one-on-one session, which is designed to help them settle into their new homes, as well as create strategies for dealing with any behavioural problems the dog may have. The PATS program has been made possible by generous donations from our supporters.



*Foster carer Rosalie with Cilla, who she later adopted.*

## Campaspe

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What a big year for Campaspe! Not only did the shelter undergo some important physical changes in 2010/11, they also faced a natural disaster which saw them transformed into an emergency evacuation centre for the pets of Echuca's residents.

On January 15, the town of Rochester was ordered to evacuate after it became clear the straining levee banks of the Campaspe river would not hold for much longer. Staff at the Campaspe shelter worked tirelessly in coordination with local rangers to ferry evacuated animals from the relief centre – where they were temporarily being held – to The Lost Dogs' Home.

Shelter Manager, Kate Kemp, and her staff set about assisting evacuees and attending to their pets, taking particular note of animals' dietary and medical requirements, and scrupulously recording their owners' details and making sure all pets had current identification.

A total of 50 cats, dogs and birds wound up in the care of the Home over the course of the flooding, with many staying for several weeks until their owners were able to bring them home. As a result of the Campaspe staff's fantastic organisational skills during the flood, Kate was invited to attend the Flood Relief Centre Debrief along with the Red Cross, Salvation Army and local council members. The feedback received on that day was outstanding and it was announced that the Home would be written into the reviewed flood relief documents, as an important agency to contact in the event of a flood.

The shelter also underwent several structural changes this year, most notably with the addition of a new quarantine exercise yard for the dogs. Fully-enclosed, the yard gives the dogs a chance to run around off-lead and burn off some excess energy. And to make their time in their kennels more comfortable, we have also installed barriers in both the adoption and stray kennels. This is to help prevent cross contamination from debris being hosed from one enclosure into another, as well as providing a physical sound and sight barrier, minimising stress to the dogs.



*Campaspe Shelter in Echuca, Victoria.*



## Wingecarribee

Our only facility in New South Wales, Wingecarribee is the Home's 'small and mighty' shelter. Our tight-knit team of staff are extremely dedicated to caring for the hundreds of dogs and cats brought in every year and we work closely with the community to find as many loving homes as possible for our four-legged friends.

Thanks in no small part to volunteer group, the Friends of Wingecarribee Animal Shelter (FOWAS), our team were able to assist many animals with special requirements this year, giving them the best chance of finding a new home. Perhaps their largest project in 2010/11 was to raise \$3,000 for specialist orthopaedic surgery to be performed on an injured greyhound.

Extensive fundraising plus coverage in the local papers saw the team achieve their goal and the greyhound was transported to Sydney to have the surgery. He has since been recovering in foster care and will be put up for adoption in the new financial year.

Located in the small country town of Moss Vale – which has a population of just 7,000 people – many adoptions at the Wingecarribee shelter are made from out-of-towners who have fallen in love with a face online. It can be quite a gamble to drive all that way for a cat or dog you've never met, but our staff ensure potential adopters have all the information they need before making a decision.

In 2010/11, the shelter was able to organise many interstate adoptions, with people from Melbourne, country Victoria, South Australia and Tasmania adopting Wingecarribee's dogs. The shelter also has regular visitors from Sydney and the New South Wales coastline who make the trip to find a new family member.

## Cranbourne

On 2 June 2011, The Lost Dogs' Home commenced the animal management services contract for the City of Casey, in Melbourne's south-east. To meet the demands of the new contract, the Home made the decision to close the Andorra Boarding Kennels at the Cranbourne shelter, freeing up space for all of Casey's stray and surrendered animals.

We were grateful for the extra room when Cranbourne's shelter numbers doubled under the new contract, with an additional 120 dogs and 70 cats brought in per month.

As a result, we have also upgraded Cranbourne's facilities, most notably performing renovations on the existing main building to make room for a new veterinary clinic. The clinic, which is scheduled to be completed in July 2011, will be used to desex and vaccinate animals on-site, as well as perform any other urgent veterinary procedures. We have also upgraded our cat holding facility and assessment room to create a more relaxed and accessible space for our felines.

## The Future

As Abraham Lincoln once said, the best thing about the future is that it comes one day at a time. The Lost Dogs' Home made many significant advancements in 2010/11; however they have come as a result of years of careful planning and preparation. Our ultimate goal is to secure the best deal for companion animals and we work hard to ensure all our programs will positively affect the welfare of cats and dogs in the long run.

Plans are underway to complete more capital works at our shelters over the next several years. The North Melbourne vet clinic will be moving into a new location in 2013/14, freeing up space for a new dedicated adoption centre at Gracie Street.



*Wingecarribee Shelter at Moss Vale, New South Wales.*



The centre will enable staff to meet with adopters in private, educating them on the specific needs of their new pet and their responsibilities as pet owners. It will also mean more cats and dogs can be adopted at any given time and hopefully will increase adoption numbers during winter, with all adoptions taking place undercover, in a much more welcoming, purpose-built environment.

The extra space has also allowed us to upgrade another one of our facilities, this time for the two-legged members of the Home! As our employee numbers have grown over the years, it has become increasingly clear that our old staff kitchen and lunchroom are now simply too small.

Overcrowding and queuing up to the use facilities ultimately affects the comfort of our team so in the next financial year, the North Melbourne shelter will have a brand new communal break room and kitchen, complete with some much-needed change rooms for shelter attendants.

The Wingecarribee shelter also has plans for expansion, with the introduction of a secure grass area – where the dogs can run around off-leash – planned for the next financial year. The set-aside area will be away from the hustle and bustle of the shelter and will allow dogs to socialise and get some exercise in a relaxed environment. It will also be used as an introductory area, where dogs are able to meet potential adopters and their existing dog.

For those who wish to adopt but aren't in the right position to take on such a commitment, the Home plans to extend our Foster Care program across all shelters in the future. The program at North Melbourne has proven to be extremely effective in assisting animals who are underweight, recovering from surgery or illness, underage or those who require behaviour rehabilitation. With the abolishment of the 28 day rule, we now have the freedom to allow these animals extra time to recover and be rehabilitated in foster care.

#### Admissions to The Lost Dogs' Home Shelters 2009/10 to 2010/11

	Campaspe 09/10		Campaspe 10/11		North Melbourne + Cranbourne 09/10		North Melbourne + Cranbourne 10/11		Wingecarribee 09/10		Wingecarribee 10/11	
Dogs Admitted	968	%	1009	%	12354	%	12066	%	491	%	473	%
Reclaimed	481	49.7	443	43.9	7086	57.3	6857	56.8	289	58.9	294	62.2
Adopted	153	15.8	182	18	1940	15.7	2168	18	141	28.7	124	26.2
Euthanised	320	33	331	32.8	3242	26.2	2879	23.9	57	11.6	50	10.6
Other **	14	1.4	53	5.3	86	0.7	162	1.3	4	0.8	5	1
Cats Admitted *	629	%	726	%	12072	%	10995	%	226	%	282	%
Reclaimed	31	4.9	36	5	559	4.6	550	5	12	5.3	10	3.5
Adopted	141	22.4	187	25.7	1161	9.6	985	8.9	147	65	168	59.6
Euthanised	447	71	363	50	10352	85.8	8993	81.8	67	29.6	104	36.9
Best Friends Adoptions							372	3.4				
Other **	10	1.6	140	19.3			95	0.9				

\* The councils we work for have intensive cat trapping programs, resulting in many feral or wild cats being left in our care. Most of these cats are unable to be rehomed.

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

# Our Services: Animal Management

The Lost Dogs' Home was awarded its first animal management contract in 1996, for the City of Hobsons Bay. From that initial contract we have built upon our reputation as a leader within the animal welfare sector. In 2010/11 we provided animal management, pound and shelter services to 22 councils across Victoria and in New South Wales.

Services provided vary depending on the particular contract, but fall into at least one of two main categories:

- Animal pound services (including after-hours animal ambulance services); and
- Animal management and regulation.

Services include:

- reuniting lost pets with their owners;
- providing veterinary treatment for stray sick and/or injured animals; and
- rehoming unclaimed cats and dogs.

There is enormous potential for the Home to improve the standards of animal welfare across Australia. We pride ourselves on providing councils and their ratepayers with professional, quality animal management services which are focused on animal welfare.



*Animal Management Officer Narelle collects a lost dog.*



## Developments

We successfully retained existing contracts and were awarded extensions to some contracts, including City of Melbourne.

On June 2, 2011 we were awarded the animal management services contract with Victoria's largest council, the City of Casey, providing animal pound/shelter services to the municipality from our Cranbourne site. Upon being awarded the City of Casey contract, we made the decision to close the Andorra Boarding Kennels and Cattery at Cranbourne. Those facilities now accommodate stray animals.

Cranbourne now provides pound/shelter services for six local councils and continues to offer excellent service to the local community.

A renewed five year contract was signed between the Wingecarribee Shire Council and The Lost Dogs' Home in August 2010.

## The Future

On July 1, 2011 the Home was awarded the animal management contract for the largest council in Australia - Brisbane City Council. The Home will operate council's two pound facilities, Warra and Willawong, under this agreement which will commence on 3 October 2011.

The Wingecarribee Shire Council has committed to relocating the animal shelter from its current location at the Resource Recovery Centre in Moss Vale to a larger, stand-alone site within the municipality. We strongly support this decision and will work alongside council, providing expert advice during the planning stages.

# Shaky finds solid ground

Shaky, a two-year-old Seal Point Siamese, arrived at the Home starving and terrified after being used as a Tom in a home-breeding operation for most of his short life. He showed signs of having never been handled by humans; he was unsure and nervous, and liked to hide in dark corners. However The Lost Cats' Home Manager, Karina Bailey, saw something in Shaky that gave her hope.

"Shaky came from one of the most abhorrent conditions imaginable, yet underneath his obvious fear we could see a sweet little guy who wanted to trust us," she said. "Basically he had no idea how to be a cat. For so long, his natural Siamese instincts were squashed and we wanted to find someone who would be able to coax those instincts back out." Karina searched high and low for the perfect owner for Shaky and, at last, she found Liz and Stuart.

*"For so long, his natural Siamese instincts were squashed and we wanted to find someone who would be able to coax those instincts back out."*

"I work part-time and we were in the position where we could spend time with a cat who really needed it," Liz said. "When we saw Shaky's picture online and read his story, we decided to go into the Home that weekend to meet him."

For Karina, the couple - who had experience with Siamese cats in the past - ticked all the boxes. Shaky seemed to think so too and Karina happily sent him off to begin his new life.



Shaky with his new owner Stuart

SUCCESS  
STORY  
2

Fast forward two months and Liz said she cannot believe how much Shaky has grown in confidence. She said he is now such a relaxed and affectionate cat, you would never have known he came from a background that was far from ideal.

"We really try to be good cat owners and I think it is testament that our efforts are paying off looking at Shaky," she said. "He knows how to be a cat now."



# Our Services: Veterinary Clinic

The Home's vet clinic has provided veterinary services to stray animals since the Home's doors opened in 1913 and private patients since 1935.

Advancements in veterinary medicine, diagnostics and treatments have dramatically altered in that time – as have the numbers of cats and dogs we treat – but our dedication to providing every animal that needs us with the very best veterinary care remains.

Our team of 10 vets and 15 nurses carry out all services, which include:

- consultations;
- medicine;
- imaging – radiology and ultrasound; and
- general surgery.

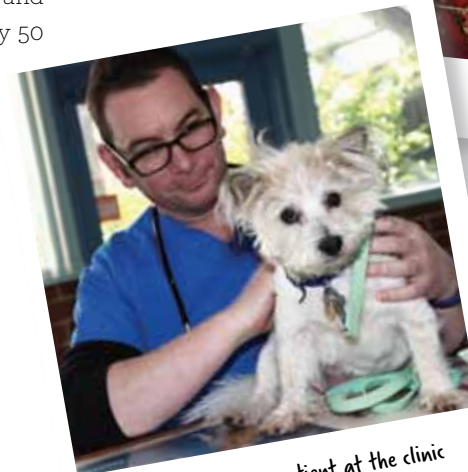
Specialist treatments in oncology and acupuncture are available to private clients, whilst forensic DNA testing is on offer for strays and private clients. Private clinic work now makes up approximately 50 per cent of our work and helps fund the stray practice.

## Veterinary clinic activities

	2009/10	2010/11
Stray surgery	3,245	3,301
Private desexing	563	549
Private other surgery	528	539



*Dr Leonie Poulter in surgery.*



*Dr Alan Bolton with a patient at the clinic*

## Developments

In 2010/11 the clinic team performed surgery on 3,301 stray and 1,088 privately owned cats and dogs. Surgeries included:

- desexing;
- orthopaedic;
- gut resections;
- splenectomies; and
- hernia and tumour removal.

Stray animals received over 5,500 treatments, covering dispensing of one-off medications such as pain relief, through to daily treatments of medications including antibiotics and arthritis relief over the course of the animal's stay.

The introduction of the formal public foster care program and behaviour rehabilitation program has seen an increase in intensive vet care, supervision and support to greater numbers of cats and dogs.

Opening on public holidays, in keeping with the North Melbourne shelter's hours, has offered our clients better flexibility and eased pressure on appointment scheduling.

With our injured, sick and elderly stray dogs now being housed in much better surrounds in the Stan and Helen Moore Sick and Injured Shelter, vet staff are able to tend to and treat them much more efficiently. Previously these dogs were housed in a number of areas within the Home and the size of the North Melbourne precinct meant that it was often a time consuming task to treat the animals and move them between the facilities. The Sick and Injured Shelter's on-site treatment suite allows dogs to receive care for minor ailments without needing to be transferred to the clinic or hospital.

Although our vet services are predominantly based at our North Melbourne headquarters, since opening satellite sites – particularly Echuca and Cranbourne – there has been an increased demand on our veterinary services. Senior vet staff travel regularly to these shelters to supervise the vet care.

In late June the clinic received a donation of an ultrasound machine, which complements the smaller machine already in use at Gracie Street. This gift has enabled diagnosis in stray and private patients that would not have been possible before.

We continue to provide veterinary and nursing students (from the University of Melbourne and Victoria University) with practical training placements. This program gives the students a solid introduction to the unique challenges faced in shelter medicine and continues to be a very popular option, being booked out far in advance.

Key staff remain heavily involved in “Who’s For Cats?”, the Animal Welfare Advisory Committee and animal ethics committees, and have presented pet care segments on commercial and community radio stations.



*Our Veterinary Clinic Receptionist Georgina greets patient.*

# Brave Kasi beats bladder stones

Bladder stones: Two words that make even the toughest of us want to cross our legs squeamishly. Yet four-year-old Spaniel Cross Kasi, a stray brought into The Lost Dogs' Home, lived with two golf-ball sized stones in her bladder for several years.

"They were enormous," said Veterinary Surgeon Dr Bryan Oon, who performed the procedure to remove the stones. "To give you a general idea, the wall of a dog's bladder is normally a few millimetres thick. However Kasi's bladder was so inflamed by the stones, hers was about one inch thick. As you can imagine, going to the bathroom was a very painful experience for her."

*"She is an incredibly happy and resilient dog"*

While the condition certainly wouldn't have been a picnic for Kasi, her happy disposition never faltered once, before or after the operation. Dr Bryan said he was impressed with the little dog's temperament and bravery.

"She is an incredibly happy and resilient dog," he said. "She woke up really well, and recovered beautifully in foster care in the weeks after the operation. She came back in for two urine tests, and everything looked all clear. We're very happy with how she recovered."

Kasi's foster carers, Kim and Ivan, were completely smitten with the gorgeous girl and returned her to the shelter with great reluctance.



*Kasi with her foster carers Kim and Ivan.*



"Kim and Ivan were completely devastated to return Kasi; they would have loved to adopt her if they weren't moving back overseas," Shelter Manager Jodie Addamo said.

We are very pleased to announce that Kasi was snatched up by a loving family within 24 hours of being put up for adoption. We wish her and them the best of luck in the future.



## The Future

The opening of our in-house hospital at the Cranbourne shelter will see the team desexing cats and dogs on release, as per some council requirements, and will ensure we are able to provide the best treatment to stray animals whilst they are in our care.

The Frank Samways Veterinary Clinic, which will be located diagonally to our Gracie Street headquarters, has only been made possible because of a generous bequest from business owner and dog lover Frank Samways.

Planning for this state-of-the-art clinic is well underway, which will include additional examination rooms, imaging room and an isolation ward. The new clinic will have ample customer parking, which has been a concern for some clients, and allow us to extend opening hours, independent of the shelter. A number of new pet care services are also planned.

The Frank Samways Veterinary Clinic will make an incredible difference in our ability to improve the health of thousands of pets each year.



# Our Services: National Pet Register

National Pet Register was established by the Home in 1989 to provide free ID tags to Australian pets, as a direct result of the high numbers of dogs and cats without identification admitted into shelters and pounds. By offering pet owners a free ID tag, we believed owners would be more likely to identify their pets, giving them the best chance of being reunited should they become lost.



*A cat is scanned for his microchip.*

Hugely successful, National Pet Register free ID tag service now has over a million pets registered and is responsible for safely reuniting tens of thousands of lost animals with their owners each year. The free tag service is funded solely through the generous support of our donors and, 21 years on, plays an incredible role in turning lost pets into found, 365 days a year.

With the introduction of microchipping, it was only natural that National Pet Register expanded to include this now compulsory form of identification in Victoria, New South Wales, Queensland and Tasmania. It has become a significant part of National Pet Register, and we offer a range of services to a range of clients, including:

- Competitively-priced Microchip and/or Registration packages to veterinary clinics and animal businesses.
- First-class Microchipping events to councils.

A 24/7 recovery call centre and a fantastic team of individuals who are passionate about the importance of pet ID and reuniting lost pets with their owners, supports National Pet Register's free ID tag and microchipping service.

# Cheeky Scarlett worth the drive



Scarlett when she first came to the Home.

Scarlett visiting the Wingecarribee shelter a year after being adopted.

Scarlett was only seven-weeks-old when she and her sister Cerise were found dumped at a local dairy in New South Wales' Moss Vale region. The little Cattle dog x Staffy sisters were brought into the Wingecarribee shelter where they were given some much needed TLC before being put up for adoption.

Cerise was adopted almost immediately and little Scarlett wasn't far behind her. A young couple from Sydney spotted her on the Home's website and knew she was the one for them.

"Wingecarribee is a two hour drive from Sydney but we saw her on the website and thought she looked like a winner!" Scarlett's owner Luke said. "She was worth the drive." A typical mischievous puppy, Scarlett was enrolled in obedience school straight away where she was taught to use her manners. Luke said Scarlett did exceptionally well in school and is now able to sit, stay, drop, bow and crawl.

*"She's a maniac most of the time  
but deep down, she's a sweetheart!"*

"She's a clever girl, almost too clever sometimes!" he said. "She's very cheeky too. Every morning, without fail, she will follow my girlfriend into the bathroom and steal the bathmat. She loves to sit in the corner and gnaw on it."

Scarlett has also proven to be quite the landscape architect, often deciding on a whim that the garden needs a spruce by liberating every plant from its pot. She is self-taught in the art of opening the bin lid to gain access to the empty food cans, which she meticulously licks clean. And when she's feeling affectionate - which is always, according to Luke - she will try to climb up for a piggy back so she can lick Luke's ears.

"She's a maniac most of the time but deep down, she's a sweetheart!" Luke said. "She's just a very happy, very friendly young dog. She's got the best smile."



*Mobile microchipping service 'Reggie' in action at the Home's Open Day in March 2011.*

## Developments

In 2010/11 National Pet Register has made some landmark achievements helping us in our mission to see more Australian pets identified with a microchip and a collar tag.

The dedicated team have worked hard, adding an increasing number of new microchips to our database, sending out free pet ID tags and taking calls to reunite lost pets with their owners.

In October 2010 we opened an office in Brisbane – the first outside of Melbourne. Two new staff members joined National Pet Register team, helping to service our growing customer base in Queensland. We would like to thank Best Friends Pet SuperCentre for assisting us with our office space in Brisbane.

## National Pet Register's annual figures

	2010/11
Total number of microchips added	81,639
Total number of free pet ID tags provided*	13,033
Total number of pet recoveries:	23,303

\*plus 8,1639 tags sent to all microchip registrations

As a result of generous donations, in late-2010 National Pet Register took delivery of a customised Winnebago to provide mobile microchipping services to councils and the public. The purpose-built vehicle, enabling us to reach more pets with identification and providing a top-of-the-range set up at events has long been a dream of the NPR's Operation Manager Melaine Robinson.

'Reggie' the Winnebago allows us to provide a safe, secure, indoor area to microchip cats and nervous dogs; data entry stations and office space so pets' details can be entered immediately and owners given a microchip certificate; and a much more efficient way of operating and attending microchipping events. Reggie's colourful signwriting acts as a travelling billboard, advertising our free ID tag service and raising awareness of the importance of pet identification.

We launched '12/12 – Update Your Pet Details Day', a national awareness day reminding and prompting owners to keep their pet's contact information current. Sadly the Home – and other shelters – often find phone numbers and addresses corresponding to microchips are out of date because owners have not contacted their microchip register when they have moved.

Scheduled just before the Christmas holiday period – when pets and owners are on the move – we hope that 12/12 will become as much a part of the national psyche as changing smoke alarm batteries at the commencement and ending of daylight savings.

National Pet Register employees and volunteers attended 49 events across Australia in 2010/11. Events such as these give us the chance to not only provide pets with identification, but also speak to owners about the importance of ID and answer any questions.

Amongst the many successful events were four highlights:

- Brisbane's EKKA show, where the team issued hundreds of free pet ID tags;
- Oscar's Law rally, where our stand offered attendees free ID tags and sold merchandise to raise important funds for Oscar's Law;
- Reggie's first ever event, at the Home in December where we microchipped pets for \$10.
- Open Day, where we offered \$10 microchipping. 113 dogs and cats and 1 rabbit were microchipped and hundreds of pets received a free ID tag.

In February, four National Pet Register team members helped Brisbane pet owners and their pets during the devastating floods. Understanding that at times of disaster pets are at risk of fleeing in fright or becoming disorientated when moved to unfamiliar surrounds, National Pet Register offered support to make sure affected pets were safely identified. The team also assisted in the two Disaster Relief Centres, sleeping in the centres to provide comfort to displaced pets and ensure their safety and wellbeing at all times.

## The Future

Over the next 12 months, National Pet Register plans to expand our Mobile Microchipping Service by travelling into more regional areas in Queensland and Victoria. We would also like to increase the number of smaller microchipping events around Melbourne, making microchip identification more accessible to a larger number of pet owners.



National Pet Register Customer Service officer Lynne.



# Our Services: Education

The Lost Dogs' Home has always believed that the key to reducing the number of lost, abandoned and neglected animals in Australia is through educating members of the public on responsible pet ownership. With the recent addition of the Thelma Hoult Training and Education Centre, we hope to increase our educational presence in the community and reach more people with our message of caring for companion animals responsibly.

## Developments

### School Tours and Talks

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The Home hosted 11 school groups in 2010/11, allowing students from Years 9 to 11 to participate in a guided tour of our facilities. Many of the participating school groups organised donation drives on behalf of the Home and were given the opportunity to see where and how their donations were being utilised. We also welcomed school groups who were studying community programs, to give them an insight into how a not-for-profit organisation is run. Senior staff members and veterinarians have also gone off-site to speak at local schools and community groups.

### Work Experience

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The Lost Dogs' Home is a very popular choice for students wishing to complete work experience and, between the months of April and November, the Home plays host to approximately two Year 10 students per week. Each student's time is divided up between

cleaning duties, performing administration tasks, walking the dogs, accompanying staff on ambulance jobs and watching our vet nurses give one-on-one advice to people who are adopting an animal. They even get to observe a surgery if they can stomach it!



*A work experience student at the Home.*

## Veterinary and Nursing Internships

Working with both stray and private animals has equipped our vet clinic team with a broad scope of experience and we are pleased to be able to pass this knowledge on to the next generation of veterinarians and nurses. Not only does it expose students to the realities of shelters but it has also proved to be a useful recruitment tool in the past, with several of our top students being offered a position upon their graduation.

As an Academic Associate of the University of Melbourne, the Home takes in one final year vet student every two to three weeks, allowing them to gain hands-on experience in a clinic environment. Students begin by assisting our trained vets and slowly progress to performing routine operations on the Home's stray animals towards the end of their placement.

We offer internships to veterinary nursing students from Victoria University, who come in one day per week for the duration of their final year. TAFE students completing animal handling studies are also offered the chance to gain firsthand experience working with the Home's animal attendants.

## Pet Licence

While the Home is very focused on promoting adoption, we are also aware of the repercussions of impulse buying. Many people get caught up in the excitement of adopting a new pet, yet they are unaware of what a large responsibility it can be. To safeguard against animals being returned or abandoned due to an unprepared owner, the Home has the Pet Licence test, a free, online quiz which provides necessary information on responsible pet ownership.

The Pet Licence is currently in its second year of operation and in 2010/11 approximately 4,170 people completed the test. This high level of participants is likely to be attributed to the new Facebook application, which allows more people to access and complete the Pet Licence test.

## Staff and External Programs Training

Before the Thelma Hoult Training and Education Centre was built, staff training sessions were usually held in the nearest available room we could find!

Now our staff are able to complete their professional development activities in the comfort of an air-conditioned auditorium, complete with overhead projector and a podium for guest speakers. This private, quiet space has enabled staff to continually update their knowledge of the industry we work in, which in turn improves our services.

The auditorium is also used to hold inductions for our foster care and volunteer programs.



*A workshop in the Thelma Hoult Training and Education Centre.*

## The Future

Our commitment to education is not only focused on members of the public, but on our own staff as well. We believe that by regularly updating our own knowledge, we can help improve the wellbeing of the animals we care for on a daily basis. In the coming year, one of our leading veterinarians, Dr Caroline Cook, will be holding specialist training seminars for all staff that come into contact with animals.

These workshops will incorporate both practical demonstrations and theory-based learning to educate staff on various topics, such as how to identify and react to cat and dog behaviour and body language. By understanding the motive behind the action, we are able to better meet the needs of our residents, as well as keeping our staff safe and prepared in the workplace.

# Hypo Harpo finds new home

Going bald is unfortunately something most men will experience in their lives – although not usually at 11-months-old!

Harpo, an apricot Poodle, arrived at the Home so malnourished, his ginger curls fell out at the slightest touch. However after visiting the vet and being put into foster care to recover, Harpo was nominated as the face of our Open Day in March, garnering him lots of attention from eager adopters. However it was Diann and her family who ultimately got to take him home.

“I had read about him in the paper and thought he looked very sweet, so my son and I attended Open Day so we could meet him,” Diann said. Already the owner to a six-year-old Poodle named Coco Diann was an obvious choice to staff, given her knowledge and experience with the breed.

“I’d say Coco was the best possible reference I could’ve had with me; she is such a beautiful dog, so well behaved and looks gorgeous,” said Diann. Since bringing Harpo home, Diann said the family have given him the nickname ‘Hypo’ because of his never-ending source of energy.

“He is very entertaining,” she laughed. “At the park, he thinks he is the toughest man in town and tries to challenge these massive Labradors for dominance! He’s so tiny, it’s quite comical.”

Diann said Harpo is a typical boy, constantly farting and refusing to cooperate at bath time. And like most males, he seems to have a strong obsession with the popular TV show ‘Top Gear’.

“It’s amazing; the only time we can get Harpo to settle is when he is watching that show!” Diann said.



*Harpo with his new family.*



Fundraising







# Fundraising

The Home is grateful for the support of many generous individuals and groups who help fund our essential work and services for animals and the community. Quite simply: we could not do what we do without their support.

Our strategy for 2010/11 focused on acquiring new donors through direct mail and face-to-face fundraising. Our regular giving program, 'Friends of PAWs', continued to grow and our direct mail appeal program remains strong.

Many of our services are dependent upon the support of donors through these fundraising programs, including services that help reunite lost animals with their owners, like National Pet Register, and services that assist abandoned dogs and cats to find new homes, such as the foster program, behaviour rehabilitation program and adoption program.

We sincerely thank all of our big-hearted, committed donors and supporters for everything they make possible.

## 'Friends of PAWs'

Our Friends of PAWs donors are among some of our most special supporters. With their regular gifts, automatically debited from bank accounts or credit cards, PAWs donors contribute close to 70% of our overall fundraising income.

In 2010/11, PAWs gifts funded 'everyday' Lost Dogs' Home services and programs, as well as the purchase of veterinary equipment for North Melbourne and Cranbourne, which included an ultrasound machine.

The reliable income these wonderful people provide is vital to the Home being able to plan ahead with confidence and have the peace of mind we will always be there to care for lost and abandoned dogs and cats.

## Appeals

Direct mail appeals continue to be an integral part of our fundraising program. They also act as an important communication tool, keeping supporters informed and updated on our programs, initiatives and activities.

Our donors responded generously to our two main mailings, the Christmas and Winter Appeals. The Christmas Wish Appeal raised almost 29 per cent more than 2009's appeal, whilst the Winter Comfort Appeal exceeded target by four per cent.

Both Christmas and winter are busy times of the year where we see an influx of dogs and cats coming into the Home, so the generous support of our donors is much appreciated.

Staff are also heartened by the messages of encouragement we receive, most notably when we ask for feedback from supporters and donors. The many ways people say 'thank you' means a lot to everyone at the Home. We also enjoy reading the hundreds of stories and seeing the photos donors send in about their own pets, which are often the inspiration behind the decision to support us.

Our acquisition strategy to recruit more donors and regular monthly givers also performed well. It is always heart-warming to find a great many people care about the plight and welfare of animals as much as we do.

## Grants

### The Helen Macpherson Smith Trust

The Lost Dogs' Home gratefully acknowledges The Helen Macpherson Smith Trust for their wonderful grant of \$25,000 towards running educational programs at The Thelma Hoult Training and Education Centre.



## Corporate support

We gratefully acknowledge the outstanding support from our corporate friends. We thank Melbourne City Council and Citywide for their support of Open Day. We received sponsorship from the Melbourne City Council, whilst Citywide kindly donated waste management services on the day.

## Woolworths

Our long-term relationship with Woolworths, which spans 26 years, has resulted in donations of an estimated \$2 million-worth of pet food in that time.

Each December, selected Woolworths stores across Greater Melbourne take part in our Christmas Pet Food Appeal. Customers are able to drop donations of pet food into our kennel-shaped bins, to help feed the tens of thousands of animals the following year. The colourful bins also help raise awareness for adopting an unwanted dog or cat from the Home.



## Best Friends Pet SuperCentre

Best Friends Pet SuperCentre continued to generously sponsor our Animal Ambulances and have helped raise further funds through various in-store events. In particular we would like to acknowledge the very special support Best Friends Pet SuperCentre provided during both the Queensland and Northern Victorian floods.



Flood Relief Appeals were run in all stores and customers were able to donate a gift voucher for flood-affected pets. Best Friends then matched the donation raised by their customers. It was a fantastic effort and raised thousands, which went towards purchasing goods and food to donate to affected pets and to replenish our shelter supplies. We are also grateful for their support, involvement and donations at our Open Day.



*Volunteer Coordinator Jess and Shelter Attendant Scott with a collection of donations received from Wilmott Park Primary School in June 2011.*

## Gifts in Kind

Many of our supporters enjoy giving a tangible gift to the dogs and cats we care for. Blankets, towels, food, toys, dog coats and treats are received each day thanks to kind individuals and groups. The Lost Dogs' Home relies almost entirely on the generosity of our supporters and the community for food and bedding. Thanks to them, the animals in our care are kept warm, well-fed and entertained during their stay.

We would also like to acknowledge the support of many work places and schools for running their own special 'Donation Drives'. Not only are the goods they donate much appreciated but they also help raise awareness for the Home, our work and services.

On behalf of our veterinary clinic, we would like to thank individuals and organisations who have donated veterinary products and equipment. We would like to make particular mention to Pfizer for their sterling support as volunteers, for raising a generous donation of \$500 and for their gift of veterinary products.

In June, the vet clinic also received an ultrasound machine from an obstetrician. Valued at \$25,000, it's an extremely generous contribution and has made diagnosis of conditions in both our private and stray patients much quicker and easier.

In February, the Home's Campaspe Animal Shelter Manager, Kate Kemp, was thrilled to receive a donation of a hydrobath from a local resident. The hydrobath will be a great help to Kate and her team in caring for neglected dogs and preparing them to look their best for adoption.

# A flood of emotion as Pebbles comes home



In January 2011, as Brisbane residents began to evacuate their homes due to imminent flooding, Nicki and her husband packed their kids, the family dog, and Pebbles the cat into their car. Their suburb was listed as a high-risk flooding zone, so they temporarily moved in with Nicki's sister. Pebbles was highly distressed by all the activity, so Nicki decided to put her downstairs to settle in peace and quiet.

"It was a bit warm, so I opened the sliding door just a crack to get some air in," she said. "There was also a screen, so I thought it would be fine to leave the glass door open. But I guess I didn't realise how clever my cat was!"

*“She has always been a fairly tough cat, but she had never been without food and I worried she'd been hit by a car.”*

Somehow, in the minutes after Nicki left the room, Pebbles managed to pry open both doors and run away. For nearly two months, Nicki and her family searched for their beloved pet.

"I was beginning to think I might never get her back," Nicki admitted. "She has always been a fairly tough cat, but she had never been without food and I worried she'd been hit by a car."

Nicki's worries were finally put to rest in March, when National Pet Register contacted her to say that Pebbles had been found. Nicki got quite teary when she heard the news, and thanked her lucky stars they had Pebbles microchipped.

Once back at her newly refurbished house, Pebbles was thinner than Nicki remembered and had a small patch of fur missing. Other than that, she seemed perfectly fine and was straight back into her usual habits.

"It's like nothing happened," Nicki laughed. "She's been sunning herself on the deck and seems perfectly at ease. When we got her back, she was spoiled rotten with hugs and even got a lick from the dog! But now, it's just business as usual."



*Pebbles the amazing little survivor!*



*Queensland's devastating floods.*



## Bequests

One of the most generous things a person can do to help lost and abandoned dogs and cats is to include a gift in their will to The Lost Dogs' Home. Bequests received by the Home are used to build and upgrade our facilities so that we can provide the very best environment and services for the animals.

New facilities like the Thelma Hoult Training and Education Centre, The Lost Cats' Home and the Stan and Helen Moore Sick and Injured Shelter are already making a positive difference in our day-to-day operations. These new facilities would not have been possible without the foresight and generosity of donors who kindly left a gift in their will.

Frank Samways was a committed supporter of the Home and it was his wish to see a new veterinary clinic built in his name. His exceptionally generous bequest will see the Frank Samways Veterinary Clinic come to fruition over the coming years. Relocating and expanding the new clinic will free up valuable space at the North Melbourne shelter to develop a dedicated Adoption Centre. We hope the new centre will enrich the adoption experience at the Home and ensure new owners are fully prepared to take on their new companions. Bequests are vital for our long-term future and mean we can initiate capital improvements when needed, and introduce and maintain vital services. The Home hopes to continue growing our bequest program.



The late Mr Frank Samways and  
Dr Graeme Smith OAM.

## The Future

The Lost Dogs' Home has been through a period of significant growth and is continuing to expand services to the dogs and cats that depend on us. We know that this growth is only made possible with the generous support and shared vision of our donors and supporters.

The fundraising team will continue to recruit more donors through traditional acquisition campaigns. The Home has also invested in developing our website and social networking communications on sites like Facebook, Twitter and Four Square. As more people choose to communicate and follow us online, we will look at growing our fundraising and communications on these platforms.

Proactive services for dogs and cats, such as our foster care, behaviour modification, adoption, post-adoption training and veterinary programs, as well as National Pet Register, all very much depend on our fundraising income. It is important that we continue to invest in our fundraising program to ensure that we will always be in a position to provide and grow these essential services.

Finally, we would like to extend special thanks to our Patrons Daryl Somers OAM, Julie Somers OAM, Marty Fields and Daryl Cotton and Ambassadors Claire Hooper and Mike Larkan.

Volunteers







# Volunteers

We rely on the help of our volunteers to assist us in various areas around the Home, performing the necessary jobs required to help with the daily running of the shelter. No matter how big or small the task, every contribution helps the Home fulfil its core mission and we are so grateful to everyone who makes the ongoing commitment to help the cats and dogs as a volunteer.

This year saw an exciting growth in our intake of volunteers, thanks in no small part to the introduction of a full-time Volunteer and Work Experience Coordinator. Under their guidance, each of the five volunteer programs has expanded and become streamlined for an efficient use of volunteer resources. All volunteers are required to attend a training workshop prior to commencing duties at the Home, and we provide ongoing support and training to our volunteers throughout their placement.

## Developments

### Dog Walking Volunteers

.....

By far the largest and most popular volunteer program, our dog walkers exercise, interact and assist with training the dogs that are available for adoption, within the premises of the Home. Specially designed by our behaviour rehabilitation team and experts - Planet K9, the program reinforces good behaviour to help prepare the dogs for their new homes and improves their wellbeing while at the shelter.

In 2010/11, the program had 30 regular dog walking volunteers who worked at the home for at least one hour per week each. We also had four dog walking groups from various community organisations, including McAuley Services, The Mental Illness Fellowship, Northern Support Services and Norwood Services.

Our dog walking groups are very important to the Home, as they provide a wonderful opportunity for the dogs to get out of their pens and receive some one-on-one attention. Furthermore, the program provides disadvantaged people and people with a disability the chance to give back to the community and interact with other people and animals.

### Administration Volunteers

.....

A number of the Home's departments rely heavily on the administration support provided by volunteers. This includes National Pet Register, where long-term volunteers Julie and Sue are responsible for sending out free ID tags; and the Fundraising department, where Rosalie, Peter and Wendy kindly volunteer their time sending out receipts, opening mail, collating donor packs and performing data entry.



*Volunteers from Elite Customer Solutions at The Lost Dogs' Home.*

## Corporate Volunteers

Many companies offer their employees the opportunity to volunteer at a non-profit organisation and the Home is extremely thankful to have the support of companies such as NAB, Suncorp, The Body Shop, ANZ and Pfizer.

As our fastest growing program, these corporate volunteers are truly an asset to the Home, as they often bring with them the experience and expertise needed to help us complete specific projects. In 2010/11, they assisted our IT team with a 'digital asset management project', archiving the Home's press coverage and photographs from the past 100 years. This is an ongoing project and we are deeply appreciative to our corporate volunteers for overseeing such an important task.

The Home would also like to thank our corporate volunteers from the National Horizon Learning Centre, Sales Force and GE Finance.

## Event Volunteers

These volunteers assist at our National Pet Register microchipping and ID tag events, often giving up their weekend to help us provide this important service. Their duties include helping our team set up and pack down our equipment, meeting and greeting people who are having their pets chipped or tagged, operating a tag engraving machine and performing data entry duties.

We had an overwhelming response to a call for volunteers to assist us at our Open Day in March. A total of 57 volunteers helped out on the day, directing members of the public around the Home, handing out tickets, refilling water buckets and assisting at all the stalls. With staff already stretched thin, the volunteers' assistance was absolutely invaluable and the day was a massive success as a result.

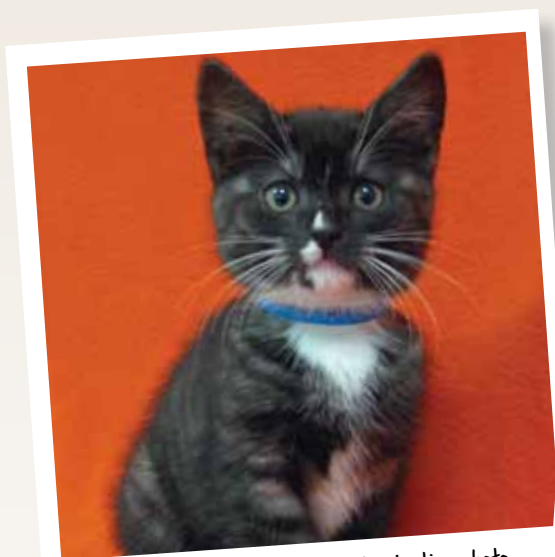
## The Future

2010/11 marks an exciting landmark in the history of volunteers at The Lost Dogs' Home; however there is still plenty of room for expansion. Changes to the Code of Practice means that dogs are now able to be walked off-premises, allowing more volunteers to be on duty at any given time. To manage this growth, and to ensure correct behaviours are being taught, all dog walking volunteers will be required to attend a basic manners class with Planet K9. These classes will run on a regular, ongoing basis so the volunteers always have the training and support they need to fulfil their roles. An increasing amount of community organisations have also expressed an interest in joining our Dog Walking Program.

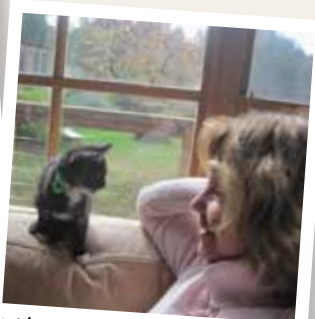
Our Administration and Corporate Volunteer Programs are currently at full capacity, with interest already being registered for 2012. National Pet Register is continuing to work with Councils to provide microchipping services in Victoria, New South Wales and Queensland; therefore more event volunteers will be required in the future.



## Small in stature; big in charm



Small dark and handsome; Wilbur's adoption photo.



Wilbur at home with Ann.

When a tiny kitten named Wilbur was continuously overlooked at the Home's Campaspe shelter, it had staff scratching their heads. A relaxed little gentleman, staff were worried Wilbur's penchant for chilling out was being confused for coldness by potential adopters and hoped someone would come along who could see what a delight he was really was.

Enter Ann: "We lost our cat a year ago and thought about getting another one," she said. "Our daughter told me to look at the Home's website and said there was a really cute kitten available at the Campaspe shelter... his name was Wilbur."

Driving over an hour to the shelter, Ann was initially torn between Wilbur and another kitten named Ebony. However after playing with both, Ann soon realised that her gut instincts were correct and Wilbur was the one for her.

Ann's dog Cleo, an eight-year-old German Shepherd, has had a slight fear of cats ever since she was hissed at by an unfriendly feline. However Ann said Cleo and her old cat adored each other and she was hoping Cleo would form a similar relationship with Wilbur.

*"Our daughter told me to look at the Home's website and said there was a really cute kitten available at the Campaspe shelter... his name was Wilbur"*

"Luckily she seems to be quite taken with him!" Ann said. "Though not quite friends, they touch noses and Wilbur amuses Cleo as he flies around the living room in the evenings."

Wilbur has also managed to charm Ann's husband, who Ann describes as 'not a great fan of cats'. "My husband seems to tolerate Wilbur and even lets him sit on his lap!" Ann said. "Believe me, that's a big step!"

It is Ann, though, that Wilbur has bonded with the most: "He's simply adorable... I'm sorry, but you can't have him back!"

Media





# Coverage Highlights

The Lost Dogs' Home has a very successful relationship with the media, with some form of coverage occurring most weeks. As a leading animal welfare organisation, our opinion is often sought on related topics and our adoption features act as 'feel good stories' that also promote our cause.

We received some of our biggest coverage of the year when the Minister for Agriculture, Peter Walsh, announced the Victorian state government's decision to review the Code of Practice for the Management of Dogs and Cats in Shelters and Pounds from the Home's North Melbourne shelter. This announcement triggered many changes in the companion animal welfare industry and the Home was on the frontline of most media reports during this time.

We utilise the media to raise awareness for the Home's important work in the community, to promote the animals we have for adoption, publicise our events and to educate the community about responsible pet ownership. The media is also a tool which we use to highlight cases of cruelty or neglect. We were outraged in July 2010, when all charges were dropped against the man accused of abusing Buckley the pup. The young Border Collie mix has always received media attention and the support we received from the public as a result of this story was overwhelming.

The introduction of a full-time Communications Officer means nearly 220 stories have been published on [www.dogshome.com](http://www.dogshome.com) in 2010/11. The stories range from updates on our graduates in their new homes, to features on animals currently up for adoption, to industry news and events.

All stories are promoted on Facebook and Twitter, with the aim of increasing adoptions, raising awareness on important issues and promoting the Home's work to the greater community.



## Special thanks to...

### Press

- The Herald Sun, in particular journalist Kelly Ryan
- The Age
- The Moonee Valley Leader for their 'Pet of the Week' feature
- The Heidelberg Leader
- The Riverine Herald
- The Southern Highland News

### Television

- Mike Larkan, for his weekly 'Give a Dog a Home' segment on Network Ten
- 'The 7pm Project' on Network Ten
- 'The 7.30 Report' on ABC

### Radio

- Plenty Valley FM

### Online

- [www.giveadogahome.com.au](http://www.giveadogahome.com.au), which features three dogs for adoption per week
- [www.heraldsun.com.au](http://www.heraldsun.com.au)



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## Mighty Mouse wins his three-leg race



Lucie van den Berg

THIS three-legged friend has finally got a leg-up in life.

Asiro Boy, the tough terror left to fend for himself in Melbourne, has been welcomed into the fold on a farm near Mansfield.

And keeping with the cartoon theme his new owner, Sande Cornelius, has renamed him Mighty Mouse after his short stature and curiosity.

The seven-year-old lost a leg after being left to wander around Melbourne with 3cm of bone sticking out of his leg. Fortunately he was found by the Lost Dogs' Home.

Mrs Cornelius, a horse trainer, said she read about Mighty Mouse's plight in the Herald Sun.

"The other day I was just trying to help a little baby possum who had almost the same injury," she said.

"I couldn't catch him, then I saw the article in the newspaper."

"I couldn't help the possum, but I could certainly help this little fellow."

His injury made him a perfect pet.

"I have two dogs. I lost one earlier this year and I was looking to adopt another puppy. I'm a horse trainer and I live on a sheep farm, so I wanted a dog that I could trust not to run after the animals," she said.

Mighty Mouse has already nuzzled his way around the house and is settling in perfectly.

"The first thing he did when he got here was go and look at every room in the house," she said.

"When I am sitting by the fire at night, he's like this really cheeky little mouse, popping his head out of the basket."

**Horses for courses:** Mighty Mouse enjoys the view with Sande Cornelius (right) as he gets to know his new mates. Pictures: CRAIG BORROW

©NewsPix/Herald-Sun

©NewsPix/Craig Borrow



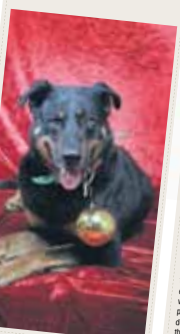
**JACKSON**  
Boxer-mastiff mix, 9 months

Action Jackson is a fun, lively mutt who loves a good game and would suit an active family who enjoy doing things that include their dog. When the fun is over, this big boy becomes a big snuggler, happy to just sit on his bed and wait for a cuddle. *Animal Aid*



**TORRO**  
Rottweiler-shepherd mix, 7 years

Rather than deal with his issues, including having him deslaved, his owners kept Torro on a chain for years, where all he's longed for are walks. Now he's enjoying his time at AAPS where he is getting affection and attention, which he is responding to beautifully. *AAPS*



**LEA**  
Chihuahua mix, 9 years

Little Lea looks like any other new mum showing the strain of motherhood. Disoriented by the life she has experienced, this worldly girl has been passed over as the demands of finding the litter she delivered at the Lost Dogs' Home took a toll on her looks. Wonderful with people and other kids, she is not great with other dogs and cats. Alpacita has left her with a patchy coat but, at nine, this senior has earned a loving home and peaceful retirement.



**JAY**  
Shih tzu mix, 5 years

A cute little canine Santa Claus whose pretty coat must be kept free from fleas. That is why he is a hard task to any responsible animal owner who knows their pet properly. Since his personality only to later instead choose a dog with a less security coat. *Lost Dogs' Home*



**RAZZ**  
Kelpie mix, 1 year

Super smart, young working dog, used to the hit with empty bowls in overdrive who will put his owner under a lot of stress. The dog's looking red and tan is not recommended for small children but promises to be a quick learner capable of moving how clever he is at training. *Lost Dogs' Home*



**BARRY**  
Sharpei-mastiff, 6 months

Big Baz looks tough but a sloppy side will be the reward for the person prepared to exercise and train the youthful exuberance of this affectionate and inquisitive playmate. Too boisterous for young children but basking with the potential to be man's best friend, Baz needs patience as he matures and grows and learns to be a good boy. *Lost Dogs' Home*



**WENDY**  
Maltese mix, 5 years

A life of hardship left her matted and flea infested, yet this loving little dog has not lost her love of people and requires nothing more than a kind word and a gentle hand. Freshly shorn, washed and flea free, she is ready to become part of a new family that deserves her devotion. *Animal Aid*



**CHARLIE**  
Silky terrier mix, 7 years

Heartbroken after being surrendered to midlife age by his sick owner, cute-as-a-button Charlie will need a gentle touch with a strong new owner, but used to spaces and a herring background. Sleeps, huffs and snorts demand medication. *Lost Dogs' Home*



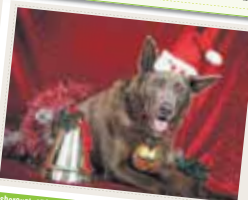
**ROXANNE**  
Staffordshire bull terrier mix, 4 years

More a people person than pet, a typical staffy who loves her toys, is always to be seen in her family action and would make a perfect addition to an active young family or couple. *Animal Aid*



**BYRON**  
Kelpie mix, 8 years

Good-looking older dog who is a little shaggy and needs help uncovering the full awareness of his nature with some training and socialisation. Like many men in middle age, prone to paucity without some exercise and likely to suffer from health issues like arthritis. *Lost Dogs' Home*



**OSCAR**  
Jack Russell terrier mix, 4 years

Anyone who suffers from hay fever will sympathise with this pastured over as "not pretty enough". Perpetually close to Oscar's mix allergic eye condition can be managed and will be worth taking care of occasionally to return for an exceptionally happy-go-lucky dog. *Lost Dogs' Home*



**MITZI**  
Maltese mix, 12 years

People are not wanting to her and she does which reflects her sorrow at losing her loving owner and pampered home at 12 years. She's just waiting for someone kind to offer cuddles and comfort after her changed circumstances at the age when she should be happily settling. *AAPS*



# The 12 strays of Christmas

THEY could be called the Dirty Dozen, supposedly the 12 most unadoptable dogs in Melbourne. Christmas is coming and so too are the last days for these dogs on death row for whom time is ticking away.

Age, looks and health issues have meant new homes have eluded them as people simply pass them by. But staff at the three animal shelters where the dogs are housed vouch that these mutts have the most potential to be perfect pooches for the right masters. And they have appealed to Victorians to give a dog a home for Christmas. Meet the mutts who want to wake up under your Christmas tree.

THE LOST DOGS' HOME, 2 Gracie St North Melbourne 9220 2755. AUSTRALIAN ANIMAL PROTECTION SOCIETY, 10 Homeleigh Rd, Keysborough 9739 8415. ANIMAL AID, 35 Killara Rd, Coldstream, 9739 0300

Pictures: ANDREW TAUBER

Strays picture gallery [heraldsun.com.au](http://heraldsun.com.au)

Also on iPad [www.heraldson.com.au/ipad](http://www.heraldson.com.au/ipad)

©Newspix/Herald-Sun  
©Newspix/Andrew Tauber



HOME: Ian Archie with Rex, who was wearing a registered tag when he went missing. Picture: Mark Calleja

## Simple Ekka exercise saves man's best friend

**Brian Williams**  
CAPALABA resident Ian Archie thanks his lucky stars that he was talked into taking a free National Pet Register tag for his dog Rex at last week's Ekka. "I turned and aahed about doing it because I don't like giving information out about myself," he said. "On Thursday I put the tag on Rex's collar and on Thursday night he escaped when a gate was left open. "I got a phone call on Saturday night to say he had been found at Ormiston. I couldn't believe it. "He's my mate. He's been with me for five years. He's a companion animal because I have a disability. He makes me walk. Without him I'd be sitting here doing nothing." Pet register operations manager Melaine Robinson said 681 tags were given away at the Ekka, joining more than a million pets already registered nationally with the scheme. "External collar tag details are a big help in finding the owners of lost animals because sometimes people aren't on the ball with microchipping or animals get lost on the weekend when a chip can't be scanned," she said. "Our service goes 24 hours a day, seven days a week." Mr Archie said it was just luck that he took a tag because he had not had Rex microchipped.

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©Newspix/Mark Calleja

Financials





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## Director's 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 2011.

### 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 (years)	Meetings held while director	Meetings attended
Mr J. Allen	Director	10	7	6
Mrs M. Crossley	Director	30	7	7
Dr K. Farfor*	Director	10	6	6
Mrs D. McGuiness	Director	7	7	6
Ms J. Scovell	Director	21	7	4
Dr G. Smith	Director	11	7	7
Dr A. Tribe	Chair	17	7	4
Mr B. Walsh	Director	9	7	5

\* Resigned 17 August, 2011

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

### 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 surplus of the Home for the financial year ended 30 June 2011 was \$978,823 (2010: \$2,780,297).



## Review of operations

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

	2011 \$	2010 \$
Revenue from continuing operations	12,375,271	11,854,916
Operating activities expenses	(14,162,092)	(12,398,548)
Profit/(loss) from operating activities	(1,786,821)	(543,632)
Revenue from non-operating activities	2,765,644	3,323,929
Expenses from non-operating activities	-	-
Profit for the year	978,823	2,780,297

During the current year, the Home had a decrease in the overall surplus for the year, again due to an increase in expenses and a decrease in legacies.

## 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

Subsequent to balance date the Home has entered into a contract with the Brisbane City Council to provide Pound Services for the Council for a period of three years commencing on 3 October 2011 with two additional periods of one year each.

On 8 July 2011, The Lost Dogs' Home received planning permission for the construction and operation of a veterinary practice at 1 Boundary Road, North Melbourne. Construction will begin in the first half of calendar year 2012. Full settlement of the purchase of 1 Boundary Road will be completed in January 2012 as per contractual terms.

No matter or circumstance other than the above has arisen since 30 June 2011 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. Unclaimed animals will be rehoused where ever possible. There will be a greater emphasis placed on community education for responsible pet ownership and compulsory desexing and microchipping.

## 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 \$8,987 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:

### Taxation Services

	2011 \$	2010 \$
PricewaterhouseCoopers Australian Firm		
Tax compliance services	3,000	2,890
	3,000	2,890

## 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 60.

## 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.



Dr Andrew Tribe  
**Chair**



Dr Graeme Smith OAM  
**Managing Director**

Melbourne  
4 November 2011

# Landing on all three legs



When the Home posted a story on Facebook about a cat named Pickles – who, after a callous hit and run had to have his hind leg amputated – Joanne was instantly smitten.

“We didn’t need another cat – we’ve already got two, plus a dog, a four-year-old child and several guinea pigs,” Joanne said. “But Pickles’s story really affected me. I checked the website regularly and when he hadn’t been adopted, I begged my husband to let us have him.” It wasn’t him she needed to convince! Already the owner of two cats, Joanne needed permission from her council to adopt a third.

“We ran around like headless chooks for days trying to get everything organised and we’d never even met Pickles!” Joanne laughed. “I just couldn’t get him out of my head and I knew he would be worth all the effort.” He was. “As soon as I went in to pick him up, I fell in love with him,” Joanne said. “He is such a special cat.”

*“As soon as I went in to pick him up, I fell in love with him,”*

By the sounds of it, she’s not the only one who thinks so! Joanne’s young daughter Scarlett is besotted with Pickles and the two have barely been seen apart since he was adopted.

“Scarlett thinks the world of him,” Joanne said. “Sadly for Pickles, she follows him everywhere and carries him all the time. He doesn’t seem to mind too much. In fact, I think he loves the attention as he is very affectionate and a real smoocher.” Joanne said Pickles’s missing limb hasn’t been a problem at all, although he occasionally needs a push to climb up onto a lap. It seems this little guy has truly landed on all three paws and found a family who clearly adore him.

“The day we adopted Pickles, I posted on my Facebook: ‘I’m in love! There is a new man in the house!’” Joanne laughed.



## Auditor's Independence Declaration

.....

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 Vic 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 4 November 2011. The directors have the power to amend and reissue the financial statements.



### Auditor's Independence Declaration

As lead auditor for the audit of The Lost Dogs' Home for the year ended 30 June 2011, 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.

A handwritten signature in black ink, appearing to read 'Michael Shewan'.

Michael Shewan  
Partner  
PricewaterhouseCoopers

Melbourne  
7 November 2011

**PricewaterhouseCoopers, ABN 52 780 433 757**  
Freshwater Place, 2 Southbank Blvd, SOUTHBANK VIC 3006, GPO Box 1331 MELBOURNE VIC 3001  
T +61 3 8603 1000, F +61 3 8603 1999, [www.pwc.com.au](http://www.pwc.com.au)

Liability limited by a scheme approved under Professional Standards Legislation

## Statement of comprehensive income

	Notes	2011 \$	2010 \$
<b>Revenue from continuing operations</b>	3	12,375,271	11,854,916
Other Income	4	2,765,644	3,323,929
Council and Contract expenses		(3,575,907)	(3,131,487)
Veterinary Clinic expenses		(1,481,953)	(1,253,235)
Fundraising expenses		(2,225,881)	(2,351,456)
Shelter expenses		(3,221,422)	(2,572,102)
Administration expenses		(3,656,929)	(3,090,268)
Profit for the year	5	978,823	2,780,297
<b>Other comprehensive income</b>			
Changes in Fair Value of available-for-sale financial assets	14 (a)	418,887	358,916
<b>Total comprehensive income for the year</b>		1,397,710	3,139,213

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

## Balance Sheet

	Notes	2011 \$	2010 \$
<b>ASSETS</b>			
<b>Current assets</b>			
Cash and cash equivalents	6	5,463,669	9,395,466
Trade and other receivables	7	750,793	898,134
Inventories	8	70,724	9,836
Total current assets		6,285,186	10,303,436
<b>Non-current assets</b>			
Financial assets	9	7,166,152	6,401,052
Property, plant and equipment	10	11,743,338	6,533,548
Total non-current assets		18,909,490	12,934,600
<b>Total assets</b>		<b>25,194,676</b>	<b>23,238,036</b>
<b>LIABILITIES</b>			
<b>Current liabilities</b>			
Trade and other payables	11	772,901	513,008
Provisions	12	1,098,923	873,448
Total current liabilities		1,871,824	1,386,456
<b>Non-current liabilities</b>			
Provisions	13	132,623	59,061
Total non-current liabilities		132,623	59,061
<b>Total liabilities</b>		<b>2,004,447</b>	<b>1,455,517</b>
<b>Net Assets</b>		<b>23,190,229</b>	<b>21,792,519</b>
<b>EQUITY</b>			
Reserves	14(a)	1,254,474	835,587
Retained earnings	14(b)	21,935,755	20,956,932
<b>Total equity</b>		<b>23,190,229</b>	<b>21,792,519</b>

The above balance sheet should be read in conjunction with the accompanying notes.



## Statement of changes in equity

.....

	Contributed equity \$	Reserves \$	Retained earnings \$	Total equity
<b>Balance at 1 July 2009</b>	-	476,671	18,176,635	18,653,306
Total comprehensive income for the year as reported in the 2010 financial statements	-	358,916	2,780,297	3,139,213
<b>Balance as at 30 June 2010</b>	-	835,587	20,956,932	21,792,519
Total comprehensive income for the year	-	418,887	978,823	1,397,710
<b>Balance as at 30 June 2011</b>	-	1,254,474	21,935,755	23,190,229

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

## Statement of cash flows

.....

	Notes	2011 \$	2010 \$
<b>Cash flows from operating activities</b>			
Receipts from customers (inclusive of GST)		7,377,606	6,941,290
Payments to suppliers and employees (inclusive of GST)		(13,612,357)	(12,185,587)
Fundraising proceeds		4,931,510	4,587,443
Legacies received		2,665,955	3,055,727
Interest received		522,561	516,186
<b>Net cash inflow (outflow) from operating activities</b>		<b>1,906,275</b>	<b>2,915,059</b>
<b>Cash flows from investing activities</b>			
Payments for property, plant and equipment		(6,011,256)	(1,454,651)
Proceeds from sale of property, plant and equipment		135,900	17,100
Payments for available-for-sale financial assets		(1,333,248)	(2,073,656)
Proceeds from sale of available-for-sale financial assets		1,071,308	1,815,755
Dividends received		320,225	259,725
<b>Net cash inflow (outflow) from investing activities</b>		<b>(5,838,072)</b>	<b>(1,435,727)</b>
<b>Cash flows from financing activities</b>			
		-	-
<b>Net increase (decrease) in cash and cash equivalents</b>		<b>(3,931,797)</b>	<b>1,479,332</b>
Cash and cash equivalents at the beginning of the financial year		9,395,466	7,916,134
<b>Cash and cash equivalents at end of year</b>	6	<b>5,463,669</b>	<b>9,395,466</b>

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

## 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.

### (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).

#### **Early adoption of standards**

The Lost Dogs' Home has elected to apply the following pronouncements to the annual reporting period beginning 1 July 2010:

- AASB 2009-5 *Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project*
- AASB 1053 *Application of Tiers of Australian Accounting Standards and AASB 2010-2 Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements*

This includes applying the revised pronouncement to the

comparatives in accordance with AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors*. The adoption of AASB 1053 and AASB 2010-2 allowed The Lost Dogs' Home to remove a number of disclosures. There was no other impact on the current or prior year financial statements.

#### **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.

### (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 National Pet Register 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 income statement 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 income statement. Impairment losses recognised in the income statement on equity instruments classified as available-for-sale are not reversed through the income statement.

### (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 sheets.

### (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 2011.

#### *(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 2011.

#### *(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 income statement. 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 income statement 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 income statement 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 income statement 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.

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:**

	Years	Years
Buildings (straight line):	20-33	30-33
Plant and equipment, furniture, fixtures and fittings (straight line and diminishing value):	5	5
Motor vehicles (straight line and diminishing value):	5	5
Office and computer equipment: (straight line and diminishing value):	2.5-5	2.5-5

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 and 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 company 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.

## 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.

## Revenue

	2011 \$	2010 \$
<b>From continuing operations</b>		
<i>Sales revenue</i>		
Sale of goods	551,162	705,775
Services	6,139,023	5,897,656
	6,690,185	6,603,431
<i>Other revenue</i>		
Dividends	320,225	259,725
Bank interest	433,351	461,731
Grants	30,000	-
Donations	4,901,510	4,530,029
	5,685,086	5,251,485
<b>Total</b>	<b>12,375,271</b>	<b>11,854,916</b>

## Other income

	2011 \$	2010 \$
Realised gains on sale of available-for-sale financial assets	55,244	140,977
Profit on sale of fixed assets	23,445	37,121
Legacies	2,686,955	3,145,831
	2,765,644	3,323,929

## Expenses

.....

	Notes	2011 \$	2010 \$
<b>Profit includes the following specific expenses:</b>			
<i>Depreciation of non-current assets</i>	10	<b>682,644</b>	603,593
<i>Rental expense relating to operating leases</i>			
- 275 Macaulay Road North Melbourne		<b>40,081</b>	<b>4,167</b>
- 62 Gracie Street North Melbourne		<b>8,000</b>	-
Whittlesea Office		<b>16,035</b>	-
NSW Shelter Wingecarribee		<b>2,785</b>	5,724
Total Rental expense relating to operating leases		<b>66,901</b>	9,891
<b>Employee Benefits Expenses including Superannuation</b>		<b>7,310,159</b>	6,283,107
The company employed 204 employees at 30 June 2011 (2010: 186 employees).			
<b>Net Loss on disposal of property, plant and equipment</b>		<b>4,683</b>	5,013
Impairment of available-for-sale financial assets	14(a)	-	-

## Current Assets

### - cash and cash equivalents

	2011 \$	2010 \$
Cash at bank and in hand	516,803	844,603
Deposits at call	4,946,866	8,550,863
	5,463,669	9,395,466

#### (i) 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:

	2011 \$	2010 \$
Balances as above	5,463,669	9,395,466
Bank overdrafts	-	-
Balances per statement of cash flows	5,463,669	9,395,466

## Current Assets

### - trade and other receivables

	2011 \$	2010 \$
Cash at bank and in hand	516,803	844,603
Deposits at call	4,946,866	8,550,863
	5,463,669	9,395,466

## Current Assets

### - trade and other receivables

	2011 \$	2010 \$
Stock on Hand - Microchips at cost	70,724	9,836
	70,724	9,836

## Non-current Assets

### - available-for-sale assets

	2011 \$	2010 \$
<i>Listed securities</i>		
Shares in Public Companies	7,009,711	6,334,497
Units in Investment Trusts	156,441	66,555
	7,166,152	6,401,052

The above listed securities are financial instruments that are traded in an active market (such as publicly traded derivatives 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.

## Current Assets

### - inventories

.....

	Freehold Buildings \$	Furniture and Fittings \$	Plant and Equipment \$	Vehicles \$	Office and Computer \$	Work in Progress \$	Total \$
<b>AT 1 JULY 2010</b>							
Cost or fair value	6,145,021	103,585	1,203,510	1,394,934	1,140,007	680,183	10,667,240
Accumulated depreciation	(1,686,656)	(90,895)	(883,619)	(485,858)	(986,664)	-	(4,133,692)
<b>Net book amount</b>	<b>4,458,365</b>	<b>12,690</b>	<b>319,891</b>	<b>909,076</b>	<b>153,343</b>	<b>680,183</b>	<b>6,533,548</b>

<b>YEAR ENDED 30 JUNE 2011</b>							
Opening net book amount	4,458,365	12,690	319,891	909,076	153,343	680,183	6,533,548
Additions	40,540	11,723	41,890	403,921	216,907	5,296,275	6,011,256
Disposals	-	-	-	(118,822)	-	-	(118,822)
Transfers	3,451,300	120,107	249,234			(3,820,641)	-
Depreciation charge	(169,131)	(4,534)	(98,443)	(269,648)	(140,888)	-	(682,644)
<b>Closing net book amount</b>	<b>7,781,074</b>	<b>139,986</b>	<b>512,572</b>	<b>924,527</b>	<b>229,362</b>	<b>2,155,817</b>	<b>11,743,338</b>

<b>AT JUNE 30 2010</b>							
Cost or fair value	9,636,861	235,416	1,494,634	1,549,237	1,356,914	2,155,817	16,428,879
Accumulated depreciation	(1,855,787)	(95,430)	(982,062)	(624,710)	(1,127,552)	-	(4,685,541)
<b>Net book amount</b>	<b>7,781,074</b>	<b>139,986</b>	<b>512,572</b>	<b>924,527</b>	<b>229,362</b>	<b>2,155,817</b>	<b>11,743,338</b>



## Current Liabilities

### - provisions

	2011 \$	2010 \$
<i>Employee entitlements</i>		
Provision for annual leave	661,309	466,442
Provision for long service leave	437,614	407,006
	<b>1,098,923</b>	873,448

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. Note 13 reflects leave that is not to be expected to be taken or paid within the next 12 months.

## Non-current Liabilities

### - provisions

	2011 \$	2010 \$
<i>Employee entitlements</i>		
Provision for long service leave	132,623	59,061
	<b>132,623</b>	59,061

The company employed 204 employees at 30 June 2011 (2010: 186 employees).

## Reserves and retained earnings

	Notes	2011 \$	2010 \$
<b>(a) Reserves</b>			
Available-for-sale financial assets		1,254,474	835,587

### Movements:

#### *Available-for-sale financial assets*

Balance 1 July		835,587	476,671
Revaluation - gross		418,887	358,916
Impairment charge taken to profit and loss	5	-	-
<b>Balance 30 June</b>		<b>1,254,474</b>	835,587

### (b) Retained earnings

Movement in retained earnings were as follows:

Balance 1 July	20,956,932	18,176,614
Net profit for the year	978,823	2,780,297
<b>Balance 30 June</b>	<b>21,935,755</b>	20,956,932

### (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.

## Related party transactions

### (a) Key management personnel

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

Mr J. Allen	Mrs D. McGuiness	Dr A. Tribe
Mrs M. Crossley	Ms J. Scovell	Mr B. Walsh
Dr K. Farfor	Dr G. Smith	

2011 \$

2010 \$

*Key management personnel compensation:*

Short-term employee benefits	207,780	148,955
Post-employment benefits	24,406	50,000
	232,186	198,955

During the financial year there were no additional related party transactions (2010 - \$Nil) paid in the ordinary course of business.

## Commitments

### (a) Capital commitments

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

2011 \$

2010 \$

*Property, plant and equipment*

Payable:

Within one year	3,012,047	1,074,279
Later than one year but not later than five years	-	-
Later than five years	-	-
	3,012,047	1,074,279

Capital commitments are in respect of the following projects:

\$

*Purchase*

1 Boundary Road, North Melbourne (Note 17)	2,767,500
--	-----------

*Balance of construction costs for:*

13 Gracie Street, North Melbourne	78,237
Sick, injured and seized dog facility	132,635
Cranbourne facility upgrade	33,675
	3,012,047

### (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. The Home also leased premises at South Morang until 6th October 2011.

2011 \$

2010 \$

Commitments for minimum lease payments in relation to operating leases are payable as follows:

Within one year	11,541	5,770
Later than one year but not later than five years	8,400	15,002
Later than five years	-	-
	19,941	20,772

## Events occurring after the reporting period

i) Subsequent to balance date the Home has entered into a contract with the Brisbane City Council to provide Pound Services for the Council for a period of three years commencing 3 October 2011 with two additional periods of one year each.

ii) On 8 July 2011, The Lost Dogs' Home received planning permission for the construction and operation of a Veterinary Practice at 1 Boundary Road, North Melbourne. Construction will begin in the first half of calendar year 2012. Full settlement of the purchase of 1 Boundary Road will be completed in January 2012 as per contractual terms.

## Directors Declaration

In the directors' opinion:

- (a) **the financial statements and notes set out on pages 5 to 21 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 financial position as at 30 June 2011 and of its 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.



Dr Andrew Tribe  
Chair



Dr Graeme Smith OAM  
Managing Director

Melbourne  
4 November 2011



## 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 2011, and the statement of 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 and the Corporations Act 2001, 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. These Auditing 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.

Our procedures include reading the other information in the Annual Report to determine whether it contains any material inconsistencies with the financial report.

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

#### *Independence*

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

#### *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 2011 and of its performance for the year ended on that date; and
- (b) complying with Australian Accounting Standards – Reduced Disclosure Requirements and the *Corporations Regulations 2001*.

*PricewaterhouseCoopers*

PricewaterhouseCoopers

*Michael Shewan*

Michael Shewan  
Partner

Melbourne  
7 November 2011

**PricewaterhouseCoopers, ABN 52 780 433 757**

Freshwater Place, 2 Southbank Blvd, SOUTHBANK VIC 3006, GPO Box 1331 MELBOURNE VIC 3001

T +61 3 8603 1000, F +61 3 8603 1999, [www.pwc.com.au](http://www.pwc.com.au)

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We would like to thank the  
following people for their  
generous contribution to  
the 2010/11 Annual Report.

.....  
Bethan Hazell  
Melissa Spurgin  
Kate Hoelter  
Stacey White  
Claire Delahunty  
Cas Beaty Photography  
.....



**The Lost Dogs' Home,  
incorporating  
The Lost Cats' Home  
The Lost Dogs' Home Veterinary Clinic  
National Pet Register and  
Animal Management Services**



## **VICTORIA**

### **The Lost Dogs' Home Headquarters**

2 Gracie Street,  
North Melbourne  
Victoria 3051  
T: 03 9329 2755  
F: 03 9326 5293

### **The Lost Dogs' Home Veterinary Clinic**

T: 03 9329 2755

### **South Eastern Pound Services**

920 Thompsons Road,  
Cranbourne West  
Victoria 3977  
T: 03 9702 8055

### **Campaspe Regional Animal Pound**

520 McKenzie Road,  
Echuca  
Victoria 3564  
T: 03 5480 3005  
F: 03 5480 1116

## **NEW SOUTH WALES**

### **Wingecarribee Animal Shelter**

Resource Recovery Centre  
Bowman Road,  
Moss Vale  
New South Wales 2577  
T: 02 4868 1520  
F: 02 4868 1534

## **QUEENSLAND**

### **Warra Animal Shelter**

523 Telegraph Road,  
Bracken Ridge  
Queensland 4017  
T: 07 3631 6800

### **Willawong Animal Shelter**

501 Gooderham Road,  
Willawong  
Queensland 4110  
T: 07 3714 2800

## **NATIONAL**

### **National Pet Register**

T: 1300 734 738  
F: 1300 2 734 738

## **CONNECT WITH US**

### **The Lost Dogs' Home**

E: [info@dogshome.com](mailto:info@dogshome.com)  
[www.dogshome.com](http://www.dogshome.com)  
[www.facebook.com/lostdogshome](https://www.facebook.com/lostdogshome)  
[www.twitter.com/lostdogshome](https://www.twitter.com/lostdogshome)

### **National Pet Register**

E: [info@petregister.com.au](mailto:info@petregister.com.au)  
[www.petregister.com.au](http://www.petregister.com.au)  
[www.facebook.com/petregister](https://www.facebook.com/petregister)  
[www.twitter.com/nationalpetreg](https://www.twitter.com/nationalpetreg)