

Annual Report

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2009 - 2010





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FAST FACTS

The after-hours Animal Ambulances at North Melbourne attended to 4,679 calls in 2009/2010

The most popular page on www.dogshome.com is animals for adoption



FAST
FACTS

In a typical 8-hour weekday (Monday to Friday), shelter reception staff at North Melbourne take 190 phone calls – that's 49,400 a year

Vision, Mission and Core Values

The Lost Dogs' Home 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 the 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 striving 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 gathering information relating to, matters affecting animal welfare, pet ownership, the efficacy of animal-related legislation and animal behaviour;
- Referring any cases of alleged cruelty (reported to The Lost Dogs' Home) to the appropriate authority or organisation for evaluation and further action.

Core Values

- 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 pet 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.

History

The Lost Dogs' Home has come a long way since our doors first opened as 'The Temporary Home for Lost and Starving Dogs' at Gracie Street in North Melbourne in 1913. Almost 100 years on and we're now Australia's largest animal shelter, caring for more than 21,000 dogs and cats every year.

The idea for the Home was introduced in 1910, when a concerned group of individuals formed a committee to raise funds to build a permanent shelter for Melbourne's lost and starving dogs. From that seed has grown a sturdy tree and today The Lost Dogs' Home stands tall on the Australian animal welfare landscape.

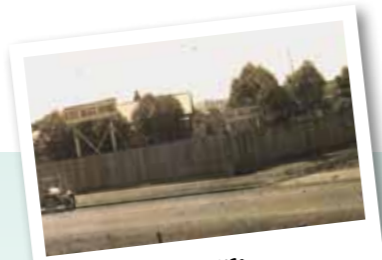
We've battled a few growing pains along the way, but we're stronger for the challenges we've overcome. They've helped us earn our reputation as a leading advocate for animal welfare and responsible pet ownership. Our roots run deep within the community and we have a solid foundation built on experience and knowledge. From that stems a network of branches in the form of our wide range of animal welfare and community education services. Importantly, these branches are generating new growth all the time and we'll see many new programs come to fruition over the coming year.

We've accomplished an enormous amount to date - providing care and shelter for tens of thousands of abandoned animals, reuniting pets with their owners and nurturing injured and ill-treated animals back to health. There's still much to do, but with the continued assistance of donors, supporters, the Home's Board and a truly spectacular team of staff - we'll keep up our fight for a better deal for animals without owners, well into the future.

Here are some of the events which have helped shape who we are today.



'The Temporary Home for Lost and Starving Dogs' at Gracie Street in 1913



The Lost Dogs' Home in 1930



Dr Smith and dogs during flooding



New Kennels opening 1992

• 1910 • 1913 • 1930's • 1986 • 1987 • 1989 • 1990 • 1992

• 1910 Fundraising to establish a permanent shelter for lost and unwanted dogs begins.

• 1913 On February 28th, 'The Temporary Home for Lost and Starving Dogs' opens at Gracie Street, North Melbourne.

• 1930's The shelter becomes commonly known as The Lost Dogs' Home.

• 1986 With the Home in financial strife, Dr Graeme Smith is recruited to reinvigorate the organisation. He starts by conducting a feasibility study. The Home is strongly advised to raise its profile or go under.

• 1987 A hard-hitting media campaign highlights the problems of irresponsible pet ownership. The result is an all-party parliamentary Social Development Committee Inquiry into Companion Animal Welfare in Victoria and a recommendation for compulsory microchipping.

• 1989 Major flooding sees animals and clients ferried to safety at the Home by boat. The media coverage puts us in the international spotlight.

• 1990 The Home launches the National Pet Register.

• 1992 The opening of new kennels by the Hon. Ian Baker, Minister for Agriculture, who introduced the Companion Animals Bill to the Victorian Parliament.



1996 - Animal Management Services for Hobsons Bay



Our first pound contract outside Victoria, in Wingecarribee

• 1994-1996 • 1997 • 2001 • 2002 • 2003 • 2005 • 2006 • 2008-2010

• 1994-1996 The Domestic Animals Act is introduced in 1994 and calls for the compulsory registration of cats statewide. The legislation takes effect April 10, 1996. The Home secures its first contract for the provision of animal management services with the City of Hobsons Bay on April 1, 1996.

• 1997 A new contract with the City of Greater Bendigo includes management of a livestock pound - another first for the Home.

• 2001 The Home becomes the first animal welfare facility in Australia to have its management practices Quality System Certified.

• 2002 In February, the Home purchases the Andorra Boarding Kennels and Cattery in Cranbourne West to develop pound services for the south eastern suburbs.

• 2003 With funding in severe decline, the Home launches a 'Crisis Appeal'. The response is overwhelming and active fundraising becomes a priority from this point on.

• 2005 The Home secures its first pound contract outside Victoria with the Wingecarribee Shire Council in NSW.

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

• 2008-2010 A new era begins for the Home! Our major capital works program kicks off with planning and construction of three new facilities.

The Year in Review

July 09

The Home enters into an agreement with the Melbourne Metropolitan Fire Brigade to attend, handle and provide temporary housing and care for pet dogs and cats resulting from residential fires where the owners, for a variety of reasons, cannot look after them.



August 09

Increased numbers of stray and dumped cats and kittens place a strain on food reserves. We appeal to supporters for donations of tinned and dry food to help and they generously respond.



CAT FOOD APPEAL SUCCESS

September 09

Buckley is adopted by Madeline, one of over 300 people who applied to take him home. Buckley was just 8 weeks old when he was rescued by the Home in July. He'd been cruelly attacked but won hearts the world over.

Starvin' Marvin, a severely emaciated Great Dane, is rescued. Weighing half what a Dane his size should, Marvin features in the *Herald Sun* and is fostered for weeks before finding a home with Mark, Martie and their Great Dane Betty.



Look at Buckley now!

October 09



We join with 4,000 animal adoption organisations worldwide as part of the Iams 'Home 4 the Holidays' program. Designed to promote pet adoption across the world, the program set out to adopt 1.1 million pets into happy, loving new homes from October to January.

November 09

The National Pet Register signs up 2,366 Australian pets for free collar ID tags and reunites 1,795 lost dogs and cats with their owners.



1,795 DOGS & CATS REUNITED!

December 09

The *Herald Sun* runs its annual photo spread '12 Strays of Christmas', featuring dogs for adoption. All 12 find homes immediately.

Approximately \$100,000 worth of pet food is donated via the Woolworths Christmas Pet Food Appeal.



one of our wonderful supporters

January 10

A new adoption record is set at North Melbourne with 220 dogs rehomed during January alone. This represents a 59% increase in dog adoptions compared to January 2009.



Beau and the Cook Family

59% ADOPTION INCREASE

February 10



Wild weather in Melbourne sees a deluge of dogs arrive at North Melbourne. Typically rescuing around seven lost dogs each night, the Home's Animal Ambulances were braced for the weather and collected 32 frightened and disoriented dogs as a result of the storms.

March 10

We launch Pet Licence 101 (www.petlicence.com.au), a free interactive means of learning about responsible pet ownership. The focus is on community education and is not designed to exclude people from owning pets, but provide potential owners with a greater understanding of pet ownership responsibilities.

PET LICENCE 101 LAUNCH

April 10

Building work commences on two capital projects at Gracie Street: the communal dog pens backing onto Green Street are demolished to make way for The Stan and Helen Moore Sick and Injured Shelter, whilst work on The Thelma Hoult Training and Education Centre begins.

CAPITAL WORKS COMMENCE

May 10



Stormy after his rescue

Irish terrier mix Stormy finds himself stuck in a stormwater drain. Rescued by the Melbourne Fire Brigade, Stormy is brought to the Home for his owners to claim him. Despite appearing on Channel 7 news, no-one comes forward so he is placed up for adoption. Stormy now lives with a family just outside Melbourne and has a mate in Beagle Tex.

June 10

The National Pet Register adds the one millionth pet to its system.

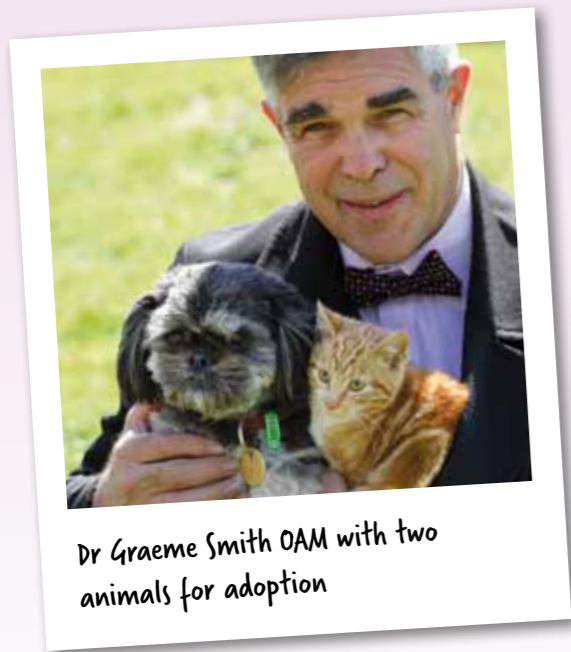
Australia Post's stamp issue *Adopted and Adored*, featuring Buckley and Daisy from the Home, is launched. A huge hit with animal lovers, *Adopted and Adored* serves to highlight the importance of adopting pets from shelters.



Daisy and her stamp

Managing Director's Report

This is my 25th AGM as the CEO/Managing Director of The Lost Dogs' Home and I am pleased to present this Annual Report which not only covers our most recent achievements, but also looks at the history and development of the Home, some of the challenges we have faced over the years and our plans for the future.



Dr Graeme Smith OAM with two animals for adoption

It has been suggested that The Lost Dogs' Home has grown like a tree; starting with a seed and putting out branches. Certainly this is a good illustration of our development, however personally I feel it is more complex than that and there are even more layers to our growth. I am of the view that The Lost Dogs' Home has grown as a family. We started out as new parents with much to learn, but over many years and through our many experiences, we've matured into a strong unit which works as a team to meet every challenge.

The early years were tough. I remember starting on April 7, 1986 and having to prepare a budget in the first month. I have told the story many times of how the Board at the time suggested I reconsider accepting the position as CEO/General Manager, as they knew the Home was in dire financial straits. I understood there would be many challenging days ahead but at the same time I had no doubt that, with the support of the community, the Home could find a way forward.

In 1986 we had about 20 staff and that has grown to almost 190 today. It is the staff, the Board and the donors and supporters - all contributing real passion and commitment over many years - who have made The Lost Dogs' Home such a wonderful place. Many of these people have worked at or been involved with the Home for literally decades and their loyalty to 'our family' never ceases to inspire me.

For the first decade of my time in charge it was a struggle to make ends meet, but we managed to keep afloat financially and to have a positive influence on companion animal welfare by focusing on building our profile and influence in the community. This decade saw the introduction of the Domestic Animals Act, 1994, which commenced on April 10, 1996; our Board amended the Home's charter to include animal management services; we started our first contract in Hobsons Bay on April 1, 1996 and as a result of the Domestic Animals Act - with statewide compulsory registration of cats - we experienced a massive increase in cat numbers. Our resources were once again stretched and with falling donor numbers, in May 2003 we reached a crisis. A turning point in our history was that years' Crisis Appeal which raised three times as much income as any previous appeal.

Our donors and supporters have been responsible for turning the Home around. The additional funds from them have enabled us to plan for the future and the last seven years have been about developing and building improved facilities for the animals, which will deliver more effective programs.

We are always looking at doing things better at the Home and we have increased our dog adoptions by 29%, compared to the 2008/2009 year. Our relationship with Best Friends Pet SuperCentre has seen our cat adoption rate double.

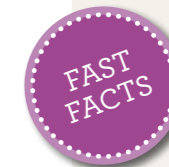
The National Pet Register has gone from strength to strength: every week over 300 lost cats and dogs are reunited with their owners Australia wide.

All in all, our future is bright with three new building projects due to be completed in early 2011. Our contract at Wingecarribee Shire Council in NSW has been renewed and we will soon establish an office in Brisbane for the National Pet Register.

Once again, I wish to express my appreciation to everyone who has been involved with the Home over the last 25 years. We have grown like a tree and like a family too and we have done it with your kind support and by continuing to maintain a strong personal relationship with our donors, supporters and stakeholders.

Thanks for giving me the opportunity to participate in such an exciting and rewarding journey.

Dr Graeme Smith OAM
Managing Director



1,820 loads of washing (towels and blankets) were done at the North Melbourne shelter in 2009/2010

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The heaviest vet clinic client on record is Tzar, a Leonberger (dog), who weighs 84 kgs

Chairman's Report

These past 12 months have definitely been some of the most rewarding of my 16 year tenure on the Board of Directors for The Lost Dogs' Home. With construction of three major new facilities now well underway, we have set the wheels of our future growth strategy in motion – paving the way for many new opportunities through which the Home can achieve its mission.



Dr Andrew Tribe with Captain Frank
Hunter of the Star Ship Bow-Wow

The Board has worked in close consultation with Dr Graeme Smith and other staff at the Home in the planning, review and approval of these new facilities and I thank my fellow Directors for their input and advice during that due diligence process. We have no doubt these facilities are the most effective use of the money raised through the tremendous efforts of the Home's fundraising team and the generous donations of our countless supporters. Through them, the Home will be able to care for more animals, improve our service delivery and get the message of responsible pet ownership out to more people.

The role of The Lost Dogs' Home as a responsible pet owner educator is one of its most crucial. Over the last five to ten years in particular, society has raised its expectation of pet owners. There is now greater legislation relating to pet ownership and a demand within the community that pet owners look after their pets more responsibly. While this is a positive trend, it needs to be supported by training and education programs which equip people with the knowledge and practical skills they need to be better pet owners.

The Home has become increasingly proactive in the area of public education, introducing a number of new initiatives in the past year which not only make current and potential pet owners more aware of their responsibilities, but teach them how they can do their job better. March saw the launch of the Home's pet licencing program - the Pet Licence 101 online test. This initiative supports the Home's adoption program by working to ensure our animals are placed with owners who are well-prepared and informed about their responsibilities. As part of its adoption program, the Home now also provides a free training session funded by received donations, for new dog and puppy owners with Planet K9 - which helps set both owners and animals up for success.

Of course, the Home's commitment to community education is best demonstrated through our investment in construction of the new Thelma Hoult Training and Education Centre. Due for completion by the end of 2010, this facility will help the Home play a far more hands-on role in helping to train people who are working in the pet care, animal welfare and animal management industries, as well as provide education sessions for school groups - future pet owners.

In conjunction with the Home's ongoing efforts to increase adoption rates and reduce euthanasia rates, the Board has been actively lobbying State Government for more flexibility in the Codes of Practice relating to the running of shelters, pounds and breeding establishments. Changing legislation can be a long process, but the Home is committed to achieving the modifications we believe will be in the best interests of the dogs and cats that come into our care.

Overall, it's been a very exciting year and I think we can all be proud of the progress which has been made. The Board commends Graeme and his leadership team in directing the organisation into this new chapter and we thank the amazing Home staff for all their hard work and continued dedication.

I would also like to acknowledge the tremendous support and efforts of my fellow Directors who have volunteered their time and expertise, and make special mention of a few milestones in relation to membership. In February, Jenny Scovell marked 20 years on the Board. Dr Keith Farfor will celebrate 10 years later this year and it will be 30 years in December for our Treasurer, Margaret Crossley. These milestones demonstrate not only the commitment of these individuals but how - as a Board - we remain as enthusiastic as ever about working for the Home and continue to believe in what the organisation represents and is here to achieve.

I'd also like to recognise the outstanding contribution made by our Company Secretary, David Berry over the past 14 years. David participated at his final Board meeting in June and his input, support and enthusiasm will be missed.

The Home has set a strong and clear course for the future and I know I speak for the whole Board when I say we are looking forward to our continued involvement in the many exciting opportunities which lie ahead.

Dr Andrew Tribe
Chairman



Cats and dogs ate over 4.8 tonnes of dry food in 2009/2010

The fleet of Animal Ambulances travelled in excess of 540,000 kms

82 TV segments about the Home went to air

Our Board

Mr John Allen

Director (9 years)

Mrs Margaret Crossley

Director (29 years)

Dr Keith Farfor

Director (9 years)

Mrs Dorothy McGuiness

Director (6 years)

Ms Jenny Scovell

Director (20 years)

Dr Graeme Smith

Managing Director/CEO (24 years)

Dr Andrew Tribe

Chairman (16 years)

Mr Brian Walsh

Director (8 years)

Our People

Keeping the spirit of The Lost Dogs' Home alive every day is the amazing group of people who work here. Their ability, enthusiasm and passion are what enable the Home to achieve its mission.

The Home has experienced enormous growth in this area over the last three years, as much as 20% per annum. Today the Home employs close to 190 people. As the Home is a 24 hour/seven day a week operation, there are many part time and casual staff in the mix.

The bulk of our staff work in and from our North Melbourne headquarters - but we also have an 'extended family' flying the flag for the Home at our facilities in Bendigo, Cranbourne, Campaspe, Whittlesea and Wingecarribee.

Many people work behind the scenes keeping the organisation's systems and processes running smoothly, while others operate at the frontline - whether it's rescuing abandoned animals out in the community, performing life-changing surgeries or introducing owners to their new companions through our adoption program.

Staff development is a priority for the Home and ongoing training is undertaken to both advance skill sets as well as develop career pathways. Over the past year, staff members have participated in a range of educational programs covering cat and dog handling, animal behaviour, animal control and regulation, first aid, microchip implantation, conflict management and defensive driving.

Attracting the right people to the organisation is a focus for our HR staff. Animal welfare is an industry which can be both rewarding and heartbreaking and it's important to recruit people who understand the practicalities of how a shelter such as the Home operates. Our success in this area is best demonstrated by our high staff retention rates. Many of our key staff members have been with us for literally decades and are as passionate now as they were on day one. Throughout this report, we introduce you to some of these devoted people - along with a couple of our newer recruits.

Our Special Thanks to our Patrons:

Daryl Somers OAM and Julie Somers OAM, Marty Fields and Daryl Cotton.

The Lost Dogs' Home Staff by Department

	%	Nº
ADMINISTRATION	8	15
AMBULANCE	4	7
ANDORRA BOARDING KENNELS AND CATTERY	1	2
BENDIGO	4	8
CRANBOURNE	7	14
CAMPASPE	4	7
FUNDRAISING	5	9
MELBOURNE CITY COUNCIL	3	5
NATIONAL PET REGISTER	18	34
SHELTER	18	33
SHELTER ADMINISTRATION	6	11
VETERINARY CLINIC	14	27
WHITTLESEA	4	7
WINGECARRIBEE	5	9



Our Services: Shelters

The past year saw an 11% increase in the number of animals admitted to our shelters - our team of dedicated and passionate staff and volunteers across the four shelters cared for 26,740 lost, injured, sick and abandoned animals.

Trends

Cat admissions at North Melbourne increased 4% compared to the 2008/2009 financial year. The total across North Melbourne, Cranbourne, Campaspe and Wingecarribee was up by nearly 8% from 11,990 to 12,927.

We continued to be a member organisation of the Cat Crisis Coalition's program 'Who's for Cats?', which urges Victorians to take full ownership of a stray cat (by desexing, vaccinating, worming and microchipping) or take the stray into their local animal shelter, rather than feed it on a casual basis.

There is a continuing trend of kittens brought into the shelters outside the traditional 'kitten season'. Along with other animal welfare organisations, we are seeing an increase in the length of the cat breeding season - resulting in a considerable impact on our shelters.

Reclaim Rates Improve

Dog reclaim rates for North Melbourne and Cranbourne increased by just over 14% this year, whilst cat reclaim rates jumped by 24%.

Compulsory microchipping has certainly played a large role in improving these rates.

Animal attendants escort every owner looking for their lost pet through the shelter. The one-on-one contact allows our staff to provide owners with valuable information on searching for their pet, including which other shelters to visit and how often to search.

Record Year for Adoptions

This year 3,683 dogs and cats found new, loving homes - our best year to date. This represents a 29% increase in the dog adoption rate for North Melbourne and one we will continue to build upon.

Staff continue to provide unkempt dogs - particularly long-haired breeds such as Shih Tzus, Poodles, Malteses and their mixes - with makeovers: full body clips and baths. These makeovers free these neglected dogs from overgrown and matted coats - some with years worth of growth - and also make them more appealing and presentable for adopters.

Our animal attendants take pride in placing animals in the right homes for their needs. Most animals have notes regarding their personality and any special needs published on their portfolio, which is attached to their adoption pen. This provides potential adopters with pertinent information from the start.

Animal attendants are on-hand to answer any questions before people make a decision. Everyone must complete a questionnaire before going through the adoption so we can ensure the animal's best interests are met.

Thanks to the wonderful support of our donors, every dog and puppy adopted from North Melbourne receives a free post-adoption training session with the professional trainers at Planet K9. Even experienced owners find this session beneficial and it helps smooth the dog's transition from the shelter into a new home.

Our partnership with Best Friends Pet SuperCentres in Geelong, Maribyrnong, Point Cook and Thomastown, has seen 348 cats and kittens rehomed through their stores in the past year - a marvellous result for felines. With Best Friends planning to open more stores, we can expect to see more cats and kittens adopted in the future.

Many adopters very kindly take the time to contact us with updates - even years down the track - on their Lost Dogs' Home 'graduate'. It gives all staff much joy to see these once unwanted dogs and cats enjoying life in fantastic homes.

Admissions to The Lost Dogs' Home Shelters 2008/09 and 2009/10

DOGS ADMITTED	Campaspe 08/09		Campaspe 09/10		North Melbourne + Cranbourne 08/09		North Melbourne + Cranbourne 09/10		Wingecarribee 08/09		Wingecarribee 09/10	
	170	%	968	%	11253	%	12354	%	621	%	491	%
Reclaimed	86	50.5	481	49.7	6175	54.9	7086	57.3	394	63.4	289	58.9
Adopted	11	6.4	153	15.8	1503	13.4	1940	15.7	156	25.1	141	28.7
Euthanised	72	42.3	320	33	3504	31.1	3242	26.2	69	11.1	57	11.6
Other	1	0.5	14	1.4	71	0.6	86	0.7	2	0.3	4	0.8
CATS ADMITTED	114	%	629	%	11580	%	12072	%	296	%	226	%
Reclaimed	9	8	31	4.9	449	3.9	559	4.6	4	1.4	12	5.3
Adopted	24	21	141	22.4	965	8.3	1161	9.6	191	64.5	147	65
Euthanised	81	71	447	71	10166	87.8	10352	85.8	98	33.1	67	29.6
Other			10	1.6					3	1		



Name Arthur Cachia
Job Operations Consultant

His official title may be Operations Consultant, but Arthur is really the 'heart and soul' of The Lost Dogs' Home.

Our longest serving staff member, Arthur will celebrate 50 years with us in 2011! Starting out as an ambulance driver, he worked his way into being in charge of facilities and operations - and describes his current role as "brilliant, challenging and fun."

Arthur is at the Home from dusk till dawn - keeping the whole place running like clockwork. Whether it's making sure our ambulances are serviced or keeping our grounds clean and tidy-Arthur is our 'go-to-guy' and we couldn't imagine life here without him.

So what could possibly be the highlight of almost half a century working at the Home?

"Seeing, experiencing and being part of the Home's progress for almost 50 years - and how that makes a difference to the animals."

Arthur is pictured with his dog Maggie, adopted from the Home.

Our Services: Animal Management

Overview

In addition to operating our own shelter at Gracie Street, The Lost Dogs' Home manages animal control and/or pound/shelter contracts for councils throughout Victoria and New South Wales. In the past year the Home has increased the number of these contracts to 20.

The Home entered its first animal management services contract in April 1996 with The City of Hobsons Bay. This area of operation has grown as more councils recognise that operating a pound or providing after hours animal management services is not their primary business and there are significant cost advantages in engaging the Home to undertake these roles.

The Lost Dogs' Home currently manages pound/shelter services for 18 councils - receiving and caring for impounded dogs and cats in their jurisdiction, either at our own shelters in North Melbourne and Cranbourne or at council-owned facilities operated by the Home.

This service includes:

- reuniting lost pets with their owners;
- providing veterinary treatment for stray sick and injured animals; and
- finding unclaimed animals new homes after the statutory holding period.

For the bulk of these councils we provide an after-hours animal ambulance service. We also supply animal control and management services for three councils, ensuring compliance with the provisions of the Domestic Animals Act and related council by-laws.

Developments

There have been a number of positive developments over the past year at some of the council-owned pounds operated by the Home. We've extended the services of our veterinary team at North Melbourne to include weekly visits to both the Campaspe Regional Animal Pound at Echuca and the South Eastern Pound Service at Cranbourne.

The Home has operated the Campaspe pound since April 2009 and our new manager there, Kate Kemp, has worked tirelessly to ensure the facility meets the Home's high standards of operation and animal treatment. We've been particularly pleased over the past year to see many people driving from Melbourne to Echuca to adopt cats and dogs, having spotted them first on the Home's website.

The Future

Securing council contracts means The Lost Dogs' Home can become more involved at the frontline of animal welfare. Increasing our activity in this area interstate is a priority for the future. More involvement 'over the border' will enable us to raise the standards of animal welfare across the country and more widely promote our message of responsible pet ownership through pet identification and complying with animal management laws in each state.



Name Catherine Edwards
Job Nursing Manager

Catherine is one of the Home's newest recruits. She joined our veterinary clinic team as Nursing Manager in early 2010.

A veterinary nurse for many years, Catherine was keen to use the skills she'd gained to give something back to the community and make a difference to all the lost and neglected animals of Melbourne.

"I love being part of the shelter and the work that it completes. I also love being part of the veterinary team, helping to care for all the animals that walk through our door. Being able to look after and care for animals that are in need and watching them go from being homeless to going home with a new, loving family is one of the best parts of my job."

Catherine is pictured with one of our adoptees.



Our Services: Vet Clinic

Overview

The Veterinary Clinic at The Lost Dogs' Home has been providing veterinary services for animals presented at our North Melbourne shelter since the doors opened in 1913. The first vets were Mr W.A. Kendall and Miss Bruce Reid. Both were graduates of the old Melbourne Veterinary College in Fitzroy and Miss Reid was the first and only female to qualify from the college.

Today our clinic employs 10 vets (full and part-time), 14 nurses (full and part-time) and receptionists. Its services have also been extended to privately-owned pets - which helps fund many of the Home's shelter programs and initiatives.

Operating every day of the week, our clinic is equipped with modern diagnostic facilities and surgical equipment. We provide all the primary services expected of a general clinic - including consultation, medicine, radiology, general surgery and anaesthesia - as well as a number of specialist treatments in oncology and acupuncture.

Since the clinic opened, there's been a gradual move to provide more than basic first aid for strays. Today it plays a proactive role in supporting the Home's mission to rehome as many unclaimed and unwanted animals as possible - performing many advanced orthopaedic and other surgical procedures. This trend has been evident over the past 12 months, with the clinic recording a 50% increase in the number of surgeries performed. In this period the team treated 1,396 injured strays - performed 3,246 desexings and approximately 600 non-routine procedures. They also examined 12,072 cats and performed just over 1,000 private surgeries.

With more staff in the past year, we've been able to offer longer weekend opening hours and extend the clinic's veterinary services to our operations in Cranbourne and Echuca. While the bulk of surgery and healthcare treatment at the Campaspe pound in Echuca is undertaken by a local vet clinic, one of the most experienced vets from our North Melbourne clinic now visits the facility weekly. Similarly, we now have a vet conducting several sessions a week at the Cranbourne pound. Our vets have implemented many of the excellent practices employed at North Melbourne which has improved the overall management of these two facilities and the level of care provided to animals.

Equipment

One of the most significant investments in the clinic over the past few years was the purchase of digital x-ray processing equipment to replace our manual systems. This purchase was only made possible by the support of our 'Friends of PAWs'.

We can now process preliminary scans for hip dysplasia in a more cost-effective and environmentally sustainable manner. Other recent improvements include new ultrasonic dental equipment, in-house pathology machines and an ultrasonic surgical instrument cleaner - all of which assists in rehoming more animals than ever before. This year the clinic also introduced DNA sampling and testing to assist legal cases and determine the breed background of pets.

Training and Industry Development

Ongoing training keeps our clinic team abreast of new research and treatments so we can continue to provide the very best level of care. Last year, all clinic staff undertook an extensive course in Animal Behaviour, conducted specifically for the Home by a Veterinary Behavioural Specialist. The knowledge gained has enabled our veterinary team to more confidently assess behavioural problems and offer a high standard of advice on this issue to adopters and private clients.

To help the next generation of veterinary surgeons gain a better understanding of how shelter clinics operate, and the high standard of treatment provided at North Melbourne, students from the University of Melbourne's Veterinary School can undertake final year placements in our surgery. While their involvement is restricted to the treatment of stray animals only - not private clients - students do gain practical surgery experience working alongside our own fully qualified staff. The program has become so popular it's now booked out several years in advance. This year, the clinic recruited two of its placement students upon their graduation.

Clinic Involvement

Our clinic team contributes to many initiatives promoting responsible pet ownership including the Home's new Pet Licencing program and post-adoption follow-up and training. We also support 'Who's for Cats?', the Victorian Government's campaign to reduce the stray and semi-owned cat population.

The clinic will play an integral role in the Home's Foster Care program. For many years, staff at the Home have been able to provide 'temporary' homes for abandoned kittens and puppies who aren't quite old enough to be adopted and other animals recovering from illness or surgery. We'll be extending the opportunity to become a foster carer to approved applicants from outside the Home from July and our vet clinic will be responsible for providing supervision and support.

Our clinic is also well represented within the wider veterinary community and active in the education sector. Clinic Manager, Dr Larry Colson, is an Academic Associate of the University of Melbourne and many of our senior vets hold positions on leading animal welfare committees. Clinic staff host a regular segment on community radio and also participate on behalf of the Home at a wide range of public events including Pet Expos and microchipping events.

The Future

The clinic team is extremely excited about the Home's three new facilities currently under construction, particularly The Stan and Helen Moore Sick and Injured Shelter which will improve conditions for animals in recovery and provide better means to observe their recuperation.

STAFF
PROFILE
03



Name Karina Bailey
Job Cattery Manager

Karina is the Home's 'cat champion' - managing our Cattery and the soon to be completed, The Lost Cats' Home.

Karina wanted to work with animals from a very young age and we've been happy to help her fulfil her ambitions for the past 21 years.

"The best part of my job is giving all the cats a warm, comfortable and safe environment while they are in our care. A recent highlight has been getting involved in the development of The Lost Cats' Home and seeing it start to take shape."

Karina is pictured with two of her five pets: Dixie and Scout - adopted from the Home over the years (her cats, Belle and Finn and dog Louie, declined the photo opportunity!).



Dr Matt Pascall with a patient



Veterinary reception staff with a client

Our Services: The National Pet Register

Overview

The National Pet Register was established by the Home in 1989 in response to the high numbers of dogs and cats arriving in pounds and shelters around Australia without any identification.

It began as a free tag community service to help reunite more lost pets with their owners. By making the service free we felt it would not discriminate, giving every dog or cat the opportunity to be identified and therefore the best chance of being reunited with their owner should they become lost.

In the mid-1990s, microchipping was introduced and the National Pet Register expanded to incorporate microchipping services. It soon became the major part of our operation. Being a state legislated requirement of pet owners, the National Pet Register charges a fee for microchip services, however at a competitive rate.



The National Pet Register stand at an event

The National Pet Register operates a 24/7 recovery call centre and regularly attends events in Victoria, New South Wales and Queensland, microchipping pets and providing free ID tags.

A Busy Year

The National Pet Register employs a dedicated, hard working team who are passionate about identifying pets and reuniting lost pets with their owners. It's been a productive year as the following figures show:

Total Microchip Registrations added:	86,833
Total number of free ID tags provided:	14,771
Total number of Recoveries:	16,230

Funding

The National Pet Register relies solely on fundraising income to fund the cost of its free ID tag service.

In July 2009, to increase market share and income, the National Pet Register introduced a Microchip and Registration Package for Veterinary Clinics, Breeders and Pet Shops. Previously only microchip registration services were available.

In September 2009, Queensland introduced compulsory microchipping for cats and dogs. This new legislation provided a great opportunity to trial the new package and increase our customer base. The launch of the package in Queensland, at a special introductory rate of \$9.99, was a success, increasing income by 30% and acquiring 78 new customers.

In early 2010, a new two-tiered price system based on order quantities was successfully introduced and the Microchip and Registration Package will be offered to animal businesses in all other states.

Council Support

The National Pet Register now has over 10 years experience in providing microchipping services. Our experience with Victorian and New South Wales Governments made National Pet Register Manager Melaine Robinson a useful resource for the Queensland Government when planning and introducing compulsory microchipping legislation.

Melaine speaks regularly to local councils in Queensland and Victoria, providing advice and support for council microchipping days and interpretation of legislation.

Events

In the last financial year the National Pet Register attended over 70 events in Queensland, New South Wales and Victoria providing microchipping and free tag services. Events are an important part of achieving our mission to increase the number of pets microchipped and wearing a collar tag.

By attending events we can educate the community about pet identification and responsible pet ownership. Community response to the National Pet Register and our service, as always, has been overwhelmingly positive.

Landmark Achievements

Recently the National Pet Register registered its one millionth pet. The total number of pets on our database now represents 15% of the entire Australian pet population. We see this as an exceptional achievement for what began as a small operation to provide free identification tags.

Over the next 12 months the National Pet Register is set to grow even more. Our first Brisbane office will open to better service our Queensland customers.

STAFF
PROFILE
04



Name Nicole Beasley
Job Owner/Manager of Planet K9 Dog Training

The Lost Dogs' Home has had a wonderful relationship with Planet K9 for the last ten years and Nicole has been conducting positive, reward-based dog training classes here since 2003.

"There are so many things I love about my job but the one thing I enjoy most is assisting families to bring a Lost Dogs' Home dog into their lives. I enjoy helping to sort out initial problems during the settling in process and then seeing the bond develop between dog and owners over months and sometimes years."

Nicole knows firsthand how rewarding it can be to give an animal a second chance in life.

"One of the happiest days of my life was when I met Comet, a Silky Terrier cross who was found wandering the streets and brought into The Lost Dogs' Home by the animal ambulance. This amazing little dog has been my best mate for the past seven years. I am so lucky to have him in my life. So many people find their best mate here, just as I did."

Nicole is pictured with Comet.

FAST
FACTS

More than 12,000 tins of pet food were consumed by dogs and cats at the Home in 2009/2010

Our Services: Education

"Knowledge is power."

Sir Francis Bacon, 1597

We are committed to providing the pet-owning and indeed the wider public, with information relating to pet and animal care issues.

The following avenues allow us to reach more people with the responsible pet ownership message:



Students visit the Home with their school

Bushfires and Your Pets

Black Saturday resulted in a number of learnings for the many people affected. The Home decided that pet owners in at-risk areas needed information on how to ensure their pet was kept safe.

In conjunction with the Country Fire Authority (CFA) the Home developed a Bushfire Survival Plan for pets, including information on pet evacuation, emergency points, pet identification and caring for your pet in hot weather.

The 'Bushfires and Your Pets' information sheet is available through the CFA and The Lost Dogs' Home.

Buckley

Little Buckley™, a small soft Buckley toy, is aimed at children. Included in the pack is an information booklet.

Little Buckley™ helped us reach new audiences and raise greater awareness about the plight of unwanted, abused, stray and neglected animals within our community with the message that we are all responsible for the welfare of animals in some way, and through public education, together we can improve circumstances for unwanted and unowned animals.

Pet Licence 101

Pet Licence 101 is a free, interactive online quiz and owner handbooks are provided. The person taking the quiz is given hints until they receive 100%. With a focus on community education, Pet Licence 101 is not designed to prevent people from owning pets, rather that they consider all aspects before making the long-term commitment.

For those who successfully complete Pet Licence 101, the Home offers up to \$30 off the adoption price of dogs and cats.

Web Sites

- www.dogshome.com
- www.petlicence.com.au - Pet Licence 101
- www.petregister.com.au - free pet ID tags
- www.lostdogs.com.au - lost and found pet message board
- www.petdoctor.com.au - online pet care information
- www.microchip.org.au - microchipping information

Schools

Throughout the year we've hosted many tours of the Home for school and community groups. Participants tour the Gracie Street facilities with a staff member, learn more about our work and have the opportunity to ask questions at the end.

Year 10 students from across the state are also able to undertake their work experience placement at the Home.

Students who undergo work experience at the Home do so either because they are interested in eventually working with animals or simply because they love dogs and cats.

Within the shelter, students take part in the day-to-day tasks including: feeding, cleaning, walking dogs for adoption, observing surgery and accompanying staff on ambulance jobs.

They also assist the fundraising and animal management departments with administration tasks.

Community Groups

Dr Smith and staff have attended community groups to talk about the Home and its history throughout the past year.

These groups include:

- Probus Clubs
- Qenos
- North Melbourne library
- Freemasons
- Sunbury Respite Centre

Name Kate Kemp

Job Shelter Manager - Campaspe

Kate has been with the Home for just over two years.

Having worked for many animal welfare organisations around the world, Kate had taken a break from the industry and gone to work for a number of private practices. But shelter work is where her heart lies and when she saw an opportunity to join the Home - she jumped.

"Being a part of helping animals find their new homes and then receiving the emails, photos and letters from new owners letting us know how they are getting on is the most rewarding part of what I do."

Kate adopted her own dog from the Home - welcoming Albert into her life in 2009. Kate is pictured with Albert and his good friend Baxter.

STAFF PROFILE
06



Name Noeline Humphries

Job Ambulance Driver

Noeline is one of the Home's 'night angels'.

We operate a 24-hour, seven day a week ambulance service and Noeline is an after-hours ambulance driver. She's been rescuing stray and neglected animals around Melbourne on behalf of the Home for the last five years and quite simply loves everything about her job.

"I didn't choose this job - it chose me! It's the best! Going to work is never a chore."

While it can be tough operating at the frontline, Noeline stays positive knowing her work here gives thousands of abandoned and unwanted dogs and cats in the community the opportunity to find new and loving owners. One of those was a labradoodle named Minnie.

"Seeing the miracle of Minnie - a dog near death from years of neglect and abuse - being brought back from the brink by the expertise of loving, caring staff is one of the highlights of my time at the Home. She was fostered and then found a forever home. It's always worth it."

Noeline is pictured with her dogs Cuz, Charlie and Rusty - all adopted from the Home.

STAFF PROFILE
05



Fundraising

The Lost Dogs' Home relies on the generosity of our donors and supporters to care for the 21,000 dogs and cats we receive every year. It is only through the support of our donors that we are able to provide essential services to animals, as well as deliver initiatives to promote responsible pet ownership.

100 years ago the Home's first committee ran the inaugural fundraising event to establish 'The Temporary Home for Lost and Starving Dogs'. It is significant that a century on we are on the threshold of another wonderful period of growth and development that will see many new facilities and services introduced.

Again, these achievements were only possible because of the generous support of our donors and, on behalf of the dogs and cats, we thank them all most sincerely.

Investing in Future Financial Viability

The Lost Dogs' Home has a responsibility to ensure that we will always be in a position to provide essential services to the animals who depend on us. This involves putting into place strategies to secure a reliable fundraising income in the future.

In the last year, we've invested in growing our fundraising program. We've mailed two successful donor acquisition campaigns that focused on recruiting more regular monthly donors for the 'Friends of PAWs' program.

New donors helped increase our overall gross income by 22% and we saw our very special 'Friends of PAWs' donors grow by 14%.

'Friends of PAWs'

Our 'Friends of PAWs' donors are some of our most valued supporters. Their regular monthly donations, via debits from their credit cards or bank accounts, provide a reliable and consistent income, giving us confidence we will be able to continue to provide our services to animals.

The 'Friends of PAWs' program contributes approximately 60% of the Home's overall fundraising income. Regular giving is a cost-effective way for donors to support The Lost Dogs' Home as it reduces administration costs for the Home.

We will continue to focus on developing our 'Friends of PAWs' program in the future.

Appeal Program

The direct mail appeal program is an important part of fundraising income and continued to be generously supported in 2009/2010.

We were especially moved by the overwhelming response from not only our donors, but people around Australia and the world, who made a donation to assist Buckley. Just over \$122,000 was donated to fund Buckley's surgery and rehabilitation. The Home will continue to support Buckley and his owner Madeline with ongoing training and all future veterinary care.

A large proportion of the amount raised has been put towards funding surgery and veterinary treatment for many other neglected and abused dogs through 'Buckley's Friends in Need Fund'.

Corporate Support

We would like to give our most heartfelt thanks to our corporate supporters. This year marks 25 years of support from Woolworths (formerly Safeway) through the Woolworths Christmas Pet Food Appeal. Each year donation bins are placed in approximately sixty Woolworth Stores in the greater Melbourne area, providing the Home with approximately \$100,000 retail worth of pet food - enough to feed all the dogs and cats the Home cares for over the next 12 months.

The Home is grateful for the support of Ritchies Supermarket which, through their Community Card Benefit program, makes a generous donation every month.

Thank you to our wonderful sponsor, Best Friend SuperCentres, who support the Home's ambulances and assist the Home through fundraising activities at their stores.

Trusts

Perpetual

The Lost Dogs' Home is grateful to Perpetual and the Ken and Asle Chilton Charitable Trust for their generous grant towards the purchase of audio visual equipment for the Thelma Hoult Training and Education Centre.

Other Support

We would also like to give our special thanks to individuals, companies and schools who generously gave blankets, towels, bedding, dog coats and pet toys throughout the year. The Lost Dogs' Home relies entirely on the generosity of the community for donations of bedding for the dogs and cats.

Work place and school donation drives not only provide much needed bedding and food for the dogs and cats in our care, but also raise awareness for the Home's important work in the community.

Bequests

The Lost Dogs' Home is thankful to those dedicated and generous supporters who choose to leave us a gift in their Wills. Their kindness and foresight will have a long lasting and positive effect on the lives of dogs and cats in need.

The past year has seen building begin on three important new facilities: The Thelma Hoult Training and Education Centre, The Lost Cats' Home and The Stan and Helen Moore Sick and Injured Shelter. Costing \$5.5 million in total, these capital improvements wouldn't have been possible without the generous support of our special donors who left a gift in their Will.

The Home will continue its bequest program as these legacies are vital for our long term future to continue to provide better services for animals without owners. In the main, legacies are used for capital improvement of the Home's facilities.



Name Rod Jennings

Job Manager South Eastern Pound Services (Cranbourne) & Andorra Boarding Kennels/Cattery

Asked to describe his job in three words and Rod's answer is "Simply the best!"

Rod has been on our team since 1996. When the Home first purchased the Cranbourne facility, Rod was not only involved in the initial planning process but oversaw the property's redevelopment from the very start.

"I'm very proud of the work that has been carried out so far which provides modern facilities for the animals in our care."

Prior to joining the Home, Rod worked in the law enforcement side of animal management in Local Government. Keen to move into the animal welfare arena, Rod was quick to apply when a position came up at the Home and enjoys all the aspects of his current role.

"I enjoy the interaction I get to have with the animals and it's wonderful to see them reunited with their owners."

Rod is pictured with one of the Home's adoptees.



Dr Smith meets donor Kathleen Pamment and Minnie

Volunteers

Volunteers are an important part of our team and we are so grateful for their support.

In a busy organisation like ours, with limited resources, their assistance to our paid staff is invaluable. Quite simply, we do not know what we'd do without them.

In particular we would like to thank our regular volunteers who give up their time on a weekly basis helping out in various departments at the Home. Whether it's sending out free ID tags for the National Pet Register, stuffing envelopes for the fundraising team or walking dogs for adoption in the shelter, their support is deeply appreciated.



Peter

Peter's been volunteering at the Home for almost five years, coming in once a week to provide invaluable support to our busy fundraising team.

Whether it's opening the mail, folding receipts and thank you letters or stuffing envelopes, Peter is happy to lend a hand to whatever task needs doing in this department.

"I feel like I am making a difference. I enjoy being at the Home - it's a happy place and there is laughter in the fundraising office where I help out."

The fact that Peter's travel time to and from the Home is often longer than the time he can actually spend here, shows just how committed he is to his work. Thank you Peter!



Julie and Sue

Dynamic duo Julie and Sue teamed up 12 months ago and volunteer together at the Home. They help the National Pet Register send out its free ID tags.

Julie was looking at how to get involved in volunteer work so she could give back to the community.

"I've always had animals and was a donor to The Lost Dogs' Home - so I figured it was a good place to get involved with. I contacted the Home and offered to pitch in and do anything. I spoke to my friend Sue, knowing she was also interested. We like making a contribution and doing something useful. Once we've finished sending out tags we visit the dogs for adoption. We know the tags we send out help reduce the number of animals becoming permanently lost."

Media

2009/2010 proved to be one of our most successful years in the media.

Buckley was the focus of much media attention and featured across national and international press, television and radio. Not only did Buckley raise awareness of animal cruelty issues, but he also highlighted the importance of responsible pet ownership and prompted many people to consider adopting a pet from a shelter.

Buckley also featured as one of five dogs for the Australia Post *Adopted and Adored* range of stamps, launched at the Home on 29 June. Daisy, another dog from the Home, also starred.

In addition, 'Pet of the Week' stories, featuring dogs and cats for adoption, were regularly published in community newspapers.

Special thanks to

- Press**
 - The *Herald Sun*, in particular photographer Craig Borrow and journalist Kelly Ryan;
 - *Moonee Valley Leader*, in particular journalist Julia Adler;
 - *The Riverine Herald*;
 - *The Southern Highland News*
- Television**
 - Mike Larkan, who, throughout the year, features a dog for adoption during his weekly *Give A Dog A Home* segment on Network Ten;
 - *WTFN Entertainment Pty Ltd*, for 'Talk To The Animals'
- Radio**
 - Plenty Valley FM
- Online**
 - www.giveadogahome.com.au - which features three dogs for adoption each week;
 - www.realestate.com.au

There were also 162 stories published on www.dogshome.com. Written by staff, these cover everything from pet health tips, animals for adoption, success stories, dog training tips and updates on special dogs and cats. Each was then promoted on Facebook and Twitter, driving readers to read the stories in full on the web site.



STAFF PROFILE
08

Name Dr Larry Colson
Job Veterinary Clinic Manager

Larry heads up our busy veterinary clinic and a brilliant team of highly qualified and extremely compassionate individuals.

He's been working full time at the Home for about five years now and has achieved a great deal in that time - helping increase the professionalism and level of care provided by our veterinary staff and participating in many external programs such as 'Who's for Cats?', university training and a number of surveys of disease within the Melbourne dog and cat population.

"Seeing the changes to the physical environment of the Home with the new building program has been one of the most recent highlights for me."

Larry enjoys the fact that his job is very varied compared to a regular veterinary clinic role.

"There are components of practice management, shelter work, media speaking as well as routine veterinary consulting and surgery."

Larry is pictured with one of the Home's adoptees.

The Future

Thanks to the generous and ongoing support of donors and several significant bequests, The Lost Dogs' Home has embarked on one of its most exciting chapters ever – a new era of growth to ensure we can continue caring for the most vulnerable dogs and cats in our community, well into the future.



Concept drawing of The Stan and Helen Moore Sick and Injured Shelter



Stan Moore and Dr Graeme Smith

Capital Works Program

Spearheading our expansion is a major capital works program comprising three new building projects. These new facilities will enable us to look after more animals, deliver an even greater level of care and educate more people about animal welfare issues and responsible pet ownership. Incorporating a number of environmentally sustainable features, they also demonstrate our commitment to a greener future for the Home.

The Stan and Helen Moore Sick and Injured Shelter is a landmark project. This new, purpose-built facility will allow the Home to provide hospital accommodation at Gracie Street for stray dogs recovering from surgery, illness or injury. Elderly stray dogs that need special care and attention will also be cared for within it. The building will be fitted with spacious pens and cages and house its own veterinary facilities, eliminating the need for animals to be transported to and from our vet clinic for treatment and making it easier for staff to provide premium care. Using solar power for heating and natural light and ventilation for cooling, this facility will set a benchmark in Australia for energy efficient animal shelters.

The Sick and Injured Shelter will be named after two of the Home's most loyal supporters. Stan Moore worked at the Home for more than 20 years as our Public Relations Consultant - helping raise funds by increasing our public profile and placing the media spotlight on animal welfare issues. He and his wife Helen fought tirelessly throughout their lives to improve the welfare of animals. This new building will be a fitting monument to their incredible commitment, passion and devotion to animals. Construction commenced in April with the demolition of the old communal dog pens at the rear of Gracie Street and the Shelter will be up and running by early 2011.

The Thelma Hoult Training and Education Centre at 13 Gracie Street (opposite our main premises) is almost complete. Education is a major component of the Home's mission. By promoting a greater understanding within the community about what it means to be a responsible pet owner, we believe we can reduce the number of lost and abandoned animals requiring our care. Having a facility dedicated to training and education will mean we can significantly increase our activity in this area and engage with more people, more often.

The new centre includes a 50-seat auditorium and meeting rooms, ideal for hosting presentations to large school and community groups. Training sessions for staff and other animal welfare industry groups will also be conducted here, along with fundraising events.

A bequest from Thelma Hoult, one of the Home's long-time friends, is the centre's primary source of funding. As a teacher, Thelma understood firsthand the important role education can play in fostering positive change and this new facility will proudly bear her name. Work on the centre commenced in April and will be complete by December 2010.

Construction of **The Lost Cats' Home** – our very first, purpose-built cat facility – is also well underway and should be complete by early 2011. Every year more than 10,000 stray and unwanted cats and kittens come into The Lost Dogs' Home. In 2009 we admitted more cats than dogs. This facility is much needed to provide a high level of accommodation for lost cats and kittens.

The Lost Cats' Home is being built on premises at 54 Gracie Street, adjacent to our main site, and will completely separate our dog and cat facilities for the first time – providing a quieter and less stressful environment for our feline friends. With the capacity to house up to 200 cats and kittens, the new facility will occupy more than four times the area we currently have allocated to cats. Every cat and kitten will be housed in individual, state-of-the-art 'cat condominiums' - equipped with separate ventilation systems. These 'cat condos' have been proven to limit the spread of cat flu – which is a serious concern for many shelters.

The Lost Cats' Home will play a big role in helping us raise awareness about the alarmingly high number of lost and unwanted cats requiring our care. Thousands go unclaimed each year due to a lack of identification so we'll be working hard to reinforce the importance of microchipping cats and providing them with identification tags through our National Pet Register.

Mobile Microchipping Service

Throughout the year, National Pet Register staff members regularly pack their bags and load up a swag of equipment to provide microchipping to pets at events around Australia. This service helps greatly reduce the number of unidentifiable dogs and cats in the community but a more efficient delivery method would allow us to reach more pet owners and identify more animals.

The Home has raised funds to purchase a Winnebago motor home and convert it into a travelling 'one stop shop' for microchipping and tagging. The unit will include a secure and private area to conduct the microchipping process, a data entry station - so animals' details can be added immediately to the National Pet Register - and online access to all microchip registers. The vehicle can also function as a mobile animal hospital/clinic in times of natural disaster or a travelling education centre.

Interstate Activities

As part of the Home's growth strategy we are working to gradually expand our presence interstate. Our hope is to not only provide care and a second chance for more lost and abandoned animals, but to help raise the standards of animal welfare across the country and further promote the importance of pet identification and responsible pet ownership. To achieve these goals, we are tendering to secure new contracts with New South Wales councils to provide animal welfare services and we will soon open a National Pet Register office in Queensland.



Plan drawing of Mobile Microchipping Service

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The financial statements are presented in the Australian currency.

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

The registered office and principal place of business is:
The Lost Dogs' Home
2 Gracie Street
North Melbourne 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 19 October 2010. The directors have the power to amend and reissue the financial statements.

Directors' Report

Your directors present their report together with the financial report of The Lost Dogs' Home ("the Home") for the financial year ended 30 June 2010.

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	9	7	5
Mrs. M. Crossley	Director	29	7	5
Dr K. Farfor	Director	9	7	7
Mrs D. McGuinness	Director	6	7	6
Ms. J. Scovell	Director	20	7	7
Dr. G. Smith	Director	10	7	7
Dr. A. Tribe	Chair Person	16	7	7
Mr B. Walsh	Director	8	7	7

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 profit of the Home for the financial year ended 30 June 2010 was \$2,780,297 (2009: \$6,317,026).

Review of operations

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

	2010 \$	2009 \$
Revenue from continuing operations	11,854,916	9,581,801
Operating activities expenses	(12,398,548)	(11,172,328)
Profit/(loss) from operating activities	(543,632)	(1,590,527)
Revenue from non-operating activities	3,323,929	8,204,078
Expenses from non-operating activities	-	(296,525)
Profit for the year	2,780,297	6,317,026

During the current year, the Home had an increase in the overall surplus for the year, again due to an increase 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 two contracts for construction of new facilities. Details of these are in note 17. No matter or circumstance other than the above has arisen since 30 June 2010 that has significantly affected, or may significantly affect:

- the Home's operations in future financial years, or
- the results of those operations in future financial years, or
- 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 re housed wherever 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 \$10,422 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

The Home's auditor did not provide any non-audit related services for the financial year.

Taxation Services

	2010 \$	2009 \$
PricewaterhouseCoopers Australian Firm		
Tax compliance services	2,890	7,300
	2,890	7,300

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 4.

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

Director



Dr. Graeme Smith

Managing Director

Melbourne
19 October 2010



Name Louise Barrett

Job Senior Animal Management Officer

Louise has been with The Lost Dogs' Home for the last nine years and is our City of Melbourne Senior Animal Management Officer.

In her role, Louise leads a team of three staff and, as an authorised officer, her duties include wildlife rescues, park patrols, investigating dog attacks and barking dog complaints, dogs wandering at large, cat trespassing and education of pet owners living in the City of Melbourne.

"I definitely enjoy working with dogs and their owners. It's very rewarding to see an improvement in the lives of animals after owners have been educated in how to properly care for them."

Like many of the staff at the Home, Louise often takes her work home with her - and she loves it. She has provided a 'temporary home' for numerous animals presented at our shelter that are either too young or not quite healthy enough to be placed up for adoption.

"Fostering abandoned and neglected animals that need some extra special care so they're ready to find a lovely new home is definitely a highlight of my time here so far."

Louise is pictured with her dogs Bear and Rahri, adopted from the Home.

PricewaterhouseCoopers
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Auditor's Independence Declaration

As lead auditor for the audit of The Lost Dogs' Home for the year ended 30 June 2010, 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.



Michael Shewan
Partner
PricewaterhouseCoopers

Melbourne
19 October 2010

Statement of comprehensive income

	Notes	2010 \$	2009 \$
Revenue from continuing operations	iii)	11,854,916	9,581,801
Other Income	iv)	3,323,929	8,204,078
Council & Contract expenses		(3,131,487)	(2,524,521)
Veterinary Clinic expenses		(1,253,235)	(1,105,404)
Fundraising expenses		(2,351,456)	(2,352,496)
Shelter expenses		(2,572,102)	(2,284,178)
Administration expenses		(3,090,268)	(3,202,254)
Profit for the year		2,780,297	6,317,026
Other comprehensive income			
Changes in Fair Value of available-for-sale financial assets	xiv) (a)	358,916	403,224
Total comprehensive income for the year		3,139,213	6,720,250

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



Name Jodie Stephens
Job Animal Attendant

"Fulfilling, hectic and rewarding!" - that's how Jodie describes her work as an Animal Attendant for the Home.

Jodie carries out 'makeover magic' on many of the animals presented to us - grooming and bathing matted dogs which have been poorly neglected or simply ignored by their owners.

"After a makeover they're happy and must feel a lot better."

Jodie is another of our devoted staff members - having worked with us now for 21 years.

"I love animals and want the best for them. Seeing lost animals reunited with their owners or being adopted into new homes is what I enjoy most."

Balance Sheet

	Notes	2010 \$	2009 \$
ASSETS			
Current assets			
Cash & cash equivalents	vi)	9,395,466	7,916,134
Trade & other receivables	vii)	898,134	765,191
Inventories	viii)	9,836	8,884
Total current assets		10,303,436	8,690,209
Non-current assets			
Financial assets	ix)	6,401,052	5,540,225
Property, plant and equipment	x)	6,533,548	5,667,483
Total non-current assets		12,934,600	11,207,708
Total assets		23,238,036	19,897,917
LIABILITIES			
Current liabilities			
Trade and other payables	xi)	513,030	410,523
Provisions	xii)	873,447	775,260
Total current liabilities		1,386,477	1,185,783
Non-current liabilities			
Provisions	xiii)	59,061	58,849
Total non-current liabilities		59,061	58,849
Total liabilities		1,445,538	1,244,632
Net Assets		21,792,498	18,653,285
EQUITY			
Reserves	xiv) (a)	835,587	476,671
Retained earnings	xiv) (b)	20,956,911	18,176,614
Total equity		21,792,498	18,653,285

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

Statement of changes in equity

	Contributed equity \$	Reserves \$	Retained earnings \$	Total \$
Balance at 1 July 2008	-	73,447	11,859,588	11,933,035
Total comprehensive income for the year as reported in the 2009 financial statements	-	403,224	6,317,026	6,720,250
Balance as at 30 June 2009	-	476,671	18,176,614	18,653,285
Total comprehensive income for the year	-	358,916	2,780,297	3,139,213
Balance as at 30 June 2010	-	835,587	20,956,911	21,792,498

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

Statement of cash flows

	Notes	2010 \$	2009 \$
Cash flows from operating activities			
Receipts from customers (inclusive of GST)		6,941,290	6,189,156
Payments to suppliers and employees (inclusive of GST)		(12,185,587)	(11,024,909)
Fundraising proceeds		4,587,443	3,747,107
Legacies received		3,055,727	5,235,643
Interest received		516,186	292,286
Net cash inflow (outflow) from operating activities		2,915,059	4,439,283
Cash flows from investing activities			
Payments for property, plant and equipment		(1,454,651)	(2,114,891)
Proceeds from sale of property, plant and equipment		17,100	23,000
Payments for available-for-sale financial assets		(2,073,656)	(4,908,702)
Proceeds from sale of available-for-sale financial assets		1,815,755	4,064,371
Dividends received		259,725	184,597
Net cash inflow (outflow) from investing activities		(1,435,727)	(2,751,625)
Cash flows from financing activities			
		-	-
Net increase (decrease) in cash and cash equivalents		1,479,332	1,687,658
Cash and cash equivalents at the beginning of the financial year		7,916,134	6,228,476
Cash and cash equivalents at end of year	vi)	9,395,466	7,916,134

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

i)

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 2009:

- 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 judgement in the process of applying The Lost Dogs' Home accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements, are disclosed in note 2.

Financial statement presentation

The Lost Dogs' Home has applied the revised AASB 101 Presentation of Financial Statements which became effective on 1 January 2009. The revised standard requires the separate presentation of a statement of comprehensive income and a statement of changes in equity. All non-owner changes in equity must now be presented in the statement of comprehensive income. As a consequence, The Lost Dogs' Home had to change the presentation of its financial statements. Comparative information has been re-presented so that it is also in conformity with the revised standard.

b) Revenue recognition

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

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

c) Operating Leases

Operating lease payments are recognised as an expense in the 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 2010.

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 2009.

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.

i)

Summary of significant accounting policies

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:

	2010 \$	2009 \$
Buildings (straight line):	3 – 5	3 – 5
Plant and equipment, furniture, fixtures and fittings (straight line and diminishing value):	20	20
Motor vehicles (straight line and diminishing value):	20	20
Office and computer equipment: (straight line and diminishing value):	20 – 40	20 – 40

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.



Name Melaine Robinson

Job National Pet Register Manager

Melaine joined the Home in 1988 as a vet nurse and for the past 20 years she's headed up our National Pet Register.

"It's been easy to stay at the Home for so long because I really believe in what we are doing. Being a part of helping return lost animals to their owners is extremely rewarding. I love making a difference to the lives of the animals and it's never boring!"

Running our busy National Pet Register is a huge job, but Melaine leads an amazing team who daily reunite lost pets with their owners.

"On one occasion I microchipped a Cavalier King Charles Spaniel in NSW. Usually I wait until I get back to the office to enter the new data, but this time I registered the Spaniel on the National Pet Register database. Two years later I covered the overnight shift on the NPR phones and took a call from a vet clinic taking care of a lost Cavalier King Charles Spaniel. It was the same dog I'd chipped and registered! It was a significant moment because not only had I played a role in the identification and recovery of this dog, but I also saw firsthand, just how well the NPR service worked."

Melaine is pictured with good friend Penny.



290 articles mentioning The Lost Dogs' Home were published in Australian newspapers in 2009/2010

ii)
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.

iii)
Revenue

	2010 \$	2009 \$
From continuing operations		
<i>Sales revenue</i>		
Sale of goods	705,775	471,575
Services	5,897,656	4,731,966
	6,603,431	5,203,541
<i>Other revenue</i>		
Dividends	259,725	184,598
Bank interest	461,731	544,881
Donations	4,530,029	3,648,781
	5,251,485	4,378,260
	11,854,916	9,581,801

iv)
Other income

	2010 \$	2009 \$
Realised gains on sale of available-for-sale financial assets	140,977	158,135
Profit on sale of fixed assets	37,121	16,612
Legacies	3,145,831	8,029,331
	3,323,929	8,204,078

v)
Expenses

	Notes	2010 \$	2009 \$
Profit includes the following specific expenses:			
<i>Depreciation of non-current assets</i>	x)	603,593	492,655
<i>Rental expense relating to operating leases</i>			
• 275 Macaulay Road North Melbourne		4,167	-
• 54 Gracie Street North Melbourne		-	87,607
• NSW Shelter Wingecarribee		5,724	5,724
Total Rental expense relating to operating leases		9,891	93,331
<i>Employee Benefits Expenses including Superannuation</i>		6,283,107	5,799,287
The company employed 186 employees at 30 June 2010 (2009: 175 employees)			
<i>Net Loss on disposal of property, plant and equipment</i>		5,013	7,861
<i>Impairment of available-for-sale financial assets</i>	xiv) (a)	-	296,525

vi)
Current assets: Cash and cash equivalents

	2010 \$	2009 \$
Cash at bank and in hand	844,603	1,183,129
Deposits at call	8,550,863	6,733,005
	9,395,466	7,916,134

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

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

	2010 \$	2009 \$
Balances as above	9,395,466	7,916,134
Bank overdrafts	-	-
Balances per statement of cash flows	9,395,466	7,916,134

vii)
Current assets: Trade and other receivables

	2010 \$	2009 \$
Trade receivables	618,163	442,801
Prepayments	81,831	69,795
Interest accrued	198,140	252,595
	898,134	765,191

viii)
Current assets: Inventories

	2010 \$	2009 \$
Stock on Hand - Microchips at cost	9,836	8,884
	9,836	8,884

FAST
FACTS

The most unusual animals admitted to the Home include a Black Angus bull, who was claimed by his owner, and two galahs who both found new homes

ix)

Non-current assets: Available-for-sale financial assets

	2010 \$	2009 \$
Available-for-sale financial assets include the following classes of financial assets:		
<i>Listed securities</i>		
Shares in Public Companies	6,334,497	5,450,515
Units in Investment Trusts	66,555	89,710
	6,401,052	5,540,225

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

x)

Non-current assets: Property, plant and equipment

	Freehold Buildings \$	Furniture & Fittings \$	Plant & Equipment \$	Vehicles \$	Office & Computer \$	Work in Progress \$	Total \$
AT 1 JULY 2009							
Cost or fair value	5,996,435	102,885	1,057,053	1,316,365	1,034,426	-	9,507,164
Accumulated depreciation	(1,514,010)	(83,865)	(792,091)	(577,496)	(872,219)	-	(3,839,681)
Net book amount	4,482,425	19,020	264,962	738,869	162,207	-	5,667,483
YEAR ENDED 30 JUNE 2010							
Opening net book amount	4,482,425	19,020	264,962	738,869	162,207	-	5,667,483
Additions	148,585	700	146,457	461,366	105,580	680,183	1,542,871
Disposals	-	-	-	(73,213)	-	-	(73,213)
Depreciation charge	(172,645)	(7,030)	(91,528)	(217,946)	(114,444)	-	(603,593)
Closing net book amount	4,458,365	12,690	319,891	909,076	153,343	680,183	6,533,548
AT 30 JUNE 2010							
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)
Net book amount	4,458,365	12,690	319,891	909,076	153,343	680,183	6,533,548

xi)

Current liabilities: Trade and other payables

	2010 \$	2009 \$
Trade creditors	225,815	216,851
Accruals	287,215	193,672
	513,030	410,523

xii)

Current liabilities: Provisions

	2010 \$	2009 \$
<i>Employee entitlements</i>		
Provision for annual leave	466,441	398,828
Provision for long service leave	407,006	376,432
	873,447	775,260

xiii)

Non-current liabilities: Provisions

	2010 \$	2009 \$
<i>Employee entitlements</i>		
Provision for long service leave	59,061	58,849
	59,061	58,849

The company employed 186 employees at 30 June 2010 (2009: 175 employees)

xiv)

Reserves and retained earnings

	Notes	2010 \$	2009 \$
a) Reserves			
Available-for-sale financial assets		835,587	476,671
Movements:			
<i>Available-for-sale financial assets</i>			
• Balance 1 July		476,671	73,447
• Revaluation - gross		358,916	699,749
• Impairment charge taken to profit and loss	v)	-	(296,525)
Balance 30 June		835,587	476,671
b) Retained earnings			
Movement in retained earnings were as follows:			
Balance 1 July		18,176,614	11,859,588
Net profit for the year		2,780,297	6,317,026
Balance 30 June		20,956,911	18,176,614

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.

xv)

Related party transactions

a) Key management personnel

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

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

	2010 \$	2009 \$
<i>Key management personnel compensation:</i>		
Short-term employee benefits	148,955	102,152
Post-employment benefits	50,000	89,803
	198,955	191,955

During the financial year there were no additional related party transactions (2009 - \$Nil) paid in the ordinary course of business.

xvi)

Commitments

a) Capital commitments

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

	2010 \$	2009 \$
<i>Property, plant and equipment Payable:</i>		
Within one year	1,074,279	-
Later than one year but not later than five years	-	-
Later than five years	-	-
	1,074,279	-

Refer to note 17 for further details on capital commitments

b) Lease commitments

i) Operating lease

The Home leases a 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.

	2010 \$	2009 \$
<i>Commitments for minimum lease payments in relation to operating leases are payable as follows:</i>		
Within one year	5,770	93,331
Later than one year but not later than five years	15,002	5,247
Later than five years	-	-
	20,772	98,578

xvii)

Events occurring after the date

Subsequent to balance date the Home has entered into two contracts for construction of new facilities. Details of these are listed below:

- i) On 2 August 2010 the Home signed a contract for construction of the new Stan and Helen Moore Sick and Injured Shelter. The approved contracted capital expenditure related to this project is \$1,421,000. This project is being constructed on the Gracie Street site and is expected to be completed before the end of the next financial year.
- ii) On 1 September 2010 the Home signed a contract for construction of the new Lost Cats' Home facility located at 54 Gracie Street. This construction also includes the provision of additional office space for the National Pet Register. The approved contract expenditure related to this project is \$880,645. The project is expected to be completed by the end of the next financial year.

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 and consolidated entity's financial position as at 30 June 2010 and of their performance for the financial year ended on that date; and

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

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



Dr. Andrew Tribe
Director



Dr. Graeme Smith
Managing Director

Melbourne
19 October 2010



STAFF
PROFILE
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Name Alice Thompson
Job Shelter Manager - Wingecarribee

Alice is Acting Shelter Manager at our Wingecarribee Animal Shelter.

She started about a year before the Home took over the facility in 2005, so you could say we adopted her ourselves!

For Alice, pairing owners with the ideal dog or cat for their situation is the most rewarding part of her job and she's thrilled when one of the shelter's 'long-termers' finally finds a loving home through their adoption program.

She's had many memorable moments at the shelter, but an unexpected gift in the post last year made a special impact.

"I received a Christmas card and a DVD of lovely photos of two cats, 'Haloumi' and 'Cheddar', who were out of a litter of four which I had hand-reared since they were three weeks old. I was pretty attached to these guys and it was so touching to receive the DVD which the two besotted children had made especially for me. It really did make my year to see just how cherished these cats are."

Alice is pictured with an adoptee at our Wingecarribee Shelter.



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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 2010, and the income statement, 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 and fair presentation of the financial report in accordance with Australian Accounting Standards - Reduced Disclosure Requirements and the Corporations Act 2001. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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.

Our audit did not involve an analysis of the prudence of business decisions made by directors or management.

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 2010 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.

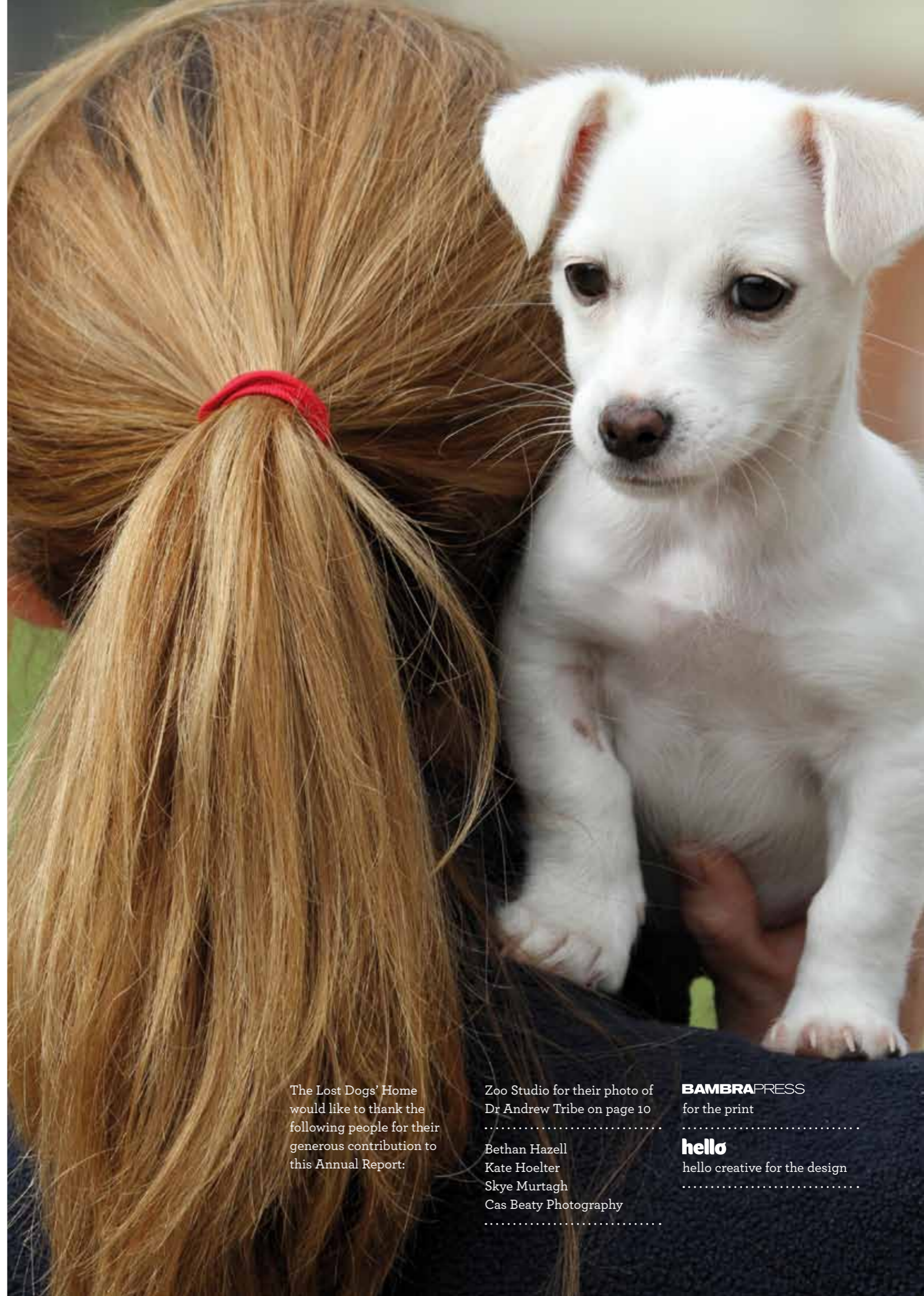
PricewaterhouseCoopers 

PricewaterhouseCoopers

Michael Shewan
 Melbourne

Partner
 19 October 2010

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The Lost Dogs' Home would like to thank the following people for their generous contribution to this Annual Report:

Zoo Studio for their photo of Dr Andrew Tribe on page 10

Bethan Hazell
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BAMBRAPRESS
 for the print

hello
 hello creative for the design

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

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Veterinary Clinic
T 03 9329 2755

The National Pet Register
T 1300 734 738
www.petregister.com.au

Andorra Boarding Kennels and Cattery
920 Thompsons Road, Cranbourne 3977
T 03 9702 8322

South Eastern Pound Services
920 Thompsons Road, Cranbourne 3977
T 03 9702 8055

The Lost Dogs' Home – Campaspe
520 McKenzie Road, Echuca 3564
T 03 5480 3005

The Lost Dogs' Home – Wingecarribee
Resource Recovery Centre
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T 02 4868 1520 F 02 4868 1534

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