



## Frequently Asked Questions #7

### WHAT SHOULD I DO WHEN MY PET GOES MISSING?



Put all of your energy into it, and with a little help from friends and neighbours, hopefully you can bring your beloved pet back home!

1. Begin searching for your pet IMMEDIATELY! Do not wait in the hope that they will find their own way home. The whole time your pet is missing they are at risk of being hurt by a car, or person, or another animal and at risk of getting sick, dehydrating or starving. Consider this an EMERGENCY!
2. Ask neighbours to check backyards, under decks, subfloor access areas, sheds & garages just-in-case your pet was accidentally locked in. Search 3 blocks in each direction from where they were last seen.
3. Contact all animal shelters, council pounds & vets – even the ones outside of your area.
  - Call the animal division of the council to find out if they have your pet.  
**Hornsby Shire Council Pound – Ph: 9847 6853    Ku-ring-gai Council pound – Ph: 9484 7418**
  - Animals that are found in Hornsby Shire may be picked up by a Hornsby Council Ranger and taken to **Sydney Dogs & Cats Home**. This is a pound located at 77 Edward Street, Carlton, **Ph: 9587 9611**.
  - Ku-ring-gai, Hornsby and Willoughby Animal Pound, Thornleigh Veterinary Hospital, 180 Pennant Hills Road, Thornleigh NSW 2120, **Ph: 9484 2166**.
  - Ku-ring-gai Pound: Pittwater Animal Hospital, Pittwater Rd/Arnott Cres. Warriewood, **Ph: 9913 7979**.
  - ALSO: Sydney Dogs & Cats Home (services Hornsby area) - **Ph: 9587 9611** Blacktown City Council Animal Holding Facility - **Ph: 9839 6161** Canterbury Council Animal Shelter – **Ph: 9709 6844** Sutherland Shire Council Animal Shelter - **Ph: 9710 0401** Renbury Farm Animal Shelter - **Ph: 9606 6118** Burwood Council Pound – **Ph: 9747 3999**.
  - Do the rounds of pounds and animal shelters yourself – go at least once a week. Daily phone calls to these facilities can be made, but there is nothing like checking for yourself.
  - If your pet is taken into a pound or shelter it will be held for 7 days if found to be without any traceable identification (ID) and 14 days if micro-chipped or having some sort of other traceable ID.
  - Check each cage carefully – sometimes you may not recognise your pet, particularly if it is frightened and huddled in the corner or under the bed.
  - Ask at each facility where the injured strays are kept, as these may be housed in a separate area.
5. If your pet is micro-chipped, contact your council and ask them to note on the Companion Animals Registry that your pet is missing.
4. Consider the help of private pet finding agencies, such as Where Pets are Found, or Lost Pet Finders.  
[Note: NHW cannot endorse a product or service.]
5. Put an item of clothing (for the scent) down at the area where the animal became lost. Put used pet litter (with solids removed) outside your home. Put out the animal's used bedding, your own last worn clothes and bed sheets. Regularly leave fresh food & water out for your pet morning and night.
6. Make up leaflets with a description of your pet and drop them in letter boxes.

FOR EMERGENCIES (Including anyone on your property)	000
TO REPORT ANYTHING SUSPICIOUS (Crime Stoppers)	1 800 333 000
TO REPORT NON-EMERGENCY CRIME (Police Assistance Line)	131 444
IF YOU'RE NOT SURE (Hornsby Police Station)	9476 9799
TTY—To ask for Police, type PPP	106
SPEAK AND LISTEN	1800 555 727

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7. Put signs up around your area. If you have a busy road nearby, take advantage of the traffic and tell them about your lost pet. **Note:** An A4 poster won't be seen at more than 50kph. Stick with one design, as repeated viewings of a consistent message are more likely to remain in people's minds.
  - Include a big, bold headline that people can read from a distance. A photo would be ideal. Consider listing their breed, gender, colour, age, weight, distinguishing features, and where & when they were last seen. Provide your name & two phone numbers; yours & a friend/relative in case you can't be reached.
  - Consider using the [CatRescue 901 Poster Template](#) to download from our [NHW FAQs page](#).
  - Good places to post your flyers may include:
    - ✓ Dog runs and parks, community noticeboards
    - ✓ Pet supply stores and pet grooming shops/mobile services
    - ✓ Veterinary offices
    - ✓ Various commercial establishments, such as grocery and convenience stores, gas stations, laundromats, pharmacies, bars, cafés and restaurants.
    - ✓ Lampposts and trees.
    - ✓ Cover extra heavily the areas where you think your pet was lost, as well as busy commercial and pedestrian sections of your town.
    - ✓ Around schools, at kids'-eye level. Children can be more observant than adults, especially when it comes to animals.

**Note:** Be sure to ask permission before posting your flyers! And please remember to remove them!

8. If you have recently moved, check your old home regularly. Regularly leave fresh food & water out in the place you used to feed your pet. Ask your old neighbours to keep an eye out and contact you if they should see your pet. Put up signs and try a 'letter box' drop in this area also.
9. Hit the Internet: Send your flyer via email to local friends, colleagues, neighbours and family members, and ask them to pass on the info to anyone they can. Post messages to animal forums and message boards run by groups based in your area—lots of parks and dog runs have online communities. Try Facebook groups/pages, eg Lost & Found Pets in NSW, or Twitter. Many pets are reunited with owners as a result of Social Media.
10. **MOST IMPORTANT OF ALL:** Keep looking! Even if it is weeks after your pet went missing. Sometimes people that find stray animals keep them for a while before handing them in. Or perhaps your pet was so frightened whilst lost that it took a while before anyone could catch it and take it to a pound or shelter? Don't give up!

**Related information:**

- Because of the state of a found pet, some people are so convinced that the pet was ill-treated that they ignore contact information on the pet's collar.
- Get involved! Help people in your neighbourhood find their lost pets! Report any stray (or dead) animals you see!
- Consider use of a geotag keyring on your pet's collar, such as AirTag, Key Finders, or Key Tracker.
- If you suspect your pet was stolen, report it to the **Police Assistance Line (PAL) 131 444**.
- Should you move house or change phone number, ensure that you update the [Companion Animals Register](#) details against their microchip.

This information was compiled by volunteers with Neighbourhood Watch within Ku-ring-gai and Hornsby. Please contact your Crime Prevention Officer (CPO) at Hornsby Police Station for more information. Phone: 9476 9799. Tips and other resources are available to download free from the Neighbourhood Watch in Ku-ring-gai & Hornsby website: [au-NHWKuringgaiHornsby.org/Tips/](http://au-NHWKuringgaiHornsby.org/Tips/).

See also the community's one-stop-shop of crime prevention information: [WatchOut.org.au](http://WatchOut.org.au).

Follow us on [Facebook](#), [Twitter](#) or at our [website](#). Contact us at: [NHWKuringgaiHornsby@gmail.com](mailto:NHWKuringgaiHornsby@gmail.com).