



This fact sheet provides useful information when picking up your lost pet from our shelters. Please be prepared prior to your visit. Due to legal reasons we are unable to return the animal without reasonable proof.

PLEASE NOTE:

Without the necessary documentation, we are unable to release the animal. This protects all parties.



TIP:

Check that you have the four essential items before picking up your pet.

ESSENTIAL ITEMS WHEN COLLECTING YOUR LOST PET

Our staff are happy to help with the efficient release of your animal so it is important that you are well prepared before you arrive at The Lost Dogs' Home.

The Lost Dogs' Home acts as the Pound for many Councils and we need to ensure that all processes are completed before your pet can be released back to you.

The main items are:

1. Proof of identity;
2. Proof of ownership of the animal ;
3. Proof of animal registration or other documents that you may need to bring;
4. The fees that you will need to pay.

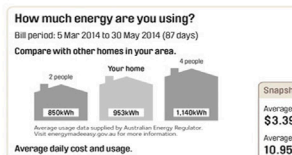
Please take note of the following, you must bring in:

1. PROOF OF YOUR IDENTITY

Why? Because we need to ensure you are the person you say you are

What? We are only able to accept photo IDs such as :

- driving license or
- passport or
- proof of age card; and
- proof of current address if different from that shown on ID, such as an electricity or phone bill in your name.





PROOF OF IDENTITY IF WITHOUT PHOTO ID DOCUMENTS

Please let us know prior to arriving if you do not have photo ID.

You may be able to use:

- a pension card, along with
- Two current bills such as electricity, gas or phone etc

PLEASE NOTE:

Photos and videos will not be accepted as a valid form of proof of ownership



TIP:

If unsure, please give us a call on (03) 9329 2755.

2. PROOF OF OWNERSHIP

Why?

In the best interest of all parties, we must ensure that we are reuniting animals with their current legal owners.

Some of things we can accept:

- council animal registration documentation
- vet bills/vaccination history; (this must include owner details and sufficient pet details)
- certificate of change of ownership from Microchip Registry if signed by previous owner;
- certificate or proof of sale. (must have sufficient owner and animal details on this document)

COLLECTING ON SOMEONE ELSE'S BEHALF?

Why? If you are collecting an animal on behalf it is vital that you are approved to collect by the owner.

Before you arrive to reclaim:

- Ensure the current owner has given permission for you to reclaim on their behalf, this can be in writing or over the phone with our Customer Experience Team.
- Owner's photo identification (front and back) and proof of address if different from that on ID
- Your photo ID

PLEASE NOTE:

Proof of animal registration is important because we are not able to release your pet until it is registered with your local council. **This is the current Victoria law.**

3. PROOF OF ANIMAL REGISTRATION

Before coming to The Lost Dogs' Home, you can either:

- Drop into your Council offices and register your pet with Customer Service, (you must provide proof of doing so) or
- Register your pet online if your Council has this option, or
- For some councils, registration can be completed at The Lost Dogs' Home. Please see the opposite list, or
- Check at home for proof of registration such as a Council bill or receipt or bank statement showing where payment was made.

To register your pet, you may need the following:

- Microchip certificate
- Desexing Certificate, proof from a vet clinic that your pet has been desexed - Some Councils require mandatory desexing for cats and some for both dogs and cats; you will need to provide proof of your pets desexing status in these circumstances
- Proof of your address and identity



TIP:

Please check with your local council before coming into The Lost Dogs' Home.

COUNCIL REGISTRATION VIA THE LOST DOGS' HOME

If your pet resides within one of the following councils, we are able to process your registration on the spot:

Bayside City Council
 City Of Greater Bendigo
 Brimbank City Council
 Cardinia Shire Council
 Casey City Council
 City Of Greater Dandenong
 Frankston City Council
 Hobsons Bay City Council
 Hume City Council
 Kingston City Council
 Macedon Ranges Shire Council
 Maribyrnong City Council
 City Of Melbourne Council
 Melton City Council
 Moonee Valley City Council
 Port Phillip City Council
 Surf Coast Shire Council
 Wyndham City Council
 Yarra City Council

4. APPLICABLE FEES

What fees?

There will be fees that we collect on behalf of Council for the release of your animal and in some cases, there are fees for The Lost Dogs' Home as well. These fees vary significantly depending on which council area you live in and whether the council has a policy of mandatory desexing. Some examples of these fees are:

- Council Release Fee – this fee is collected on behalf of council to cover the cost of impounding your animal;
- Council Registration Fee – if we register your pet while you're at The Lost Dogs' Home, then we will collect this fee on behalf of council;
- Microchipping Fee – this fee applies if our vet has microchipped your pet;
- Desexing Fee – this fee applies if your pet requires desexing prior to release, as required by Council;
- Other veterinary fees – if your pet has had other veterinary treatment for illness or injury.

PLEASE NOTE:

Some fees can increase daily based on the length of stay at The Lost Dogs' Home.



TIP:

To avoid extra cost, please come and collect your pet at your earliest convenience.

PAYMENT OPTIONS

Acceptable forms of payment:

- Cash
- EFT - debit or credit card, (we do not accept American Express)
- Afterpay

We offer a range of financial assistance options - If you are unable to use one of the above payment options, please contact our team.

PLEASE NOTE:

If you are paying on behalf of the owner, you must have the payment authority.



TIP:

If owner is paying with credit card, please complete the attached payment authorisation form.



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 920 Thompsons Rd
 Cranbourne VIC 3977
 Phone 03 9702-8055
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Since our official opening in 1913, we have been a voice for animals without owners caring for thousands of cats and dogs each year. Pioneers for fair animal laws, we continue to work on the front line to reduce the number of lost, abandoned and stray cats and dogs.

We rely on public support to run services and programs, including: proactive adoption, foster care, behaviour rehabilitation, low cost desexing and microchipping, and the promotion of better pet ownership through education.