

Frequently Asked Questions

1. What are the public opening hours of the wat djerring Animal Facility?

- Monday: 10 am – 4 pm
- Tuesday: 12 pm – 6:30 pm
- Wednesday: 10 am – 4 pm
- Thursday: 12 pm – 6:30 pm
- Friday: 10 am – 4 pm
- Saturday: 11 am – 3 pm
- Closed Sundays and public holidays

2. Why have the opening hours changed?

The public opening hours at the **wat djerring Animal Facility** have changed for operational reasons and to accommodate extended hours on Tuesday and Thursday evenings. These extended hours are designed to assist those who cannot visit during regular business hours.

3. What if I can't attend during opening hours?

If you can't attend during opening hours, please contact the **wat djerring Animal Facility** at 8401 6200 or email Animal.Facility@whittlesea.vic.gov.au to discuss alternative arrangements. We may be able to schedule an appointment at a different time to accommodate your needs.

4. How can I contact the wat djerring Animal Facility?

You can reach the facility by calling 8401 6200, emailing AnimalFacility@whittlesea.vic.gov.au, or visiting 20 Companion Place, Epping during opening hours.

5. What can I do if my request is outside opening hours?

Outside business hours, our services are limited to attending to injured domestic animals, responding to dog attacks, attending to livestock on public roads, and addressing contained (not wandering) stray dogs between 8:30 am – 6 pm. For other issues, please contact your local council for advice.

6. Do I need an appointment to reclaim, adopt, or surrender an animal?

Appointments for reclaims and adoptions are preferred, but we will accept walk-ins during business hours. Surrenders are available by appointment only.

7. What should I do if I find a lost or stray animal?

Contact your local council for advice:

- City of Whittlesea: 03 9217 2170
- City of Darebin: 03 8470 8888
- Merri-bek City Council: 03 9240 1111

Outside of business hours, you will be directed to an after-hours service.

8. How can I check if my lost pet has been taken to the wat djerring Animal Facility?

The best place to search for lost pets online is the [Lost Pet Database | City of Whittlesea](#).

Alternatively, you can contact the facility via email at AnimalFacility@whittlesea.vic.gov.au.

The facility scans every animal for a microchip and checks the registration databases of the associated councils.

9. What services does the wat djerring Animal Facility provide?

The facility reunites lost pets with their owners, provides refuge for stray, abandoned, and surrendered animals, facilitates adoptions, and promotes responsible pet ownership.

10. How can I adopt a pet from the wat djerring Animal Facility?

You can apply for adoption using the online Adoption Form. Pets available for adoption can be viewed on the [PetRescue website](#).

11. How can I ensure my pet is reunited with me if it gets lost?

Keep your contact details on your pet's microchip up to date and ensure your pet is registered with the appropriate council.