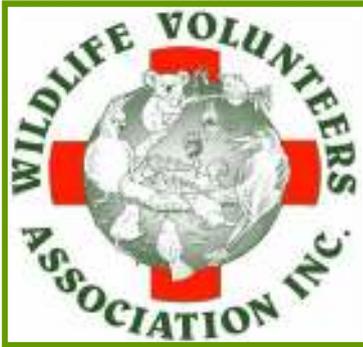


# WILVOS WILDLIFE WHISPERINGS

APRIL 2012



Paula and Chloe make a skillful 'mother & daughter' team.



Casey has the red-bellied black under control!



Paul's got it in the bag!



Well done, Steve.



Bob has it all wrapped up!



Go Troy!



He's nearly there, Joachim!



Rob's done this before!



A great day was had by all at Martin Fingland's Venomous Snake Handling Course. Thanks to our Reptile Coordinator Jill Zimmerman for helping on the day and thanks also to lovely 'Tea lady' Kendall Snowdon.

### KNOW YOUR CLOSEST 24 HOUR VET

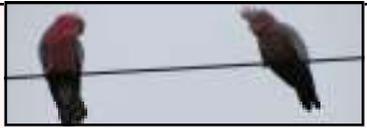
If you get a rescue call about wildlife that you think may need immediate euthanasia.....extreme injury..... it is imperative that the animal be taken to a vet for assessment as soon as possible (as with all distressed wildlife)

Cooroy and Tanawha have 24 hr surgeries and the Australian Wildlife Hospital covers the southern end of the coast. It is best to go to the closest for the animals sake, as well as saving you fuel!



Don't miss bird workshop on 20th May.

**If** you aren't already submitting your monthly fauna/



phone returns electronically—please email wilvos.org.au to get the template and instructions on how to fill this out.

It is quite simple to save the template on your desktop, and each month begin a new one, doing a 'save as' to a folder in "My Documents" so that you can keep your blank template on the desktop. (There is probably a better way to do it—but that's how I do it!)

If you submit the forms electronically it does save extra manual inputting for our fauna returns officers.

Please make sure your returns are up-to-date so that our Returns Co-ordinator can have accurate figures in her next quarterly report.

.....Donna

[www.noosanativeplants.com.au](http://www.noosanativeplants.com.au) This site rolls through all the plants that are flowering at the moment. It includes environmental weeds.

### See your enclosed May/June Workshop Calendar.

#### Post back top section now!

- 20th May Bird Workshop Ailsa Watson/Sonja Fenwick. (A necessary workshop for new bird carers, but excellent for all bird carers.)
- 26th & 27th May Initial Assessment of Sick & Injured Wildlife: Dr Howard Ralph
- 9th Sept Reptile Husbandry Martin Fingland
- 14th Oct Echidna Workshop Dr Peggy Rismiller



**BOOK NOW & CONFIRM WITH IRENE & STEVE DIXON A WEEK PRIOR TO WORKSHOP**

AT: [education@wilvos.org.au](mailto:education@wilvos.org.au)

Polly, an eastern grey kangaroo joey, came into Jo Waters' care at 150g and is now such a big 'girl at over 200g. If you have a very small macropod come into care, please phone Jo ASAP on 54 811553. Early attention can mean the life or death of the joey.



**Please throw out all your old Phone Contact Lists and just use the one that has come with this newsletter.**

**If changes come through from Julie for hotline volunteers, then please mark the changes on your contact list immediately.**

**If your circumstances change and you have to go off the contact list please contact Julie on 54 927189 or [julesmc12@gmail.com](mailto:julesmc12@gmail.com)**

**Be specific on your instructions: Do you want to come off the contact list for a length of time or permanently? Are you only available for pickups? Are you moving to Fiji and no longer a member?**

**Our thanks to Julie for doing such a great job with the phone roster. She and Rosemary really are our phone angels! Give them a call if you aren't on the roster yet.**

**Have you subscribed to the Ozark wildlife forum?**

This Australian Wildlife Carer's Network website gives you the opportunity to interact with wildlife carers across Australia. You can find out about upcoming wildlife events that you wouldn't hear about otherwise.

You can read the different opinions in wildlife care, and read of the latest breakthroughs in rehabilitation techniques.

Ozark gives you the unique opportunity of accessing the latest information from the Australian Wildlife Health Network, where you can keep up with the latest in wildlife diseases, threats etc.

[www.ozarkwild.org.au](http://www.ozarkwild.org.au)

If you left notes behind at the last workshop—give Donna a call on 0413 8617575



Hobo still loves his 'cat/dog mat' which he took with him on his move to Sylvia's. They are a good 'security blanket' to go with the macropods when they are moved to a new place. Only \$6 at Crazy Clarkes!

**WELCOME TO OUR NEW MEMBERS!!!**

WILVOS have had a great bunch of people joining up for wildlife care at our inductions and it is inspiring to hear of the rescues they have performed.

**DO YOU REALLY APPRECIATE THE BENEFITS OF BEING A WILVO MEMBER???**

WILVO members have once again been given the opportunity to learn from one of Australia's leading wildlife teachers—Dr Anne Fowler. To attend these workshops in Anne's home state would cost a minimum of \$30. WILVOS provided her expertise for free to our members and at a minimum cost to wildlife carers from elsewhere. It is always a joy to see wildlife carers from across the state travel vast distances to attend these workshops. They know our wildlife patients deserve the best care they can get. We received incredibly enthusiastic feedback from attendees.

As always, these workshops show just who is serious about wildlife care and rehabilitation. It was wonderful to see some of our young members attend these workshops and display initiative and understanding of the care procedures. These young people are the future of our native animals. Wildlife organizations often speak of 'mentors'. It is difficult to find enough mentors who actually keep up-to-date with wildlife care practices. I always feel comfortable in mentoring new carers, along with Sylvia Whiting, as I know we attend every workshop, every year, year in, year out. New 'findings' in wildlife rehabilitation can surface in a period of weeks, and we need to be up there with the best! To think 'we know it all' is an insult to our precious wildlife.

Only an approximate one thousand people in Australia have so far attended Dr Anne Fowler's Burns Workshop. I know I was very disappointed when I was unable to attend at the Uni. in Brisbane a couple of years ago, so was ecstatic to have another chance. Even since then, Anne's notes have been updated. Advances are continually being made in methods of care. For years, little was known about caring for wildlife—now the opportunity to learn is there.

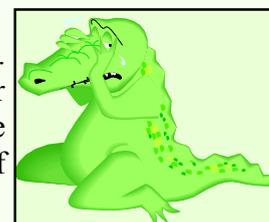
Anne's workshops were subsidized by WILVOS at an approximate cost of \$50 per person. To miss out on these workshops has been an immense missing out of knowledge. Sure, you can look at a CD on the subject—but you learn so much more from being there and personally listening—you will hear so much more than is what is in the basic notes or CD.

It would be expected that every carer on our phone contact list would be attending the workshops by Dr Howard Ralph at the end of May. To put it mildly, if you aren't interested in a subject such as "Initial Assessment of Sick & Injured Wildlife", then I think you are in the wrong shop???

I know there are always genuine reasons why some people can't make it to workshops—we do all have other commitments—but a 25% turn out just isn't a good indication of a yearning for learning!

To get a certificate from Dr Howard Ralph's workshops you must attend the two days. If this is impossible, then you can attend one day only but no workshop certificate will be issued by Dr Ralph for this time. Both days deal with different aspects of "Assessment & Treatment". I am quite sure you all know of Dr Howard Ralph, (if not I'll just cry!) who is a legend in the field of wildlife care, always at the forefront in disasters. Someone asked me at Anne's workshop, "Where are all the other carers?" A relatively new carer, she was surprised everyone wasn't there. Anne commented that Sylvia and I were always at workshops—I said we were slow learners!

Please...restore my faith in wildlife carers..... you have enough notice to organize to be there for these workshops!. These may be the last of the free workshops, so make the most of it! .....Donna





Anne, Steve and Irene with young ringtail.

On the Saturday afternoon at the Dr Anne Fowler workshop we saw the inside ‘workings’ of a healthy sub-adult male ringtail possum, killed by a car. Sunday saw a young ringtail possum brought in. She had been under veterinary care for about a month for digestive disorders but had died, with an obviously swollen stomach. To compare the caecums of these two ringtails was an education for all. It made carers even more aware of the specialized requirements of ringtail possums, and of their ‘contrary’ digestive systems.

Ringtails more often seem to succumb to caecal stasis around the 200g mark, but can be earlier or later!



This young ringtail does not have a healthy looking caecum.

Continual observation of our wildlife in care is always necessary, but with ringtails it is crucial. Just when we relax and think they are heading off to the stage of pre-release aviary care, they can suddenly show signs of distress. Just one missed feed, or lack of enthusiasm for the formula feed, can be the beginning of another wildlife care challenge.

Thanks to Beverley Young OAM and her Sydney Wildlife group, we have the benefit of their research and case studies on the use of Oxbow Critical Care (a complete nutritional supplement for Herbivores) with young ringtail possums. I remember over twenty years ago Terri Bellamy a well-known wildlife vet suggested the use of chopped up lucerne, so the secret is still ‘fibre’. Dr Bellamy also recommended all those years ago a regime of no fruit feeding and limited blossom to ringtail possums—a policy still in the ringtail possum ‘bible’! A variety of fresh leafy greens is what should be offered after each feed – from when teeth emerge. Animals have teeth for a reason! I just had a 66g ringtail come in that immediately munched on leafy greens.

Personally, I am going to use Oxbow on all ringtails that come into care, adding it to at least two of their milk formula feeds a day. Vetafarm has a product called CrittaCare which would possibly work in the same way, with the bonus of not having the probiotics ‘zapped’ out of it, as it is an Australian product, whereas Oxbow is imported from America. Feedback on the Vetafarm product would be welcome.

I saw an instance of Oxbow CC working with a ringtail on death’s door with one of our carers. Sandra Moye rang from Kilkivan and symptoms pointed to caecal stasis. This little one sounded as if it would die by the time it travelled the long journey to the vets. Sandra followed my instructions and treated this ringtail with a strength of a quarter of a teaspoon of CC in 10ml of water, feeding this instead of formula for 24 hours. Then gradually re-introducing the milk formula with the Oxbow added. Sandra was a fairly new carer at the time and it was thanks to her efforts that this possum recovered beautifully!

If the possum doesn’t want to drink, then make a paste of the CC and water, cut the end off a 1 ml syringe (so paste can pass through the opening) and use this to feed through the corner of the mouth a little at a time.

My ringtails all love it (not that they have a choice and they know it!) and I just adore the smell of it. Close your eyes and you are sitting on the streets of Athens sipping on Ouzo!

Even if caecal stasis may not occur with every ringtail, it is still preventative care that we need to look at with all these juvenile marsupials and we have to be prepared to try new methods, when research and case studies are there for us to read.

The National Wildlife Rehabilitation Conference site has past papers from conferences from 2003 available to all. It is an invaluable resource that all carers should utilize. Papers deal with a diverse range of subjects, from psittacine beak and feather disease to wildlife euthanasia.

[www.awrc.org.au](http://www.awrc.org.au)

***Anne Fowler says “Get that terminology right!”***

“Caecal stasis” is not ‘bloat’.

“Candida albicans” not ‘thrush’.

**P**ossums all love Plumbago. Our native *Plumbago zeylanica* is seen less than the South African *Plumbago auriculata*.

If you have plumbago growing be aware that it could be a pest of the future, as it grows readily from seeds and cuttings, which often find their way to creek banks.

It may be a good plant to confine to planting in your aviary! Though it prefers plenty of sun it won't complain about the pruning!

**MILK HANDLING TIPS**

- To make up formula use water which has been pre-boiled .
- Cool the water to warm/hot before making up the milk formula.
- Stir the water in gradually so there are no lumps
- Store in fridge
- Mix well before using
- Pour out only the amount required and discard any left over.
- Young Possums will take up to 20% of their bodyweight over the days feed, so make sure you weigh your marsupials.
- As possums get to sub-adult stage the percentage decreases. A 1kg brushtail possum wouldn't be fed 100ml if on one feed a day. 50 ml would be a maximum amount for it in any one formula feed, regardless of weight. Less for a ringtail.

Contact Donna for formula, teats Oxbow.

**T**his girl can climb like a monkey!—a recent release of a rehabilitated female possum with her joey. After recovering from a poisoning episode, both were returned from whence they came.

I held the ladder—Sylvia did the climbing.....Donna



**T**here are so many different parasites to look for in our compromised wildlife.

I think the 'flat flies' are the most detested. Hard to see and hard to remove—have to be quick!

I was particularly fascinated with looking at air sac mites, that came from inside a birds mouth. Under the microscope they look particularly weird!

**Magpie advice from Dr Anne Fowler**

Anne was bombarded with advice on all species during her recent visit. Everyone likes to make the most of having this expertise on hand, and Anne is always willing to impart of her knowledge.

Re magpies, the advice is that all magpies should be released by March, and these late ones would be the December hatchings. The September hatchings would be out there by December .

This little short-eared brushtail (bobuck) came in looking so sad, but now his eyes are open and he is doing famously.



[www.2012awrc.org.au](http://www.2012awrc.org.au)  
**Townsville Wildlife Conference 16 –24th July.**

**Check out [www.wildliferescuemagazine.com](http://www.wildliferescuemagazine.com)**

Check out the DERM website for plants, with the animal symbols next to them.

[www.derm.qld.gov.au](http://www.derm.qld.gov.au)

*Have you visited????*  
[www.southerncrosswildlifecare.org.au](http://www.southerncrosswildlifecare.org.au)

**DON'T FORGET TO GET SOME WILVO BROCHURES AT THE NEXT WORKSHOP. GIVE THESE TO MEMBERS OF THE PUBLIC WHEN YOU PICK UP WILDLIFE, OR LEAVE SOME WITH YOUR LOCAL VET OR AT THE PRODUCE SHOP.**

The draft National Wildlife Corridors Plan is available online. Copy and paste the following into your browser:  
[www.environment.gov.au/biodiversity/wildlife-corridors/publications/pubs/draft-wildlife-corridors-plan.pdf](http://www.environment.gov.au/biodiversity/wildlife-corridors/publications/pubs/draft-wildlife-corridors-plan.pdf)



Our sincere thanks to Sarah Bell and Shondell at Blue Illusion, who supported WILVOS with a fashion parade, champagne and nibbles along with 20% of their sales. Kendall entertained with her information on WILVOS. Visit Blue Illusion on your next shopping trip to Sunshine Plaza.

Eventually did get around to unpacking my Scoutguard Infrared Camera so I could monitor my short-eared brushtails in the aviary at night. Movement activated, I can get a large amount of video footage before downloading the antics onto my computer. It is good to be able to watch and learn from the interaction of the wildlife at night.

I received this as a present a couple of years ago, so if you have a birthday coming up, there are probably even better ones on the market now....Donna.



Photo: Sandra Swinburn

Our WILVOS car carry bags will again be available at the Dr Howard Ralph workshops for a cost of \$20. Email or phone your order to Donna prior. These bags are invaluable for transporting animals, or storing your car rescue kit.

## GROWING CRICKETS

I thought I would practice breeding crickets with ones I was babysitting for my grandson last year. I have bred a few batches since then. I kept it simple and used what I had on hand initially before upgrading my containers!

A plastic fruit basket from bottom of a fridge, with a cardboard lid with holes stabbed in it! Veeerrry high tech! Held down with the spray bottle of water needed to spray the cotton balls and sand each day.

I lined the bottom with paper towel—in layered squares so it could be removed with minimum disturbance. Put in jar lids containing my home-grown cotton balls, sprayed with water. (When I change them next day I put the old cotton balls in a plant pot to grow more ‘cotton trees’!) (Crickets drown in water dishes.)

Put in jar lid of fine chook mash, and another jar lid of veg.

Rolls (6) from paper towel good for them to hide in and I bend the ends down so crickets can go and hide, but I can quickly close ends, and throw the roll in with gliders or birds! They grab the poor darlin’s as they come out.

Put in a Chinese food container full of sand which is sprayed with water each day. This is where eggs are laid and must be kept damp. (Females have the long proboscis.)

Once chirping and breeding, keep track of the time and move the sand dish to another container after about 2 weeks, and keep spraying till they hatch. In a couple of weeks tiny little crickets appear by the hundreds! Put another sand dish in your first container. Sooooo simple....Donna

Please keep your receipts so you can claim a food subsidy if you qualify for same. If you wish to apply for a subsidy, please request a food subsidy claim form through [enquiries@wilvos.org.au](mailto:enquiries@wilvos.org.au) or post in a request for a form from the PO Box. Our treasurer manages to perform marathon tasks with the bookwork, along with her own full-time+ work, so shouldn’t have to add up odd amounts from scraps of paper and shopping docket. Please fill in the form and attach receipts and a **copy** of your fauna returns for the time the subsidy is claimed.

(Send your original fauna returns via email or post, as usual).

To qualify for the food subsidy the following guidelines must be followed:

- Co-ordinator must have been advised when the animals first came into care—the marsupial, bird and reptile co-ordinators details are in this newsletter.
- Release Officer must be advised prior to the animals being ready for release.
- Copies of fauna returns to be attached to the claims. (Originals to be sent in normally, for WILVOS and DERM records.)
- The minimum of two WILVO workshops per year to be attended by carer, as is necessary to retain your permit.

The above are all standard rules of the organization.

- The person claiming must be an active WILVO carer listed on the Contact List
- A minimum amount of \$100 has been spent over a 3 month period, with a cap of \$100 to be claimed.
- The subsidy does not cover costs of expensive items such as mice, mealworms, crickets etc When using these items on a regular basis, it is the responsibility of carers to grow their own. WILVOS are quite happy to advise details of breeding your own wildlife food. Crickets have more food value than mealworms and can be bred quite easily so there is a regular supply from your ‘cricket farm’.

Similarly, with fruit/vegetables, carers should seek out sources from local fruit and vegetable suppliers. As these are a supplement only with most species, they should not form a major part of the diet of wildlife in care.

# Wildlife Volunteers Association Inc. Management Team 2011/12

\*\*\* Please try to direct your calls to the relevant people when making enquiries \*\*\*

This list helps to guide people in the right direction for help and advice, such Rosemary who is always happy to have help with her information stalls around the Sunshine Coast. If you can help in any way, please contact the appropriate people...all help is welcome!



## \* Executive Committee

<b>*Chairperson:</b> Sylvia Whiting 54 467760 0400 125807	email: <a href="mailto:chairperson@wilvos.org.au">chairperson@wilvos.org.au</a>
<b>*Vice Chair:</b> Donna Anthony 0413 861757	email: <a href="mailto:donnalenoreanthonny@hotmail.com">donnalenoreanthonny@hotmail.com</a>
Annette Buchanan 54 421734	email: <a href="mailto:abbk@inet.net.au">abbk@inet.net.au</a>
<b>*Secretary:</b> Casey Murtagh 53096169 0422 155576	email: <a href="mailto:secretary@wilvos.org.au">secretary@wilvos.org.au</a>
<b>*Treasurer:</b> Annette Buchanan 54 421734	email: <a href="mailto:treasurer@wilvos.org.au">treasurer@wilvos.org.au</a>

## Co-Ordinating Team

<b>Community Awareness/Schools:</b> Roslyn Leslie 54850056 0409598437	email: <a href="mailto:pomonarozzie@bigpond.com">pomonarozzie@bigpond.com</a>
<b>Co-Ordinators:</b> Birds: Vanessa Starkey 54 422970 0416219725	email: <a href="mailto:starkey66@bigpond.com">starkey66@bigpond.com</a>
Marsupial: Lynn Moye	email: <a href="mailto:jaslynn2@hotmail.com">jaslynn2@hotmail.com</a>
(Macropods: Sylvia Whiting 54 467760	email: <a href="mailto:membershipwilvos@iprimus.com">membershipwilvos@iprimus.com</a> )
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Raptors: Jackie Fraser 54999057	

<b>Data Returns Co-Ordinator:</b> Tammy Donlen 54469205 0402806568	email: <a href="mailto:returns@wilvos.org.au">returns@wilvos.org.au</a>
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Posted Fauna Returns: Zoe Jung 54 350164 0411129866	TO WILVOS PO BOX
Electronic Telephone Returns: Sammy Ringer 54943812 0410833981	email: <a href="mailto:returns@wilvos.org.au">returns@wilvos.org.au</a>
Posted Telephone Returns: Tammy Donlen 54469205 0402806568	TO WILVOS PO BOX

**Enquiries:** Donna Anthony 0413 861757 email [enquiries@wilvos.org.au](mailto:enquiries@wilvos.org.au)

## Fundraising Officer/Stalls Co-Ordinators:

- Rosemary Dax 54 754455
- Desley Salmon (& Ass. Release Woodford) 54 961824 0407 240365 email: [des4wildlife@bigpond.com](mailto:des4wildlife@bigpond.com)

**Media PR Co-Ordinator:** Donna Anthony 0413 861757 email: [enquiries@wilvos.org.au](mailto:enquiries@wilvos.org.au)

**Membership Secretary:** Sylvia Whiting 54 467760 email: [membership@wilvos.org.au](mailto:membership@wilvos.org.au)

**Minute Secretary:** Joyce Thompson 54 417658 email: [joyglynn@bigpond.com](mailto:joyglynn@bigpond.com)

**Newsletter Editor:** Donna Anthony 0413 861757 email: [newsletter@wilvos.org.au](mailto:newsletter@wilvos.org.au)

**Phone Co-Ordinators:** Rosemary Dax 54754455  
                                  Julie Mcleish 54 927189 0433 308851 email: [julesmc12@gmail.com](mailto:julesmc12@gmail.com)

**Phone Training:** Roslyn Leslie 54 850056 0409 598437 email: [pomonarozzie@bigpond.com](mailto:pomonarozzie@bigpond.com)

*(If you can't do your rostered phone time—either swap or find someone else to do the shift. In other words—PLEEEAAAASE ORGANIZE IT YOURSELF! When you have changed your rostered times—advise the person before you on the roster so they know who to switch to, advise your replacement on who they should switch to, and advise Rosemary on 54 754455 for her records.)*

**Release Officers:** Paul Smith 54 438315 email: [releases@wilvos.org.au](mailto:releases@wilvos.org.au)  
                          Paula Savage (Assistant) 54 739479 0411 334846 email: [surfdazy@gmail.com](mailto:surfdazy@gmail.com)

**Workshops: Education Officer & Enquiries:** Donna Anthony 0413 861757 email: [enquiries@wilvos.org.au](mailto:enquiries@wilvos.org.au)

**Workshop Bookings:** Irene & Steve Dixon 0401 365 543 email [education@wilvos.org.au](mailto:education@wilvos.org.au)

WILVOS monthly meetings are held second Monday of each month, unless rescheduled. All welcome to attend.

A HUGE THANK YOU to Erbacher's Fruit and Vegetables at Bli Bli for supplying WILVOS with a voucher for a raffle.

Thanks also to Adrian Hawkes for the donation of a \$50 voucher for a raffle also.

These are most appreciated.

These vouchers are great prizes for raffles at venues where supporters are from some distance, as they are easy to post to the winners.

## ROSEMARY'S UPCOMING FUNDRAISERS HELPERS ALWAYS NEEDED

Maleny Wood Exp	5th & 6th May
Beerwah Garden Exp	20th May
Collectoram Nambour	2nd June
World Environment Day Chancellor Park Uni	3rd June
Festival of the Waters Lake MacDonald	24th June

**Ring Rosemary 54 754455**

**LOST IN MAPLETON: MALE ECLECTUS PARROT. IF YOU HEAR OF IT PLEASE PHONE DONNA**

Make sure you have your tickets in this exquisite vase made and donated by Glis Wotton.

Tickets \$1  
Get your tickets at the Bird workshop and the Dr Howard Ralph Workshop.



Casey Murtagh and Paul Smith would like you to email photos to them of plants that your wildlife like to eat.

Try to send photos of different aspects of the plant—leaves, new growth, flowers, fruit, bark etc. so ID is not too difficult. Detail what animals like the different parts of the plants. Email:

Casey: [secretary@wilvos.org.au](mailto:secretary@wilvos.org.au)  
Paul: [releases@wilvos.org.au](mailto:releases@wilvos.org.au)

Don't forget to email your possum queries to [newletter@wilvos.org.au](mailto:newletter@wilvos.org.au)  
A list is being compiled for the next newsletter.

If undelivered please return to:  
Wildlife Volunteers Assoc. Inc  
PO Box 2555  
Nambour West Q 4560

Print Post approved  
PP424022/1446  
Wilvos Wildlife Whisperings  
**April 2012**



**SURFACE  
MAIL**

**POSTAGE  
PAID  
AUSTRALIA**

**F**lexible joey pouch heat pads (7 settings) \$33 approx + GST and postage .Can be used in the carry baskets as well as inside hanging joey bags. Car adapter \$7.50. Love that adapter!  
Warmth is vital for wildlife when we collect them WARM\*DARK\*QUIET Except echidnas, no extra warmth. Thermometers (with humidity reading also) are approx \$30 each. They have the min/max and alarm alert. This equipment is vital with the cooler weather fast approaching. Staff at this company are so obliging. Contact Warm A Pet Ph: (03) 95441471 Fax: (03) 95446789 Email: [sales@warmapet.com.au](mailto:sales@warmapet.com.au)



**REPTILE EDUCATION CONVENTION**

Saturday 2nd June 2012

10am to 4.30pm

Mansfield Tavern 181 Wecker Road Mansfield

\$59.95 Pet City Club Member \$69.95 per non Pet City Club

Member. Registration includes Lunch



**CONTACT: Debbie or Renae (07) 3349 2086 or [debbie@petcity.com.au](mailto:debbie@petcity.com.au)**