



# Pittwater Animal Hospital

## Newsletter – Christmas 2025

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### 🎄 A Summer-Time Catch-Up from Pittwater Animal Hospital

As the year winds down, we're reflecting on all the moments — big and small — that made 2025 so memorable at PAH. From welcoming new faces (human and furry!) to celebrating small wins like fewer tick cases and growing shade trees, it's been a full and rewarding year.

### To add some Holiday Fun, we've created a **Guess the Pet competition!** 🐾

Can you match the PAH team members to their beloved animals?

🎁 Reply to this email with your answers to go in the draw to win a year's supply of tick protection for your cat or dog!

(Yes... we know we're a *little* obsessed with tick protection 😊) Now, **read on for this year's highlights...**

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### 👩‍⚕️ Welcome Dr. Heather Russell & 🤱 Dr. Natalia Is Back in January!

We're delighted to welcome **Dr. Heather Russell** to our vet team! Heather joins us from NEVS, where she is the Veterinary Clinical Manager, and brings a **wealth of experience in emergency and critical care**. A Northern Beaches local, she's already on a first-name basis with half the suburb and is looking forward to building long-term relationships with our clients and their pets.

After welcoming her adorable baby **Leo**, **Dr. Natalia** is back from maternity leave in January 2026! Of course, she hasn't exactly been lying low — somehow finding time between feeds and nappies to continue her **postgraduate studies in advanced veterinary medicine**. She's brilliant, driven, and we're beyond lucky to have her back.



## 👩👧👦 New Faces & Growing Families

Say hello to our **fabulous new reception and weekend team members: Tara, Kate, and Eugene**. They've jumped in with enthusiasm, bright smiles, and a genuine love for helping both pets and their people. Whether you're calling, checking in, or just popping by — you're bound to be greeted by one of them soon!

We also have some **very special baby news** — our much-loved long-term receptionist **Kat** is expecting another baby! We're so happy for her and can't wait to welcome the **newest little member** of the Pittwater family.

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## ✅ Tick Season: One of Our Safest Ever?

We're thrilled to report that this year's **paralysis tick season** has been one of the **safest we can remember**:

🐶 **Fewer poisonings and our treatment success rate has been extremely high** (*fingers crossed 🙏 🙏*)

We believe this success is thanks to:

- **The Bravecto Quantum® yearly injection for dogs** — a total game-changer in long-term protection.
- **Felpreva® promotion for cats**, with 80 free doses administered just before tick season — providing 3 months of protection during the most dangerous time.
- **Our rigorous tick prevention checks** — we make sure to ask *every single client* what product their pet is on, how often it's given, and when it's next due. **No one escapes our questioning!**

♥ **Prevention works**, and your dedication as pet owners has made a real difference. Thank you for helping keep our furry community safe!



🐾 **A Few of the Pets Who Made It Through Paralysis — Thanks to Fast Action**

## 🚩 Sponsoring the Barrenjoey Women's Golf Classic 2026

We're proud to be sponsoring the **Barrenjoey Women's Golf Classic 2026** — so dust off those clubs and get practicing! We're *not entirely sure* if **Dr Heidi** will be entering the competition, but we've been seriously impressed by her **persistence** in learning this sometimes-frustrating game. Novice or not, her determination (and competitive streak) is shining through — go Heidi! 🏌️‍♀️ 💪

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## 🌱 Growing Shade for the Future

Anyone who visited us during the **COVID crisis** will remember the **carpark consults** — and how **hot** it could get under that blazing sun! It was then that we really realised just how much we needed some proper shade out there. Enter **Geoff from Coastal Care Horticulture**, who suggested planting **Melaleuca Trees** to future-proof our nature strip. We took his advice, and now we have a lovely row of young trees.

They're still a bit small to offer much shade just yet — but as you know, at **PAH we're here for the long haul**, and we look forward to watching them grow (just like many of your pets!). Check out the **before and after photos and how much they have grown in just 2 years**. It's not *shady* yet, but it's definitely the beginning of something beautiful. 🌱



## 🇬🇧 Christmas Party on Pittwater

This year's Christmas celebration was held **on a boat**, cruising the calm waters of Pittwater. 🇬🇧 No one fell overboard (though a few gave it a red-hot go), and the team had a brilliant afternoon celebrating a busy and rewarding year.



## Christmas Period Hours

Our **opening hours** will be a little different over the **Christmas and New Year period**. Please check **Google** or our **Website** for the most up-to-date times.

✔ **Order food and medications early** — the online ordering system is the quickest way to get what you need and avoid the last-minute rush.

🌲 You can now **claim insurance before picking up medications** — just make sure to **specify this when filling out the online medication order form**. It's a game changer for busy pet parents!

📞 Our **phones can be very busy**, especially over the holidays — the best way to reach us is to **message us through the website**.

✉️ You can also email **reception@pittvets.au** anytime — whether we're open or not — and we'll get back to you as soon as we can.

Thanks for your patience and support during this busy season! ❤️

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## Direct-to-Insurer Billing Now at PAH

For bigger bills, we can now claim directly from your pet insurer — **meaning you only pay the GAP before you leave**. No waiting for reimbursement, no full upfront payments. This year we've fully embraced **GAP insurance** for eligible procedures and consultations. It's a game changer for more involved treatments, reducing stress when your pet needs care.

🔍 **Not all insurers offer GAP, so it's worth checking your policy** — but for many pet parents, it's become a major drawcard.

We continue to strongly recommend pet insurance, especially for puppies.

Puppies are adorable... but often expensive (and frequently silly!). And with specialist costs rising over the last few years, **insurance means you can focus on treatment — not the bill.**

💡 **Want to know if your policy is GAP-compatible? Just ask our team!**

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## 🚑 **We're Off-Duty, But NEVS is Always On - We Sleep, They Save Lives**

We continue to **recommend NEVS our Emergency Service up at Terrey Hills above all other after-hours veterinary care in the area.** They understand our **Pittwater vibe**, they know how much **our clients love their pets**, and they always keep us in the loop — contacting us if they're concerned about anything overnight.

As always, **we're deeply grateful to the team at NEVS** for their **exceptional care** when we're closed. Their dedication means your pets are **never without support**, and it allows our PAH team to **rest and recharge** so we can provide the very best care during the day.

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## 🐾 **Guess the Pet & Win!**

**Can you match the Pittwater staff member to their pet?**

Send us your answers and go into the draw to **win a whole year of tick protection** for one of your pets! 🐕 🐱

### **Staff**

- 👩 **Kat (our Dog Whisperer!)**
- 👩 **Vanessa (Cool as a Cucumber at Reception)**
- 👩 **Sarah (The Big Boss)**
- 👩 **Malu (Petite Nurse – Big Talent)**
- 👩 **Kelly (Front Desk Pro)**

### **Pets**

- 🐰 **The Bunnies**
- 🐕 **Lemmy the Greyhound**
- 🐕 **Kaiser the Shepherd**
- 🐕 **Chilli the Border Collie**
- 🐕 **Nala the Border Terrier**



✉️ **Reply to this email** with your guesses — and yes, we *are* a little obsessed with tick prevention 🐾 **Winner announced in January!**



**From all of us at Pittwater Animal Hospital – thank you for a wonderful year.**  
Your loyalty, your pets, and your kindness make our work such a joy.

Wishing you a safe, happy, and animal-filled Summertime!

With love,  
**The Pittwater Team**

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