

Animal Management Plan 2014/2018



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EXECUTIVE SUMMARY

This Animal Management Plan has been prepared by the Whyalla City Council and demonstrates its commitment to responsible animal management within the community. It has been written in accordance with the Dog & Cat Management Act 1995. The Plan is also linked to Council's Strategic Plan in the areas of Governance and Service Delivery.

The recommended actions within the Plan will allow Council to maintain a balance between competing interests and meet its legislative obligations.

The Plan, which was originally adopted in 2009, has been reviewed by Council's Team Leader Ranger Services with assistance from the Planning and Development Group Manager on behalf of the Council, and has involved consultation with key stakeholders and the community prior to adoption.

1.1 PURPOSE OF THIS ANIMAL MANAGEMENT PLAN.

Under the Dog and Cat Management Act 1995 Section 26A, it is a requirement for Council to develop an Animal Management Plan. The Dog and Cat Management Act 1995 Section 26A concerning plans of management relating to dogs and cats, states the requirements of the Plan are as follows:

- (1) *Each council must, in accordance with this section, prepare a plan relating to the management of dogs and cats within its area.*
- (2) *A plan of management must include provisions for parks where dogs may be exercised off-leash and for parks where dogs must be under effective control by means of physical restraint, and may include provisions for parks where dogs are prohibited.*
- (3) *A plan of management must be prepared and presented to the Board as follows:*
 - (a) *the first plan must cover a 5 year period and be prepared and presented within 3 years after the commencement of this section;*
 - (b) *subsequent plans must cover subsequent 5 year periods and each plan must be prepared and presented at least 6 months before it is to take effect.*
- (4) *A plan of management must be approved by the Board before it takes effect.*
- (5) *A council may, with the approval of the Board, amend a plan of management at any time during the course of the 5 year period covered by the plan..*

By endorsing this Animal Management Plan, Council will be able to improve its service to the community by increasing the likelihood of animals being reunited with their owners and also by reducing the number of dogs and cats being surrendered or brought in to animal shelters and consequently euthanised.

Another objective of this Plan is to have dog and cat owners accept responsibility for the animals in their care ensuring they are healthy and content. This in turn will promote community harmony.

It is equally important that non pet owners gain an appreciation of the important role domestic animals play within the social fabric of our society. The Plan will also increase the

awareness of the Community as to the importance of the role pets have in supporting their owners' physical, social, and psychological health.

1.2 MISSION STATEMENT

Council will strive to establish a community that is dedicated to animal welfare and responsible pet ownership, in the interests of both pet owners and those without pets. Through planning, education and engagement, we can achieve this goal for the benefit of all residents, businesses, visitors and the environment, by creating a community where people and pets integrate safely and harmoniously.

1.2.1 Core Purposes of the Animal Management Service

The core purposes of the Whyalla City Council animal management service are:

- To create an environment where people and pets can peacefully co-exist within the community.
- To inform and educate the community about the needs of companion animals and promote responsible pet ownership.
- To increase the understanding of normal animal behaviour within the non-pet owner population.
- To ensure that the needs of the wider community are reflected through Council's animal management plan.
- To enforce the Dog and Cat Management Act 1995, the Dog and Cat Management Regulations 2010 and Council By-Laws.

1.3 PROCESSES APPLIED WHEN DEVELOPING THIS PLAN.

The Animal Management Plan is driven by two factors:

- The needs and concerns of the residents of the Whyalla City Council.
- The statutory requirements for the Animal Management Plan to address specified matters.

In July 2014 Animal Management Plan was prepared to provide guidance to Council in the management of animals. A key part of the Animal Management Plan is for Council to undertake a program of community and internal cross-functional consultation – all aimed at establishing the needs and concerns of the residents of Whyalla in the management animals in particular that of cats and dogs.

The consultation program incorporated the setting up of the Animal Management Sub Committee. The Committee consisted of representatives from Veterinary Clinic's; an Elected Council member, SAPOL Whyalla, RSPCA, the Department of Housing, members of the public and Council staff. A number of other animal management plans from other councils were reviewed to ensure best practice in our animal management plan is achieved.

1.4 WHYALLA CITY COUNCIL – DEMOGRAPHIC AND PROFILE.

Whyalla is located 396km northwest of South Australia's capital, Adelaide. The city is the largest in the *Upper Spencer Gulf* region, and is located on the western shores of Spencer

Gulf. Founded in 1901 as the town of Hummock Hill and renamed Whyalla in 1914, it was established as a port to ship iron ore extracted from the nearby Middleback Ranges.

Whyalla City Council occupies an urban area of 41.5 square kilometers, while the total Local Government Area is approximately 1,000 square kilometers. The area is bounded by the Middleback Ranges to the west and Spencer Gulf to the east. The boundary of the Whyalla Local Government area extends along the coastline, 35 kilometers north and south of the urban area and approximately 18 kilometers inland.

According to the 2011 Census, the population of the Whyalla census area was 23,243 people, making it the second largest urban area in the state outside of Adelaide. Approximately 50.6% of the populations are male and 73% are Australian born. Over 86.3% of residents are Australian citizens and 3.6% were Indigenous.

The most popular industries for employment were Metal Manufacturing (17.95), School Education (5.8%) and Health (4.8%). The median weekly household income is \$744 or more per week, compared with \$924 in Adelaide. 19.7% of the population identify themselves as Catholic, while a higher 29.8% identify with no religion at all. In 2006 Whyalla's population was 21,416, compared with 22089 in 2011. This indicates that over the intercensal period, population grew by approximately 2.5%. and represents the first period of population growth in Whyalla since the 1970's.

There were 9,970 people who reported being in the labour force in the week before 2011 Census night in Whyalla (C) (Local Government Areas). Of these 57.6% were employed full time, 27.2% were employed part-time and 8.1% were unemployed. In Whyalla, of people aged 15 years and over, 66.0% did unpaid domestic work in the week before the Census. During the two weeks before the Census, 28.6% provided care for children and 11.3% assisted family members or others due to a disability, long term illness or problems related to old age. In the year before the Census, 19.5% of people did voluntary work through an organisation or a group.

34.2% of households had a weekly household income of less than \$600 and 6.3% of households had a weekly income of more than \$3,000. Of occupied private dwellings in Whyalla, 24.1% are owned outright, 34.0% are owned with a mortgage and 39.0% are rented.



1.5 DOG STATISTICS AND DATA

The following table sets out key statistics for animal management in Whyalla.

TABLE 1: KEY ANIMAL STATISTICS	
Population (estimate 2014)	23,243
No. of residential assessments	11984
Area (sq. km)	1032.5
Number of Authorised Dog and Cat Management Officers	1 FTE, 2 PTE and 2 Casual
Hours training per officer annually	Approx. 72
Number of Registered dogs as at 30/06/2014	5242
Estimated dog population	6435
No. of registered declared dogs/dangerous	1

Notes on Table 1:

The above statistics are for the 12 month period ending 30 June 2014.

These figures are also drawn from estimates stated by the Australian Companion Animal Council on the 'Contribution of the Pet Care Industry to the Australian Economy' 7th edition 2010, a non-profit organisation described as a peak body representing pet ownership and the pet industry in Australia. The proportion of households which own cats and dogs are estimated as follows:

- 35.8% of household have one or more dogs
- 22.8% of household have one or more cats

The number of pets per pet-owning household is estimated at approximately:

- 1.50 dogs per dog owning household
- 1.30 cats per cat owning households

Applied to the Whyalla, these statistics mean that there are households with one or more dogs and a total of approximately 6435 dogs of which 5242 dogs are currently registered . In respect to cats there are estimated to be 5100 owned, stray, semi owned and feral cats within the Council area.

Table1.2: dog expiations Offence	Number of expiations
Owned or was responsible for the control of a dog of or over three (3) months of age which was not registered	120
Owned or was responsible for the control of a dog which, was wandering at large. (Within the meaning of Dog and Cat management Act, 1995)	234
Was the owner of or was responsible for the control of a dog which attacked, harassed or chased or otherwise endangered the health of a person or an animal or bird owned by or in the charge of some other person.	8
Owned or was responsible for the control of a dog of or over three (3) months of age which was not registered and having continued such an offence for a further period of fourteen (14) days	14
Is responsible for or owns a dog who either alone or with another dog causes a nuisance by barking or otherwise which disturbs the peace of a person	1

Notes on Table 1.2:

The Whyalla City Council issues infringement notices for breaches of the Dog and Cat Management Act 1995 the above table sets out the details of numbers of expiations for dog related offences for the financial year ending June 2014.

TABLE 2: IMPOUNDED DOG STATISTICS

The following table sets out the details of numbers of animals impounded and the outcomes of those impoundments for the past five years.

	2009-10	2010-11	2011-12	2012-13	2013-14
No of dogs registered	5516	5428	5490	4966	5242
No. of dogs impounded:	620	620	594	540	551
No. of dogs returned to owner	260	330	312	335	354
No. of dogs sent to shelter	No data	95	186	156	93
No. of dogs euthanized	No data	195	96	64	104

Up until August 2012 Whyalla City Council utilised the services of Whyalla RSPCA to hold dogs that were not registered and unclaimed after the prescribed time under the Dog and Cat Management Act 1995. Dogs that had a suitable temperament were re-homed or sent to other RSPCA animals shelters due to the growing burden placed on organisations such as RSPCA S.A. Council rehoming is now almost entirely done through the Whyalla Vet Clinic. In the year 2012\13 Whyalla vet clinic rehomed dogs almost exclusively for Whyalla. In the 2013/14 year Whyalla vet clinic rehomed from a number of other townships including Port

Pirie, Port Augusta, Roxby Downs. This explains why Whyalla's euthanasia rate for 2013/14 has risen and the drop in rehoming numbers.

1.6 WHYALLA CITY COUNCIL – ANIMAL MANAGEMENT STAFFING AND OPERATIONAL STRUCTURE

Dog compliance functions at the Whyalla City Council are conducted by Ranger Services within the Planning and Development Division of Council.

1.7 CURRENT PROGRAMS AND SERVICES – SERVICE LEVELS

Council's animal management service deals with a broad range of issues associated with the management of domestic animals in our community. The services, service levels and volumes are:

Program/Service	Service Level	Volumes (2013/14)
Dog attack investigations	Commenced within 1 hour	33 per annum
Dog 'rush' investigations	Commenced within 1 hour	22 per annum
Wandering at Large Complaints	Commenced within 1 hour	266 per annum
Barking dog investigations	Commenced within 3 business days	43 per annum
General Animal complaints (nuisance dog or cat)	Commenced within 3 business days	Approx.350 per annum
Inspection of non-compliance/complaints of declared dogs	Commence within 1 hour business days	As required
Other Animals i.e Roosters, goats and the like		Approx. 40-50 per annum
After hours call outs	7 days week	per annum
Dogs in public places	Commence within 1 hour business days	Approx. 60
Registration of dogs	Annual renewal process conducted annually from July through to the end of August	5,242 dog registrations
Routine street patrols	Conducted daily mon -fri	
information sessions (responsible pet ownership)	Compliance Officers attend together with a vet or other	3 per annum
Media releases/ Educational pamphlets	Through out year	mailed with rates notices upon receipt of a complaint i.e. barking dogs

KEY ISSUES IDENTIFIED IN THE WHYALLA CITY COUNCIL

2.1 INTRODUCTION

The incidence of pet ownership in Australia is one of the highest in the world, with an estimated 63% of households owning some kind of pet. There are over 33.312 million pets of various species throughout Australia. The current estimate of cat and dog populations is 2.35 and 3.41 million respectively. Each year in Australia tens of thousands of mostly healthy dogs and cats are euthanized in animal shelters and veterinary clinics because there are simply not enough homes for them.

This occurs despite an apparent progressive decrease in the total population of dogs. The Animal Management Plan is required to address a range of prescribed matters some of which are key issues of particular concern to residents of Whyalla. These key issues can be summarised as:

- The number of dogs and cats which are euthanized particularly because they are unregistered or not micro chipped, unidentified and cannot be reunited with owners, or are unwanted by their owners.
- Dog attacks and dog aggression in public places threatening public safety.
- Barking, noisy dogs, and wandering dogs causing nuisance in the community. (Often these issues are complex and interdependent. For example, wandering dogs are more likely to be unregistered and causing a nuisance).

2.2 UNREGISTERED, UNIDENTIFIED AND UNWANTED ANIMALS

2.2.1 National Animal Population

BIS Shrapnel in their study, 'Contribution of the Pet Care Industry to the Australian Economy 2006', reported that the number of dogs in Australia has been decreasing over the past few years. The study concluded that as population density increases in urban areas, the percentage of households owning a dog and the incidence of multiple dog ownership will decrease, continuing an overall decline in the dog population. However the figures are only an approximation. This is further supported 'Contribution of the Pet Care Industry to the Australian Economy 2010' report which shows that the percentage of households that kept dogs decreased by 1.2% in the five years prior to 2010.

2.2.2 Animal Population

The total estimated dog population in the Whyalla Council area is 6435. Notwithstanding the projected decrease in the population of dogs, the number of dogs that cannot be returned to their owners, or are ownerless within Whyalla continues to be a community problem.

The proportion of the impounded dogs and cats euthanized in year ending 30 June 2013 was seventy two (72) or 1.25% of the estimated population. The fact that the Council makes every attempt to reunite dogs and cats with their owners is likely to account for these differences in returned animal rates.

2.2.3 Registration Levels

Whyalla Councils current estimated proportion of dog registrations is down on previous years although in line with the national decline in dog ownership. However, Council is proposing to carry out a door knock to identify unregistered dogs.

2.2.4 Proportion of Registered Dogs

Evidence shows that owners who register their dogs are more likely to act as responsible pet owners. Council favours achieving high level of dog registration (and microchipping and desexing) through education, incentive and encouragement and is proposing a blend of initiatives to achieve improvements in registration levels.

Figures confirm that approx. 75% of registered dogs are desexed. Most responsible dog owners have their dog microchipped, with registration and tags displayed. Conversely 95% of dogs impounded were not wearing tags even though some are registered.

Strategy

Council will:

- *Conduct a door knock to identify unregistered dogs*
- *Analyse the results of the door knock to determine indicative levels of unregistered dogs assess the feasibility of property inspections identify optimum techniques for increasing registration levels*
- *Implement a program of follow up for dogs where previous year registrations are not renewed*
- *Investigate the possibility of offering microchipping service for dogs prior to release from the pound.*

A number of measures have been successful in addressing animal identification and population issues and further measures are widely advocated as additional solutions. Microchipping has proven most advantageous in improving the identification of wandering animals. Desexing is cited as a major contributing factor to a reduction in the population and compulsory desexing is widely advocated as a means of further population reduction.

2.2.5 Registration and Microchipping Requirements

In South Australia, microchipping is not compulsory, although it is encouraged. Microchipping is carried out by inserting an RFID (Radio Frequency Identification) tag for storing data beneath the skin of an animal.

The most important benefit of registration together with microchipping is that lost and stray animals can be identified as owned and reunited with their owners at the earliest possible time, reducing stress for both the pet and the family members. The ability to identify dogs when they are first found wandering also impacts the overall cost to the community. If an animal can be returned to their owners directly, without the animal being transported to the kennels/pound, then the cost saving is significant (minimum \$40.00) per dog.

2.2.6 Desexing

The Whyalla Council recommends to pet owners that their pets be desexed if they are not intended for breeding. Whilst not without dispute, it is generally agreed that desexing will have the following benefits:

Health

- Reduced risk of getting cancer or other diseases of the reproductive organs, such as testicular cancer, prostate cancer/disorders in males, and cystic ovaries, ovarian tumors, acute uterine infections and mammary cancer in females, and also other diseases like perianal tumors and perianal hernias.
- Females can suffer from physical and nutritional exhaustion if continually breeding.
- Pets generally live longer and healthier lives.

Behavioural

- Pets are less prone to wander, fight, and are less likely to get lost or injured.
- Reduces territorial behaviour such as spraying indoors.
- Less likely to suffer from anti-social behaviours that are hormonally influenced. Become more affectionate and become better companions.
- Eliminates "heat" cycles in female cats and their efforts to get outside in search for a mate.

Cost

- Reduces the cost to the community of having to care for unwanted puppies and kittens in pounds and shelters.
- No additional food or vet bills for the offspring.
- No need to find homes for unwanted or unexpected litters of puppies or kittens.
- Save money from expensive surgeries from car accidents or fights, which are less likely to occur if your pet doesn't roam.
- The price of desexing is more affordable to those in financial need with the assistance of organisations such as the National Desexing Network.

One of the initiatives Council is continuing to pursue is to emphasise the benefits of desexing animals, as often the wider advantages to owners and animals are not well recognised.

The statistics show that approximately 75% of registered dogs are desexed within the Whyalla City Council.

Welfare

Abandonment of animals in the care of humans is a world-wide phenomenon. The World Society for the Protection of Animals (WSPA)

regards the failure of proper management of dogs and cats to be the major animal welfare issue which involves all countries of the world.

It is a criminal offence in all Australian States and Territories to abandon an animal of a species usually kept in a state of confinement or for a domestic purpose.

Abandonment of an animal is usually a combination of an attitude where animal ownership is seen as short-term, rather than for the life of an animal, and changes to the owner's life

Dumping puppies and kittens is illegal and inhumane and is often the result of unwanted litters due to lack of desexing, especially cats, or impulse buying of animals. Council officers work hand in hand with RSPCA inspectors and have a zero tolerance stance in relation to abandoned, dumped and mistreated dogs and cats. Council officers continue to advocate the desexing and microchipping of pets to reduce the occurrence of these issue.

2.3 DOG ATTACKS AND DOG AGGRESSION IN PUBLIC PLACES THREATENING PUBLIC SAFETY

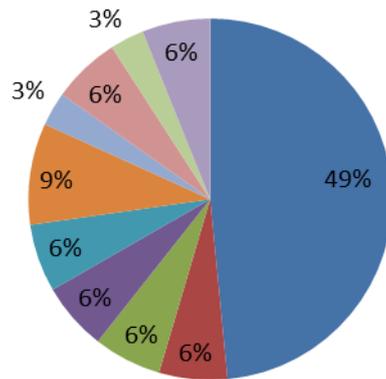
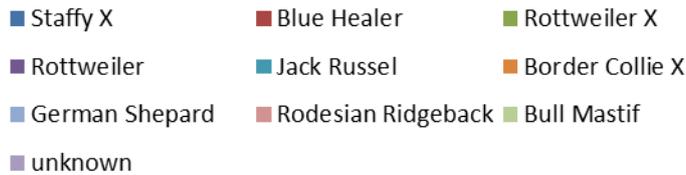


Of the approximate 1500 Customer Service and Compliance Officer Requests received by Council's Ranger Services team 800 were in relation to dogs in 2013/14, a total of 33 were related to dog attacks and a further 22 related to dog rushes (rush' means to approach a person to a distance of less than 3 metres in a menacing manner, displaying aggressive tendencies that may include snarling, growling and raised hackles). Of the 55 complaints relating to dog attacks and harassment, 49% were carried out by Staffordshire cross breed type dogs. This is not surprising when taken into account that 38% of the registered dogs in Whyalla are Staffordshire cross breed dogs.

These are significant levels of undesirable incidents. Dog attacks and dog aggression in public places represent the highest risk aspect of animal management – both to the community and to Council's Compliance Officers who must pursue and resolve these problems.

Dog attacks and dog aggression in public places are among the most emotional and concerning issues raised by the public. It is clear from research that respondents are concerned about such things as dogs wandering, aggression in public places and dog attacks. Whilst this plan will address these issues through a range of other recommendations it is important to respond to this perception.

Attacks by Breed 2013-14



Strategy

Council will actively promote and reinforce the law in regards to on and off lead management of dogs in public places. This will include instigating a program of regular surveillance particularly at on lead parks to ensure compliance with the current provisions. This will also include enforcement where there is found to be non compliance with the relevant provisions.

The dog attacks that took place in 2013-2014 within the Council area were mainly due to inadequate confinement of dogs on their properties. Most incidents occurred on the footpath or road bordering the dog owner's property, as a result of dogs displaying territorial aggression towards people passing by or attempting to access the front door. It is further reported that if owners ensured their dogs were adequately confined to the house or back yards, over 80% of dog attack incidents in public places could be prevented.

Strategy

2014/15 Council will actively promote and instigate a program to continue address dog attacks in the following stages:

Education Stage

The education stage involves three months of intensive education activities including:

- *Letters and brochures distributed to residents in the targeted areas.*
- *Dog attack brochures distributed with every infringement notice issued.*
- *Publication of articles regarding the prevention program in local papers.*
- *Display of campaign posters in places such as police stations and employment agencies.*

Enforcement Stage

- *Council staff will rigorously police the adequate confinement of dogs through patrols or afterhours notification.*
- *Impounding of dogs at large.*
- *Issuing of infringement notices to owners.*

Monitoring

- *Staff continue to monitor the frequency of dog attacks. The Australian Companion Animal Council (ACAC) believes that the harm caused by dog bites can be minimised, and supports strategies that aim to achieve a measurable reduction in the incidence of dog bites in the home and in public places. Legislation and punitive measures that target dangerous and stray dogs, and place controls on dogs in public areas have proven to be only marginally effective in addressing this problem.*
- *Dog bites are often a human problem, associated with:*
 - *Inappropriate selection of dogs;*
 - *Ignorance of dog care and management; and*
 - *Inappropriate behaviour around dogs.*

Establishing an environment where dogs are carefully selected, properly cared for, socialised and trained, and supervised around children, is more likely reduce the incidence of dog attacks on humans. (See also earlier proposals for encouraging the desexing of dogs, with benefit of reducing aggressive tendencies.)

There are four classes of dogs which are subject to specific legislative requirements.

1 Dogs that are under a control order

If a dog has harassed, chased or attacked a person or owned animal, the local council has the authority to issue a 'control order' that would classify that dog to be a Nuisance, Barking, Menacing, or Dangerous Dog. Dog Control Orders may include specific directions to ensure that the dog is kept in a manner which minimizes public risk. If the dog poses too great a public risk, the council may issue a Destruction or Prohibition Order. A Prohibition Order is only issued when a previous control order has proved ineffective or if the owner has, within the preceding five years, owned another dog which was the subject of a control order. A control order provides the local council with the flexibility to determine the degree of management and control that is necessary to contain an unacceptable situation.

2 Restricted Breed Dog

A Restricted Breed is one whose importation into Australia is prohibited under the Customs (Prohibited Imports) Regulations 1956. Persons applying to register their dog must make a declaration as to whether their dog is a restricted breed. A Council Authorised Compliance Officer also has the power to declare the dog a restricted breed. If declared by an Authorised Compliance Officer, the officer must serve written notice of the declaration on the owner within seven days, setting out the legal requirement applying to the keeping of a restricted breed dog and their rights of appeal.

Owners wishing to appeal the Authorised Compliance Officer's declaration must make application to the Dog and Cat Management Board within 30 days. A review panel of experts in breed identification will be arranged to review the officer's decision.

3 Greyhounds

Section 45C (b) The Dog and Cat Management Act 1995 (the Act) requires Greyhounds to have a muzzle securely fixed on their mouths so as to prevent them from biting any person or animal.

Greyhounds must be held on a leash of not more than 2 metres in length when off the owner's premises. The legislative requirement for physical restraint of the greyhound overrides any local council by-laws permitting dogs to be off leash in designated areas and/or dog parks.

4 Attack trained dogs, guard dogs and patrol

A person who owns, or is responsible for the control of an attack trained dog, a guard dog or a patrol dog must comply with the following:

- the dog must be implanted with a microchip;
- the dog must be branded in a manner approved by the Board;
- the dog, while on premises of which the person who is responsible for the control of the dog is the occupier, must be kept indoors or in an enclosure that is constructed so as to prevent the dog escaping from it;
- the dog must, at all times, wear a collar that complies with the requirements of the Board (except while the dog is suffering from injury, disease or sickness to the extent that the wearing of a collar would be injurious to the health of the dog);
- the dog must, except while confined to premises of which the person who is responsible for the control of the dog is the occupier, be under the effective control of a person by means of physical restraint;
- warning signs (complying with the requirements of the Board) must be prominently displayed at all entrances to premises where the dog is usually kept warning people that an attack trained dog, a guard dog or patrol dog (as the case may be) is kept on the premises.

Compliance Officers

Dog attacks are potentially one of the most serious matters facing the community and Council's Compliance Officers. As a result, Council's procedure for dealing with dog attacks is assign high priority to attacks and officers must respond immediately to ensure any risk or potential risk to the community is minimised. Council's Compliance Officers pay particular attention to ensure dogs are under effective control at all times by being on a lead or similar when in public places and being confined to their property to minimise risk to the community.

The main tools available to reduce the risk of dog attacks include:

- Breed choice that is appropriate to the dog owner's lifestyle.
- Desexing to reduce aggressive tendencies and wandering at large.
- Early socialisation and training of dogs.
- Confinement to the home property.
- Regular exercise in accordance with Council requirements for dogs in public places.
- Environmental enrichment at home to relieve pent up energy.

Council Liability

Council incurs risk if it initially acts responsibly in declaring a dog dangerous, but thereafter does nothing to follow up to ensure that the rules are being complied with. A reasonable follow up of compliance is necessary. Expert opinion in this area asserts that Councils must have guidelines in place for the:

- seizing and declaring of a dangerous dog;
- destruction of dogs;

- monitoring of compliance with the legislation by dangerous dog owners;
- Council must effectively comply with these guidelines.

Compliance Officers must therefore receive initial and ongoing training in relation to the legislation and guidelines. Once a first dog attack comes to the notice of the Council, failure to administer it correctly can lead to tragedy and legal liability. Importantly, once the Council knows about the first attack it has to consider its response. The Council will be subsequently judged by the response that it makes.

Strategy

- *Council will review the guidelines for managing dangerous dogs and audit the implementation of the guidelines.*
- *Council will advocate to the state government through the Dog and Cat Management Board to increase the registration fees should owners wish to keep a dog that has been deemed dangerous due to an attack.*

2.4 BARKING AND NOISY DOGS, WANDERING DOGS, DOGS EXERCISED OFF LEAD IN ON LEAD AREAS AND DOGS EXERCISED IN OFF LEAD AREAS – ALL CAUSING NUISANCE IN THE COMMUNITY



A dog will be regarded as a nuisance if it injures or endangers the health of any person or creates noise that unreasonably interferes with the peace and comfort of its neighbours. Legislation requires owners of dogs and cats to look after them responsibly so they do not become a nuisance or danger to others.

The type of behaviour which can cause nuisance includes:

- barking
- straying
- property damage
- faeces in public areas.

Acquiring of New Pets

One issue highlighted throughout the consultation process was that information (concerning the size, breed, grooming, animal behaviour/hierarchy, animal care, cost expectations, registration and microchipping requirements) needs to be made available to pet owners at the point that they acquire a pet, or preferably before. Whether it is through pet shops, registered breeders, shelters or an individual who has a dog or cat that has a litter, the objective is to provide this information at the point of acquisition.

The importance of acquiring a suitable pet is illustrated by the fact that due to behavioural problems, the average age of dogs in Australia is only 3½ years. In fact the largest cause of death of puppies less than one year of age is euthanasia due to behaviour problems and is not due to accidents or illness. The selection of the right pet at the outset can eliminate many problems.

Strategy

Council will seek to develop a relationship with key stakeholders and animal businesses in the Whyalla City Council area to achieve Council's Animal Management Plan goals.

Education

Education of new owners in responsible pet ownership is essential to the needs of the pet. With more numbers of properties being developed to accommodate multiple units, backyards are getting smaller and the need for dog owners to be conscious of the needs of their pet is of the utmost importance. Education of owners at the point of acquisition helps ensure that a dog which is trained, exercised, socialised, mentally stimulated and content will seldom become a nuisance barker.

It is important to include non pet owners in education programs, as often they are unaware of normal pet behaviour and of pet owners' rights. It is vital that they are included as a stakeholder in the animal management process. By educating the whole community, the social capital of pets can be appreciated, tolerances may be lifted and a greater understanding of the benefits to the whole community may be achieved.

Animal Training

Providing the owner has had their puppy appropriately vaccinated, they are encouraged to ensure that their dog is trained and has the chance to meet other dogs and other people from the time it is young. The age between 6-12 weeks is ideal when events, situations and experiences have the most impact on a dog. Socialising and introducing positive experiences will assist in raising a happy and content dog that can be taken to public places and not cause a nuisance.

Strategy

Council will assist where possible with a training program with local training establishments for dog owners in the Council area.

Exercising Dogs



The exercising of a pet is seen as critical to the health of the animal. The Whyalla City Council will investigate and identify appropriate dog off leash areas and dog on leash areas over the life of this Animal Management Plan.

A variety of approaches are taken by Councils in allowing access for animals to exercise in public areas such as, parks, footpaths, bike tracks, walking tracks, shopping centres and car parks. Dogs may be exercised 'off leash' provided they remain under effective control of the person in charge of the dog in public parks.

On and Off Leash and areas where dogs are prohibited

Providing suitable on and off leash activity areas is vital to the success of animal management in the area. Dog owners must have suitable areas to exercise their dogs safely. Equally, other members of the community must have the ability to use the amenities without fear of harassment by uncontrolled dogs. The Dog and Cat Management Act provides that all dogs must be restrained on leads in all public places not being parks or foreshore areas.

Parklands: In parkland areas dogs must be under the effective control of a responsible person at all times. Offences may be committed where a dog is uncontrolled and off lead in these areas. A section of Jubilee Park main oval has been assessed by Council as suitable for dog owners to exercise their dogs without restraint, providing the owner exercises effective control.

Foreshore: Between the hours of 6am and 9pm during the daylight savings period dogs are only permitted to remain on the foreshore if restrained by a strong leash not exceeding 2 meters in length and either tethered securely to a fixed object or held by a person capable of controlling the dog and preventing it from being a nuisance or a danger to other persons.

Dog Park: a survey seeking community feedback regarding design development of a dog park, indicated 70.7 percent were in favour of the park. Council has allocated \$30,000 to the old swimming pool area on Searle Street, to enable the repair existing fencing, installation of access gates, and other measures to make this area suitable as an off leash exercise facility.

Other Areas: In areas such as streets, roads, and places where the public congregate including sporting grounds and shopping areas, dogs must be restrained effectively at all times. Some sporting arenas do not permit dogs at any time and may refuse entry to those areas.

Strategy

Evaluate the feasibility of more suitable 'off leash' reserves within the Council area.

An issue that needs to be addressed is that of waste collection at off-leash dog areas. Dog waste is not only an environmental issue but a social problem within the Whyalla Council area. Dog waste disposal bags (doggy bags), are provided in several Council reserves and are serviced and maintained by Council's outside staff. It is a legal requirement for the person responsible for the dog, to pick up dog faeces and dispose of them appropriately.

Strategy

Evaluate the feasibility of other options for managing dog faeces in public areas.

Barking Dogs

Out of the customer service requests attended to by Council's Compliance Officers in 2012/13, a total of 48 were in relation to barking dogs. A portion of these requests involved long periods of investigation and pose a significant challenge to resolve successfully. Some of the reasons dogs bark can be:

- territorial
- playfulness
- provoked intentionally or unintentionally by humans, wildlife or other domesticated pets
- hunger or thirst
- boredom
- neglect
- sickness or poor diet
- attention seeking or communication
- lack of space or exercise
- Separation anxiety.

The preferable approach to the problem of dog barking is prevention and management. There are several ways that this can be achieved, including

- dogs should be engaged in training or puppy school at a young age (starting before 12 weeks) to aid in preventing them from learning the nuisance behaviour barking habit and to promote desired behaviours
- exercise and attention
- avoid spoiling
- provision of a kennel to provide shelter and warmth for a dog
- provision of a large, raw bone to draw their attention for long period of time
- moving the pet to the backyard or away from the direct line of vision from people walking past
- environmental enrichment and mental stimulation for the dog including such things as, interactive toys, games, food items, and exercise to the occupy time and create mental stimulation
- consultation with a qualified behavioural dog trainer veterinary consultation to evaluate and rule out medical causes for barking and provide management advice.

Notwithstanding all attempts in the first instance at education, mediation and empathy, every complaint has the potential to go to court and each case must be substantiated with evidence to be presented at court. The current management practices for resolving barking nuisance complaints are often considered unsatisfactory for the following reasons

- they are argued on the basis of assumptions rather than objective measurements
- they are subject to the emotive assessment of stressed people and are often quantified only by the person making the complaint e.g. diaries
- they cause community angst because everyone (including the regulating authority) tends to end up feeling like a loser
- they fail to deliver either equity or transparency due to the regulatory process that is involved
- tolerance levels vary between different neighbours.

One of the frustrations in managing the problem of a barking dog is collecting reliable evidence and the analysis of that evidence. The emergence of a bark counting collar and research into barking nuisance may assist in overcoming these issues. The device is collar mounted and when fixed to the dog, rests against the dog's throat and records the sound spike of each bark.

This is clearly an issue of significant frustration with the community having been raised as an important issue during the initial process. More efficient accountabilities need to be considered in managing ongoing complaints into the future.

Strategy:

Council will

- *Provide information for education of dog owners and the wider community*
- *Review Council's By Laws to provide where possible for greater accountability for dog owners in regards to barking dog offences.*
- *Purchase dog barking counting collars and use them to carry out further research into barking nuisance.*

2.5 CAT MANAGEMENT



Introduction

Australian studies have given mean home ranges of 7 to 28 hectares for domestic cats and up to 249.7 hectares for feral cats; while a New Zealand study posted home ranges of between 75 hectares and 985 hectares. Prey availability is a primary factor in determining home range size for feral cats (Edwards *et al.* 2001; Barratt 1997). Cat activity is bimodal, with peaks near dawn and dusk (Konecny 1987).

It is estimated that the total cat population within the Whyalla City Council area could be conservatively, approx. 5100 plus, being owned, semi owned, stray or feral.

Cats are intensive breeders. This may be due to the seasonal oestrous cycle of the females, during which each female comes into heat several times until pregnancy or end of cycle (Gunther and Terkel 2002, in Brickner 2003). A female cat reaches reproductive maturity between 7 to 12 months of age can be in oestrous as many as five times a year (Ogan and Jurek 1997, in Brickner 2003). The gestation period lasts 63 to 65 days (Nowak 1991, in Brickner 2003) and the average litter is four to six kittens (O'Donnell 2001, in Brickner 2003). Cats can reproduce any month of the year, where food and habitat is sufficient. An adult female may produce three litters per year (Fitzwater 1994, in Brickner 2003).

Currently, Council manages cat issues on a reactive basis. With the loss of support from the RSPCA, sheer numbers of stray and unwanted cats far out weighs the ability for one organization to manage them. It now has fallen on Council to enact and implement existing By-Laws for the management of Cats within the Council area.

Council has a statutory obligation under the Dog and Cat Management Act 1995 to manage cats within our area. Council adopted By – Law No 6 Cats on October 2007. This By- Law outlines requirements for residents who keep cats as pets. This includes but is not limited to registration of cats, cat curfews, identification of cats and limits the number of cats to be kept on a premises.

On 21st January 2013 a compliance audit conducted the Dog and Cat Management Board (DCMB) on Council as part of the board's statutory requirement revealed that although Council does have a By Law in relation to Cats, it is not enforced. The recommended corrective action included a requirement from the DCMB for Council to implement By – Law No 6 Cats, and provide evidence of cat registration and enforcement activities.

The implementation of existing By-Laws specifically By-law No6 which includes the registration of cats and the ability to expiate cat owners for offences in relation to cat management, will give Council and rate payer's value for money by:

- Reducing the numbers of semi owned and feral cats
- Promoting responsible ownership
- Reducing the cost to rate payers, for council to manage cats.
- Enabling council officers to become proactive rather than reactive,

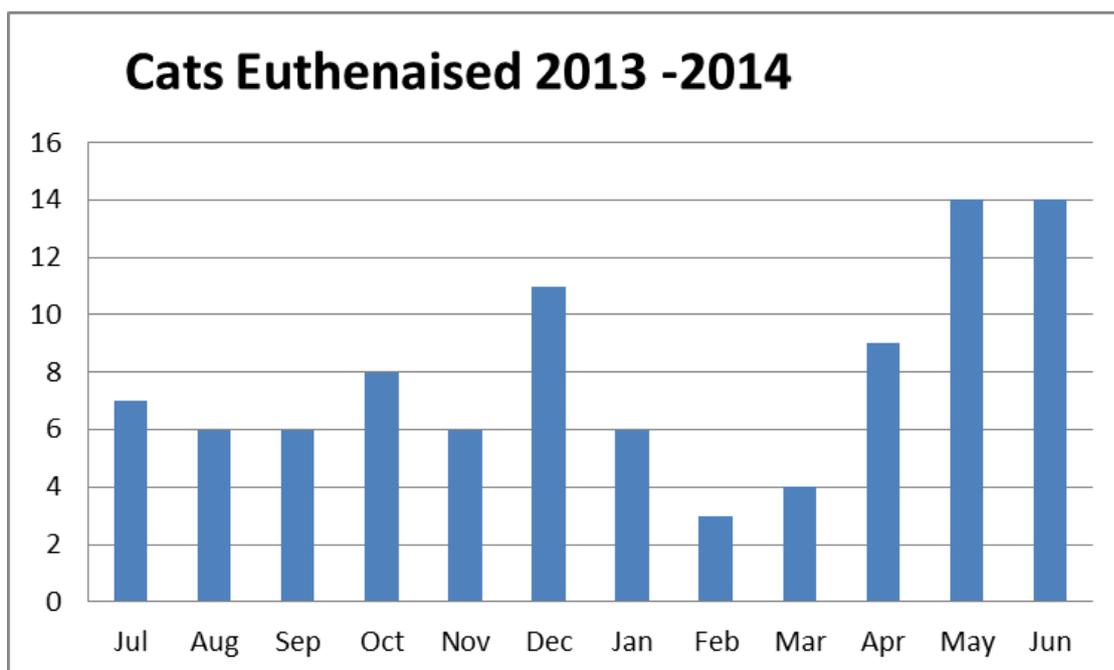
Current management practice

Currently, Council manages cats on a reactive basis as outlined in Section 15.4 of Council's Animal Management Plan adopted 1st November 2009 which consists of:

1. Hire cat traps to the general public for them to trap a cat that is causing them a problem.
2. In the case of a cat being trapped by a member of the public it is then either handed to Council or the Whyalla veterinary clinic. If the cat is micro chipped it is returned to the owner, however If the cat is not micro chipped it is euthanized as a stray cat.

Cats euthanized under a contract through Whyalla Vet Clinic, at a discounted rate of \$55.00 per cat (this price increased to \$65.00 per cat from July 2014). It should be noted that the Whyalla Vet Clinic will rehome the animals it can through its network of carers, rather than euthanating them. This practice reduces the cost to Council.

Number of Cats Euthanized 2013 - 2014



Note: no data available for July estimated using average

Cost Jul 2013 – Jun 2014

Jul 2013	Aug 2013	Sep 2013	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014
\$385	\$330	330	\$440	\$330	\$605	\$330	\$165	\$220	\$495	\$770	\$770

Note: euthanasia fee for cats for 2013/14 was \$55.00 per cat, the fee to euthanasia at cat in financial year 2014/15 will increase to \$65.00 per cat

Cat Management Survey

A random survey in relation to the public's attitude to cat management was undertaken between 19 August and 9 September 2013. Survey forms were located at the front Counter of the council Officers, Veterinary Clinics, Cafés and a stall was run at the Westland's Shopping Centre with the aim of gathering as diverse as possible a survey group. The results of the survey indicated that of the 300 participants, 109 were cat owners who collectively owned 195 cats. 57% of respondents that owned cats owned one cat, 27% owned two cats and 16% owned three or more. 71% of the surveyed cat owners kept their cat indoors at all times. The dominant breed of cat being kept was described as Moggie (a mixed breed cat).

Perceived Cat Problem

218 or 73% of the survey group believed that Whyalla has a cat problem with 25% believing there are no problems and 2% unsure.

Nuisance Cat Behaviors

Irresponsible cat ownership has a large impact on the community. Council receives numerous complaints in relation to nuisance Cats, with the majority of complaints relating to urinating, defecating, noise caused by cat fighting, attacks on small pets such as birds and the number of cats being kept on a premises, which is evidenced by odor emanating from that premises.

73% of respondents have suffered from nuisance cat behaviors with the 4 major nuisance behaviors highlighted as being cats urinating 30%; cat fights 27%; cats defecating 18% and attacks on small pets such as birds 18%.

Support for Cat Registration and Implementation of Cat By-Laws

234 of the 300 respondents supported cat registration with 63% or 168 respondents recommending desexing, microchipping and containment used as a combination to manage cats. 268 of the 300 participants or 89% are in support of Council implementing its Cat By-law with 4% unsure and 7% or 21 not in favor of By-Law implementation.

Responsible cat ownership

Similar to dog owners, new cat owners are encouraged to consider a number of factors when determining which breed of cat is most suited to their lifestyle. These factors are outlined for prospective owners who can read more about choosing the right cat at the Good Cat SA website.

Estimates stated by the Australian Companion Animal Council on the 'Contribution of the Pet Care Industry to the Australian Economy' 7th edition 2010 indicate that the proportion of households which own one or more cats is approximately 22.8%. The number of pets per pet-owning household is estimated at approx. 1.30 cats per cat owning households

Applied to the Whyalla City Council, these statistics indicate there are 5100 cats in the city which are either owned, stray, semi owned or feral.

Strategy:

Continue to implement Cat By law in accordance with Council resolution.

2.5.1 Other Animal Species

The control of other species of animals, such as foxes, rabbits, native animals etc. is covered by various pieces of legislation and is the responsibility of other authorities and organisations.

3.0 STRATEGIC DIRECTIONS FOR ANIMAL MANAGEMENT

3.1 VALUES

Taking account of Council's Vision and Mission together with the core purposes of the Whyalla City Council animal management services, there are a number of values which can be identified to support the strategic direction of Council's Animal Management Plan. These are that Council:

1. Commits to balancing the needs and wishes of dog and cat owners with the amenity of other members of the community and with the environment.
2. Commits to achieving change in animal management policy and practice principally through community education, incentive and encouragement and secondly through regulation and enforcement.
3. Commits to adopting practical approaches in developing solutions to animal management issues.

3.2 STRATEGIES

The strategies proposed for the implementation of this Plan are:

1. Increasing animal registrations and encourage microchipping for dogs and cats in order to reduce the level of euthanasia.
2. Reducing the threat to public safety from dog attacks and dangerous dogs.
3. Minimising any nuisance posed by dogs or cats in the community.

Further, in order to support the implementation of this Plan two additional initiatives are proposed:

1. Ensure that Council's Compliance Officers have sufficient knowledge and skills to allow them to properly perform their functions and to deliver service at best practice standards achieved through the application of continual improvement techniques.
2. Provide mechanisms to evaluate the implementation of this Animal Management Plan and of Council's ongoing dog and cat programs and services.

3.2.1. Strategy One: Increasing Animal Registrations and Encourage Microchipping in Order to Reduce the Level of Euthanasia

Objective:

To achieve at least 95% level of dog registrations (5700) and 60% of cat registration (3600 of the estimated population of 5100) in the life of this Plan (5 years). (For cats see strategy 3.2.2)

Current/Ongoing Activities:

- Issuing annual dog registration renewal notices.
- Placement of advertising and editorial promoting registration and identification in local papers.

- Encourage micro chipping of dogs for first registrations and dog transfers from another Council.
- Annual inspections of all licensed dog businesses.
- An extensive web page on Council's website dedicated to dog registration and identification.
- Registration applications and information brochures available at veterinary clinics.
- Conducting random door knocks on a regular basis.
- A program of follow-up for new pet owners.
- Discounted microchipping.

Planned Programs and Initiatives:

- Investigate the introduction of a trial discounted desexing voucher scheme in conjunction with local veterinary clinics.
- Implement a program of follow up where previous year registrations are not renewed.
- Investigate an amnesty for unregistered dogs through widespread publicity offering registration without fines or retrospective fees in association with the proposed property inspection and implement conclusions.
- Seek a partnership with domestic animal businesses to achieve Council's Animal Management Plan goals.
- Issuing of reminder notices for unpaid registrations.
- The use of the telephone system 'on-hold messages' to promote registration and microchipping

Action Plan: ACTIONS	WHEN	RESOURCES REQUIRED
Undertake property inspection of unregistered dogs	Year 1 of Plan	Within existing resources
Investigate discount desexing	Year 2 of Plan	Within existing resources.
Analyse the revenue implications of free registration of desexed and microchipped dogs under the age of five months for first year of registration and prepare a report and recommendation on the basis of this analysis, including publicity proposals.	Year 2 of Plan	Within existing resources.
Examine the feasibility and economics of extending agents agreements with domestic animal businesses to capture point-of-sale registrations and provide new pet owners with local information.	Year 1 of Plan	Funding requirements yet to be assessed.
Examine the feasibility and economics of using real estate agents to promote animal registration with new property tenants.	Year 1 of Plan	Within existing resources

3.2.2 Strategy Two: Implementation of existing Cat by- Laws:

Identification of Cats

All cats kept in the Council's area, must be identified by a microchip. A cat fitted with a microchip must be traceable through the registration of the microchip with the relevant microchip company.

Limit on Cat Numbers

The maximum number of cats allowed to be kept on one property is two. However residents may apply to council for permission to keep more than two cats. Such permission may be given if the Council is satisfied that:

- no insanitary condition exists on the premises as a result of keeping the cats; and
- a nuisance is not caused to any neighbour as a result of keeping the cats on the premises; and
- all cats kept on the premises over the age of six months are desexed unless the person obtains a letter signed by a veterinary surgeon indicating that the health of the cat will be jeopardised if it is desexed before a stated age. If such a letter is produced, the owner of the cat will undertake to have an appropriately qualified person to desex the cat when it reaches the stated age.

Enforcement

The Council may serve notice on the occupier of premises or the owner of a cat requiring action to be taken to ensure compliance with this by-law. If the person to whom notice was given does not comply, the Council may carry out the terms of the notice and recover the costs of doing so from that person.

Registration

All cats will be required to be microchipped prior to registration, as most cats have difficulty retaining collars and some owners are reluctant to collar their cat. Cats will not be issued with a registration disc instead their microchip number will become their permanent registration number.

Curfew

Cat must not be allowed to stray between the hours of 10pm and 6am.

Current/Ongoing Activities:

- Placement of advertising and editorial promoting registration and identification in local papers.
- Encourage micro chipping of cats for registrations.
- An extensive web page on Council's website dedicated to cat registration and identification.
- Information brochures available at veterinary clinics, schools etc.
- Discounted microchipping.
- Education of residents on the implications of cats by laws

Planned Programs and Initiatives:

- Conducting random door knocks on a regular basis.
- Issuing annual cat registration renewal notices
- Investigate the introduction of a trial discounted desexing voucher scheme in conjunction with local veterinary clinics.
- Implement a program of follow up where previous year registrations are not renewed.
- Issuing of reminder notices for unpaid registrations.
- The use of the telephone system 'on-hold messages' to promote registration and microchipping.
- Education to public in relation to cat by laws

Action Plan: Actions	WHEN	RESOURCE REQUIRED
Implementation of Cat Registration	1 July 2014	Inline with 2014/15 budget
Education on cat by- laws At shopping centres, schools etc.	January 2014 and on going for life of plan	
Education on good cat ownership	On going	
Cat Microchipping days	3 to four times per year	

3.2.3 Strategy Three: Reducing the Threat to Public Safety from Dog Attacks and Dangerous Dogs

Objective: To minimise the risks of dog attack from dangerous dogs to the community.

Current/Ongoing Activities:

- Initiate immediate investigation as to the cause and circumstances surrounding the dog attack.
- If necessary initiate immediate court action and dog seizure following a dog attack.
- Investigate dog attacks through to resolution.
- Promote and encourage the reporting of dog attacks whether on private or public property.
- Annual audits for compliance of the premises housings the declared dogs in the Whyalla City Council.
- Record all declared dogs on the Council's Declared Dog Register.

Planned Programs and Initiatives:

- Introducing patrols of all commercial and industrial areas to identify dogs on premises.

Action Plan: ACTIONS	WHEN	RESOURCES REQUIRED
Develop roster and conduct patrols of on lead parks. Roster to include surveillance being undertaken at prime times for dog patrols including early mornings and late afternoon.	Year 1 of Plan and ongoing	Re-allocation of existing resources.
Define knowledge needs for all Customer Services staff on <ul style="list-style-type: none"> • Dangerous Dog legislation and requirements and deliver through Customer Service Officer meetings. 	Year 1 of Plan	Within existing resources.
Review in-house guidelines for managing dangerous dogs and policy in line with legislative changes to ensure best practices.	Annually	Within existing resources.

- Provide education for Customer Services staff on dangerous dogs' legislation and requirements to enable them to better inform the community.
- Investigate forming a partnership with local Australia Post offices, meter readers, and similar parties to proactively identify potential risk situations where dogs may escape confinement and attack.
- Review the in-house matrix for managing dangerous dogs and policy to ensure best practice.
- Continuing lobbying for improvement to the workability of the Declared Dogs Register.

3.2.4 Strategy Four: Minimising any Nuisance Posed by Dogs and Cats in the Community

Objective:

To improve the amenity of the Whyalla City Council by encouraging owners to manage dogs and cats in a way that protects the welfare of the animal and progressively minimises the nuisance caused by them.

Current/Ongoing Activities:

- Reactively investigate Customer Service Requests for animal management nuisance issues.
- Provide ongoing after hours on-call and back-up service for emergency calls.
- Participate in the Pet Pep Program to local pre and primary schools.
- Making available published information on Council's website.

Planned Programs and Initiatives:

- Developing pages for the website to educate children on responsible pet ownership with interactive information and/or provide link on Council website to "fun stuff for kids."
- Investigate a free training program with local training establishments for dog owners in the Whyalla City Council.
- Conduct information displays in shopping centres around the municipality.
- Promote the work of volunteer groups within Council who assist frail older pet owners and people with a disability in the community with pet care.

- Flyers distributed via Council rates notices, through schools via school newsletters, council library and information booths at shopping centres.
- Conduct a Media Release Strategy targeting seasonal issues in local papers, incorporating 'snippets' weekly in a Council section.
- Use telephone system 'on-hold messages' for important programs.
- identifying and evaluating options for the control of dog faeces including collar and lead pouches, signage, education and enforcement, dog toilets and dung beetles.
- Monitoring the progress of the bark counting collar and research into barking nuisance.
- Instigate barking dog management.
- Purchase dog barking counting collar as part of barking dog procedure.
- Investigate the options of installing fenced off-leash areas in parks.
- Continuing promotion of State Government initiatives and opportunities.
- Review the current provisions of Council's By Law to ensure alignment with this Plan.
- Incorporate dog registration information pack to pet shops and breeders.
- Include an information sheet regarding dog attack, registration, and infringement fees with next rates.
- Update Council's website with the above information and definitions – including links to the Dog & Cat Management Act and Regulations.

Action Plan: ACTION	WHEN	RESOURCES REQUIRED
Develop partnership with the RSPCA to promote their education programs offered on pet selection and animal behaviour to further educate the community.	Year 1 of Plan	\$2,000
Develop pages (or links) for the website to educate children on responsible ownership.	Year 1 of Plan	Within existing resources
Examine options for conducting a free training program with local training establishments for dog owners within the Whyalla City Council.	Year 3 of Plan	Funding requirements yet to be addressed.
Conduct a Media Release Strategy targeting seasonal issues in local papers, incorporating 'snippets' weekly in a Council section.	Year 1 of Plan	Within existing resources
Monitor the progress of the bark counting collar and research into barking nuisance.	Year 2 of Plan	Within existing resources.
Investigate the options of installing fenced off leash areas in parks.	Year 1 of Plan	Funding requirements yet to be addressed. Potentially \$20K to \$30K per dog off leash area.

3.2.5 Strategy Five: Ensuring the Council's Compliance Officers have Sufficient Knowledge and Skills to Allow Them to Properly Perform Their Functions

Objective:

To ensure that all staff involved in animal management have the knowledge and skills necessary to carry out their work and to deliver service at best practice standards achieved through the application of continual improvements techniques.

Current/Ongoing Activities: Seek Certification in IV in Local Government for all Compliance Officers.

Planned Programs and Initiatives:

- Achieve Certificate IV in Local government for all Compliance Officers Skill
- Compliance Officers in animal behaviour – identifying risk behaviours and managing barking dogs.
- Investigate training of staff to Cert IV in companion animals standard
- Skill Compliance Officers in mediation.
- Attendance by staff and involvement in industry committees.
- Conduct Customer Service training.

Action Plan: ACTIONS	WHEN	RESOURCES REQUIRED
Define the knowledge and skill required in the role of dog management.	Year 1 of Plan	Within existing resources.
Complete skill audits for Compliance Officers and produce gap analysis of skills.	Year 1 of Plan	Within existing resources.
Schedule Compliance Officers for animal management skill training	Years 1, 2, 3 & 4 of Plan	Within existing resources
Define the knowledge required by each Customer Service Officer on domestic animal administration and deliver through Customer Service Officer meetings.	Year 1 of Plan	Within existing resources.
Identify industry groups with relevance for Compliance Officers attendance and report back.	Year 2 of Plan	\$1,500

3.2.6 Strategy Six: Monitor Council’s Performance in Implementing the Animal Management Plan and in Ongoing Dog and Cat Management

Objective:

To establish and report against a set of Key Performance Indicators.

Current/Ongoing Activities:

Planned Programs and Initiatives:

- Implementing the adopted Animal Management Plan.
- Report against the Animal Management Plan targets and on the ongoing performance of Council’s Animal Management Services using adopted Key Performance Indicators (KPI’s).

Action Plan: Actions	when	Resources required
Assign responsibility for the implementation of the Animal Management Plan	Year 1 of Plan	Within existing resources
Evaluate the set of Key Performance Indicators (below) and adopt a set for reporting purposes	Year 2 of Plan	Within existing resources
Review existing measurement systems to ensure capture of all the proposed data to enable reporting against the adopted Key Performance Indicators.	Year 2 of Plan	\$5,000
Commence quarterly reporting against adopted Key Performance Indicators.	Year 2 of Plan	Within existing resources
Produce an annual report on the progress in implementing the Animal Management Plan, with recommendations for amendments presented to Council and for inclusion into Council's Annual Report.	Year 1 of Plan	Within existing resources
Conduct a review of the Animal Management Plan every five years.	Year 4 of Plan	\$10,000

Key Performance Indicators		Target (over the Life of the Plan)	Current
1.	Dog and cat Registration Rate(%dogs registered/estimated dog population)	95% dogs 60% cats	87.5% dogs 0% cats
2.	Dog Complaints (number of dog complaints per 1,000 population)	Maintain current levels whilst increasing public awareness	
3.	Dog Attacks (number of dog attacks causing injury per 4.1,000 population)	Maintain current levels whilst increasing public awareness	1.14
5.	Dog Re-housing Rate (% total dogs re-housed/total dogs impounded)	increase current levels to 80% by increasing public awareness	60%
6.	Declared Dog Compliance Rates (number declared/number complaint/number of audits)	100%	100%
7.	Implementation of Cat by Laws	Obtain a 60% registration of total population of cats through ongoing education and awareness	
8.	Cat Complaints (number of cat complaints per 1,000 population)	Reduce numbers of cat complaints by increasing public awareness	
9.	Cat Re-housing Rate (% total cats re-housed/total cats impounded)	50%	0%

3.3 STATUTORY REQUIREMENTS

The table below lists the Sections of the Dog and Cat Management Act 1995 that this Plan is required to cover, and cross references to the strategies set out above

Requirement of the Act		The Strategy which responds to the Plan requirement					
		3.2	3.2.1	3.2.2	3.2.3	3.2.4	3.2.5
S 26A	Method of monitoring performance and evaluating the effectiveness of services						
S 27	Appointment and Training of authorised officers						
S 26A	Promote and encourage responsible pet ownership						
S 26	Ensure compliance with Act and Regulations						
S 30	Minimise risk of dog attacks.						
S 26A	Over-population and high euthanasia rates						
S33	Encourage registration and identification of dogs						
S 26A	Minimise potential for Nuisance						
S 50, 51	Dangerous, menacing and restricted breed dogs						
S 26A, 90	Review of Orders and By-Laws						
S 26A	Any other matters						
S 26A	Periodic evaluation of programs, services and strategies						
S 26A	Review of Animal Management Plan						