Foreword

Under Section 68A of the Domestic Animals Act, every Council must prepare a domestic animal management plan, as follows:

68A Councils to prepare domestic animal management plans

(1) Every Council must, in consultation with the Secretary (of the Department of Primary Industries), prepare at four year intervals a domestic animal management plan.

(2) A domestic animal management plan prepared by a Council must:

(a) set out a method for evaluating whether the animal control services provided by the Council in its municipal district are adequate to give effect to the requirements of this Act and the regulations; and

(b) outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of this Act in the Council’s municipal district; and

(c) outline programs, services and strategies which the Council intends to pursue in its municipal district:

(i) to promote and encourage the responsible ownership of dogs and cats; and

(ii) to ensure that people comply with this Act, the regulations and any related legislation; and

(iii) to minimise the risk of attacks by dogs on people and animals; and

(iv) to address any over-population and high euthanasia rates for dogs and cats; and

(v) to encourage the registration and identification of dogs and cats; and

(vi) to minimise the potential for dogs and cats to create a nuisance; and

(vii) to effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure that those dogs are kept in compliance with this Act and the regulations; and

(d) provide for the review of existing orders made under this Act and local laws that relate to the Council’s municipal district with a view to determining whether further orders or local laws dealing with the management of dogs and cats in the municipal district are desirable; and

(e) provide for the review of any other matters related to the management of dogs and cats in the Council’s municipal district that it thinks necessary; and

(f) provide for the periodic evaluation of any program, service, strategy or review outlined under the plan.

(3) Every Council must:

(a) review its domestic animal management plan annually and, if appropriate, amend the plan; and

(b) provide the Secretary with a copy of the plan and any amendments to the plan; and

(c) publish an evaluation of its implementation of the plan in its annual report.
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Executive Summary

In preparing this plan, Council has conducted considerable research into current animal management issues in this municipality. Council has also looked at current interventions and their success in addressing those issues. The outcome of that research is that Council has identified the following as the key challenges for animal management services in this municipality:

1. Animals wandering at large (not confined to their owners’ properties)
2. Barking dogs
3. Cat (feral and wild) overpopulation
4. Capacity to expand community education on responsible pet ownership
5. Under resourcing – field staff
6. Declining rates of pet registration

Our community has also told us that they want further improved access to safe off leash areas for exercising and socialising their pets. Council created an additional eight off-leash areas in the life of the last plan and will develop a new off leash strategy as a key action item for this plan.

In recent years, the State Government has introduced a performance measurement tool for Local Government that allows the community to check and compare the performance of their municipality. This information is accessible on the website: www.knowyourcouncil.vic.gov.au. Key indicators for animal management services are included in this performance measurement tool.

When looking at comparisons for 2015-16, this information shows when compared to other local Governments across the State, the City of Greater Dandenong (CGD) has service costs which are 14 per cent higher than average, per registered animal:

- CGD: $55.69 per animal, per annum
- other councils average – $49.59 per animal, per annum.

The data also shows however that CGD conducts almost twice as many enforcement prosecutions per year, compared to other councils:

- CGD: 25 per annum,
- other councils average – 12.25.

CGD also has much faster average response time to service requests at 1.17 days from receipt of request, compared to other councils’ average of 2.19 days. CGD also achieves this with a lower than average numbers of officers – at 1 officer for every 61,000 residents, compared to an average of 1 officer for every 46,000 residents, at neighbouring councils.

As indicated above, these high standards of service do however come at a cost. Total revenue raised from animal management in 2015-16 was $550,257, whilst total operating costs were $636,400. This left a shortfall of $86,143 to be drawn from general Council revenue.

To assist in addressing this shortfall, Council increased pet registration fees for the 2016-17 year, bringing them in line with the fees of neighbouring councils. The current economic situation for this municipality does not however provide scope for any further significant increases in revenue from animal management activities.
In late 2016, Council entered into a new contract for animal pound services, which saw a significant increase in the cost of these services. That impact will not take full effect until the 2017-18 year but it will then continue for the life of this plan. In an effort to offset these additional costs, Council's rangers have taken on some additional duties, which has placed a greater strain on those resources.

The potential effects of rate capping may also impact on Council's ability to undertake the current levels of pro-active work in the future. In the context of a rate capped environment Council will undertake reviews of all of its services during the life of this plan. The findings of those reviews may also have a currently unforeseen impact on animal management services and how they are delivered in the future.

When the effects of rate capping are fully understood, it is possible that Council will not be able to sustain current levels of service into the future, unless other revenue streams can be identified. The focus of this plan for the next four years will therefore be on consolidating existing activities, expanding access points for people to be able to register their animals and improving data gathering capability, to ensure that accurate information is available in respect of pet ownership.

Council will also advocate strongly for more action at the State Government level, to improve both community education and the legal frameworks associated with pet registration and cat over population. Within the constraints of the current economic situation for Local Government, Council will focus its field efforts on wandering animals, barking dogs and increasing the number of pets registered.
1. Introduction

The City of Greater Dandenong supports the strategic approach set out in the Domestic Animals Act 1994 (The Act) which requires that each municipal council prepare an animal management plan. Council has therefore developed this plan in accordance with the legislative guidelines.

In this plan, Council has sought to balance the competing needs of animal owners, the broader community and the animals that share people's lives. Council also recognises the positive health and wellbeing outcomes that arise from pet ownership. The programs and activities set out in the plan have therefore been developed with the aim to encourage more people to enjoy the pleasure derived from animal companionship, within a framework of responsible ownership.

The plan is designed and presented in a format recommended by the Department of Primary Industries (DPI).

1.1 Context

The number of people living in Greater Dandenong is estimated at 147,055 in 2014 and the City covers an area of approximately 130sq/km. With the construction of 18,000 dwellings by 2030, as currently predicted, the population is expected to exceed 180,000. Over half (65 per cent) of the 45,491 occupied private dwellings are fully-owned or being purchased by their occupants in Greater Dandenong and most of the remainder are rented. The extent of home ownership in Greater Dandenong is lower than the metropolitan Melbourne average of 71per cent.

In the meantime, the people who occupy the new houses and apartments being constructed in Greater Dandenong are expected to include many adults of child-bearing age. As a result, the number of children and young people in Greater Dandenong, will rise during the next ten or twenty years.
### 1.2 Domestic Animal Statistics And Data

#### Key Statistics

<table>
<thead>
<tr>
<th>Other matters</th>
<th>2013</th>
<th>2015/16</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of EFT Authorised Officers per 1000 properties</td>
<td>0.020</td>
<td>0.023</td>
<td>0.016</td>
</tr>
<tr>
<td>Hours training per officer annually</td>
<td>40</td>
<td>42</td>
<td>40</td>
</tr>
<tr>
<td>No. of Registered Dogs</td>
<td>10012</td>
<td>16953</td>
<td>8388</td>
</tr>
<tr>
<td>No. of Registered Cats</td>
<td>3749</td>
<td>5778</td>
<td>3292</td>
</tr>
<tr>
<td>No. of Registered Declared Dogs</td>
<td>28</td>
<td>9</td>
<td>21</td>
</tr>
<tr>
<td>No. of Registered Restricted Breed Dogs</td>
<td>7</td>
<td>4.5</td>
<td>3</td>
</tr>
<tr>
<td>No. of Declared Menacing Dogs</td>
<td>11</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>No. of Prosecutions completed annually</td>
<td>23</td>
<td>97</td>
<td>25</td>
</tr>
<tr>
<td>% of Prosecutions Successful</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>No. Infringements issued</td>
<td>600</td>
<td>988</td>
<td>464</td>
</tr>
<tr>
<td>No of Warnings issued</td>
<td>239</td>
<td>113</td>
<td>198</td>
</tr>
<tr>
<td>No. of impoundments (dogs)</td>
<td>505</td>
<td>718</td>
<td>371</td>
</tr>
<tr>
<td>% of impounded dogs returned to owner</td>
<td>72%</td>
<td>80%</td>
<td>70%</td>
</tr>
<tr>
<td>% of dogs rehoused</td>
<td>11%</td>
<td>12%</td>
<td>18.3%</td>
</tr>
<tr>
<td>% of dogs euthanized</td>
<td>21%</td>
<td>5%</td>
<td>8.8%</td>
</tr>
<tr>
<td>No. of impoundments (cats)</td>
<td>324</td>
<td>684</td>
<td>495</td>
</tr>
<tr>
<td>% of cats returned to owner</td>
<td>5.3%</td>
<td>12%</td>
<td>9.2%</td>
</tr>
<tr>
<td>% of cats rehoused</td>
<td>8%</td>
<td>38%</td>
<td>29.3%</td>
</tr>
<tr>
<td>% of cats euthanized</td>
<td>84.4%</td>
<td>51%</td>
<td>74.3%</td>
</tr>
<tr>
<td>No. animal complaints per year</td>
<td>1775</td>
<td>2743</td>
<td>1898</td>
</tr>
<tr>
<td>No. animal complaints per officer</td>
<td>592</td>
<td>588</td>
<td>791</td>
</tr>
</tbody>
</table>
2. Training of authorised officers

2.1 Current and Planned Training

To ensure that all staff involved in animal management have the knowledge and skills necessary to carry out their work, a set of minimum training qualifications has been established and is set out in officer role statements. Officers are also encouraged to identify and attend ‘in-service’ training programs applicable to their roles.

Each Officer has an individual annual performance plan, which includes a section related to training and development. Plans are reviewed annually, with training requirements being updated at that time. Responsibility for ensuring that nominated training is completed then becomes a shared responsibility for the individual officer and their supervisor.

2.2 Objective:

To ensure that all staff involved in animal management obtain and maintain the knowledge and skills necessary to carry out their work and to advance to more senior roles within the team.

2.3 Goals

- All staff required to hold minimum Certificate IV in Animal Control and Regulation
- Staff encouraged and supported to attain higher level qualifications eg Diploma in Animal Management/ Diploma in Business Management
- Staff encouraged and facilitated to attend all in-service days provided by relevant industry bodies
- All staff required to be qualified to insert Microchips
- Staff representative on all relevant industry committees e.g. Rangers Association, DAMIC, LGPro Statutory Services Special Interest Group.

2.4 Current Status

All staff in this team currently hold the minimum qualification or its equivalent. Staff are also encouraged and supported to attain higher level qualifications e.g. Diploma in Criminal Justice/Business Management etc.

Any new staff appointed are required to have the minimum qualification or to commit to attaining it within two years of commencing employment with Council. Council will fund and facilitate attainment of the minimum qualification.

Officers are also encouraged and supported to undertake other training that may assist them in providing improved services to the community and increase officer safety, situational awareness and conflict resolution.
The table below summarises officer's current qualifications and identifies further training and/or professional development planned over the next four years.

<table>
<thead>
<tr>
<th>Authorised Officer Training - Basic</th>
<th>Current (2016/17)</th>
<th>Planned</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certificate IV in Animal Control and Regulation</td>
<td>Officer 1 Completed Officer 2 Completed Officer 3 Completed</td>
<td></td>
</tr>
<tr>
<td>Certificate III Animal Welfare (Regulation)</td>
<td>Officer 1 Completed Officer 2 Officer 3</td>
<td></td>
</tr>
<tr>
<td>Microchip implantation training</td>
<td>Officer 1 Completed Officer 2 Completed Officer 3 Not Completed 2017</td>
<td></td>
</tr>
<tr>
<td>Industry training – animal handling, animal assessment</td>
<td>Officer 1 Completed Officer 2 Completed Officer 3</td>
<td></td>
</tr>
<tr>
<td>OH&amp;S, Customer service training conflict resolution and dealing with aggressive customers</td>
<td>Officer 1 Completed Officer 2 Completed Officer 3 Completed</td>
<td>Updated annually</td>
</tr>
<tr>
<td>Bureau of Animal Welfare – training and information days</td>
<td>Officer 1 Completed Officer 2 Officer 3</td>
<td>All staff to attend wherever possible</td>
</tr>
<tr>
<td>Bite Stick Training</td>
<td>Officer 1 Completed Officer 2 Completed Officer 3</td>
<td>Updated bi-annually</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Authorised Officer Training - Additional</th>
<th>Current (2016/17)</th>
<th>Planned (state when)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diploma in Justice</td>
<td>Officer 1</td>
<td>Not planned – at officer discretion</td>
</tr>
<tr>
<td>Diploma of Business Management</td>
<td>Officer 1 Completed Officer 2 Officer 3</td>
<td>Not planned – at officer discretion</td>
</tr>
<tr>
<td>Prosecutor Training</td>
<td>Officer 1</td>
<td>2017 Not planned – at officer discretion</td>
</tr>
<tr>
<td>Australian Institute of Animal Management conference</td>
<td>Officer 1 Minimum of one officer to attend each year</td>
<td></td>
</tr>
</tbody>
</table>

Domestic Animal Management Plan 2017–20
3. Registration and identification

Council currently engages in a range of activities aimed at encouraging the registration and identification of dogs and cats. These include:

- Website information
- Facebook lost & found page
- Media releases
- Prompt reactive enforcement
- Pet News annual publication
- Mandatory registration of animals prior to release from pound
- Agreements with Pet Shops to complete registration application at point of sale
- Follow up on Australian Animal Protection Society (AAPS) & vet clinic impound forms and adoptions
- Annual registration renewal doorknock
- Microchip database comparison with Council registration records
- Proactive targeted doorknocks
- Pro-active patrols of parks/reserves
- Educational displays at community events
- Agreements with local Vets to enable them to act as registration agents for Council
- Free registration for pets registered before reaching three months of age
- Free transfer of registration from another municipality/State.
3.1 Current Situation

Our current data

<table>
<thead>
<tr>
<th>As at January 1</th>
<th>Dogs</th>
<th>Cats</th>
</tr>
</thead>
<tbody>
<tr>
<td>2007</td>
<td>9207</td>
<td>3691</td>
</tr>
<tr>
<td>2013</td>
<td>10012</td>
<td>3749</td>
</tr>
<tr>
<td>2017</td>
<td>8388</td>
<td>3292</td>
</tr>
</tbody>
</table>

As at 1 January 2017, there were 8388 dogs and 3292 cats registered within the municipality. This represents a decrease of 16.2 per cent in dog registrations and 12.2 per cent for cats, over the last four years.

In a report published by Animal Medicines Australia (AMA) in 2016, the following groups of people were identified as being less likely to own a pet:

- (single) males
- over the age of 70
- currently unemployed
- living in households with an income of less than $30,000 (PA)
- living in apartments/townhouses
- Renters
- living alone
- living in households where there is only one adult
- separated, divorced or widowed
- living in households where there are no children
- from a non-English speaking background.

Most, if not all of these groups are represented in higher numbers within the City of Greater Dandenong, than across other municipalities in Victoria. For example, 55.1 per cent of our residents were born overseas, in non-English speaking countries, compared to the wider Melbourne average of 25.6 per cent. Average annual income for our residents is $20,540 compared to the wider average of $30,784. Given these conditions, it is to be expected that the City of Greater Dandenong will have lower rates of pet ownership than either State or national averages.

Council has two full-time animal management officers (AMOs), supported by a team leader, coordinator and administration team. The team leader provides some field support. In addition, Council has a team of seven Local Laws Officers, each of whom is trained and equipped to deal with basic animal management issues such as collection/transport of strays, dog attacks, barking dogs, livestock wandering.
3.2 Our current Orders, Local Laws, Council Policies and Procedures

Council currently has the following Orders in place:

- Prohibiting exercising of dogs off leash, other than in designated places
- Enabling Council to declare certain areas to be prohibited to dogs/cats

The following local laws are also in place:

- Keep/allow to be kept animal/bird on land in offensive manner
- Keep/allow to be kept animal/bird on land in dangerous manner
- Keep/allow to be kept on land animal/bird in manner as to be injurious to health
- Keep/allow to be kept on land animal/bird in manner as to cause nuisance
- Fail to keep animal/bird in confined area and maintained in clean/sanitary condition
- Erect non-compliant shelter to house animals
- Without permit, keep roosters on land between 400 sq/m and half hectare
- Keep/allow to be kept any livestock on land half hectare or less
- Keep rooster on land less than 400 sq/m
- Without permit, keep any animals/birds in excess of permitted numbers
- Fail to carry means of collection and disposal of animal's excrement
- Fail to immediately collect and dispose of animal excrement
- Fail to produce to Authorised Officer any means of collection and disposal.

Council’s animal management service is delivered by the Regulatory Services Department. That department has a comprehensive Code of Practice (CoP) which addresses general policy and procedure relating to the receipt, investigation and actioning of all types of complaints, including animal management. The CoP has specific chapters dealing with animal management, enforcement and prosecution.

The CoP also includes a specific and comprehensive procedure for dealing with Dangerous, Menacing and Restricted Breed dogs and barking dog complaints. This procedure was reviewed and updated in 2014 in response to a particular court proceeding. It is reviewed annually to ensure it remains relevant in terms of legislation and court precedents.

In 2015, Council entered into a partnership with a private service provider, to develop an on-line guide to municipal enforcement, using this CoP as the basis of the guide. That tool went live in late 2015 and is now used to guide officer actions, at a number of councils across Australia. Council continues to work with the private provider, to review and update the guide as necessary.
3.3 Our current Education/Promotion Activities

The current education activities and programs that CGD offers, aimed at promoting responsible pet ownership include:

- Barking dog booklet
- Fact sheets
- Brochure stands installed at all customer service areas, containing a broad range of information booklets, some in other languages
- Annual publication of Pet News magazine
- Activities at local festivals, events
- Website
- Lost & Found Facebook page.

3.4 Our current Compliance Activities

- Annual registration renewal doorknock
- Annual cross check of microchip database against registration records
- Routine street patrols
- Domestic Animal Business Inspections
- Dangerous, Restricted Breed Dog inspections
- Motorised (ATV) patrols of parks, reserves, bicycle paths
- Response to complaints
- Low cost, in-home microchipping service for pensioners and residents with mobility issues
- Enforcement of legislation.

In the 2015-16 financial year, 188 animal related Official Warnings, seven Compliance Notices and 401 infringements were issued. 25 court prosecutions were also undertaken in that year.

3.5 Summary

As a municipality with one of the lowest socio-economic ratings in Victoria, Council’s resources are limited in terms of new activities that might be undertaken to increase the number of registered animals. For example, CGD generally has the lowest animal registration fees in the south-east region, and one of the lowest rates of animal ownership. Resources are further stretched due to the ever-increasing workload arising from regular legislative changes and additional risk management considerations.

Council is also of the view the current legislated process for pet registration and microchipping is duplicative and cumbersome. It is therefore confusing for pet owners and this can lead to lower rates of registration.

Evidence of this issue came to light when Council conducted an exercise in 2015, to compare the databases of two large microchip registries with our registration database. The lists provided contained almost 17,000 animals and proved very difficult and time consuming to compare with Council records however a selection of 500 properties across the municipality were contacted in relation to potentially unregistered animals. This resulted in 142 new registrations, 20 infringement notices being issued for failing to register, as well as 132 out of date records being removed from the Council database.
This exercise suggests that pet owners understand the importance of microchips and that they are updating their details on those registers. Council’s experience is that owners are not as diligent in updating and maintaining registration details.

Council intends to advocate, through the Municipal Association of Victoria (MAV), for a state-wide review of the current registration/microchipping process. Our objective will be to bring these two separate processes together into one system, making them more customer friendly and consistent across all municipalities.

3.6 Our Action Plans

As indicated earlier in this report, there has been a decrease of 16.2 per cent in dog registrations and 12.2 per cent for cats, over the last four years.

The number of registered domestic animal businesses has also decreased from eight to five, now comprising three boarding kennels, one pet shop and one shelter.

There are currently no registered breeders in the municipality however proposed amendments to legislation in 2017 will redefine what is classified as a Domestic Animal Breeding Establishment. This may lead to a dramatic increase in the number of establishments requiring to be registered as well having Local Law permits and requiring and annual audits.

In the past, Council has conducted ‘whole of city’ doorknocks, which have seen increases in the number of pets registered and therefore the annual revenue from registration fees. Such programs are however very labour intensive and cannot be done with existing resources – external contractor services are therefore required.

The last whole of city doorknock was conducted in 2009, at a cost of $45,000. Whilst this exercise did increase the total number of registered animals (dogs and cats) by approximately 800, the new registration revenue generated was only in the order of $30,000, which makes this process uneconomical to undertake in the short term. If higher registration numbers can be maintained, the cost of a doorknock can be amortised over several years and therefore become financially viable.

The 2015 microchip database comparison project showed a clear benefit in conducting such exercises. It could be expanded to include a larger cross section of the municipality and more microchip registries, depending on available resources.

Council will be asked to consider funding both a whole of city doorknock and a microchip database comparison exercise, over the life of this plan. Those requests will be made as part of annual budget processes undertaken each year. If funded, these projects will be undertaken in conjunction with other initiatives aimed at sustaining registration numbers, as detailed in the following.

Other activities that could be undertaken to increase registration rates, include additional community education and pro-active patrolling to identify unregistered pets. These activities are however also labour intensive and in the case of community education, require specialist skills. Current human resources in Council’s animal management team are not sufficient to enable those additional activities to be undertaken. Council will be asked consider additional staff resourcing, within the context of annual budget limitations.

The 2011 Off Leash Strategy is now completed, having commissioned eight new off leash areas and updated and improved five existing areas. A new Off Leash Strategy will be developed in the lifetime of this plan.
### 3.7 Objectives

**Objective 1: Increase dog and cat registration numbers to be more in line with other like councils**

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure all seized and impounded animals are registered to their owner prior to release.</td>
<td>Prior to every release.</td>
<td>Annually review registration numbers. Review number of dogs and cats being seized and impounded that are not registered to their owner.</td>
</tr>
<tr>
<td>Targeted door knocking of the municipality every four years to check for unregistered and un-identified dogs and cats.</td>
<td>By 31 December 2019</td>
<td>Records of number of unregistered and un-identified animals picked up during door knocks. Review and compare numbers of properties found to have unregistered animals.</td>
</tr>
<tr>
<td>Conduct annual door knocking of each property that fails to renew registration of animals.</td>
<td>4th quarter each year</td>
<td>% of properties failing to renew registration each year.</td>
</tr>
<tr>
<td>SMS and email registration renewal reminders to be sent to all owners of un-renewed pets with mobile numbers and email addresses listed</td>
<td>Annually in March</td>
<td>Review numbers of pets being registered after SMS &amp; email reminders sent</td>
</tr>
<tr>
<td>Advertise Pet Registration renewals through ‘on-hold’ messages and community TV in Harmony Square, Facebook Lost and Found page and CGD website</td>
<td>Annually in March/April</td>
<td></td>
</tr>
<tr>
<td>Design A Frame signs advertising registration renewal doorknocks to be deployed during residential doorknocks and in Harmony Square during recognised high volume traffic events.</td>
<td>By 31 March 2018</td>
<td>New signs in service for 2018 registration renewal period</td>
</tr>
<tr>
<td>Design high impact vehicle magnets to be utilised on officer vehicles advertising key messages such as pet registration.</td>
<td>By 31 March 2018</td>
<td>New magnets in service for 2018 registration renewal period</td>
</tr>
<tr>
<td>Increase awareness of pet registration within other departments of Council and encourage reporting of unregistered pets via Customer Service request system.</td>
<td>Ongoing</td>
<td>Review number of unregistered animal Merits created by Council staff</td>
</tr>
<tr>
<td>Develop off-site access to pet registration details to enable field staff to quickly and accurately identify unregistered pets in the field</td>
<td>By 31 December 2017</td>
<td>Officers have field access to database.</td>
</tr>
</tbody>
</table>
Objective 2: Improve the accuracy of council registration database by cross-referencing with microchip registry data.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct a microchip registry cross referencing exercise.</td>
<td>2018</td>
<td>Demonstrate Council’s pet registration database can be accurately cross referenced with at least one microchip registry.</td>
</tr>
<tr>
<td>Follow up animals that are on microchip database but not registered with Council.</td>
<td>2018</td>
<td>Measure numbers of pets registered with council following microchip registry cross referencing exercise.</td>
</tr>
</tbody>
</table>

Objective 3: Establish a database and reporting system to measure the number of seized dogs and cats that are registered and/or identifiable at the point of seizure.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>In partnership with pound service provider, establish systems and processes enabling quarterly reporting on registration status of seized animals.</td>
<td>By 30 June 2019</td>
<td>Quarterly reports on number of animals being impounded.</td>
</tr>
</tbody>
</table>

Objective 4: Reduce the number of animals impounded

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research alternatives to managing feral and wild cat populations. Advocate for legislative change to improve management.</td>
<td>Ongoing</td>
<td>Reduction in cat euthanasia numbers</td>
</tr>
<tr>
<td>Investigate potential to have owners wishing to surrender animals linked directly to rescue agencies.</td>
<td>By 31 December 2018</td>
<td>Reduction in impoundment numbers</td>
</tr>
<tr>
<td>Continually monitor and improve procedures to ensure animals are only impounded if there is no other alternative.</td>
<td>Ongoing</td>
<td>Reduction in impoundment numbers</td>
</tr>
</tbody>
</table>
4. Nuisance

4.1 Current Situation

At Greater Dandenong, the most common nuisance complaints for animals are wandering/at large and barking dogs. In the case of wandering animals, the number of reports per annum increased by approximately 132 per cent, between 2013-14 and 2015-16. The greatest increase was in complaints about wandering cats, at 342 per cent.

In the case of dogs, the increased number of wandering reports is contrasted by a decline in the number of dogs actually being collected by rangers – down by 27 per cent. The increase in reports indicates that more work may be required to remind owners of their obligation to contain dogs. The increase in complaints about cats also suggests that consideration of a cat curfew may be required, to ensure owners keep cats contained.

Barking dog complaints also increased by approximately 55 per cent over this same period. Anecdotal research suggests that this is caused by increased density of living in many parts of the municipality.

Whilst the number of complaints has increased, the need for Council to take enforcement action has not. On average over the last five years, there has been only one infringement notice and one court prosecution for dog barking per annum. Most complaints can be resolved by gathering data showing the frequency of barking and the impact on neighbours, and then educating owners on how to reduce or eliminate unwanted barking.

It may never be possible to prevent barking complaints, because this is a natural behaviour for dogs, however Council’s educational rather than enforcement approach has yielded encouraging results. Research is needed into how education can be provided to dog owners before the problem escalates to a complaint to Council. Officers will advocate for that research to be undertaken by the State Government.

During the life of the last Plan, Council committed to increasing the number of dog-off leash zones from seven to 13. Two further sites were ultimately commissioned, bringing the total number of off leash areas to 15 by the end of 2016/17. New sites are being fully enclosed due to public demand.

A new Off Leash Strategy is due to be developed within the term of this plan. It is believed that improved access to dog off leash facilities should increase the amount of exercise owners give their dogs. This is expected to have a flow-on effect, in terms of reducing nuisance complaints over time.

Public submissions during research for the 2011 Off Leash Strategy, sought more sites in residential areas. Public submissions during the development of this plan also raised that issue. As a result, a smaller park located within a residential area was identified for a trial. Once commissioned, this off leash area will be monitored, with a view to determining whether additional ‘pocket parks’ should be explored in the new Off Leash Strategy.
4.2 Our current Orders, Local Laws, Council Policies and Procedures

See Sections 3.2 and 3.3 of this plan.

4.3 Our current Education/Promotion Activities

In relation to nuisance specifically, Council provides the following material:

- Barking dog booklet;
- Fact sheets; and
- Noise diaries.

Council also provides generic information from State Government sources.

Animal nuisance is also dealt with on Council’s website and at community education sessions delivered at festivals and events, as well as displays set up in dog off lease areas and other locations where people exercise their animals.

Animal Management Officers also undertake over 3,000 direct contacts with complainants and animal owners each year, assisting them in understanding the causes of dog barking, the remedies available and the process Council will follow to investigate and action complaints.

4.4 Our current Compliance Activities

- Comprehensive barking dog procedure
- Permit system to manage excess animal numbers
- Doorknock program to identify properties with excess animals
- Seven day per week patrol and response program for wandering animals
- Regular foot patrol and quad bike patrol of off-leash areas and network of bike paths
- Cat trap hire program
- Free cat trap loan for pensioners and residents with mobility issues
- Strict enforcement of legislation.

4.5 Summary

Council has introduced eight new off leash areas including trialling a new smaller off leash park with the potential to increase the number of these smaller ‘pocket parks’ throughout the municipality, to provide easy access to its residents with mobility impairments. This provides greater opportunity for owners to properly exercise and socialise their dogs.

Further work needs to be done to strengthen community education on confinement of animals and a cat curfew requires consideration.
### 4.6 Our Action Plans

**Objective 1: Reduce dog nuisance complaints**

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review dog off-leash strategy</td>
<td>2018-19</td>
<td>New strategy adopted by 30 June 2019</td>
</tr>
<tr>
<td>Investigate introduction of responsible pet ownership training programs, conducted by qualified trainers in partnership with CGD Domestic Animal Businesses</td>
<td>December 2018</td>
<td>Programs in place by 2019</td>
</tr>
</tbody>
</table>

**Objective 2: Reduce nuisance complaint in relation to cats**

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the need to introduce a cat curfew</td>
<td>By 31 December 2018</td>
<td>Council decision on introduction of a curfew</td>
</tr>
<tr>
<td>Develop further education material for recognised problem areas/industrial areas</td>
<td>By 30 June 2018</td>
<td>New/improved material available</td>
</tr>
<tr>
<td>Review Local Law in relation to feeding stray cats</td>
<td>By 30 June 2018</td>
<td>Council decision on introduction of a new Local Law</td>
</tr>
</tbody>
</table>
5. Dog attacks

5.1 Current Situation - Our current data

A confirmed attack is one where a victim is presented and there is physical evidence of an attack. Many reports, upon investigation, end up being a ‘rush’ – where there is no contact made between dog and victim, or a person simply being scared by a dog barking at them.

The number of confirmed dog attacks investigated per annum has decreased from 31 in 2013/14 to 23 in 2015/16, which is a 29 per cent decrease. The number of rushes investigated has also decreased from 14 in 2013/14 to 9 in 2015/16, which is a 35 per cent decrease.

Council has a firm policy of enforcement in cases of dogs wandering, dog attack and rush incidents. Action is taken in all cases of confirmed attack, where a perpetrator can be identified. As indicated earlier in this plan, Council conducts more than twice the average number of court prosecutions per annum, compared to other councils. The success of this approach is borne out by the declining numbers of attacks and the reducing numbers of dogs being declared menacing or dangerous under State legislation.

During the period 2013-16, Council made no Menacing Dog declarations, five for Dangerous Dogs and none for Restricted breeds. Over that period, Council only found it necessary to issue one destruction order for a dog that had attacked.

Despite these declarations, the overall number of declared dogs has decreased by 40 per cent. None of the Declared Dogs have been recorded as committing further offences, post-declaration. When considered with the decrease in confirmed attacks, Council is satisfied that current activities in this area are achieving the required outcomes.

5.2 Our Orders, Local Laws, Council Policies and Procedures

See Sections 3.2 and 3.3 for details.

Council’s comprehensive Code of Practice sets out the procedures to be followed when investigating dog attacks, rushes etc. The Code of Practice was the subject of a full review in 2014-15, and is constantly updated in response to legislative change and/or experience gained before the courts/tribunals.

The Code of Practice also covers the policy and procedure to be followed in dealing with dogs that have been proven to rush or attack, in relation to Council’s legislated powers under the Domestic Animals Act.

5.3 Our current Education/Promotion Activities

- Fact sheets
- Brochures e.g. Dangerous/Restricted Breed Dogs
- Annual publication of Pet News magazine
- Activities at local festivals, events
- Website
- Displays at parks and reserves
- Direct contact with stakeholders during routine patrols.
5.4 Our current Compliance Activities

- Annual registration renewal doorknock
- Routine street patrols
- Dangerous, Restricted Breed Dog inspections
- Motorised patrols of parks, reserves, bicycle paths
- Prompt response to complaints (within one hour)
- Barking Dog Management program
- Firm enforcement in relation wandering dogs, attack and rush
- Consistent use of Declaration/destruction powers
- 24 hour/365-day response to dog attack/rush complaints.

5.5 Summary

The statistics demonstrate that Council’s current approaches are having a positive impact on the number of attack incidents occurring in the municipality. Council will continue to apply these practices, with a strong focus on containment and registration.

5.6 Our Action Plans

Objective 1: Minimise the risk to the community and to Council from aggressive dogs.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review dog attack/rush complaint reporting to enable more accurate data reporting.</td>
<td>July 2018</td>
<td>Accuracy of complaint category and ease of report generation</td>
</tr>
<tr>
<td>Review dog attack/rush reports to simplify post-investigation process in relation to declaration proposals.</td>
<td>Ongoing</td>
<td>Accuracy of reports</td>
</tr>
</tbody>
</table>
| Publicise key dog attack prevention messages (eg confinement of dogs to property, leash laws etc) through:  
  • Regular media articles,  
  • Pet News publication,  
  • website info,  
  • A-frame signage,  
  • targeted patrols during peak dog attack times  
  • Static displays at events and in parks. | Ongoing  | Prepare a quarterly report on dog attack incidents to analyse trends        |
| Review dog attack policy, procedures and reporting. | Ongoing  | Policy remains up to date with legislation.                                |
6. Dangerous, menacing and restricted breed dogs

6.1 Current Situation

6.2 Our current data

As at 1 January 2017, there were the following numbers of animals with restrictions housed within the City of Greater Dandenong:

<table>
<thead>
<tr>
<th>Type of Dog</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menacing Dogs</td>
<td>5</td>
</tr>
<tr>
<td>Dangerous Dogs (Guard Dogs)</td>
<td>14</td>
</tr>
<tr>
<td>Dangerous Dogs (declared)</td>
<td>2</td>
</tr>
<tr>
<td>Restricted Breed Dogs</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>25</strong></td>
</tr>
</tbody>
</table>

6.3 Our current Orders, Local Laws, Council Policies and Procedures

See Sections 3.2 and 3.3 for details on Orders and Local Laws.

The Code of Practice covers the policy and procedure to be followed in dealing with dogs that have been proven to rush or attack, in relation to Council’s legislated powers of declaration under the Domestic Animals Act. The Code of Practice also provides comprehensive instructions on the process to be followed in determining whether a dog is of a restricted breed. The Code of Practice has been written with a view to ensuring that dog owners’ human rights are protected and that the principles of natural justice are fully acknowledged in the decision-making process.

6.4 Our current Education/Promotion Activities

- Fact sheets
- Brochures e.g. Dangerous/Restricted Breed Dogs
- Annual publication of Pet News magazine
- Activities at local festivals, events
- Website and Facebook page
- Displays at parks and reserves.

6.5 Our current Compliance Activities

- Annual registration renewal doorknock
- Routine street patrols
- Dangerous, Restricted Breed Dog inspections
- Motorised patrols of parks, reserves, bicycle paths
- Response to complaints
- Triennial ward doorknock to identify unregistered/restricted breed animals
- Firm enforcement in relation wandering dogs, attack and rush
- Use of Declaration/destruction powers
- 84Y agreements with vet practices to report on dogs returned to owner.
6.6 Summary

Given the relatively low rates of pet ownership in this municipality, coupled with declining rates of attack/rush, Council is satisfied that current approaches to managing these issues are effective. Existing education programs, policy and procedure will be the subject of annual review, to ensure that they remain current and effective.

The high proportion of commercial properties within the municipality results in a higher prevalence of declared dangerous guard dogs than with many other neighbouring Councils. The registration fee for this classification of dogs is substantially higher than that of pet dogs ($382). This means these dogs are generally only discovered through proactive patrols or complaints made by neighbouring businesses. Increasing the number of proactive patrols would be ideal however this requires further staff resources, which are discussed elsewhere in this plan.

6.7 Our Action Plans

Objective 1: Identify and register all Declared Dogs in the municipality

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review policy on when to declare a dog.</td>
<td>Ongoing</td>
<td>Policy remains current with legislation and best practice.</td>
</tr>
<tr>
<td>Conduct targeted inspections of industrial properties for dogs housed or kept for guarding purposes.</td>
<td>Annually.</td>
<td>No. of guard dogs registered in municipality.</td>
</tr>
</tbody>
</table>

Objective 2: Effectively inspect and audit all declared dog premises annually to ensure they are following the keeping requirements.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct inspections.</td>
<td>By 30 June each year</td>
<td>Review inspection reports against registration database.</td>
</tr>
</tbody>
</table>

Objective 3: Maintain up to date and relevant policy, procedure and education programs in relation to Declared Dogs.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review policy, procedure and education programs.</td>
<td>Annually</td>
<td>Policy, procedure and education programs remain up to date with legislation.</td>
</tr>
</tbody>
</table>
7. Overpopulation and high euthanasia

7.1 Current Situation

7.2 Our current data

Council’s approach to wandering animals appears to be having a positive effect, with the number of dogs being seized by Animal Management Officers gradually decreasing from 484 in 2013/14 to 371 in 2015/16.

The rate of return to owner has also decreased slightly, from 72 per cent to 70 per cent. This is offset by an increase in re-homing rates, from 11 per cent to 18.3 per cent. This outcome has been achieved by working more closely with our pound service provider, who has introduced a range of new initiatives aimed at increasing re-homing rates. As a result, euthanasia rates for dogs have also decreased by 14.6% over the same period, from 21 per cent down to 8.8 per cent.

The number of cats impounded has remained relatively constant over the last four years, at around 500 per annum.

The percentage of cats being returned to owners also improved slightly over this period however it remains a concern at only 9.2 per cent of impoundments until further context is considered. Council records indicate that over 75 per cent of cats impounded are wild, uncontrollable or diseased. Such animals are often unable to be domesticated and socialised to a point where they can be adopted as pets. The diseases they often carry also make them a high risk for retention in pounds and shelters, given the potential to infect other animals.

Euthanasia rates for cats also decreased over the life of the 2013-16 plan, from 84 per cent in 2013 to 74 per cent in 2016. When euthanasia rates are considered together with the estimated number of wild, uncontrollable or diseased cats being impounded (75 per cent), it is suggested that the cat over-population problem in Greater Dandenong comes not from owned, domesticated cat over breeding but rather from the un-owned, wild and feral cat colonies. This suggestion is further supported by the rate of de-sexing amongst owned (registered) cats, which sits at 92 per cent.

7.3 Our current Orders, Local Laws, Council Policies and Procedures

Council does not currently have any orders in place in relation to overpopulation or euthanasia rates.

Council participates in a subsidised de-sexing scheme, in partnership with the Australian Veterinary Association (AVA).

See Sections 3.2 and 3.3 for details on Local Laws and Council policies/procedures related to investigation and enforcement.
7.4 Our current Education/Promotion Activities

- Fact sheets
- Brochures, micro-chipping, registration
- Annual publication of Pet News magazine
- Activities at local festivals, events
- Website and Facebook page
- Displays at parks and reserves
- Direct contact with stakeholders during routine patrols.

7.5 Our current Compliance Activities

- Free use of cat traps for residents
- Cat trapping programs in public areas
- Cat trapping programs for residents who are unable to do it themselves i.e. elderly/disabled
- Enforcement of Local Laws in relation to excess animals – permits issued where appropriate
- Enforcement of registration, micro-chipping and tag wearing requirements.

7.6 Summary

Current data indicates that Council’s programs are having a positive impact on reducing the number of wandering dogs being impounded. This evidence would suggest that these impounded animals are owned pets that have escaped from their property and not stray dogs subsisting without human interaction. This would appear to challenge claims of an overpopulation problem in dogs. It is considered likely that these numbers can be reduced further with additional education on responsible pet ownership.

Council records also clearly indicate that there is an overpopulation of cats and that in the main these are un-owned ‘feral’ animals that can never be domesticated. It is Council’s view that current legislation is not designed to deal with this type of problem. It is also Council’s view that there is currently little if any State Government support for addressing this problem. For example, under current legislation, Council cannot engage in trap, neuter, release programs aimed at reducing the numbers of un-owned cats in the community.

Research has shown that the size of a feral cat colony will increase relative to the food supply in the area and then remain fairly constant. Overseas research has indicated that trapping and euthanasia has little effect on the population of feral cats in an area. Food supply is the main determining factor of colony size. The consistency of the number of impounded cats over the last few years may indicate that current practices are having little effect and further research is needed at the State and National levels, to investigate alternative strategies.

In some countries, spay/neuter release programs have proven effective as cats that are unable to breed consume some of the available food and thus reduce the food supply to breeding cats. The current legislative framework does not allow for this practice in Victoria.

Increasing the number of owned cats that are de-sexed and increasing the registration rates of cats can only have a positive effect on cat overpopulation. In Greater Dandenong, 92% of registered cats and 61 per cent of dogs are currently de-sexed. As also indicated earlier in this plan, Council will expand its programs to increase registration rates. Council will also seek to
lobby State Government for more action at that level, to address cat over-population.

Council has researched mandatory de-sexing where implemented by Councils in Victoria. That research found that the available evidence is inconclusive, in respect of the impact of introducing such a control. Given the high levels of voluntary de-sexing for owned cats in this municipality (92 per cent) and the strong financial incentive provided by the registration fee structure, Council does not propose to re-consider mandatory de-sexing over the life of this plan. As indicated earlier in this plan, Council will however consider introducing a cat curfew, to reduce nuisance wandering and un-planned breeding.

As an action item in the last Plan, Council attempted to engage with animal shelters and rescue groups, with a view to improving re-homing rates for unclaimed, abandoned or surrendered animals. This had little success as very few rescue/welfare agencies came forward, however some dialogue has commenced with several breed rescue agencies currently operating in our municipality. This may lead to some surrendered dogs being placed through the rescue agencies as opposed to being impounded. It is an action item for this plan to further these discussions with a view to forming partnerships with these agencies within the legislative frameworks.

Council already has such an arrangement in place with the Australian Animal Protection Society (AAPS), which is located in Keysborough.

7.7 Our Action Plans

Objective 1: Advocate for changes to legislation and State policy, to address feral and un-owned cat populations

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>In conjunction with relevant industry bodies, develop Local Government position paper on cat overpopulation.</td>
<td>Ongoing</td>
<td>Changes to legislation and State policy.</td>
</tr>
</tbody>
</table>

Objective 2: Reduce percentage of registered dogs and cats that are currently entire and not part of a Domestic Animal Breeding Business each year.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ongoing subsidised de-sexing for pets of low/fixed income residents via agreements with AVA / MAV.</td>
<td>Ongoing</td>
<td>Number of animals de-sexed as part of the scheme.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cost to run scheme.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Changes in the longer term re proportion of de-sexed animals on pet registration database vs no. of impounded pets that are de-sexed.</td>
</tr>
<tr>
<td>Increase focus on promoting the benefits of de-sexing.</td>
<td>Ongoing</td>
<td>Literature and other educational material available.</td>
</tr>
</tbody>
</table>
**Objective 3: Identify and close down all illegally operating Domestic Animal Breeding establishments in the municipality**

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undertake education campaign to promote awareness about definition of breeding DABs, and CoP requirements for businesses; Follow up people advertising pets for sale (ie in local papers or on local noticeboards), to determine if they are a DAB and are registered with Council.</td>
<td>Annually</td>
<td>Compare number of Council registered breeding establishments before and after campaign.</td>
</tr>
<tr>
<td>In line with proposed legislation amendments, review policies and procedures in relation to new DABs</td>
<td>Ongoing</td>
<td>Policy and Procedure reflects objectives of current legislation</td>
</tr>
<tr>
<td>Audit every DAB each year for compliance, Enforce compliance with minimum requirements.</td>
<td>Annually in 4th quarter</td>
<td>Number of audits conducted and summary of outcomes (including DABs closed due to non compliance).</td>
</tr>
</tbody>
</table>

**Objective 4: Simplify procedure for registering and obtaining excess animal permits for DABs and foster carers**

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review excess animal permit procedure to account for transient populations</td>
<td>By 31 December 2018</td>
<td>Procedure meets State Government ‘Red Tape’ test</td>
</tr>
<tr>
<td>Review pet registration procedure to account for transient populations</td>
<td>TBA (State wide project)</td>
<td>Procedure meets State Government ‘Red Tape’ test</td>
</tr>
</tbody>
</table>

**Objective 5: Further develop and utilise ‘Lost and Found’ webpage to include basic responsible pet ownership messages on a scheduled basis**

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop regular articles to be posted</td>
<td>Ongoing</td>
<td>Lost and Found Webpage provides regular new information on responsible pet ownership.</td>
</tr>
<tr>
<td>Write operational policy and procedure for collecting animal details and lodging on webpage</td>
<td>By 31 March 2019</td>
<td>Contains up-to-date data. Impact on return rates.</td>
</tr>
</tbody>
</table>
8. Domestic animal businesses

8.1 Current Situation

8.2 Our current data

Council currently has five registered Domestic Animal Businesses, comprising:

- One Pet shop
- Three boarding kennels
- One shelter

8.3 Our current Orders, Local Laws, Council Policies and Procedures

Domestic Animal Businesses (DABs) are strictly regulated under the provisions of the Domestic Animals Act and Regulations, as well as specific Codes of Practice created by that legislation. The relevant Codes of Practice are enforceable under the legislation and are seen as very comprehensive and effective tools for managing such businesses.

Because of the effectiveness of the tools described above, Council does not have any Orders or Local Laws in place in relation to DABs.

Council has developed a comprehensive tool for auditing DABs, that is based on the relevant Codes. Every DAB in the municipality is audited annually, to check compliance with the Codes.

The animal shelter operating within this municipality is the Australian Animal Protection Society (AAPS). Council has a formal agreement in place with the AAPS which enables it to operate as a pound. This arrangement allows the AAPS to receive unwanted/surrendered animals and then to provide such animals with veterinary care; to rehabilitate them and to re-house them.

Proposed legislation changes in relation to what constitutes a DAB are expected to come into force later in 2017. Council’s policies and procedures will need to be reviewed at that time.

8.4 Our current Education/Promotion Activities

As part of the annual audit process, DAB operators are reminded of the Code of Practice requirements and any amendments that may have arisen in the preceding year.

DABs that sell animals are required to provide customers with a specific range of information. As part of the audit process, businesses are also checked to ensure that they are providing customers with all of that information.

8.5 Our current Compliance Activities

- Annual audits;
- Spot checks throughout the year;
- Prompt response to customer complaints (within one working day);
- Strict enforcement of Codes of Practice.
8.6 Summary

There are no registered domestic animal breeding establishments currently in the municipality. If proposed changes to the definition of a DAB are made in 2017, the number of premises that will be required to register as a DAB may increase significantly. This will increase the workload for existing staff and subsequently the existing service and staffing levels in animal management may need to be further reviewed.

8.7 Our Plans

Objective 1: Identify and register all Domestic Animal Businesses in the municipality

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify all businesses that should be registered DABs in the municipality, identify businesses selling pets / pet products / services in the municipality. Follow up to determine whether they are and should be registered with Council. Through annual doorknock process and interrogation of Council databases, identify unregistered breeding establishments.</td>
<td>Ongoing</td>
<td>Compare number of registered DABs before and after activity.</td>
</tr>
<tr>
<td>Monitor popular trading publications to ensure microchip numbers are listed with all dogs and cats for sale.</td>
<td>Ongoing</td>
<td></td>
</tr>
<tr>
<td>Review current policies and procedure to ensure compliance with legislation changes.</td>
<td>30/06/18</td>
<td></td>
</tr>
</tbody>
</table>

Objective 2: Annually inspect and audit all registered Domestic Animal Businesses. Ensure 100 per cent compliance with registration and mandatory codes of practice.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conduct annual audits. Where required, act promptly to address matters of non-compliance.</td>
<td>4th quarter each year. Action initiated within five working days of audit completion.</td>
<td>• Audit reports available for every DAB. • Levels of compliance recorded. • Enforcement activity reports e.g. Infringements issued, court prosecutions, revocation or refusals of registration.</td>
</tr>
</tbody>
</table>
Objective 3: Establish and maintain ‘information kiosks’ in relevant DABs and Veterinary practices, to provide information on responsible pet ownership.

<table>
<thead>
<tr>
<th>Activity</th>
<th>When</th>
<th>Evaluation</th>
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<tbody>
<tr>
<td>• Source range of brochures from existing suppliers Agriculture Victoria, Council materials.</td>
<td>Ongoing</td>
<td>• Kiosks available at participating DABs and Veterinary practices.</td>
</tr>
<tr>
<td>• Negotiate size and location of displays with DAB proprietors</td>
<td></td>
<td>• Stock levels of kiosks.</td>
</tr>
<tr>
<td>• Source appropriate display units.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Install displays.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Monitor displays to ensure adequate stock and relevance of material, re-stock/replace as required.</td>
<td></td>
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</tbody>
</table>

In consultation with Vets and DABs, develop an online ‘New Pet Owners Kit’

| In consultation with Vets and DABs, develop an online ‘New Pet Owners Kit’ | 31/12/18 | Customer feedback on kit. |
9. Other matters

9.1 Emergency Management Plan

The City of Greater Dandenong currently has an Animal Emergency Management Plan in place. It will be reviewed in 2019/20, when current strategic reviews and legislative changes in emergency management, being undertaken by State Government, are completed.

10. Annual review of plan and annual reporting

The City of Greater Dandenong develops both long and short term business plans. This includes annual business plans for each business unit of Council. Business plans are reported against quarterly, with these reports being presented directly to Council. Key activities and indicators are also included into Council’s Annual report.

Each year, the relevant activities set out in this plan for that particular period, will be incorporated into the Regulatory Services Department’s Annual Business Plan. Actions taken and outcomes achieved will then be reported quarterly. A fixed item in the Business plan will be annual review of this plan.

Council’s Corporate Planning and Community Engagement Officer will be responsible for ensuring that required reporting is undertaken each year. Implementation and evaluation of the Plan will be the responsibility of the Regulatory Services Department.

At the end of each business planning cycle (currently financial year) the corporate report will provide a summary on progress in achievement of the plan’s targets and objectives. That report will be provided by 31 August each year and where necessary, will also include any recommendations for amendment of the plan, as required by Section 68A (3) (a) of the Act. That report will also be used to inform Council’s Annual report.

In accordance with the legislation, a full review of the plan will be conducted every four years. The Secretary of the Department of Economic Development, Jobs, Transport and Resources will be consulted on the major review and then provided with a copy of the adopted plan.

The Secretary will also be advised and provided a copy of any other amendments to the plan which may arise from the annual review process.