



# Domestic Animal Management Plan 2017-2021



November 2017  
Manningham City Council

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## **ACRONYMS & ABBREVIATIONS**

ABS	Australian Bureau Statistics
AMO	Animal Management Officer
ATC	Associated Training Consultants
CFS	Customer Feedback System
DAB	Domestic Animal Business
DAC	Dog Activity Centre
DAMP	Domestic Animal Management Plan
DEDJTR	Department of Economic Development, Jobs, Transport and Resources
FOMDAC	Friends of Manningham Dogs & Cats
MAV	Municipal Association of Victoria
POCTA	Prevention Of Cruelty To Animals
RSPCA	Royal Society for Protection and Care of Animals
VDDR	Victorian Dangerous Dog Register

## DOMESTIC ANIMAL MANAGEMENT PLANS

### Legal requirement of Council

Section 68A of the *Domestic Animals Act 1994* (the Act) requires Council to prepare a Domestic Animal Management Plan (DAMP) every four years.

The plan must evaluate whether the animal control services provided are adequate to the Manningham community. Not only does the plan need to outline programs for the training of Animal Management Officers (AMOs) but it must also outline programs, services and strategies that it intends to pursue within Manningham to:

- promote and encourage the responsible ownership of dogs and cats
- ensure that people comply with this Act, the regulations and any related legislation
- minimise the risk of attacks by dogs on people and animals
- address any over-population and high euthanasia rates for dogs and cats
- encourage the registration and identification of dogs and cats
- minimise the potential for dogs and cats to create a nuisance
- effectively identify all declared dogs to ensure that those dogs are kept in compliance with this Act and the regulations
- provide for the review of existing orders made under this Act and local laws with a view to determining whether further orders or local laws dealing with the management of dogs and cats are desirable
- 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
- provide for the periodic evaluation of any program, service, strategy or review outlined under the Plan.

Once completed, Manningham Council reviews the Domestic Animal Management Plan annually and if appropriate amends the plan. Council must provide the Secretary with a copy of the plan and any amendments made. Council must also publish an evaluation of its implementation of the Plan in its annual report.

## INTRODUCTION

### City Profile

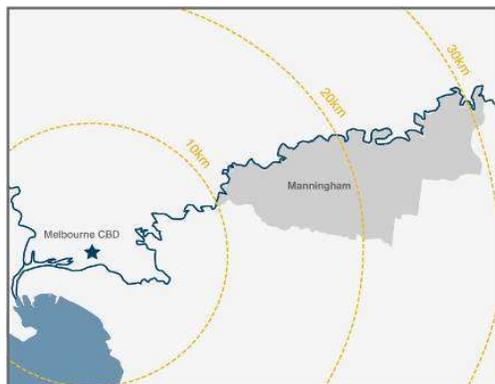
The City of Manningham is located about 12 kilometres east of central Melbourne and covers an area of approximately 114 square kilometres. (see Map 1) The municipality begins at the junction of the Yarra River and Koonung Creek in the west, which forms a natural boundary to the municipality, with the Yarra River to the north and the Koonung Creek to the south. The municipality is divided by the Mullum Mullum Creek into two distinct topographic areas. Land to the west of the Mullum Mullum Creek is highly urbanised, while land to the east is primarily semi-rural in character with vegetation contained in both public and private land and along riparian corridors. The City of Manningham recognises this diverse mix of environments and is often referred to as the municipality that encapsulates a “balance of city and country”.

Residential development is largely focused in areas west of the Mullum Mullum Creek and includes the suburbs of Bulleen, Templestowe, Doncaster, Doncaster East, Donvale and Lower Templestowe. Residential areas located to the east of the creek include Warrandyte, Park Orchards and Wonga Park. The majority of the land to the east of Mullum Mullum Creek consists of the ‘Green Wedge’.

Manningham has one of the largest networks of open space in metropolitan Melbourne covering 17% of the municipality. There are close to 100 off lead reserves for owners to exercise their dog.

The municipality contains significant areas of indigenous vegetation that support a diverse range of indigenous flora and fauna. The remnant indigenous vegetation has been identified, mapped and classified into a number of Biosites and assigned either National, State or Regional significance. A significant amount of Manningham’s biodiversity is located in the green wedge area and along the Yarra River corridor. Within the residential areas in the west of the municipality, the original vegetation was largely removed for orchards and agricultural use and is now replaced by a new tree canopy associated with maturing gardens that contributes to the character of these suburbs.

### Map 1 – Location of the City of Manningham



## Demographics

Area: City of Manningham reset

Estimated Resident Population (ERP) export reset

City of Manningham

Year (ending June 30)	Number	Change in number	Change in percent
2006	113,914	--	--
2007	114,771	+857	+0.75
2008	115,539	+768	+0.67
2009	116,372	+833	+0.72
2010	116,656	+284	+0.24
2011	116,750	+94	+0.08
2012	117,535	+785	+0.67
2013	118,509	+974	+0.83
2014	119,706	+1,197	+1.01
2015	121,166	+1,460	+1.22
2016	122,902	+1,736	+1.43

Source: Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0). Compiled and presented in profile.id by [.id](#), the population experts.

According to ABS data, the City of Manningham has 45,404 dwellings with an estimated resident population of 122,902 people.

Some other relevant key points from the 2016 ABS Census data about population diversity and people in Manningham include:

- The population of Manningham has increased 6,152 since 2011
- 39.8% of residents were born overseas (up from 36.5% in 2011)
- 42.5% of residents spoke a language other than English at home. (up from 38.8% in 2011)
- The top 5 languages spoken at home are Mandarin (10.7%), Cantonese (8.1%), Greek (6.1%), Italian (4.2%) and Persian/Dari (1.9%)
- The top 5 countries of birth other than Australia are China (9.3%), Malaysia (3.3%) Italy (2.7%) United Kingdom (2.6%) and Hong Kong (2.6%)
- The larger proportion of residents speaking Cantonese and Mandarin reflects the increasing Chinese population
- There are 56,309 males and 59,937 females in the City of Manningham
- The most common age group of residents within Manningham is 45-54 whereas in 2011 the most common group was 40-49.
- 40.9% of residents are aged 50 or over up from 36% in 2011.

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- The number of residents aged 65 or over has increased 2% since 2011.
- 75.4% of properties are owner occupied.
- Only 17.2% of properties are private rentals in Manningham as opposed to 25.8% in Greater Melbourne.
- 44.3% of properties in Manningham are fully owned, as opposed to 29% in Greater Melbourne.

### Plan Context

The level of cat and dog ownership in Australia is one of the highest in the world. In Manningham (as at 01/07/2017) there are currently 10,410 dogs and 4155 cats registered. There is now considerable evidence to show that pets increase people's sense of safety, they promote social interaction and improve an owner's health. Harnessing these benefits of animal ownership and maintaining the ability of the community to continue to responsibly own cats and dogs will be an ongoing role for Council.

This plan is designed to balance differing community expectations. In developing the Plan, input was sought from the community and identified stakeholders. This will ensure that the actions outlined are representative of the community's expectations.

The purpose of this Plan is to provide Manningham City Council with a strategic framework that delivers policy direction and action plans for animal control services for the next four years.

This will be achieved by:

- encouraging responsible ownership of dogs and cats through educative and enforcement approaches;
- ensuring that officers are adequately trained to fulfil Council's functions;
- enhancing public safety by reducing the number of dog attacks;
- providing for the welfare of domestic animals;
- ensuring Council provides animal management services in an efficient and effective manner;
- analysing historical complaint data, community and sector feedback and local knowledge to determine what are the major issues relevant to Manningham;
- decreasing the number of impounded animals and reducing the numbers of euthanased animals by encouraging owners to confine their pets to their property;
- promoting desexing and microchipping of cats and dogs to reduce unwanted animals and facilitating return of stray animals to their owners;
- registering domestic animal businesses and ensuring they are managed according to the Code of Practice;
- identifying and adequately managing declared animals; and
- registering and identifying all domestic animals.

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Most importantly the goal of this Plan is to achieve a balance between meeting the needs of pet owners and the needs of others in the community.

In May 2017, the public was requested to provide their views on the main topics of the Plan. 116 submissions have been received from the community.

The top six issues raised were:

- Better education to be provided to pet owners
- Various views on the possible introduction of a cat curfew
- Greater number of litter bins and bags to be provided in dog parks
- Banning the sale of pets from pet shops
- Provide registration incentives and/or discounts to encourage new registrations
- Increased the presence of ranger patrols in parks and reserves.

This plan was developed by Animal Management Officers (AMOs) of Manningham in consultation with key stakeholders. These AMOs have the responsibility of providing animal control services to the Manningham community.

The existence of Manningham's Community Local Law provides for the keeping and management of other animals as well as dogs and cats.

### Current Programs and Services

Council currently has the following animal management programs and services:

- maintenance of an animal register;
- response to customer service complaints relating to dog attacks, barking dogs, wandering dogs, nuisance cats etc;
- emergency response to dog attacks within 30 minutes;
- providing advice and education to residents on animal management issues;
- promoting responsible animal ownership;
- maintenance of an animal refuge facility (pound) and cat boarding facility;
- pick up and trapping of stray and unwanted dogs and cats;
- prosecution of offences under the *Domestic Animals Act 1994* and other relevant regulations/Local Laws;
- inspection of pet shops, dog trainers, boarding facilities, breeding & rearing establishments and pounds and shelters;
- inspections and declarations of restricted, dangerous and menacing dogs;
- an afterhours emergency service;

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- patrol of parks and reserves to ensure dogs are under effective control;
- provision of litter bins in popular dog parks;
- ensuring Council fulfils its legislative duties and functions;
- training and development of AMOs;
- construction and maintenance of a Dog Activity Centre;
- periodic review of Council Orders made under the Act; and
- supply of desexing and microchipping vouchers to address overpopulation and high euthanasia rates.

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### SECTION 1 – REGISTRATION AND IDENTIFICATION

Section 68A(2)(c)(v) of the Act states that Council must outline programs, services and strategies to encourage the registration and identification of dogs and cats.

#### Summary

Identifying and registering domestic animals is seen as the cornerstone of a successful animal management program.

Animal registration fees provide the majority of funding for animal management programs therefore registration is an important function of animal management.

Identification of animals is also critical in investigating dog and cat related complaints.

The statistics show that registration numbers are on the decline in Manningham.. It is vital that more is done to address the declining numbers of registered animals in Manningham. It is unknown as to why the numbers have decreased over the life of the 2013-2017 Plan, however the change of demographics and the densification of housing could be influencing factors.

This will be addressed in the action plan using a variety of different available methods and will also attempt to focus on increasing cat registration numbers.

The most common way a pet owner registers their animal within Manningham is by using the online registration form. In 2015, Council implemented an online, first time registration form where the owner could apply and pay at the same time. This method of registration is the preferred method as the majority of the data input is done by the applicant.

#### Current Situation

<b>Registration Numbers</b>	<b>2013/14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
Cats	4380	4335	4250	4155
Dogs	11205	11198	10700	10410
Total	15585	15533	14950	14565

As of 1 July 2017, Manningham has 10,410 registered dogs and 4,155 registered cats.

There has been a pattern of a reduction in registration rates over past four year period.

Cat registration decreased by 225 animals or 5%. Dog registration decreased by 1020 animals or 6.5%.

#### New animal registrations

<b>Animals Added to database</b>	<b>2013/14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
Cats	471	752	714	507
Dogs	1569	1708	1568	1465
Total	2040	2460	2282	1972

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Over the period from 1/7/2013 to 30/06/2017, a total of 8754 animals have been added to the database. That is an average of 2188 animals per year or:

- 131 dogs or per month
- 51 cats or per month

How animal was registered	2013/14	2014-15	2015-16	2016-17
Online	895	937	1004	1112
Identified through microchips database	315	452	338	73
Pet shop/Shelter notification	108	243	213	74
Impounded Animal	102	84	78	108
Other/Unknown	620	744	649	605
Total	2040	2460	2282	1972

The most common ways for Council to identify an animal is by:

- using Council's registration database;
- identifying the animal through the microchips database;
- the animal being impounded; and
- identifying the animal from a pet shop/shelter sale.

Animals deleted from database	2013/14	2014-15	2015-16	2016-17
Cats	731	754	680	823
Dogs	1897	1897	1807	1878
Total	2628	2651	2487	2701

For the four year period up to 2017 (previous DAM plan period), an average of 2617 animals has been deleted from the database due to animals passing away or owners moving out of the Municipality.

From these figures, on average, approximately 429 animals are reducing from the database each year.

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

#### Orders:

Section 173 agreements – areas where the keeping of animals is prohibited.

#### Local Laws:

Limit of 2 dogs and 2 cats permitted per property without additional approval.

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### **Council Policies & Procedures:**

The fixed reduced registration fee is currently set for the 2017/18 year at \$49.00 for dogs and \$32.00 for cats. For an animal not meeting the criteria for a reduced fee, the fee is \$147.00 for a dog and \$135.00 for a cat. The registration fee for declared dogs is \$195.00.

For new registrations, half yearly fees apply after 10 October during the second half of the registration period. Fees are half of the yearly registration fee: - Dog \$23.50, Cats \$15.50.

Renewal of registrations that are paid after 10 April are subject to a \$10 administration late fee. (This is to cover reminder notices/text message reminders and additional administration)

### **Manningham's Compliance and Law Enforcement Policy**

The objectives of this policy are that compliance and enforcement activities and arrangements:

- help achieve the objectives of legislation and the Council Plan;
- maximise compliance with legislation;
- enhance the Manningham community's capacity to understand and support Council's law enforcement role; and
- are generally accepted as appropriate by stakeholders and the Manningham community.

Council will register a restricted breed dog after conducting an assessment of each individual animal.

### **Current Activities**

Council's current educational, promotional and compliance activities, including completed actions from our previous Plan, include:

- Providing for online registration/renewal payments.
- Providing for a range of easy registration payment methods – PostBillPay, BPay, Credit card, etc.
- Promoting the benefits of registration and identification, including being able to reunite a lost animal with its owner, and other services provided.
- Using Council's website to provide information to residents on registration.
- In conjunction with local vets, providing subsidised desexing and microchipping to encourage appropriate desexing and compulsory microchipping of animals. (To supply owners with desexing and microchipping vouchers.)
- Conducting random door knocking of part of the municipality each year to check for unregistered and unidentified cats and dogs.
- Distributing registration and identification brochures, factsheets and other material to pet owners.
- Issuing registration renewal notices annually and performing follow up to non-renewals – additional letter, call owner, visit property (targeted door knocking).

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- Text messaging owners who have not renewed their registration, where a mobile phone contact number is provided.
- Accessing microchip databases and cross referencing with Council's database to determine unregistered animals and then ensure these animals are registered.
- Ensuring that information from Domestic Animal Businesses (pet shops, shelters) of sold/rehoused animals is followed up for registration.
- Patrolling public places, such as streets, reserves and parks, to check that dogs are registered and identified.
- Ensuring that registration and identification compliance is checked as part of the process of dealing with animal complaints. Often people know where the animal they are complaining about resides.
- Ensuring that all authorised officers have access to microchip scanners.
- Ensuring that all authorised officers have handheld computer/other device that can provide owner details from Council's database by entering microchip number or tag number.
- Providing Council's Waste Management Unit with microchip scanners to scan cats and dogs found at large, injured or dead, and to report to animal management staff for follow-up.
- Ensuring that pet shops, breeders, shelters and vets are provided with information on any registration and identification (e.g. microchipping) responsibilities which exist under the Act.
- Regularly updating/auditing the registration database to ensure information is current (e.g. amend data to reflect notifications of deceased animals, change of address, change of owner) to ensure owners are not distressed or annoyed by receiving unnecessary or incorrect renewal notices or not receiving a renewal notice at all.
- Ensuring all seized and impounded animals are identified as required by Council and registered to their owner prior to their release.
- Ensuring that animal owners are charged the correct State Government levy on each registration - \$2.00 for each cat registration and \$3.50 for each dog registration, and that these levies are applied after Council has determined its own fees.

## Proposed Additional Actions

### ***Objective 1.1: To increase registration numbers on Council database***

Action No.	Action
1.1.5	Produce a translated animal registration form and registration material for non-English speaking new residents
1.1.10	Develop and implement appropriate payment options including Bpayview and Enotices and other new advances in payment technology
1.1.12	Develop a new owners animal registration kit
1.1.13	Investigate the option of providing registration incentives (such as discount vouchers for local businesses) for newly registered pets

### ***Objective 1.2: To ensure all dogs and cats are identified by a Council tag and/or microchipped***

Action No.	Action
1.2.4	Set up an online facility for animal owners to request a new tag

## SECTION 2 – NUISANCE COMPLAINTS

Section 68A(2)(c)(vi) of the Act states that Council must outline programs, services and strategies to minimise the potential for dogs and cats to create a nuisance.

### Summary

The most common nuisance complaints received by Council are in relation to barking dogs, uncontained dogs and stray cats.

The majority of time spent by AMOs relates to dealing with customer complaints contained in this section. Therefore it is seen that education and compliance activities combined with future objectives and activities is critical in reducing complaints and issues raised by the community.

It is important that an emphasis is placed on reducing barking dog complaints. Barking dogs are the number one nuisance complaint in Manningham. This type of complaint is often the most difficult for an AMO to resolve and can often take up considerable time and resources.

Complaints about barking dogs require far more time for the AMO to resolve the complaint given the need to be able to substantiate a nuisance which can often lead to some frustration for the affected parties.

Officers' local knowledge, sector feedback and interaction with FOMDAC, together with an analysis of the Customer Feedback System (CFS) database have identified the complaints in the table on the following page as the ones relevant to Manningham.

It is important the action plan addresses dealing with both barking dog complaints and dog containment complaints, as these are by far the two main complaint types. Stray cats and cat trespass also have significant complaint numbers.

### Current Situation

#### Our previous data

Nature of Complaint	2013-14	2014-15	2015-16	2016/17
Barking Dogs	194	268	310	322
Dog containment	233	164	205	187
Cat trespass/stray	35	31	62	62
Dog litter	7	32	42	32
Excess Animal Permits	21	15	29	23
Cat Cage Requests	47	35	36	31
Animal Welfare	45	52	67	61

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Barking dogs are one of the main reasons for complaint from the community with 1094 complaints made between 1/7/2013 and 30/06/2017; an average of 23 complaints per month. Analysis of the CFS does not reveal any particular pattern in when complaints are reported.

Officers dealing with nuisance complaints are given regular training in relation to animal behaviour, complaint investigation and resolution, dispute settlement and customer service.

Council has been proactive in attempting to reduce nuisance complaints relating to dogs by construction of the Dog Activity Centre. The DAC provides an environment where dogs can interact with each other and get the necessary stimulation needed. This facility was opened in early 2012. The DAC features agility equipment and a smaller fenced area for dog training. The facility also includes a building where dog owners can meet and is leased by FOMDAC.

An action from the last DAMP was to investigate the need for a cat curfew in the Green Wedge area of Manningham. Currently the management of domestic cats is undertaken through education, although it is acknowledged that this could be improved. There has been continued feedback from sections of the Manningham community to consider the implementation of a cat curfew. These requests have mainly been motivated for environmental reasons, specifically in relation to supporting protection of native wildlife.

### **Our current Orders, Local Laws, Council Policies and Procedures**

#### **Orders:**

In line with its statutory powers under section 26 of the Act, any dog present in any public place must be restrained by means of chain, cord or leash except that:

- the presence of any dog or cat listed in schedule 1 is prohibited; and
- any dog present in any reserve listed in schedule 2 may be unrestrained provided they are under effective control.

Section 173 – animals not permitted on private property in certain specified areas.

#### **Local Laws:**

A person in charge of a dog on a road or public place must:

- carry a suitable device for the collection of any excrement from that dog;
- produce that device on demand; and
- collect and dispose of in a proper manner any excrement from that dog so as not to cause a nuisance to any other person

Except with a permit, a person must not keep or allow to be kept more than two dogs over the age of six months or more than two cats over the age of 3 months. Notwithstanding this, a person may keep 1 extra dog where according to Council records, that dog or cat is 10 years old or more.

The occupier of land on which a dog is kept must have adequate measures in place to ensure that a dog can be restrained on the land.

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A person must not keep an animal on land in such a manner which:

- causes a nuisance
- is liable to be injurious or prejudicial to health; or
- is offensive to any person.

### **Council Policies and Procedures**

Compliance and Law Enforcement Policy

### **Current Activities**

Council's current educational, promotional and compliance activities including completed actions from Manningham's previous Plan include:

- Providing information on Council's website, in Council's newsletter, in Council's phone 'on-hold' message, the local paper and other relevant media about types of nuisance, relevant Local Laws and Orders, how to report nuisance and how to record ongoing nuisance (e.g. barking dog diary, cat trespass) to support complaint.
- Providing advice, education and assistance one on one with animal owners.
- Advising residents of fireworks displays/events approved in their local area to reduce animal fear and escape and in some cases not allow fireworks to be discharged.
- Distributing relevant brochures, factsheets and other material regarding nuisance issues.
- Providing information to vets, pet shops, breeders, shelters, etc, to display and/or hand out about nuisance issues.
- Recording all nuisance complaints on a database to track resolutions, repeat offenders and record complaints as a memo against the animal registration record.
- Investigating nuisance complaints effectively.
- Ensuring that nuisance investigation timeframes are as short as possible to reduce a complainant's frustration.
- Reviewing Orders, Local Laws, Council policies and procedures relating to nuisance. For example the Koonung Creek Linear Park was changed from an off lead reserve to an on lead reserve on the commuter section of the trail via a Council Order.
- Ensuring that notices to comply, notices of objection, infringements, and prosecutions are in line with Council policy, procedures and guidelines. (Manningham's Compliance and Law Enforcement Policy)
- Promoting select-a-pet information to prospective pet owners so they are best suited to the animal they choose.
- Encouraging desexing of pets to reduce wandering.

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- Actively encouraging cat owners to confine their cats to the property to enhance animal welfare and reduce the incidence of nuisance.
- Providing cat cages to local residents for trapping cats trespassing on their property in order to reduce the impact of stray/unowned cats and advising residents about requirements in relation to trapping of stray cats.
- The management of a suitable area for dog socialisation and associated agility activities. (Aranga Reserve – DAC.)
- Clearly identifying those public places that are off-lead areas, areas in which dogs are required to be effectively controlled/on-lead, and areas in which dogs are prohibited at all times/certain times – by signage, Manningham’s off lead brochure etc.
- Patrolling public places to check for dogs or cats at large or in prohibited public areas.
- Increasing patrols during holiday periods and during daylight savings times.
- Enforcing the Order associated with restraint of dogs in public places.
- Continuing to implement a rigorous assessment for excess animal permits to reduce the possibility of nuisance complaints.
- Continuing to review designated off-lead dog exercise areas in conjunction with reserve management plan reviews.
- Investigating nuisance cat complaints to mitigate ongoing complaints.
- Constantly reviewing current processes regarding neighbourhood complaints about nuisance barking.
- Providing training for relevant officers as required.
- Providing information on the causes of excessive barking, including: separation anxiety, boredom, external stimuli, territorialism, communication with other dogs etc.
- Encouraging owners of barking dogs to seek advice from Council/professional dog trainer/animal behaviourist on how to reduce their dog’s barking.
- Encouraging any complainant to contact the owner of a barking dog and advise them of their concerns as a first step to resolving issue, prior to commencing investigation process.
- Advising dog owners of the legal requirements relating to cleaning up dog litter, by distributing education material (see ‘All nuisance’ section for methods) and providing the owner/person in charge of dog in parks and other public places with information and dog ‘pooch pouches’ during patrols.
- Providing signage regarding the requirement for owner/person in charge to pick up / clean up the dog’s litter.

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- Continuing to enforce the Local Law regarding the compulsory collection and disposal of dog litter by owner/person in charge of the dog, including the need to carry a suitable device for collection.
- Providing signage in parks/reserves outlining the need to clean up dog litter.
- Maintaining the current network of litter bins to facilitate the removal of dog litter from public places.
- Working with FOMDAC and other groups in order to improve animal welfare and the benefits of animal ownership.
- Providing details of local vets in brochures.
- Continuing to prosecute residents using illegal style animal traps.
- Continuing to prosecute prohibited procedures such as tail docking and debarking
- Continuing to facilitate the authorisation of officers under the Prevention of Cruelty to Animals Act 1986 (POCTAAct)
- Implementing and enforcing provisions under the POCTA Act, Regulations and Codes of Practice
- Liaising with relevant agencies such as RSPCA in relation to prevention of cruelty issues and seeking assistance from RSPCA and other authorised POCTA Act officers in implementing and enforcing the POCTA Act, Regulations and Codes of Practice

### Proposed Additional Actions

#### ***Objective 2.1: To resolve barking dog complaints in a timely and efficient manner***

Action No.	Action
2.1.2	Develop a page on Councils' website that explains to residents what constitutes a barking dog complaint and allows them to make their complaint online if their situation meets the criteria of the complaint
2.1.5	Produce translated material for non-English speaking residents relating to barking dog issues

***Objective 2.2: Reduce the incidence of wandering dogs and stray cats***

Action No.	Action
2.2.8	Increased and targeted education in a range of media forms regarding the responsible ownership of domestic cats to reduce the environmental and nuisance impacts associated with stray cats
2.2.13	Increase awareness of Section 23 of the Domestic Animal Act to residents who have concerns with wandering cats on private property

***Objective 2.3: Promote responsible dog ownership in public places***

Action No.	Action
2.3.8	Review the current number and placement of litter bins in popular reserves
2.3.9	Targeted review of the existing dog off lead areas including the Warrandyte River Walk and investigate the need for further enclosed off lead areas within certain parks
2.3.10	Investigate the need for compulsory and/or subsidised dog training
2.3.11	Investigate the need for a second Dog Activity Centre within Manningham

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### SECTION 3 – DOG ATTACKS

Section 68A(2)(c)(iii) of the Act states that Council must outline programs, services and strategies to minimise the risk of attacks by dogs on people and animals.

#### Summary

A critical role for Council is to minimise the number of dog attacks in the community due to the potential damage that can occur in the event of an attack.

It is important that Council raises awareness in the community on how to reduce the risk of a dog attack.

The identification of animals including declared dogs is important, as well as ensuring that dogs are contained to their property at all times, given that most dog attacks occur in the direct vicinity of the property or on the premises where the dog resides.

#### Current Situation

##### Current data

Complaint type	2013/14	2014/15	2015/16	2016/17
Dog Attack - Animal Serious injury	28	40	24	20
Dog Attack – Animal Non serious injury <sup>1</sup>	32	32	28	18
Dog Attack – Person Serious	10	9	10	13
Dog Attack – Person Non Serious injury	21	29	22	24
Total	91	110	84	75

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

##### Council Orders:

None applicable.

##### Local Laws:

A person must not release a dog so as to enable that dog to:

- attack a person or animal; or
- endanger a person or animal.

<sup>1</sup> Non serious injury is one that does not fit into the category of a serious injury and may include a rush.

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The occupier of land on which a dog is kept must have adequate measures in place to ensure that the dog can be restrained on the land.

### **Council Policies and Procedures:**

Compliance and Law Enforcement Policy

### **Current Activities:**

Our current educational, promotional and compliance activities, including completed actions from Manningham's previous Plan, include:

- Raising awareness of the risk of dog attacks in the home, in the street and in parks and how to reduce these risks through:
  - distribution of brochures, factsheets and other material regarding dog attacks;
  - information with registration renewals;
  - new resident packs; and
  - pet care/pet expo days/festivals.
- Promoting effective confinement and control of dogs.
- Promoting desexing of dogs to reduce aggressive tendencies and wandering at large.
- Providing information to assist in selecting an appropriate breed of dog.
- Promoting early socialisation of dogs with other animals and humans.
- Promoting regular exercise of dogs.
- Promoting environmental enrichment for dogs at home.
- Responding to dog attack reports within 30 minutes, as the top priority for AMOs.
- Responding to dog wandering complaints.
- Providing an afterhours number to report dog attacks.
- Impounding dogs that are not confined to the premises.
- Conducting regular patrols at locations where there is a high incidence of dog attacks and conducting patrols during periods of the day when there is a high incidence of attacks.
- Conducting regular patrols to make sure dogs are confined to their premises.
- Prosecuting owners for breaches of the Act.
- Publicising results of some prosecutions in order to increase compliance.
- Ensuring any Magistrate's Orders to confine dogs are being adhered to by unannounced inspections.
- Ensuring all reported dog attacks are recorded and investigated to meet all points of proof provided in the Act.

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- Seizing dogs and prosecuting owners in accordance with Council's Compliance & Law Enforcement Policy.
- Enforcing on-lead requirements – if not in an off-lead area, dogs must be on lead.
- Ensuring that unclaimed dogs at the pound are temperament tested to determine whether they are suitable for rehousing.
- Partnering with Australia Post, Neighbourhood Watch, meter readers, and similar parties to identify potential risk situations including where dogs may escape confinement and attack, all dog attacks, rushes, wandering animals. Providing a hotline number and standard reporting form for these people to notify Council
- Where necessary, taking DNA samples from dogs that have been involved in attacks.

### Proposed Additional Actions

#### Objective 3.2: Educate the community to report dog attacks when they occur

Action No.	Action
3.2.1	Develop a web page that outlines the process and possible outcome of a dog that is involved in an attack

## **SECTION 4 – DECLARED DOGS**

Section 68A(2)(c)(vii) of the Act states that Council must outline programs, services and strategies 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.

### **Summary**

In Manningham, as at 1 July 2017, there are currently 13 declared dogs. It is important that these properties are inspected regularly to ensure that the requirements for keeping a declared dog are being met. These dogs have potential to cause great harm therefore it is important from a community safety perspective that these animals are kept in accordance with the Act and regulations.

### **Current Situation**

<b>Restricted Breed</b>	<b>Dangerous Dog</b>	<b>Menacing Dog</b>
1	3	9

### **Our current data**

- All dogs that have been declared menacing, restricted or dangerous are inspected on a biannual basis. The inspections are to ensure that the animal is being housed in accordance with the legislative requirements under the Act and regulations.
- All declared dogs are registered on the Victorian Declared Dog Registry (VDDR).

### **Our current Orders, Local Laws, Council Policies and Procedures**

#### **Orders & Local Laws:**

None applicable.

#### **Council Policies and Procedures:**

Breed standard for identifying a restricted breed dog

Compliance and Law Enforcement Policy

#### **Current Activities:**

Council's current educational, promotional and compliance activities, including completed actions from Manningham's previous Plan, include:

- Providing residents with information on the types of declared dogs and how they are to be identified and kept in compliance with the Act and Regulations, including prescribed collars, signage at premises, housing requirements, muzzling, etc, and how to report menacing dogs and dog bites.

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- Ensuring that all owners of declared dogs are aware of their obligations under the Act regarding identification and keeping these dogs, by providing them with relevant sections of the Act, brochures and factsheets.
- Ensuring that all declared dogs are accurately registered on the VDDR and that details regarding change of owner/change of address/death of dog are updated as soon as possible. Link is [www.ddvic.registry-service.com](http://www.ddvic.registry-service.com)
- Ensuring that declared dog registration information on the VDDR and Council's registration database is the same.
- Performing annual inspections of all properties with declared dogs to ensure compliance with the Act and regulations.
- Following up any non-compliance issues until an owner complies.
- Responding to complaints regarding menacing dogs/dangerous dogs within 30 minutes.
- Reviewing Council policies and procedures for non-compliance – warnings, infringements, notices and prosecutions.
- Examining registrations on Council database to identify and follow-up on suspected (non-declared) restricted breed dogs such as Mastiffs and other Staffordshire Cross breeds.
- Recording all information of inspections/letters/photos etc against the dog's registration record on Council's database.
- Ensuring that problem dogs are declared where necessary to minimise the risk of future occurrences.
- Providing prospective new dog owners with information about selection of suitable breeds of dogs.

### Proposed Additional Actions

#### **Objective 4.1: Identify and register all Declared Dogs in Manningham**

Action No.	Action
4.1.3	Develop education kit for owners of declared dogs

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### SECTION 5 – OVERPOPULATION AND HIGH EUTHANASIA

Section 68A(2)(c)(iv) of the Act states that Council must outline programs, services and strategies to address any over-population and high euthanasia rates for dogs and cats.

#### Summary

Manningham City Council runs its own animal pound facility.

Although there does not seem to be a significant problem with overpopulation and high euthanasia rates of dogs in Manningham, there was an issue with 41% of cats that were impounded being euthanased during the 2009-2013 Plan.

Over the past 12 months (July 2016- June 2017) this figure has dropped to only 18% with only 26 cats euthanased out of 145 impounded.

The objectives and programs in place will address the overpopulation in cats and look at ways to reduce the unowned cat population, by educating owners to take full responsibility of the animal or by trapping and removing non desexed cats so that they cannot further populate.

With the percentage of desexed pets decreasing, there also need to be plans in place to encourage more desexing of pets.

Manningham has a very low incidence of euthanasia in dogs, with only 3% of dogs impounded euthanased each year. Approximately 87% of dogs that are impounded are returned to the owner, while 10% are rehoused. Council has an agreement with the Blue Cross animal shelter to re-home unclaimed animals that are suitable.

Council will however continue to look at ways of reducing the number of cats that enter its pound. The proposed introduction of compulsory desexing of cats prior to first time registration may assist in this.

#### Current Situation

Impounded Dogs	2013/14	2014/15	2015/16	2016/17
Released to owner	324	322	246	275
Rehoused	30	27	27	27
Euthanased	8	15	10	5
Total impounded	365	372	284	311

Impounded Cats	2013/14	2014/15	2015/16	2016/17
Released to owner	15	19	19	26
Rehoused	68	72	97	85
Euthanased	34	15	18	26
Total impounded	121	114	136	145

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Over the past four years

- 3% of dogs impounded by Manningham were euthanased.
- 18% of cats impounded were euthanased.
- There is not a significant problem of high euthanasia in Manningham, with the rate of euthanasia in cats dropping significantly over the life of the previous plan.
- Manningham maintains an animal refuge facility, along with a cat boarding facility located on the corner of Blackburn and Warrandyte Road, East Doncaster. This provides for a convenient, cost effective service to the community and enhances compliance and animal welfare.

Current data on the desexing rates of active animals as at 1 July 2017 is:

Cats: 4361/4638 – 94%

Dogs: 8777/11449 77%

Under section 10A of the Act, it is proposed to implement compulsory desexing of cats prior to first time registration in the early stages of this Plan with a view to investigate the need of compulsory desexing of dogs.

### **Our current Orders, Local Laws, Council Policies and Procedures**

#### **Orders:**

None applicable.

#### **Local Laws:**

None applicable

#### **Council Policies and Procedures:**

Agreement of rehousing with Blue Cross

At large fine to be issued for all released pets

All animals to leave Pound registered

#### **Current Activities:**

Council's current educational, Promotional and compliance activities, including completed actions from Manningham's previous Plan, include:

- Promoting the benefits of desexing – no surprise litters, fewer unwanted animals in the community, fewer animals euthanased, reduced aggression, reduced wandering.
- Maintaining and running of Council's pound and boarding facility.
- Distribution of desexing, overpopulation and high euthanasia rate brochures, fact sheets and other material as required.

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- Continued registration and microchipping programs to ensure pet cats and dogs can be returned to their owners to reduce euthanasia rates.
- Promoting appropriate pet selection to avoid animals being surrendered.
- Promoting confinement of animal to owner's premises to prevent straying and possible euthanasia, if not registered.
- Enabling owners of lost animals to provide details on Council webpage. (i.e. online lost and found register)
- Providing information on locating a lost pet on Council website, and other material distributed by Council such as letter that is sent when owner reports animal lost.
- Investigating reports of animal hoarding.
- Investigating reports of unauthorised 'backyard breeders' to ascertain whether they should be registered as a domestic animal business.
- Providing cat cages to local residents for trapping cats trespassing on their property.
- Purchasing additional cat cages as required for trapping.

### Proposed Additional Actions

#### **Objective 5.1: Reduce the incidence of euthanasia rates of impounded animals**

Action No.	Action
5.1.2	Develop a social media portal, lost and found page, to assist in owners and their pets being quickly reunited
5.1.4	Set up an incentive package to assist owners who have a stray cat to take full ownership – desex, chip and register
5.1.7	Increase partnerships with other rescue organisations
5.1.8	Advertise Pound animals on a Council adoption website

#### **Objective 5.2: Increase percentage of desexed animals on Council's database**

Action No.	Actions
5.2.3	Introduce compulsory desexing to all newly registered cats
5.2.4	Investigate the need for compulsory desexing of newly registered dogs.

Action No.	Actions
5.2.5	Better publicise desexing vouchers to pet owners

***Objective 5.3: Promote the benefits of desexing in pets***

Action No.	Action
5.3.1	Provide information on Council webpage, social media or links to this information
5.3.2	Provide the cost information on desexing vouchers on the Internet

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### **SECTION 6 – DOMESTIC ANIMAL BUSINESSES**

Section 68A(2)(c)(ii) of the Act states that Council must outline programs, services and strategies which the Council intends to pursue in its municipal district to ensure that people comply with this Act, the regulations and any related legislation

#### **Summary**

As at July 1 2017, Manningham has 15 domestic animal business (DAB) registrations. Council will continue to be vigilant in ensuring that this type of business is closely audited. Currently, Manningham does not have any registered breeders.

Manningham Council also runs its own pound and cattery and is also registered as a DAB. The facility provides significant benefits in relation to animal welfare, convenience, costs to the community and compliance in relation to animal ownership.

#### **Current Situation**

Our current data as at 1 July 2017:

<b>Pet Shops</b>	<b>Boarding establishments</b>	<b>Training establishments</b>	<b>Pound/Shelters</b>	<b>Breeding Establishments</b>
2	9	2	2	0

- Some of these businesses carry out more than one function however are listed on the basis of their primary function. (e.g. Homestead kennels are also a training establishment)
- Council receives minimal complaints each year relating to issues with DABs.
- The most common complaint relates to the numbers of puppies being kept in an individual pen at pet shops.
- Council audits all businesses at least once a year and there have not been any significant issues with compliance.
- The current renewal fee for the 2017/18 year for DABs is \$250.00

#### **Our current Orders, Local Laws, Council Policies and Procedures**

##### **Orders:**

None applicable.

##### **Local Laws:**

None applicable.

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### **Council Policies & Procedures:**

Agreement with North Warrandyte Vet for Council DAB

Compliance and Law Enforcement Policy

Audit inspection/checklist for inspections of DAB

### **Our Current Activities:**

Council's current educational, promotional and compliance activities, including completed actions from Manningham's previous Plan, include:

- Providing relevant mandatory Code of Practice to proprietors/staff of existing and proposed domestic animal businesses.
- Ensuring that all relevant DABs are advised and involved in any review of the mandatory Code of Practice for their type of business.
- Registering all identified domestic animal businesses within the municipality, including:
  - Breeding and rearing establishments
  - Pet shops
  - Shelters and pounds
  - Boarding establishments
  - Dog training establishments
- Annual inspection of DABs to ensure compliance with the Code.
- Following up DAB non-compliance issues with information on required actions and timeframe for resolution, further inspections and prosecutions, where necessary.
- Establishing procedures for DAB to notify Council of any animals sold or given away, as required under S13 of the Act
- Establishing a consistent DAB registration numbering system for Manningham. These numbers have to be placed in advertisements by DABs of animals for sale, along with the name of the Council that issued the number.
- Continued training in animal shelter management for cattery and pound staff.
- Creation of a DAB database so that renewal process is automated and a registry of complaints and inspections is kept electronically

**Proposed Additional Actions**

***Objective 6.1: Ensure all DABs operating in Manningham are identified, registered and complying with Code of Practice***

Action No.	Action
6.1.9	Provide a list of all registered and compliant domestic animal businesses on Council's website

## **SECTION 7 – TRAINING OF AUTHORISED OFFICERS**

Section 68A(2)(b) of the Act states that Council must outline programs, services and strategies to encourage the training and retention of authorised officers in the workplace.

### **Summary**

Manningham recognises that people are its greatest assets and that improved performance and customer service will only occur with intensive training and development of staff. Council is committed to providing an ongoing development program so that staff can develop to their full potential.

It is critical that all staff involved in animal management have the knowledge and skills necessary to carry out their work and have the necessary authorisations and delegations.

Council currently employs two full time AMOs. Other Local Law officers assist the AMO team when required.

All new staff are inducted with general information about the organisation's activities and culture. AMOs are also inducted with specific information relevant to their role and work with their supervisor to identify specific skill training needs in an individual development plan. Performance management and development planning is a continuing process and includes informal discussions through the year between AMOs and management about performance and development, within an annual appraisal reviewing performance over the year. This process also includes developing a specific training plan to achieve objectives of the Act.

### **Current Situation**

The current training programs include:

- Certificate IV in Animal Control and Regulation;
- Certificate IV in Animal Welfare;
- Certificate IV in Statutory Compliance;
- Statement & Interview taking;
- Animal Handling Training in both Dogs/Cats and Larger Animals;
- Microchip Implanting Training
- Customer Service Training including Dealing with Difficult People;
- Personal Safety Training - OHS;
- Diploma of Justice;
- Courses in relation to Statement Taking, Report Writing, Prosecution from Macquarie Lawyers;
- Associated Training Consultants (ATC) Training;
- Certificate III and Certificate IV in Animal Technology;
- Animal Management Conference; and
- DEDJTR and MAV Training and Information Days.

### **Council Policies:**

- Staff Induction Policy;
- Staff Performance & Development Process;

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- Staff Training Policy;
- Staff Reward & Recognition Program Policy;
- Equal Opportunity Policy;
- Occupational Health & Safety Policy; and
- Statement of Authorisation and Delegation

### SECTION 8 – OTHER MATTERS

Section 68A(2)(e) of the Act states that Council must 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.

#### Summary

While Manningham Council is situated only 12 kilometres from the city centre, the eastern half of the municipality has a considerable section of Melbourne's Green Wedge. The eastern half of the municipality contains significant areas of indigenous vegetation that supports a diverse range of indigenous flora and fauna and therefore the effects of domestic pets are an important consideration.

This area to the east of the municipality also is considered one of the most bushfire prone areas in the world. Suburbs such as Warrandyte and Wonga Park both face a significant threat from fires each summer. Animals play a significant role in the lives of Manningham residents. Furthermore, recent disasters in Australia and overseas have highlighted that bonds between people and animals strongly influence decision making in times of crisis. The lack of adequate planning for the management of animals and their welfare in emergencies can result in poor, last minute decisions with dangerous or fatal consequences for animals and their owners.

#### Environmental Issues

Australia's native flora and fauna is recognised worldwide for its uniqueness and value from an ecological, social and economic perspective. The general practice of registration, desexing and containment has done much to limit the impact of dogs on native wildlife however reserves with environmental significance must continue to be protected from roaming dogs and cats.

The impact of cats on native wildlife is well documented, with research showing that domestic cats prey on native birds, native mammals, reptiles and amphibians. The domestic cat population in Victoria and New South Wales alone kills almost 60 million native animals a year. Contrary to popular belief, even well cared for, well fed cats will instinctually hunt at all hours of the day and night. Over half of the wildlife killed by cats each year is actually from owned and semi owned cats, not just feral cats. Continued community education is the key to reducing the impact of dogs and cats on native flora and fauna. The proposed additional action regarding targeted education to cat owners regarding responsible pet ownership and the management of stray cats will assist in reducing the impact of cats on the environment.

It is also well known that some dogs harass, chase, injure and even kill wildlife when allowed to roam unleashed through areas inhabited by native wildlife. Dogs that are contained within owner's properties and that are leashed when being walked in areas where native wildlife exists pose a far lesser threat.

#### Emergency Management

Victoria is faced with many different types of emergencies and threats every year. These can range from adverse seasonal conditions causing drought and flood, to natural disasters such as fire.

Emergencies can happen at any time. Accidents and unexpected illnesses can suddenly require residents to be away from home for many days. Pet owners cannot expect the police, hospital staff or animal welfare agencies to make emergency arrangements for their pets.

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In the event of an emergency, people and their pets may have to leave their property at very short notice. In some cases it may be someone else collecting the pet on behalf of its owner. A pet emergency kit will ensure that everything a pet needs is easily identified and can be transported with the pet to its temporary accommodation.

With Victoria being one of the most fire prone areas in the world, all households are responsible for developing their own bushfire survival plan. As pets are reliant on owners for their safety in an emergency, it is essential that any survival plan includes pets and other animals on the property. A survival plan must be developed, discussed and practiced before the fire season.

Evidence from previous emergencies demonstrates the bond between people and animals strongly influences decision making in times of crisis to the point where an owner may put themselves in danger for their animal. This realisation has prompted a greater level of planning for the needs of animals during an emergency by animal owners, agencies and Local Government. Animal owners and carers have the ultimate duty of care to plan and provide for the needs of animals in their charge, however if they cannot provide welfare during an emergency then council and other agencies can assist (within their resource capability).

The Eastern Region Councils Emergency Animal Welfare Plan includes emergency animal welfare arrangements. Part One of the Plan details the relationships and arrangements between external agencies, organisations and Councils in preparedness, response and recovery from emergencies with an animal welfare impact. Part Two of the Plan details standard operating guidelines and templates to enable council animal management staff to understand their roles and responsibilities when they are assisting members of the community to manage their companion animals and livestock during an emergency.

### **Current Situation**

Our current data:

- In 2015, an eastern regional emergency animal management plan was developed.
- Each year, a trial of animal management during a mock emergency is conducted as part of Council's Emergency Management Plan. These trials are performed to see if Councils emergency plans are suitable should a real life emergency take place.
- There is support in parts of the community for the introduction of increased action regarding the management of stray cats and their impact on the environment.

### **Our current Orders, Local Laws, Council Policies and Procedures**

#### **Orders & Local Laws:**

None applicable.

#### **Council Policies and Procedures:**

The Municipal Emergency Management Plan of which the Animal Welfare Plan is a sub plan. The aim of the plan is to provide more effective relief to all animals in the event of an emergency. The introduction of a regional animal emergency management plan has also assisted with this aim.

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### Current Activities:

Council's current educational, promotional and compliance activities, including completed actions from Manningham's previous Plan, include:

- Promoting Council's inclusion of pets and animals from domestic animal businesses in the Municipal Emergency Management Plan.
- Providing advice/brochures/media releases on what to consider for pets in an emergency – including their needs as part of emergency planning, e.g. food, water, bowls, bedding, cage, medication, registration and microchipping to help reunite pets with their owners after emergencies, external identification – e.g. collar with registration tag.

### Proposed Additional Actions

#### ***Objective 1: To have plans/contingencies in place in the event of an emergency***

Activity	
8.1.3	Investigate using other pound/shelters/kennels/catteries during an emergency event

## **SECTION 9 - REVIEW OF PLAN AND ANNUAL REPORTING**

Section 68A(3) of the Act states that Council must:

- (1) review its Domestic Animal Management Plan annually and, if appropriate, amend the plan
- (2) provide the Department of Primary Industries' Secretary with a copy of the Plan and any amendments to the Plan
- (3) publish an evaluation of its implementation of the Plan in its annual report.

**SECTION 10 – DAMP Action Plan**

**1. REGISTRATION AND IDENTIFICATION**

**Objective 1.1: To increase registration numbers on Council database**

Action No.	Action	Responsible Officer	When	Evaluation
1.1.1	Send out renewal notices and ensure these are followed up via reminders, text messages, door knocks	HLL admin	Annually – March to August	Completed by September each year
1.1.2	Register and tag all impounded animals prior to them leaving the pound	AMOs	Ongoing	Registration tag provided and details added to database
1.1.3	Access microchips database and cross reference with Council’s database to determine unregistered animals	HLL admin	Ongoing	Unregistered animals added to database and invoices issued
1.1.4	Check all pet shop/shelter notifications of sales and cross reference with Councils database to determine unregistered animals	HLL admin	Ongoing	Unregistered animals added to database and invoices issued
1.1.5	Produce a translated animal registration form and registration material for non-English speaking new residents	AMOs	July 2018	Translated form produced for most popular languages
1.1.6	Promote registration and identification via body corporate and owner corporations	AMOs	Ongoing	Body corporate and owners corporations contacted with required information

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Action No.	Action	Responsible Officer	When	Evaluation
1.1.7	Promote registration and identification to new property owners via new owner information kit that includes useful information such as Facebook page link etc	AMOs, Communications	Ongoing	Information distributed to new residents
1.1.8	Utilise Council's Variable Message Boards and A frame signs to promote animal registration	AMOs	Ongoing	VMB trailer and A frames displayed
1.1.9	Random target sections of the municipality to identify unregistered animals	AMOs	Ongoing	Information on registration sent to those properties
1.1.10	Develop and implement appropriate payment options including Bpayview and Enotices and other new advances in payment technology	AMOs	July 2018	New technology added as payment options to invoices and renewal forms
1.1.11	Use social media to promote registration and identification	AMOs	Ongoing	Information provided on social media
1.1.12	Develop a new owners animal registration kit	AMOs	July 2018	Kit developed
1.1.13	Investigate the option of providing registration incentives (such as discount vouchers for local businesses) for newly registered pets	AMOs	July 2019	Investigation completed

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### *Objective 1.2: To ensure all dogs and cats are identified by a Council tag and/or microchipped*

Action No.	Action	Responsible Officer	When	Evaluation
1.2.1	Ensure all animals are microchipped, registered and have a current Council tag	AMOs	Ongoing	Provide tag to all newly registered animals
1.2.2	Educate the benefits and requirements of wearing of pet tag in a public place and consider enforcement when required	AMOs	Ongoing	Education provided
1.2.3	Continue to supply microchip vouchers to pet owner.	AMOs	Ongoing	Microchip vouchers supplied where required
1.2.4	Set up an online facility for animal owners to request a new tag	AMOs	July 2018	Online facility set up
1.2.5	Alert pet owners from time to time that replacement registration tags are available if needed	AMOs	As required	Information supplied to pet owners
1.2.6	Ensure all advertisements for dogs and cats for sale (e.g. local paper, gumtree, online sales) contain the microchip number of the animal being sold.	AMOs	Ongoing	Increase in registration rates and decrease in prosecutions of this.
1.2.7	Undertake an internal review of pet registration tags and opportunities for different options	AMO's	December 2020	Review completed

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### *Objective 1.3: To increase accuracy of information in relation to pets on Council's database*

Action No.	Action	Responsible Officer	When	Evaluation
1.3.1	Cross reference data from pet shop sales, microchip database etc to ensure data is accurate	AMOs	Ongoing	Higher accuracy of information on database
1.3.2	Check animal owner details against rate owner details to ensure accuracy	AMOs, Customer Service	Ongoing	Higher accuracy of information on database
1.3.3	Conduct doorknock of non-renewed animals to determine if animal still resides at address.	AMOs	Annually	Higher accuracy of information on database

## 2. Nuisance Complaints

*Objective 2.1: To resolve barking dog complaints in a timely and efficient manner*

Action No.	Action	Responsible Officer	When	Evaluation
2.1.1	Develop and implement an improved process for dealing with barking dog complaints	Senior Local Laws Officer	Ongoing	Benchmark with Eastern Region Councils
2.1.2	Develop a page on Councils' website that explains to residents what constitutes a barking dog complaint and allows them to make their complaint online if their situation meets the criteria of the complaint	Senior Local Laws Officer	July 2018	Increase compliance –web information available
2.1.3	Investigate advances in technology to assist in reducing barking dog complaints	AMOs	Ongoing	Identification of any new product to assist in resolving barking dog complaints
2.1.4	Report outcomes of certain incidents, where appropriate, to raise awareness in the community of how a successful outcome has occurred with a barking dog complaint	Co-Coordinator Local Laws	Ongoing	Increase in number of outcomes reported
2.1.5	Produce translated material for non-English speaking residents relating to barking dog issues	AMOs	July 2019	Translated material produced

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### *Objective 2.2: Reduce the incidence of wandering dogs and stray cats*

Action No.	Action	Responsible Officer	When	Evaluation
2.2.1	Patrol and enforce for wandering dogs and impound where necessary	AMOs	Ongoing	Number of impounded animals and dog at large tickets issued
2.2.2	Provide information about cat enclosures and/or cat nuisance issues to cat owners where required	AMOs	Where required	Information disseminated
2.2.3	Promote local DAB boarding facilities for residents when going on holidays	AMOs	Ongoing	Reduction in complaints
2.2.4	Identify properties that exceed the limit of animals allowed and ensure these properties obtain the appropriate permit	AMOs	Ongoing	Increase compliance
2.2.5	Patrol and identify properties where containment may be an issue	AMOs	Ongoing	Increased compliance
2.2.6	Promote the importance of training, socialising and desexing (where appropriate) at an early age	AMOs	Ongoing	Increased compliance
2.2.7	Promote desexing of dogs to reduce aggressive tendencies and wandering at large	AMOs	Ongoing	Increased percentage of desexed dogs on database
2.2.8	Increased and targeted education in a range of media forms regarding the responsible ownership of domestic cats to reduce the environmental and nuisance impacts associated with stray cats	AMOs, Communications	Dec 2018	Information supplied to pet owners and provided on the Council Website

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Action No.	Action	Responsible Officer	When	Evaluation
2.2.9	Encourage cat owners in all parts of the Municipality to keep their animals confined during the day and night to reduce risk of injury.	AMOs	Ongoing	Reduction in cat complaints and 'owned' cat impounds
2.2.10	Implement nuisance abatement activities outlined in the 'Who's for Cats?' program –promote the campaign to ensure that people who are feeding cats but not taking the full ownership responsibility realise that the cat could be a nuisance to the rest of the community – assist semi owners in taking full ownership of cats	AMOs	Ongoing	Increase in animal registration numbers for cats
2.2.11	Where required, conduct Council cat trapping programs in identified areas and from complaints	AMOs	Ongoing	Reduction in stray cat complaints
2.2.12	Council to provide cat traps to residents to assist in the impounding of stray/feral cats and to provide suitable education in trapping a feral cat.	AMOs	Ongoing	Increase in feral/unowned cats impounded
2.2.13	Promote Section 23 of the DAA to residents who have concerns with wandering cats on their private property	AMO's	Ongoing	Decrease in stray cat complaints

***Objective 2.3: Promote responsible dog ownership in public places***

<b>Action No.</b>	<b>Action</b>	<b>Responsible Officer</b>	<b>When</b>	<b>Evaluation</b>
2.3.1	Inform the community in relation to changes to designated on/off lead reserves and prohibited areas	AMOs	Ongoing	Informed by social media
2.3.2	Increase park patrols by Council Rangers	AMOs	Ongoing	Increase in compliance and education
2.3.3	Continue to make Poo Pouches available to dog owners and investigate other options for litter removal as they become available	AMOs	Ongoing	Increase compliance with Local Law
2.3.4	Hand out Manningham dog leads and Poo Pouches to those complying with requirements	AMOs & Communications & Marketing	Ongoing	Increase in compliance
2.3.5	Review of the Council Order relating to control of dogs and cats in public places	Coordinator Local Laws	Ongoing	Review conducted in conjunction with reserve management plans
2.3.6	Educate and enforce owners who fail to collect their dog litter, walking off lead in on lead areas, having their dog not under effective control or carrying a suitable device for collecting dog litter	AMOs	Ongoing	Increase compliance
2.3.7	Incorporate pet friendly design measures in planning guidelines in public open space, such as dog litter bins and fenced off lead areas	City Strategy	Where required	Pet friendly designs considered when reviewing reserve management plans

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Action No.	Action	Responsible Officer	When	Evaluation
2.3.8	Review the current number and placement of litter bins	Waste Management/ HLL	June 2018	Review completed
2.3.9	Targeted review of the existing dog off lead areas including the Warrandyte River Walk and investigate the need for further enclosed off lead areas within certain parks	AMOs, City Strategy	June 2019	Investigation completed
2.3.10	Investigate the need for compulsory and/or subsidised dog training	AMOs	June 2019	Investigation completed
2.3.11	Investigate the need for a second Dog Activity Centre within Manningham	AMO's, City Strategy	June 2020	Investigation completed

### 3. Dog Attacks

**Objective 3.1: Create a safer community by reducing the incidence and severity of dog attacks in the community and in the home**

Action No.	Action	Responsible Officer	When	Evaluation
3.1.1	Raise awareness of risk of dog attacks in the home, in the street and in parks and how to reduce these risks through actively promoting the Bureau of Animal Welfare Responsible Pet Ownership (RPO) Schools Programs	AMOs	Ongoing	Decrease in dog attacks on children
3.1.2	Provide information on the Responsible Pet Ownership program, visits and website, via Council website and other materials distributed by Council	AMOs	Ongoing	Provide material on Council website
3.1.3	Provide residents with information on implications for their dog and themselves if a dog attacks a person or animal	AMOs	Ongoing	Increase in compliance Disseminate information
3.1.4	Implement dog attack prevention campaign (see Bureau of Animal Welfare example)	AMOs	Ongoing	Campaign implemented in defined areas and evaluated
3.1.5	Promote the importance of appropriate breed selection – that the dog fits the family situation (Select-a-pet)	AMOs	Ongoing	Increased compliance
3.1.6	Provide residents with information on how to report dog attacks – if bitten or witness an attack on a person or animal. Promote and encourage the reporting of dog attacks whether on public or private property	AMOs	Ongoing	Web information available

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Action No.	Action	Responsible Officer	When	Evaluation
3.1.7	Report outcomes of dog attack prosecutions to local media to raise awareness in the community of the need to report dog attacks and Council's action in relation to attacks	AMOs	Ongoing	Increase in compliance
3.1.8	Concentrate patrols in high risk areas	AMOs	Ongoing	Increased compliance
3.1.9	Identify trends of dog attack. (Include date, time, location, breed of dog, person attacked, animal attacked etc)	AMOs	Quarterly	Quarterly report produced with all dog attack information
3.1.10	Prosecute dog attacks in accordance with the Domestic Animal Act and using the compliance and law enforcement policy	AMOs	Ongoing	Successful prosecutions

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### Objective 3.2: Educate the community to report dog attacks when they occur

Action No.	Action	Responsible Officer	When	Evaluation
3.2.1	Develop a web page that outlines the process and possible outcome of a dog that is involved in an attack	AMOs	Dec 2017	Web page developed
3.2.2	Promote the 'Dangerous Dogs Hotline' 1300 101 080	AMOs	Ongoing	Increase in compliance
3.2.3	Use Council's social media to educate the community on the effects of wandering dogs and dog attacks (Facebook, Twitter)	AMOs	Ongoing	Increase in Compliance

#### 4. Declared Dogs

**Objective 4.1: Identify and register all Declared Dogs in Manningham**

Action No.	Action	Responsible Officer	When	Evaluation
4.1.1	Ensure known problem dogs are declared where necessary to minimise risk	Coordinator Local Laws	As required	Declaration achieved
4.1.2	Report outcomes of all prosecutions (and regular updates on number of infringements) regarding non-compliance with declared dog identification and keeping requirements to local media to raise awareness in the community about declared dogs	Coordinator Local Laws	Ongoing	Increase in compliance
4.1.3	Develop education kit for owners of declared dogs	AMOs	Dec 2018	Education kit developed and provided to owners
4.1.4	Be proactive in declaring dogs dangerous, menacing and restricted	AMOs	Ongoing	Dogs declared according to breed specific legislation and deed
4.1.5	Monitor all new registrations for potential restricted breed dogs	AMOs	Ongoing	All new registrations monitored
4.1.6	Ensure that all declared dogs are implanted with a microchip by scanning prior to renewal of registration. Check microchip scans when doing annual/random inspection	AMOs	Annually	Declared dogs scanned during annual inspection

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Action No.	Action	Responsible Officer	When	Evaluation
4.1.7	Ensure all declared dogs are accurately registered on the Victorian Declared Dog Registry (VDDR)	AMOs	As required	All dogs declared by Manningham entered on VDDR.

### *Objective 4.2: Inspect all Declared Dogs in Manningham*

Action No.	Action	Responsible Officer	When	Evaluation
4.2.1	Conduct unannounced inspections of declared dogs quarterly/ monthly/annually to ensure they are identified and being kept in compliance with the Act	AMOs	Ongoing	Increase compliance
4.2.2	Prosecute where necessary any breaches of the Act	Coordinator Local Laws	Ongoing	Increase in number of successful prosecutions
4.2.3	Respond to declared dog complaints within thirty minutes	AMOs	As required	All complaints relating to declared dogs responded to within 30 minutes

## 5. Over population and high euthanasia rates

### *Objective 5.1: Reduce the incidence of euthanasia rates of impounded animals*

Action No.	Action	Responsible Officer	When	Evaluation
5.1.1	Continue with rehousing/adoption program to assist in the reduction of euthanasia rates	AMOs	Ongoing	Reduction in euthanasia rates
5.1.2	Develop a social media portal, lost and found page, to assist in owners and their pets being quickly reunited	AMOs, Communications	June 2018	Social Media Portal developed
5.1.3	Advertise found animals on Council website, bulletin boards, local paper Advertise adoptable animals on Council's website directing to Blue Cross	AMOs	Ongoing	Number of pets returned to owner or rehoused
5.1.4	Set up an incentive package to assist owners who have a stray cat to take full ownership – desex, chip and register	AMOs	June 2019	Incentive package developed and marketed to community
5.1.5	Investigate options to encourage pet owners to make regular visits to the vet	AMOs	As required	Investigation completed
5.1.6	Continue to work with stray cats by devoting extra resources when at Councils pound facility to improve the suitability of rehousing	AMOs	Ongoing	Reduction in euthanasia rates

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Action No.	Action	Responsible Officer	When	Evaluation
5.1.7	Increase partnerships with other rescue organisations	AMOs	June 2019	Additional partnerships created
5.1.8	Advertise Pound animals on a Council adoption website	AMOs	June 2019	Website page created

### *Objective 5.2: Increase percentage of desexed animals on Council's database*

Action No.	Actions	Responsible Officer	When	Evaluation
5.2.1	Provide vouchers for subsidised desexing with registration for low income earners	AMOs	Ongoing	Percentage increase of desexed animals on database
5.2.2	Ensure database is updated correctly with information of desexing as it becomes available	AMOs	Ongoing	Percentage increase of desexed animals on database
5.2.3	Introduce compulsory desexing to all newly registered cats	AMOs	June 2018	Council Order updated
5.2.4	Investigate the need for compulsory desexing in dogs	AMOs	June 2020	Investigation completed
5.2.5	Better publicise desexing vouchers to pet owners	AMOs	June 2018	Page created on website and use social media more

***Objective 5.3: Promote the benefits of desexing in pets***

Action No.	Action	Responsible Officer	When	Evaluation
5.3.1	Provide information on Council webpage, social media or links to this information	AMOs	June 2018	Information provided
5.3.2	Provide the cost information on desexing vouchers on the Internet	AMOs	June 2018	Information added to Council Web Page

## 6. Domestic Animal Businesses

**Objective 6.1: Ensure all DABs operating in Manningham are identified, registered and complying with Code of Practice**

Action No.	Action	Responsible Officer	When	Evaluation
6.1.1	Identify and register all DABs within the municipality	AMOs	Ongoing	Ensure all DABs are registered and renewed each year
6.1.2	Ensure DABs are inspected at least once annually	AMOs	Annually	DAB's inspected and audit completed
6.1.3	Ensure audit documents from inspections are kept electronically against the application on Councils database	AMOs	Ongoing	Each inspection can be viewed against application on Councils database
6.1.4	Investigate any complaint relating to the operation of a DAB	AMOs	Ongoing	Complaint attended to and dealt with effectively with compliance achieved
6.1.5	Conduct 'unscheduled' inspections/audits of each domestic animal business premises	AMOs	Annually	Increase compliance and decrease in number of complaints
6.1.6	Ensure DABs are providing information on the sale of animals	AMOs	Ongoing	Increase in registration numbers

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Action No.	Action	Responsible Officer	When	Evaluation
6.1.7	Take action against DAB owners where there has been a failure to comply with the code	AMOs	When required	Increase in successful prosecutions
6.1.8	Maintain agreement with Council vet	AMOs	Annually	Legal requirements of DAM plan achieved
6.1.9	Provide a list of all registered and compliant domestic animal businesses on Council's website	AMOs	June 2018	Ensure all DABs are listed on Council's website
6.1.10	Provide DAB owners with information on updates to Code of Practice and other information where necessary	AMOs	When required	Increase in compliance

## 7. Officer Training

**Objective 7.1: To ensure all staff involved in Animal Management have the knowledge and expertise to carry out their duties and functions of Council**

Action No.	Action	Responsible Officer	When	Evaluation
7.1.1	Conduct annual performance reviews	Coordinator Local Laws	Annually	Ongoing
7.1.2	Maintain a training register or skills matrix for individual officers identifying proposed and completed training	Coordinator Local Laws	Annually	Plan developed
7.1.3	Develop a training and development plan based on the skills matrix	Coordinator Local Laws	Annually	Maintain training register and maintain skills matrix
7.1.4	Ensure all officers have access to the AMO internet resource site	Coordinator Local Laws	Ongoing	All officers have log in and password access to this site
7.1.5	Maintain staff skills in Animal Management	Coordinator Local Laws	Ongoing	At least one training program completed per officer per year

***Objective 2: To successfully induct and performance manage new staff***

Action No.	Action	Responsible Officer	When	Evaluation
7.2.1	Establish and communicate performance standards	Manager Health & Local Laws	Ongoing	Annually
7.2.2	Monitor performance and provide guidance to employee where needed	Coordinator Local Laws	Ongoing	Annually
7.2.3	Confirm completion of probationary period	Manager Health & Local Laws	Where necessary	Completion of six months employment

***Objective 3: To improve skills, competencies and service delivery***

Action No.	Action	Responsible Officer	When	Evaluation
7.3.1	Ensure that all staff have equal access to relevant training opportunities	Coordinator Local Laws	Annually	Service levels achieved
7.3.2	Work towards establishing and maintaining a flexible work force.	Manager Health & Local Laws	Ongoing	Service levels achieved

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Action No.	Action	Responsible Officer	When	Evaluation
7.3.3	Maximise opportunities to attract and maintain quality staff and performance	Manager Health & Local Laws	Ongoing	Pay and conditions equal or exceeding industry standards
7.3.4	Attend the Domestic Animal Management Conference to develop and learn new skills and competencies	Coordinator Local Laws	Annually	Annual attendance of two officers to Conference
7.3.5	Review and update standard operating procedures and standard documents to enable consistent enforcement and education	Coordinator Local Laws	Annually	Procedures and documents updated

## 8. Other matters

### *Objective 1 : To have plans/contingencies in place in the event of an emergency*

	Activity	Responsibility	When	Evaluation
8.1.1	Participate in a relevant Emergency Management exercise in order to test plan	AMOs	Annually	Plans tested successfully
8.1.2	Review evacuation plan for our own pound if threatened with an emergency	AMOs	Annually	Evacuation tested successfully
8.1.3	Investigate using other pound/shelters/kennels/catteries during an emergency event	Coordinator Local Laws	June 2018	Investigation completed
8.1.4	Maintain the Health Management Plan for Councils Pound	AMOs	Ongoing	Plan updated as required
8.1.5	Complete Manningham Council actions from the Regional Emergency Animal Management Plan	AMOs	Annually	Council actions in EM plan completed

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### *Objective 8.2: Protection of the natural environment by controlling domestic pets*

Action No.	Action	Responsibility	When	Evaluation
8.2.1	Protect environmental values by implementing recommendations of endorsed management plans in relation to dog and cat controls via the Council order	AMO's & City Strategy	Ongoing	Council orders amended accordingly
8.2.2	Educate the community (particularly targeting landholders within conservation zones) on the impacts of roaming cats and dogs on wildlife during the day and night	AMO's & City Strategy	June 2018	Cats owners provided with education
8.2.3	Review cat trapping programs in areas classified as a conservation zone under a planning scheme under the Provisions of the Planning and Environment Act 1987 after community education and awareness around responsible pet ownership of cats has been delivered	AMO's	Ongoing after June 2018	Information supplied to pet owners and provided on the Council Website
8.2.4	Provide funding via LEAF program to cat owners in and surrounding the Green Wedge to build cat enclosures	City Strategy	Ongoing	Funding provided
8.2.5	Identify reserves of environmental significance that would benefit from being a cat prohibited area	City Strategy	Ongoing	The number of extra reserves added as prohibited to the Council order.

## 9. Annual reporting

***Objective 9.1: Comply with Section 68A(3) of the Act***

Action No.	Action	When	Evaluation
9.1.1	Provide the Department of Primary Industries' Secretary with a copy of the Plan and any amendments to the Plan	Nov 2017	Copy and amendments supplied
9.1.2	Publish an evaluation of the implementation of the Plan in Councils annual report.	Annually	Evaluation published in Council report
9.1.3	Review the Domestic Animal Management Plan annually and, if appropriate, amend the Plan	Annually	Amend Plan where needed

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