



**BAYSIDE  
DOMESTIC  
ANIMAL  
MANAGEMENT  
PLAN**

**2012-  
2016**



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### Glossary of terms

Term	Definition for the purpose of this document	Term	Definition for the purpose of this document
Authorised Officer	Person authorised by council under section 224 of the Local Government Act to administer/enforce any Act	DAA	Domestic Animals Act, 1994
AMOs	(Council) Animal Management Officers	DPI	Department of primary Industries
BAW	Bureau of Animal Welfare	LGA	Local Government Act
BCC/Council	Bayside City Council		

# 1. INTRODUCTION

Bayside City Council has prepared a new Domestic Animal Management Plan 2012-2016 to guide decision-making in relation to pets in the community for the next four years. All Victorian Councils are required by state legislation to prepare a four year Domestic Animal Management Plan.

Council recognises the value of pets to many residents and families and the wider social, health, wellbeing and economic benefits they bring.

This four-year plan builds on the previous plan and has been prepared in consultation with residents, community groups, and local business. It considers research undertaken across Council departments for various related strategies such as the Open Space Strategy 2012.

The plan provides the framework for the planning, development, and evaluation of animal management services and programs delivered by Council and complies with the requirements of the *Domestic Animals Act*<sup>1</sup>.

## The Domestic Animals Act requires Council to:

- review its animal management services, programs, procedures and policies including local laws<sup>2</sup> and 'orders'<sup>1</sup>
- outline programs, services and strategies to:
- encourage responsible ownership of dogs and cats;
- ensure compliance with state legislation and council policies;
- undertake the identification and appropriate management of dangerous dogs, menacing dogs and restricted breed dogs;
- minimise the risk of attacks by dogs;
- minimise over-population and minimise 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; and
- address other issues that are specific to the needs of Bayside.



*Our pets give us great comfort and support (96% of pet owners)*

*Pets are an important part of our family (98% of pet owners)*

*Ref: DAM Plan household survey, 2011*

<sup>1</sup> Domestic Animals Act, section 68A, Victorian State Government. Refer Appendix 3 for the relevant section of the Act

<sup>2</sup> Local Government Act 1984

## 2. THE 2007-2011 DOMESTIC ANIMAL MANAGEMENT PLAN KEY ACHIEVEMENTS

Council achieved a number of significant service enhancements and implemented new initiatives over the term of the previous Domestic Animal Management Plan. These include:

- A new Day Care Centre, a short term holding centre for stray animals;
- An annual pet expo;
- A new cat curfew to optimise the safety of cats, to protect wildlife, and minimise neighbourhood disturbance;
- New cat desexing requirements to help reduce the unwanted and stray cat population;
- Annual micro chipping days;
- A new education and enforcement plan;
- A new annual newsletter for pet owners 'paws4thought';
- A new annual dog litter education program;
- Certificate iv in animal control and regulation established as minimum qualification for animal management officers; and
- Various operating procedures were developed and implemented.

*"We talk to more people because we have a dog"  
(90% of dog owners)*

*"I exercise more because I have a dog or pet"  
(90% of dog owners)*

*Ref: DAM Plan household survey, 2011*

## 3. WHAT ARE DOMESTIC ANIMALS AND WHY ARE THEY AN IMPORTANT PART OF OUR COMMUNITY?

Domestic animals are animals that live with Bayside residents. They are generally referred to as 'pets' and sometimes as companion animals.

Research undertaken for the publication 'Australians and Their Pets: The Facts' highlights the considerable body of research that demonstrates the significant health and well being benefits associated with owning a pet:

- People who own pets typically visit the doctor less often and use less medication;
- Pet owners, on average have lower cholesterol and lower blood pressure and are less likely to report feeling lonely;
- Pet owners recover more quickly from illness and surgery and deal better with stressful situations
- Pet owners show lower levels of risk factors associated with heart disease;
- Pets have been shown to greatly increase quality of life for the elderly including reduced tension, fatigue and confusion and increased feelings of enthusiasm, interest and inspiration; and
- Self-esteem has been shown to be higher in children or adolescents who have a pet<sup>3</sup>.

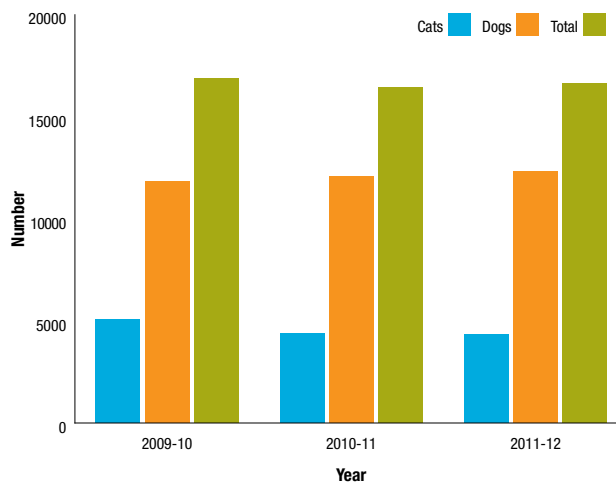
<sup>3</sup> The Power of pets: The benefits of companion animal ownership, Australian Companion Animal Council, 2009

## 4. PETS IN BAYSIDE

In May 2012, 12,158 dogs and 4,219 cats were registered in Bayside, which represents an increase of 1.6% (188) dogs and a stable number of cats (eight more registrations) in comparison to the previous year.

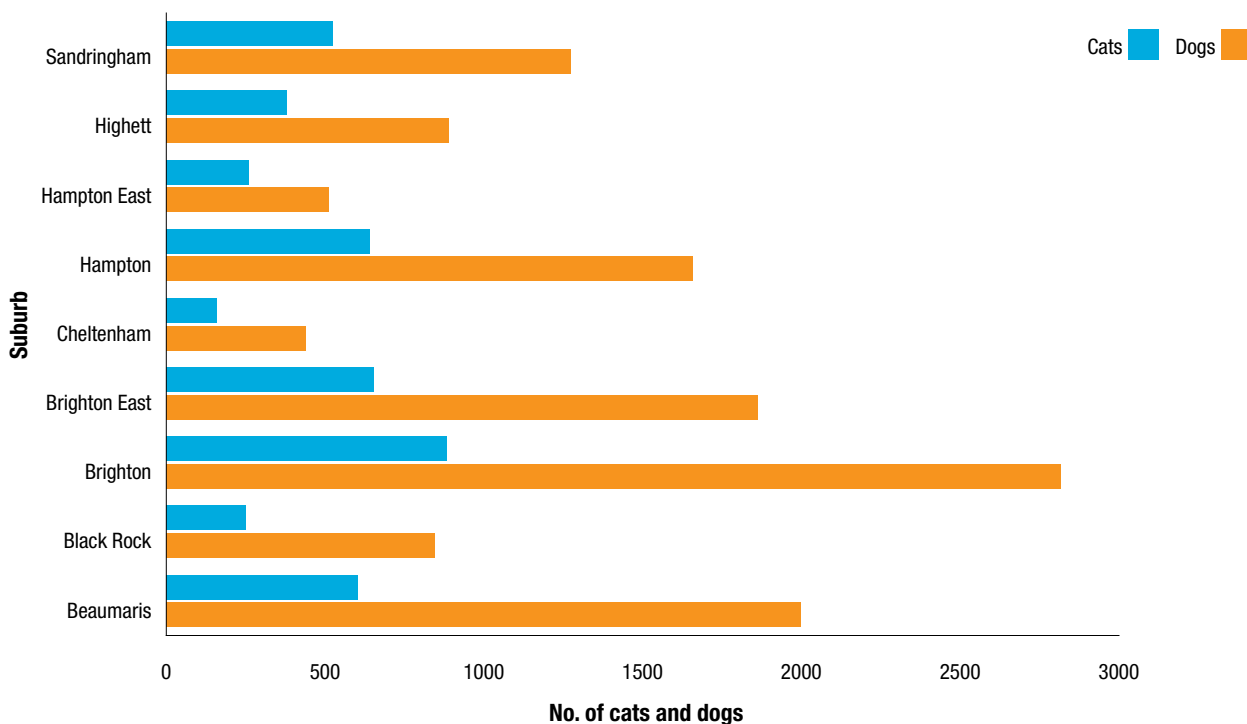
From April 2011 until April 2012, there were 11,970 dogs and 4,211 cats registered in Bayside residing in 34% of homes in Bayside, graph 1. In the last 12 months, the Bayside dog population increased by 2.0% (244) and the cat population decreased by 1% (44), resulting in an overall increase 1.2% or 200 animals. This compares with a 4.8% increase in the dog population and 5.1% increase in the cat population across the outer east councils in the same period<sup>4</sup> (appendix 1, table 3).

**Graph 1 – Registrations of cats and dogs in Bayside 2009/10-2011/12**



The highest dog populations are in Brighton (2,818), Beaumaris (1,997) and Brighton East (1,862), and cat populations are in Brighton (883), Brighton East (652) and Hampton 642<sup>5</sup>, graph 2.

**Graph 2 – Distribution of cat and dog registrations in Bayside**



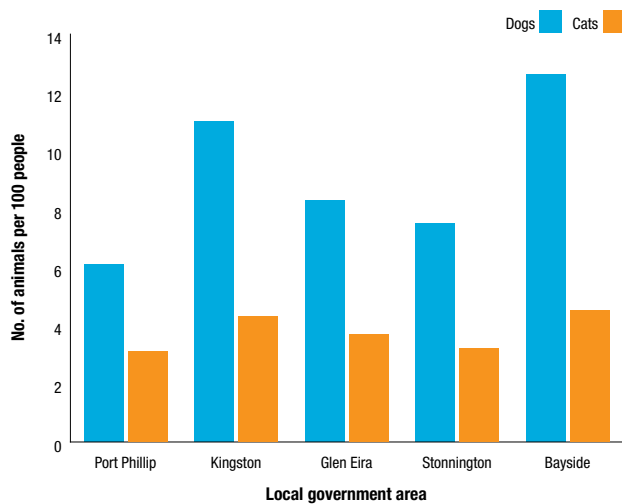
In 2010/2011, the City of Bayside has second highest population of dogs and the third highest number of cats in comparison with neighbouring cities of Port Phillip,

Kingston, Glen Eira and Stonnington. However, Bayside has the highest ratio of dogs and cats per 100 persons, graph 3 (appendix 1, table 4).

<sup>4</sup> Data supplied by the Department of Primary Industries

<sup>5</sup> Refer Appendix 1

**Graph 3 – Comparison of cat and dog registration with adjoining councils**



Council keeps a record of key statistics to help identify trends and issues which influences priorities for its animal management services. The following highlight some of the most significant trends over the past three years (between 2009/10 and 2011/12):

- the number of dogs registered in Bayside has increased by 6.1%;

- the number of cats registered in Bayside has decreased by 14%;
- the number of barking dog complaints has increased by 17% from 241 to 282;
- the number of dog pick-ups (i.e. dogs held/confined by non-owners) has increased by 25% from 195 to 244;
- the number of impounded dogs has increased by 13.8%;
- the number of dogs returned to their owner as a % of impounded dogs has increased by 16% (from 284 to 330);
- the number of cats returned to their owner as a % of impounded cats has increased by 10% (from 20 to 22);
- the number of customer service requests/complaints overall has decreased by 9% from 1861 to 1688; and
- the number of wandering dog complaints has decreased by 51% from 220 to 108 .

This data indicates that dog barking and ‘dog pick ups’ (collection of dogs held/confined by non dog owners) have significantly increased in the past two years, which will be addressed in this Plan.



## 5. ANIMAL MANAGEMENT SERVICES AND THEIR ROLE

Animal Management Services are part of Council's Amenity Protection Department, which is responsible for planning and management of services and programs that contribute to making the city an enjoyable and attractive place to live.

The Animal Management Officers within the Local Laws Unit performs a number of roles including:

- operation of the pet day care centre (day holding facility);
- providing advice to pet owners and information to the wider community;
- registration of animals;
- door knocks to identify unregistered animals;
- inspections of animal businesses and animals with special registration requirements;
- managing conflicting community behaviours and expectations relating to pets in places such as parks, shopping precincts;
- managing neighbourhood issues and complaints relating to pets;
- responding to animal welfare issues;
- encouraging people to be responsible pet owners;
- running the Pet Expo and supporting relevant community events;
- applying state legislation and council policies to the management of pets and pet related businesses and activities; and
- liaising with council's pound operator. The Lost Dogs Home in North Melbourne is contracted to provide Council's pound services and to respond to after hours matters relating to wandering animals.

### 5.1 Local Laws and Orders

Council has in place a number of local laws or orders that residents must comply with if they own or are in charge of animals, or manage animal businesses or facilities<sup>7</sup>. These local laws and orders relate to:

- **Dogs in public places**  
This order requires dogs to be on leash other than in off-leash areas, to be under effective control of their walker, and on-leash within 20 metres of a playground, sporting game, picnic area or on-leash area
- **Cat confinement**  
This order requires cats to be confined to their property between the hours of 9.00 pm and 6.00 am in daylight saving time and between 8.00 pm and 6.00 am at other times of the year.
- **Desexing of cats**  
This order requires any cat being registered for the first time to be desexed.
- **The keeping and management of animals**  
This local law stipulates how many animals can reside at any one property, how any additional animals must be housed, and the requirement for dog walkers to carry a litter device and pick up their dog's litter when in public places.

## 6. INDIVIDUALS AND GROUPS IMPORTANT TO THE IMPLEMENTATION OF THE DAM PLAN

- Council recognises the importance of working with individuals, community groups, and organisations to optimise outcomes for pets, pet owners, and the wider community. This will ensure the greatest benefits to the community and will ensure all issues and opportunities associated with pets are understood and appropriately addressed.
- Table one provides a summary of the community groups Council recognises as important to the implementation of Domestic Animal Management Plan. The table also identifies the type of activities Council would like to undertake in collaboration with these groups.



**Table 1 – Examples of community groups important to the implementation of Domestic Animal Management Plan**

Activity › Groups ›	Pet education	Information and advice	Responsible pet ownership initiatives	Animal Welfare	Rehoming /Adoption	Events	Planning & policy	Support Services
General community	✓	✓	✓	✓✓✓		✓	✓✓✓	
Pet owners	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓✓	
Rehoming/rescue groups	✓✓	✓✓✓	✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓✓
Veterinarians	✓✓✓	✓✓✓	✓✓✓	✓✓	✓✓	✓✓		✓✓✓
Domestic Animal Businesses	✓	✓	✓	✓✓		✓✓	✓	✓
Pound service providers	✓	✓	✓	✓✓	✓✓✓	✓	✓	✓
Department of Primary Industries	✓✓✓	✓✓✓	✓	✓✓		✓	✓✓✓	
Animal behaviourists	✓	✓	✓	✓✓	✓✓✓	✓	✓	✓
Other councils	✓	✓	✓					
Local media	✓✓✓	✓	✓	✓	✓	✓✓		
Schools	✓✓✓		✓✓			✓		
Pre-schools/MCH Centres	✓✓✓		✓✓			✓		
Dog and cat clubs	✓✓✓	✓	✓✓	✓✓		✓	✓	✓

Code: ✓✓✓ A significant role ✓ A lesser role



## 7. RESEARCH AND CONSULTATION

The Domestic Animal Management Plan was prepared after considering Council strategic documents (such as the Open Space Strategy, Community Plan and Council Plan 2010-2013), industry data and research; and consultation and community engagement activities.

Of particular relevance to the Domestic Animal Management Plan is Council's Open Space Strategy, which recognises the challenges associated with providing for dog owners and their pets alongside other open space activities. It also recognises the benefits associated with pets and the need to find ways to accommodate their needs in the open space network.

The Domestic Animal Management Plan appreciates the role of Council's other services/departments to achieve positive outcomes for pets. Pets play a key role in keeping older people in their homes (Ageing Well in Bayside), expanding community networks (Health and Wellbeing Plan) and, encouraging residents to be active (Recreation Strategy).

Consultation and community engagement carried out specifically for the Domestic Animal Management Plan involved:

- Two community forums (42 people)
- A community survey (473 respondents of whom 61 were non-pet owners and 412 were pet owners)
- 41 submissions (including submissions received as part of the Review of Dog Off-Leash Areas)
- Council staff workshops and interviews
- Consultation with adjoining councils
- Liaison with the Department of Primary Industries
- Council received 22 submission on the Draft Domestic Animal Management Plan 2012-2016

### Key references important to the Domestic Animal Management Plan:

- Domestic Animals Act, 1994
- Council Plan
- Draft Open Space Strategy
- Sportsground Risk Assessment Audit
- Health and Wellbeing Plan
- Ageing Well in Bayside
- Ricketts Point Management Plan

## 8. OUR VISION FOR THE NEXT 4 YEARS

The following statements provide the platform for the Domestic Animal Management Plan and will guide the actions outlined in the plan:

- Pets are an important part of the Bayside community and bring significant health and wellbeing, and social benefits to pet owners;
- All animals will be treated humanely;
- People caring for pets and domestic animals must:
  - ensure these animals are kept safe and healthy
  - know and understand their responsibilities as pet owners
  - comply with relevant legislation, local laws and codes of practice;
- The needs of pet owners have to be balanced with the needs other members of the community, and the environment;
- There are people in our community who do not wish to have contact with pets or animals and this will be respected;
- Council partnerships with pet owners and the wider community are key to:
  - optimising the benefits associated with pet ownership
  - building understanding and tolerance between pet and non-pet owners
  - instilling responsible pet ownership attitudes and behaviours
  - managing animal welfare issues.
  - minimising undesirable outcomes relating to animals and pets in the community;
- A number of different measures (e.g. educational, penalty) may be necessary to manage issues associated with pets and domestic animals in our community; and
- New services, facilities and opportunities in relation to pets will be considered in line with available resources and their sustainability.

## 9. RECOMMENDATIONS – WHAT ARE THE ISSUES WE NEED TO ADDRESS OVER THE NEXT 4 YEARS?

The main issues identified as part of the research and consultations undertaken are included in this section.

### 9.1 Training of ‘Authorised Officers’ and service management

**Objective: To ensure staff have the necessary technical and interpersonal skills to carry out their role.**

Council recognises the complexity of managing often-divergent community demands, opinions, and expectations in relation to pets.

These vary according to whether residents own a pet or not, opinions as to the type and level of freedom pets should have in our community, knowledge and

understanding of pet behaviour and their needs, and the type of experience people have in relation to pets and pet owners.

To ensure animal management officers are equipped to respond to the demands of their roles staff training requirements will be reviewed annually.

There is a growing community expectation that Council should be playing a greater role in fostering partnerships and supporting community education initiatives around pets. There is a growing number of councils providing community (e.g. schools, pre-schools, general community) education and information programs.

Council’s staff are occupied with managing complex compliance issues and can only provide basic and generic information. There is an opportunity to embrace community interest and explore opportunities to offer education in partnership with other organisations, however this would require additional resources.

#### 9.1.1 Current Activities

This section provides an overview of current education/promotion and management activities provided to staff.

#### Education/training activities

Activity	Schedule
Certificate IV in Animal Control and Regulation	Minimum requirement for all staff
Customer service training	Annual for all staff
Conflict management training	Annual for all staff
DPI/BAW training/information seminars	Annual for all staff
Australian Institute of Animal Management Annual Conference	Irregular, as required

#### 9.1.2 Priorities for the next 4 years

1. Implement an annual training and education calendar to maintain staff’s best practice technical skills and customer services skills. Staff attendance at industry education, training, information programs/briefings and information programs/briefings including:
  - Attendance at the annual Australian Institute of Animal Management conference
  - Training in
    - Canine DNA evidence collection,
    - breed identification
    - micro chip implanting



## 9.2 Registration and identification

**Objective: To increase and maintain high levels of pet registration and permanent identification.**

All dogs and cats must be registered with Council which includes a requirement to be micro chipped<sup>8</sup>. This is a requirement of state government legislation but importantly, it supports the quick return of pets to their owners. This minimises distress to pets associated with being held in a strange environment while waiting collection by owners.

Registration also provides local government with an understanding of the level of pet ownership in the community and how pets feature in the lives of residents within the Bayside community. This in turn helps Council plan for services, information, and programs associated with pets in particular areas of the community and to develop relevant policy.

Council is responsible under the Domestic Animal Act 1994 to optimise compliance to legislation by educating and enforcing to ensure the highest possible level of compliance.

Strategies that enable reuniting of lost pets with their owners and to improve reclaim rates for pets have been implemented. This has increased pet registrations, and the effective and permanent identification of pets.

Microchipping days and discount pet registrations are offered biannually for pets that are microchipped to encourage identification of pets.

The need to develop or review a number of policies and procedures relating to the registration and identification of animals has been identified including procedures for:

- the registration/refusal of registration/renewal of registration of dangerous and restricted breed dogs;
- the seizure and impounding of unregistered and/or unidentified dogs and cats;
- the requirement to desex cats (e.g. issuing of notices to comply and infringement notices, and filing of charges for prosecution); and
- managing unregistered and/or identified dogs and cats (e.g. issuing of notices to comply and infringement notices, and filing charges for prosecution).

### 9.2.1 Current Activities

This section provides an overview of current education/promotion and management activities undertaken to maximize pet registrations.

#### Education/promotion activities

Activity	Schedule
Advertising in local media – registration renewals	March – annually
Advertising in council's newsletter	March – annually
Road side signs – A-frames	During patrols August to October
Micro chipping days	Annual – March
Registration reminders – on-hold messages	March/April
Wearing of registration tags	Reminders on back of registration forms – annual

#### Management and compliance activities

Activity	Schedule
Issuing of registration renewals	March – annual
Reminder notices	May – annual
Door knock	Aug/Sept/Oct – 1 door knock
Issuing of infringement notices/'notice to comply' and penalties relating to the non-registration of pets	Ongoing

### 9.2.2 Our plans to address priorities for the next 4 years

2. Introduce an online process for pet registration and for pet owners to provide updated pet information e.g. pet no longer at that address.
3. Continue to improve reclaim rates for animals impounded.
4. Cross-reference Council database of registered animals with microchip registries to identify unregistered animals.
5. Develop and/or review guidelines and procedures relating to:
  - Registration of dangerous and restricted breed dogs
  - Seizure and impounding of unregistered and/or unidentified dogs and cats
  - Compliance with council desexing requirements for cats
  - Compliance with registration and identification requirements for dogs and cats

## 9.3 Dealing with nuisance issues

### Objective: To decrease complaints relating to pets.

In 2010/11, barking dogs was Council's highest nuisance with 266 complaints. Since 2010/11 Council has received a 41% increase in the number of barking dog complaints for 2011/12 (282).

Owners failing to pick up dog litter or leaving dog litterbags behind attracts the most fervent comment and feedback. This is supported by research quoted in the Journal of Applied Psychology that identifies the failure to pick up after one's dog litter as provoking more community ire than littering, illegally parking a car and graffiti<sup>9</sup>.

Unfortunately this is difficult to address through compliance measures alone and therefore relies heavily on dog owners doing the right thing in return for having access to community parks and urban environments.

Dog litter is an issue in both dog on leash and off leash areas but is more prevalent in off leash areas. The household survey respondents indicated that dog litter is their most significant concern in relation

to dogs in parks and on beaches. Non-pet owners are likely to be significantly more concerned about this issue (90%) than dog owners (58%). Submissions and complaints from sporting clubs, parents, and anecdotal comments from survey respondents further indicate this is a significant problem.

Both dog owners (87%) and non-dog owners (56%) supported the provision of dog litterbags in parks. There was an even stronger level of support for the provision of bins for dog litter with 94% of pet owners and 75% of non-pet owners supporting the installation of bins. Even though Council's policy requires dog walkers to carry a receptacle for the collection of dog litter there is still an expectation that these facilities should be provided.

Of 22 councils responding to an industry survey in 2011,<sup>10</sup> 13 (59%) provide litterbag dispensers and state they will continue to do this. Eight councils (36%) do not provide this facility, four of which stated they did in the past but have now removed them, and one council is considering removing them.

'Living Well Together'<sup>11</sup> cites an example of a successful litter management program that is co-ordinated by Warringah City Council and involves six other councils including Sydney City Council. The project focuses on informing dog-owners about the harmful effects of dog litter and encouraging behavioural change and is an initiative that will be explored further.

The non-pet owning community is more concerned about a number of other nuisance issues associated with dogs in parks and on beaches than pet owners.

*'Dog faeces is a problem at many of the sports grounds where dog access is permitted'*

*Ref: Sports Ground Risk Management Audit, 2010, BCC*

9 [www.stormwatercenter.net](http://www.stormwatercenter.net); Reference: Journal Applied Social Psychology, (Chaurand & Brauer, 2008); [www.sciencedirect.com](http://www.sciencedirect.com)

10 [paws4play](http://paws4play) survey of 22 industry professionals

11 Living Well Together, Petcare Information Advisory Service

These include owners not controlling their dogs (73% non-pet owners, 26% dog owners); dogs annoying or intimidating other people (69% non-pet owners, 12% dog owners); dogs interrupting sporting activities (56% non-pet owners, 5% dog owners); and dogs ruining the grass (37% non-pet owners, 2% dog owners).

Anecdotal feedback from consultation indicates the need for strategies to deal with the increasing number of dogs that accompany owners to street side café areas. Information is required for dog owners to ensure they understand the need to keep clear of footpaths and outside of food premises. Information and procedures are required in relation to dealing with dog owners who take their dogs into conservation zones (prohibited areas) as identified in the Bayside Open Space Strategy.

There is a significant difference in dog owner and non-pet owners' perceptions relating to the control of dogs in public and management of repeat infringements of dog off-leash laws. Of those people consulted, 87% of dog owners compared to 22% of non-pet owners believe dog owners are responsible and control their dogs well. 81% of dog owners do not believe in penalising people who continue to flout dog off leash laws. This compares to 35% of non-pet owners.

Feedback indicates that some dog owners are flagrantly ignoring dog on-leash regulations, which makes it

difficult for Council and responsible pet owners to advocate for additional dog off-leash areas. This is particularly highlighted in the case of the Cheltenham Golf Course. In this area a number of dog owners ignore requests from council staff and golf course management to not walk on fairways and greens and to keep dogs on leash. Golf course staff have been bitten by dogs off-leash and have found dogs wandering off-leash through the grounds and buildings. Consideration can be given to developing dog owner and dog etiquette guidelines.

Since 2010, cats are required to be confined at night for the safety of cats, the protection of wildlife, and to eliminate related nuisance (noise) complaints. This requires cats to be confined to their property between the hours of 9.00 pm and 6.00 am in daylight saving time and between 8.00 pm and 6.00 am at other times of the year.

Council has identified a number of procedures that need to be developed or reviewed in relation to nuisance issues, in particular procedures relating to cats trespassing, general nuisance complaints about cats, and dogs in conservation zones.

### 9.3.1 Current Activities

This section provides an overview of current education/promotion and management activities.

#### Education/promotion activities

Activity	Schedule
Liaison with community support groups	Ongoing
Information given to residents for addressing barking dog issues	Ongoing
Information given to residents for addressing cat trespass issues	Ongoing

#### Management and compliance activities

Activity	Schedule
Recording and investigating all nuisance complaints	Ongoing
Issuing of notice to comply/official warning/ infringement notices/charges	Ongoing
Routine patrols of parks and beaches	Ongoing
Targeted patrols of 'hot spots' (dogs off-leash, dog droppings)	Ongoing
Liaise with Council's Recreation Department regarding issues pertaining to dogs in parks	As required
Provision of cat cages and information given to residents to ensure appropriate and humane trapping of cats	As required
Citronella collar hire used for barking dogs	As required

### 9.3.2 Plans to address priorities for the next 4 years

6. Explore the development of a pet consultation group to assist council to develop and implement strategies to address pet related issues.
7. \* Review the provision of litter bag dispensers at parks with dog off-leash areas to determine their effectiveness in supporting responsible dog ownership.
8. \* Provide a community education and awareness program to:
  - reinforce Council's local law that requires dog walkers to carry a device for picking up dog litter, and to pick up after their dog
  - develop strategies to address dog litter issues (with the support of dog walkers and owners).
9. \*Liaise with the management of the Cheltenham Golf Course, the proposed pet liaison, and local dog walkers to ensure responsible behaviour of dog owners.
10. Development of dog owner/dog etiquette guidelines. This will consider strategies to address possible conflicts between dogs and children, cyclists, older/frail/disabled people, sporting surfaces, native flora and fauna and dogs.
11. Develop/review procedures for:
  - dealing with cats that trespass on premises without permission (s.23) (Review)
  - dealing noise nuisance complaints for dogs and/or cats (s.32) (Review)
  - dogs in conservation zones (Develop)
  - attending the VCAT to hear appeals of dog and/or cat owners (Part 7D) (Develop)
12. Promote the benefits of dog training and encourage attendance at dog obedience training.
13. Targeted education and enforcement campaigns implemented in conjunction with local sporting clubs, committees of management and local communities to reduce nuisance behaviours.
14. Work with café proprietors to develop information for dog owners using street side café areas with their dogs and establish a monitoring/patrol routine.

## 9.4 Managing dangerous, menacing and restricted breed dogs

**Objective: To effectively manage dogs classified as dangerous, menacing, or of a restricted breed.**

The term 'menacing dogs'<sup>12</sup> refers to a dog that has inflicted a non-serious bite to a person or animal; rushed up to a person or chased a person. Council will continue to instil the need for appropriate dog training and management of dogs by those who walk them in public places.

This will ensure other residents, with or without dogs, can peaceably enjoy being out in the public. Dog owners who take responsibility for the training and behaviour of their dogs will minimise the likelihood of their dogs being involved in incidents that may negatively impact on their pet's future.

If a dog is allowed to continue with menacing behaviours it can be declared a 'dangerous dog'<sup>13</sup>. This term also applies to a dog that has been trained to attack, is used as a guard dog, or is a dog that has inflicted serious injury to another dog or person. There are stringent requirements on owners of dog declared 'dangerous'.

The Act also identifies breeds of dogs that are considered a higher risk to community safety than other breeds of dogs, even though they have not displayed signs of aggression. These dogs are called 'restricted breed dogs'<sup>14</sup> and in September 2011 new state government legislation came into play in relation to the keeping of these dogs.

Council has four (4) declared dangerous dogs and does not encourage the keeping of dogs that are classified as 'dangerous' or of a 'restricted breed'<sup>15</sup> however Council does not prohibit the keeping of these dogs. Council would rather know of the whereabouts of these animals through the registration process and believes the banning of these dogs could possibly deter owners from registering their dogs. Council will not target breeds, however will fulfil its obligations under the Domestic Animals Act 1994.

Council is committed to ensuring owners of any of these types of dogs are aware of their responsibilities, and actions they can take to minimise the likelihood of inappropriate behaviours in their dogs.

\* Referred from Dog Off-leash Policy Review

12 [www.dpi.vic.gov.au/pets/dog-care/about-menacing-dogs](http://www.dpi.vic.gov.au/pets/dog-care/about-menacing-dogs)

13 [www.dpi.vic.gov.au/pets/dog-care/dangerous-dogs](http://www.dpi.vic.gov.au/pets/dog-care/dangerous-dogs)

14 [www.dpi.vic.gov.au/pets/dog-care/restricted-breed-dogs](http://www.dpi.vic.gov.au/pets/dog-care/restricted-breed-dogs)

15 Domestic Animals Act, 1994

### 9.4.1 Current Activities

This section provides an overview of current education/promotion and management activities.

#### Education/promotion activities

Activity	Frequency
Consultation with dog owners	Annual
Information provided at Pet Expo	Annual

#### Compliance and management activities

Activity	Frequency
Targeted patrols of industrial properties	As part of routine patrols
Investigate complaints	As required
Inspections	As required
Review and update 'dangerous dog' register	Annual
Audit of premises	Annual

### 9.4.2 Plans to address priorities for the next 4 years

15. Flag certain breeds on registration database for assessment.
16. Cross-reference microchip database information with current council registration database for potential restricted breed dogs.
17. Develop procedures/checklist for when/how to 'declare a dog' dangerous/restricted/menacing.

Council to target education programs at dog owners or other relevant groups in the community.

Council is also committed to partnerships with Maternal and Child Health Centres, schools, dog obedience clubs, and other similar organisations. This is to ensure pet owners, families and the wider community understand how to interact with dogs and minimise situations that may provoke inappropriate behaviour in dogs.

## 9.5 Attacks and rushing by dogs

### Objective: To minimise the incidence of dog attacks and rushes in the home and in public places

Preventing inappropriate behaviour of dogs, towards people, other dogs and wildlife is a vital role played by Council and community.

Most dog attacks occur in the family home and generally children are the victims of these attacks<sup>16</sup>. Other places where dog attacks have a history of occurring are at friends or relatives residences where the child knows the dog. If a dog attack occurs in a public place an adult is most likely to be the victim, not a child.

In 2010/11 there were 80 dog attacks in Bayside, on current trends for 2011/12 there were approximately 20 fewer dog attacks in 2011/12. Council is committed to minimising the likelihood of dog attacks and collecting more detailed documentation on the nature of dog attacks e.g. where they take place, whether there is contact with a dog or whether it is a 'rush'. Additional data and information regarding incidents will enable

Strategies to minimise the likelihood of dog attacks in the home or residential setting include selecting a dog appropriate to the family situation, ongoing obedience training for dogs pet, suitable housing and containment of dogs, consistent and appropriate treatment of dogs, regular exercising of dogs, desexing, and close monitoring of dogs around children.

For people taking dogs into places such as parks and busy environments strategies to minimise the likelihood of dog attacks include keeping dogs on leashes, ensuring dogs respond obediently when off-leash, not leaving dogs alone, and not tying dogs up in busy, threatening or inappropriate places.

*"81% of attacks occur in the person's own home."*

*Reference: Kidsafe Queensland*



For the general community it is important to understand the nature of dogs. Many people are attracted to dogs but do not understand the intimidating message their approach can mean to a dog. Therefore it is important the wider community understand the role they must play to avoid negative impacts associated with the 'fear response' in dogs.

There are a number of resources available to the community and in particular families to ensure the safety and wellbeing of people and pets. These include

written information and practical courses provided by the Department of Primary Industries<sup>17</sup> and animal welfare organisations<sup>18</sup>.

Council Pound Services also ensures that dogs rehomed from the pound are temperament tested so to ensure they are suitable for adoption.

### 9.5.1 Current Activities

This section provides an overview of current education/promotion and management activities.

#### Education/promotion activities

Activity	Frequency
Information provided at Pet Expo	Annual
Information available at council offices	Ongoing

#### Compliance and management activities

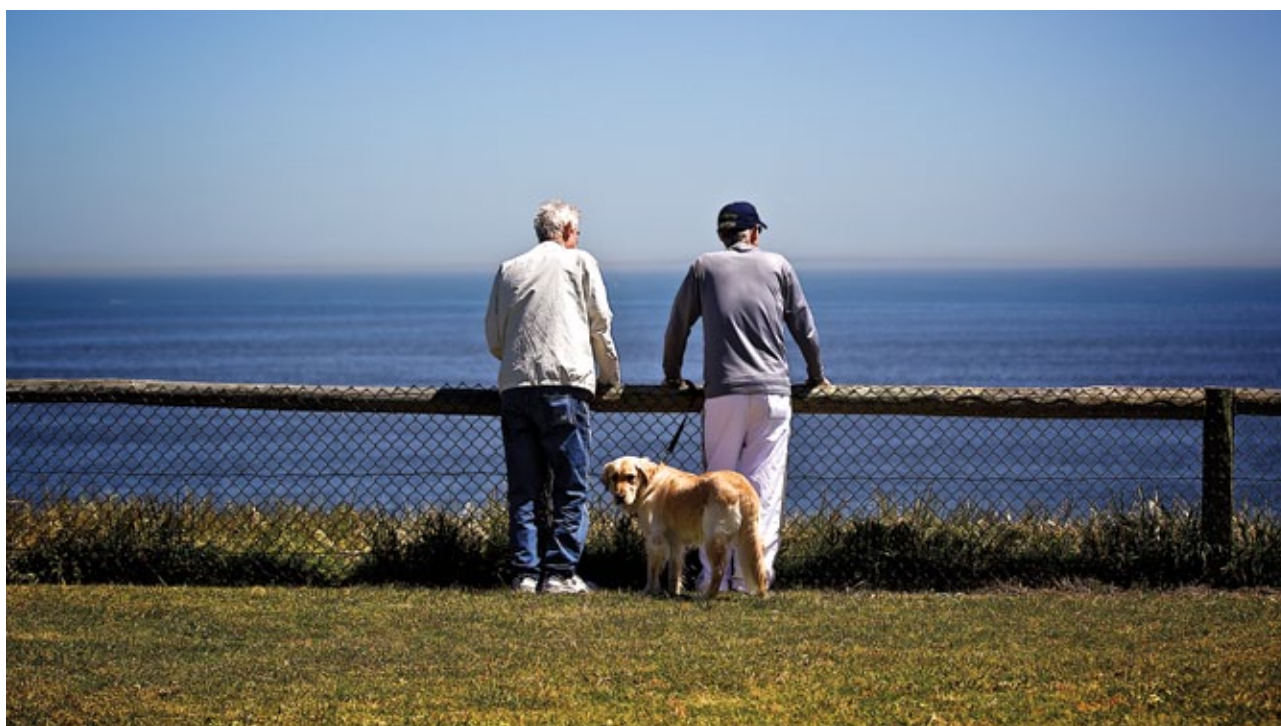
Activity	Frequency
Routine patrols of targeted parks	Ongoing
Dog attack investigation and documentation	As required

### 9.5.2 Plans to address priorities for the next 4 years

18. Define categories of dog 'attack' (e.g. rush, physical injury) and document more detailed information about the attack 'environment/circumstances to enable targeted education programs.

19. Inform community of outcomes of dog attack court cases and provide community education.

20. Develop dog attack standard operating procedure.



<sup>17</sup> 'We are family – A guide to nurturing the child and pet relationship from pregnancy to pre-school', Department of Primary Industries, Victoria

<sup>18</sup> Animal Aid, [www.animalaid.com.au/training-information-sheets](http://www.animalaid.com.au/training-information-sheets)

## 9.6 Overpopulation and euthanasia

**Objective: To minimise the number of pets surrendered, animals without homes, and animals euthanised.**

Council is committed to supporting humane ongoing strategies to reduce the number of unwanted or unowned pets in the community. Of particular issue is the overpopulation of cats in Victoria and the need for an industry approach to deal with the issue. In 2010, mandatory desexing for cats was introduced as part of its strategy to address the cat overpopulation challenge and to reduce euthanasia rates.

There are different communities of cats in Bayside including strays and those defined as ‘partly owned’<sup>19</sup>. It is this population of cats that contribute significantly to the overpopulation issue because they are generally not desexed. The issue of un-owned or partly owned cats does not appear to be as significant a problem in Bayside as elsewhere with numbers of pets euthanised reducing by 50% (29 in the past two years). However, anecdotal feedback received during the consultation process indicates the presence of un-owned cats in areas of Bayside. Unfortunately many of these cats are undesexed and carry disease, which results in unwanted

litters and a poor state of health for these animals. Council has a commitment to the health and wellbeing of these animals and the appropriate management of them and will continue to monitor the issue.

Council will support state government and industry initiatives such as the ‘Whose for Cats’ campaign that encourages residents to take responsibility or ownership for un-owned or partly owned cats. It will also support other initiatives such as discount desexing programs for residents who qualify for the service.

Council places a limit on the number of animals that can reside with any one household. This is to ensure the health and wellbeing of the animals, to minimise any adverse impact on neighbourhood amenity and inappropriate practices such as the hoarding of animals. Council does however consider applications from households that want to keep more than the prescribed number of animals and issues permits when approved.

### 9.6.1 Current Activities

This section provides an overview of current education/promotion and management activities.

#### Education/promotion activities

Activity	Frequency
Discount desexing vouchers to eligible residents	On application
Information in council Pet Newsletter	Bi-annual
Information handed out at Pet Expo	Annual

#### Management and compliance activities

Activity	Frequency
Patrols to collect stray and feral cats	As required
Enforcement of cat curfew	Ongoing
Cat trapping program for trespassing cats	As required
Investigation of backyard breeding establishments, animal hoarding	As required
Respond to complaints	As required

<sup>19</sup> Cats that are not owned by one household but rather roam between a number of households for food and shelter. These cats are generally not desexed, carry disease and therefore have poorer health than owned cats.

### 9.6.2 Our plans to address priorities for the next 4 years

21. Investigate opportunities for on-going discount desexing program options with shelters, veterinarians for low socio-economic groups and promote these to the community.
22. Identify reasons for pets being euthanised from pet owners and provide education as required e.g. behaviour, ill-health, unwanted.
23. Participation in the 'Whose for Cats Campaign', or similar state government program, with local strategies where required in relation to stray cats, partly owned cats and undesexed cats (including kitten 'give aways').

## 9.7 Domestic animal businesses

**Objective: To provide education to domestic animal businesses to assist them to comply with legislative requirement.**

### Education/promotion activities

Activity	Schedule
Verbal information provided at time of audit	Annual
DPI written material	Annual

### Management and compliance activities

Activity	Schedule
Registration of DABs	Annual
Auditing of DABs	Annual
Issuing/enforcement of infringement notices/notices to comply	As required
Patrols and follow-up of suspected unregistered/new DABs	As required
Uninformed 'drop-in' to ensure compliance generally and with relevant registrations of animals etc.	As required

### 9.7.2 Plans to address priorities for the next 4 years

24. Conduct a desktop search for commercial dog training and other DABs that are not registered with Council.
25. Develop procedures for the seizure and impounding of animals from domestic animal businesses which will include:
  - the seizure of documents (s.75)
  - attendance at VCAT to hear appeals of proprietors of domestic animal businesses (Part 7D)

Domestic Animal Businesses (DABs) are establishments such as animal shelters, pet shops, animal breeding and/or rearing establishments, boarding and/or training facilities that are run for profit<sup>20</sup>. There are only three domestic animal businesses known to be operating in Bayside.

These include a pet shop that trades in small pets but not cats and dogs, and two boarding establishments.

According to benchmarking undertaken by the Domestic Animal Management Implementation Committee for like sized councils, this is a small number of animal establishments. A review of the presence of animal businesses will be undertaken to ensure information is accurate and DABs operate in line with state government and Council's requirements.

### 9.7.1 Current Activities

This section provides an overview of current education/promotion and management activities.



<sup>20</sup> Domestic Animals Act, p5

## 9.8 Provision for dogs off leash

**Objective: To plan and manage provision for dogs off-leash in consideration of other park and foreshore activity needs.**

Council faces significant challenges in terms of the number of sport and recreation activities that are making demands on Bayside's limited open space. The need to accommodate existing activities that are growing in demand e.g. soccer and junior football, the need to keep some activities separate because it is not appropriate to co-locate them for safety reasons, and the need to limit access into some environments restricts opportunities to accommodate sport and recreation activities.

Bayside has 453 hectares<sup>21</sup> of open space, which equates to 4.8 hectares for every 1,000 residents. The Open Space Strategy states that Bayside has an average allocation of open space when compared to other middle and inner ring suburbs, but the distribution of open spaces across the municipality is not uniform<sup>22</sup>. Issues that need to be addressed as part of the implementation of the Domestic Animal Management Plan, include:

### **Dog off-leash parks**

Open space is at a premium in Bayside. Therefore, parks and foreshore areas have to provide for a multiplicity of sport, recreation, and environmental needs. This requires Council to find ways to accommodate often-competing demands for access to open space. In the case of dog off-leash areas location and management, challenges arise in relation to mixed use, including as sports grounds, environmental areas, children's play spaces, trails, and social areas such as picnic grounds.

A number of dog owners have expressed to Council their need for additional dog off-leash areas during the consultation for the Open Space Strategy, the Review of Dog Off-leash Areas, and the Domestic Animal Management Plan.

Feedback through the project reinforced the need to at least maintain the number of dog off-leash areas in Bayside. Hampton East and Highett emerged as an area where consideration should be given to dog off leash parks.

Residents responding to the project survey and submitting proposals asked for consideration for early morning access to parks at times when they are not being used for other activities. Particular reference was made to Cheltenham Recreation Reserve, however forum attendees reinforced the need for access to other local areas.

Council faces a number of challenges in increasing the number of dog parks. The community expects a higher level of monitoring of dog off-leash parks to optimise compliance relating to dog litter and effective control of their pets. Additional dog off-leash parks and the introduction of timed access will significantly increase expectations across the municipality.

### **Dog off-leash activities at sporting reserves**

Residents living near Castlefield Reserve, Hampton, have requested that the reserve be designated as a dog off-leash park. Residents' access to off-leash parks in the area was restricted in Hampton as a nearby park, Sillitoe, was closed for a major upgrade. Sillitoe has now been reinstated as a dog off-leash park. Additional sporting activities have recently been allocated to Castlefield reserve, which will result in a significant increase in use for training and competition activities. Castlefield Reserve serves a significant catchment to its southwest, west, and north-west for both formal and informal sport and recreation activities. An opportunity to provide dog off leash access in the easement adjacent to Castlefield Reserve will be explored.

The use of sports grounds for the walking of dogs, and in particular dog off-leash activities creates a number of challenges. Council maintenance staff report increased wear and tear because of dog activities at popular sports grounds. In addition, the incidence of dog droppings at off-leash sports grounds is far greater than at on leash areas and results in ongoing complaints from sporting clubs/community.

Some sporting clubs report that some dog walkers allow dogs to interrupt sporting games and training activities. Small numbers of dog walkers who do not manage their dogs appropriately in these environments, and who fail to pick up dog droppings have influenced community perceptions, at times unfairly in regards to responsible dog owners.

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<sup>21</sup> Draft Bayside Open Space Strategy, 2012

<sup>22</sup> Draft Bayside Open Space Strategy, 2012, page 72

Commercial dog walkers use some sporting grounds extensively, which further impacts on the condition of the playing fields. Anecdotal information indicates that use of sports fields by commercial dog walkers is increasing and there is a need to work with them to manage their use to minimise impacts on other users and activities.

### **Foreshore zones and bushland areas for dog off leash activities**

In accordance with the Domestic Animals Act, Council has five designated levels of dog restrictions along our 17kms of foreshore ranging from off leash areas, time restricted areas to prohibited dog areas, depending on the beach and time of year. Council also has dogs off leash areas within 14 parks for dog off leash activities. Access for dogs off leash was the result of extensive consultation, environmental considerations, and how easily animal management officers can monitor the area.

Feedback indicates confusion about the zones and difficulty in understanding change in zone requirements when walking along the beach itself. Discussions with a number of other foreshore councils, Kingston and Port Phillip, indicates an opportunity for foreshore zones that are consistent between councils, and easier for residents and visitors to understand and staff to monitor. This might include consolidation of zones.

### **Signage**

Regardless of whether zones along the foreshore are modified consideration should be given to providing signage that is visible and makes it easy to understand dog off leash requirements. Feedback indicates that existing signage is not noticeable from the beach and needs to stand out from corporate and directional signage to attract attention.

Anecdotal feedback also indicates confusion in terms of leashing of dogs in areas adjoining off leash beaches. These areas include car parks, trails, and parkland that extend beyond the beach itself.

There is an opportunity for an industry wide approach to signage, in particular foreshore signage, and landscaping features to delineate dog off leash areas. Adjoining municipalities indicated an interest in exploring a common approach to zoning and signing of dog off leash beaches

### **Fenced dog off leash areas (Dog parks)**

There are no fenced dog parks in Bayside which were built specifically for use by dog owners and their dogs. Consultation undertaken for this Plan did not identify a specific demand for dog parks with fences, however Council has a number of de facto dog parks in fenced sports grounds, and these are very popular.

The Draft Open Space Strategy recommends that consideration be given to areas that are for the exclusive use of dogs<sup>23</sup>. Dog parks should be part of an overall plan to provide for the needs of dog owners and their dogs.

The advantage of fenced dog parks is that they allow dog off leash activities to occur in close proximity to other park activities. They also have a number of other social and environmental benefits<sup>24</sup> including, they allow dog and non-dog people to be in close proximity to each other when in the park; they provide elderly and disabled owners with a safe and contained place to exercise their pet dog; they allow dogs to socialise; they are an alternative recreation activity and encourage community interaction and; they provide a focal point for dog education and training programs.

The following management issues have to be addressed if considering fenced dog parks:

- Dog owners not cleaning up after their dogs;
- The potential for:
  - individuals to bring too many dogs into the dog park,
  - inappropriate dogs (e.g. entire dogs, inappropriate breeds and dogs that are too young) in the park,
  - young children to be taken into the dog park and older children being left unattended,
  - dog rushes and / or bites to humans,
  - dog to dog bites,
  - people to leave their dog unattended,
  - children to use the dog park as a play space, and
  - dog trainers or professional dog walkers dominating park use.

<sup>23</sup> Draft Open Space Strategy, Action A2.4

<sup>24</sup> [www.paws4play.com.au/information](http://www.paws4play.com.au/information)

### 9.8.1 Current activities

This section provides an overview of current education/promotion and management activities.

#### Education/promotion activities

Activity	Schedule
Discussions with dog owners when out on patrols about responsible pet ownership expectations – dog litter collection, dog off leash zones etc.	Ongoing
Handing out litter bags as part of targeted promotions	Annual/bi-annual
Information handed out at Pet Expo	Annual

#### Management and compliance activities

Activity	Schedule
Responding to complaints	As required
Verbal warnings	As required
Regular patrols of parks including on leash and off leash areas	As required
Issuing penalty notices/notices to comply/warning	Ongoing
Targeted patrols of foreshore areas and inland parks	Annual/bi-annual

### 9.8.2 Plans to address priorities for the next 4 years

(\* Issues referred from the Review of Dog Off-leash Areas)

26. \* Review provision of dog off-leash areas in Hampton East and Highett to improve access.
27. \* Explore opportunity to trial early morning dog off leash access at 1-2 parks prior to 9.00am. (Protocols and community based education program to be developed as part of this trial.)
28. \* Review dog off leash options in the Castlefield easement adjacent to Castlefield Reserve
29. \* Review access of dogs to sensitive bushland areas and marine sanctuary and in particular Foreshore Precinct 3.
30. \* Engage with the community to establish protocols and education strategies relating to dog off-leash activities on sports grounds.
31. \* Review the commercial dog walkers' use of open space, particularly sports grounds, to assess the impact and the need for a guideline/policy to manage future access.
32. \* Explore options to provide consistent zones and/or consolidate zones on beaches.
33. \* Review and improve dog off-leash signage.
34. \* Develop dog off-leash area 'demarcation' guidelines (involving signage and landscaping

treatments) for inland parks and reserves (ideally this could be undertaken through the Australian Institute of Animal Management and/or Parks and Leisure Australia and to develop and implement a universal approach).

35. \* Update the dog off-leash brochure and include an online version suitable for download.

## 9.9 Service enhancements and information

**Objective: To enhance animal management services in response to community needs and service management imperatives.**

Pet owners responding to the community survey were significantly more interested in animal management service enhancements than were non-pet owners.

Photos of lost pets on council's website (53% of pet owners) followed by contact details for wildlife carers (37% of pet owners), information on pet interest groups/support groups (37% of pet owners), information about council services (33% of pet owners), and friendlier staff (32% of pet owners) were the top 5 issues identified by pet owners who were consulted in making this Plan.

The latter is a challenging issue because of the nature of the work that animal management staff have to undertake in dealing with transgressions, particularly repeated transgressions, of local laws and state legislation.

Feedback from surveys and through community forums indicates a desire for more information on pets, particularly on council's website. Of particular interest is information on:

- how to find or return a lost pet, including strategies for returning with minimal stress and without the need for intervention by council or the pound operator;
- dog off-leash areas including relevant times and locations;
- health and wellbeing tips;
- how to address pet behaviour issues and pet education;
- local contacts including trainers, community groups, and pet businesses and wildlife carers; and
- regulations, including litter laws.

Eighty-three per cent of survey respondents indicated an interest in a pet newsletter (54% by email, 29% by mail), 53 % expressed interest in receiving information via the local paper, 34% via Council's newsletter<sup>25</sup>, and 18% via Council's website.

*'63% of survey respondents who attended the pet expo stated they would attend it again next year.'*

*Reference: Ref: DAM Plan household survey, 2011*

The majority of survey respondents who attended the pet expo in 2011 stated they would attend the next one. However feedback indicates the need to work with the community to ensure the pet expo is relevant and valuable to the community.

People attending community forums expressed the desire for a 'pet/pet owners network' to assist Council inform the community on pet care, animal welfare, and pet related training and event opportunities. It was recommended this group could assist Council to address issues such as dog litter, barking dogs etc. Commercial operators attending forums, including dog walkers and veterinary clinics, indicated an interest for a closer relationship with Council, possibly through the network. An understanding of council and the community's role needs to be clearly articulated so that roles and expectations are clear to all parties.

The Department of Primary Industries (DPI) has identified a number of pet education priorities including provision of in-school pet care and safety programs<sup>26</sup> and information on introducing pets and babies into the family<sup>27</sup>. The DPI targets years 2/3 in primary school and in 2011 visited 20 primary schools and 30 pre-schools in Bayside with the responsible pet ownership program.

To conduct community education initiatives and develop community networks and partnerships will require increased animal management staff resources. State and federal funding is not provided to undertake this role.

#### 9.9.1 Current activities

This section provides an overview of current education/promotion and management activities.

#### Education/promotion activities

Activity	Schedule
Information on council's website	Ongoing
Pet newsletter	Bi-annual
Pet Expo	Annual
Promotion of DPI brochures at council offices	Ongoing

<sup>25</sup> 'Let's Talk Bayside'

<sup>26</sup> Responsible Pet Ownership programs for schools

<sup>27</sup> We Are Family; A guide to nurturing the child and pet relationship from pregnancy to pre-school

### 9.9.2 Plans to address priorities for the next 4 years

36. Provide more accessible information for inclusion on Council's website, in the pet newsletter, at pet expos and/or community events, and/or media bulletins. Information will be provided on:
- selection of pets suitable to different households and family types
  - cat containment information e.g. indoor and outdoor enclosure, purchase and construction options, educational information about cats and confinement
  - dog confinement, barking dogs, providing enrichment environments and activities
  - pet support (including commercial) and interest groups e.g. trainers, community groups, pet businesses, wildlife carers, and animal welfare groups
  - how to find or return a lost pet
  - dog off-leash areas including relevant times and locations
  - health and wellbeing tips
  - how to address pet behaviour issues and pet education
  - regulations, including litter laws



- information on the management and registration of 'restricted breed' or 'dangerous'
  - information of the management of dogs declared as 'menacing'
  - strategies to address cat over-population and associated campaigns
  - profiling of lost and found pets on council's website
37. Work with the community to optimise involvement in the planning and running of the pet expo (annual).
38. Review the pound service contract to optimise pet returns to their owner.
39. Work with Maternal Child Health nurses and pre-school teachers to optimise the distribution of DPI booklet 'We are Family'<sup>28</sup>

## 10. MONITORING AND REVIEWING THE DOMESTIC ANIMAL MANAGEMENT PLAN

Council will review the Domestic Animal Management Plan in years 1 to 3 to ensure actions and priorities are still relevant and can be completed within available resources.

In year 4 Council will undertake a major review of the plan.

## 11. EMERGENCY MANAGEMENT

For emergency management, please refer to Council Municipal Emergency Management Plan for resources. Plan to address priority of the next 4 years –

40. Review procedures and resources for supporting pet owners and their pets and update the Municipal Emergency Management Plan.

## 12. IMPLEMENTING THE DOMESTIC ANIMAL MANAGEMENT PLAN

The tasks outlined in the Action Plan respond to the issues and opportunities identified in developing this Plan.

Timelines may be affected by changing community, council, state and federal government service priorities, and the availability of council and external funding.



Action	Year of the Plan				Resp <sup>29</sup>	Evaluation Measures	
	1	2	3	4			
<b>Training of Authorised Officers</b>							
Objective: To ensure staff have the necessary technical and interpersonal skills to carry out their role.							
1.	Implement an annual staff training and education calendar to maintain best practice technical skills, customer service skills and information programs/briefings, including: <ul style="list-style-type: none"> <li>Attendance at the annual Australian Institute of Animal Management conference</li> <li>Training in <ul style="list-style-type: none"> <li>Canine DNA evidence collection</li> <li>Breed identification</li> <li>Micro chip implanting</li> </ul> </li> </ul>	✓	✓	✓	✓	Int. <b>A</b>	All Animal Management Officers attend training. Attendance at conferences, seminars, training in line with reviewed education/training program (Action 2)
<b>Registration and identification</b>							
Objective: To increase and maintain high levels of pet registration and permanent identification.							
2.	Introduce an online process for pet registration and for pet owners to provide updated pet information held by Council e.g. pet no longer at that address.		✓	✓	✓	Int. <b>A, IT</b>	Annual increase in number of people registering online Evaluation and Improvements implemented.
3.	Continue to improve reclaim rates for animals impounded. Yr 1 – Identify and implement initiatives, Yr 2+ implement and enhance	✓	✓	✓	✓	Int. <b>A</b> Ext. <b>Pound contractor, welfare groups, vets</b>	Improve reclaim rates by 2%.
4.	Cross-reference Council's database of registered animals with microchip registries to identify unregistered animals.		✓		✓	Int. <b>A</b> Ext. <b>DPI</b>	Cross reference every 2 years Number of pets identified and registered increased.
5.	Develop and/or review guidelines and procedures relating to: <ul style="list-style-type: none"> <li>Registration of dangerous and restricted breed dogs. (Develop-D)</li> <li>Seizure and impounding of unregistered and/or unidentified dogs and cats. (Review-R)</li> <li>Compliance with council desexing requirements for cats. (Formalise/detail)</li> <li>Compliance with registration and identification requirements for dogs and cats. (Review-R)</li> </ul>	✓ <sup>D</sup>	✓ <sup>R</sup>		✓ <sup>R</sup>	Int. <b>A</b>	Guidelines and procedures implemented.
<b>Dealing with nuisance issues</b>							
Objective: To decrease complaints relating to pets.							
6.	* Explore the development of a pet consultation group to assist Council to develop and implement strategies to address pet related issues.		✓	✓	✓	Int. <b>A, EOS, R, F, A</b> Ext. <b>Pet liaison network, sport clubs, vets, dog clubs, pet owners</b>	Recruitment process completed Group consulted on significant new initiatives and strategies and post implementation to obtain feedback on success.

<sup>29</sup> Int.=Internal departments, Ext.=External groups, agencies, A=Amenity Protection, AD=Aged and Disability, C=City works, DPI=Department of Primary Industries, EOS=Environment & Open Space, F=Family Services, G=Governance, IT=Information Services, LGAs=Local Government Authorities, PIAS=Pet Industry Advisory Service, R=Recreation. **Bold** highlights lead department, groups

\* Referred from Dog Off-leash Policy Review

Action	Year of the Plan				Resp <sup>29</sup>	Evaluation Measures
	1	2	3	4		
7. * Review the provision of litter bag dispensers at parks with dog off-leash areas to determine their effectiveness in supporting responsible dog ownership.	✓	✓	✓	✓	Int. <b>A, EOS, R</b> Ext. <b>Pet liaison network</b> , sport clubs, vets, dog clubs, pet owners	Develop policy and strategy and implement. Monitor utilisation rates.
8. * Provide a community education and awareness program to: <ul style="list-style-type: none"> <li>reinforce Council's local law that requires dog walkers to carry a device for picking up dog litter, and to pick up after their dog</li> <li>develop strategies to address dog litter issues (with the support of dog walkers and owners).</li> </ul>		✓	✓	✓	Int. <b>A, IT, EOS, R</b> Ext. <b>Pet liaison network</b> , sport clubs, vets, dog clubs, pet owners	Decrease in dog litter complaints received by Council compared to previous years.
9. * Liaise with the management of the Cheltenham Golf Course, and local dog walkers to ensure the responsible behaviour of dog owners.	✓				Int. <b>A, R, EOS</b> Ext. Chelt. Golf Course, pet network, residents	Strategies implemented to improve compliance and the safety of Cheltenham Golf Course users and pet walkers.
10. Development of dog owner / dog etiquette guidelines. This will consider strategies to address possible conflicts between dogs and children, cyclists, older/frail/disabled people, sporting surfaces, native flora and fauna and dogs.			✓	✓	Int. <b>A, R, EOS</b> Ext. pet network, dog owners, residents	Guidelines developed and promoted. Review of dog off leash areas (e.g. dog parks) including site selection/option analysis, design and procedures Yr 3+ – installation of dedicated dog off-lead areas – Resources requirements determined as part of analysis
11. Develop/review procedures for: <ul style="list-style-type: none"> <li>dealing with cats that trespass on premises without permission (s.23) (Review)</li> <li>dealing noise nuisance complaints for dogs and/or cats (s.32) (Review)</li> <li>dogs in conservation zones (Develop)</li> <li>attending the VCAT to hear appeals of dog and/or cat owners (Part 7D) (Develop)</li> </ul>	✓ <sup>R</sup>  ✓ <sup>D</sup> ✓ <sup>D</sup>	✓ <sup>R</sup>	✓ <sup>R</sup> ✓ <sup>R</sup>		Int. <b>A</b> Ext. <b>DPI</b>	Policies developed and reviewed every three years, or as required.
12. Promote the benefits of dog training and encourage attendance at dog obedience training.	✓	✓	✓	✓	Int. <b>A, IT, R</b> Ext. <b>Pet liaison network</b> , sport clubs, vets, dog clubs, pet owners	Information prepared for website and hard copy Targeted promotion program developed and implemented
13. Targeted education and enforcement campaigns implemented in conjunction with local sporting clubs, committees of management and local communities to reduce nuisance behaviours.		✓	✓	✓	Int. <b>A, R</b> Ext. <b>Pet liaison network</b> , sport clubs, pet owners	Targeted promotion program developed and implemented. Information provided on Council's website and in hard copy as required.

Action	Year of the Plan				Resp <sup>29</sup>	Evaluation Measures
	1	2	3	4		
14. Work with café proprietors to develop information on managing your pet when dining at footpath cafés and monitoring safety.		✓	✓	✓	Int. <b>A</b> , Ext. <b>Pet liaison network</b> , café owners, pet owners	Targeted promotion flyer developed, implemented and promoted.
<b>Managing dangerous, menacing and restricted breed dogs</b>						
Objective: To effectively manage dogs classified as dangerous, menacing, or of a restricted breed.						
15. Flag certain breeds on registration database for assessment.	✓	✓	✓	✓	Int. <b>A</b>	Database developed and maintained for dangerous dogs.
16. Cross-reference microchip database information with current council registration database for potential restricted breed dogs.	✓	✓	✓	✓	Int. <b>A</b> , IT	Annual cross reference undertaken.
17. Develop procedures/checklist for when/how to 'declare a dog' dangerous/restricted/menacing.	✓	✓			Int. <b>A</b> Ext. <b>DPI</b> , microchip registers	Procedure developed and implemented.
<b>Attacks and rushing by dogs</b>						
Objective: To minimise the incidence of dog attacks and rushes in the home and in public places						
18. Define categories of dog 'attack' (e.g. rush, physical injury) and document more detailed information about the attack and environment/circumstances to enable targeted education programs.	✓	✓	✓	✓	Int. <b>A</b>	Yr 1-prepare records information/data collection checklist Review recording procedures and provide relevant training Yr 2+ Collection and reporting of data as per checklist
19. Inform community of outcomes of dog attack court cases and provide community education.	✓	✓	✓	✓	Int. <b>A</b> Ext. <b>DPI</b> , microchip registers	Number of publications and reduction in dog attacks in comparison to previous years.
20. Develop dog attack standard operating procedure.	✓	✓	✓	✓	Int. <b>A</b>	Procedure developed, implemented and reduction in dog attacks in comparison to previous years.
<b>Overpopulation and euthanasia</b>						
Objective: To minimise the number of pets surrendered, animals without homes, and animals euthanised.						
21. Investigate on-going discount desexing program options with shelters, veterinarians for low socio-economic groups.		✓			Int. <b>A</b> Ext. <b>DPI</b> , <b>vets, shelters</b> , <b>pound contractor</b>	Investigated and any discount desexing programs promoted.
22. Identify reasons for pets being euthanised from pet owners and provide education as required e.g. behaviour, ill health, unwanted.	✓	✓	✓	✓	Int. <b>A</b> Ext. <b>Pound contractor</b>	Information obtained and education campaigns implemented to address issues identified.
23. Participation in the 'Whose for Cats Campaign', or similar state government program, with local strategies where required in relation to stray cats, partly owned cats and undesexed cats (including kitten 'give aways').	✓	✓	✓	✓	Int. <b>A</b> , Ext. <b>DPI</b> , vets, shelters	Promotion of campaign in conjunction with local media and key stakeholders Local strategies implemented

**Year of the Plan**

<b>Action</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>Resp<sup>29</sup></b>	<b>Evaluation Measures</b>
<b>Overpopulation and euthanasia</b>						
Objective: To minimise the number of pets surrendered, animals without homes, and animals euthanised.						
24. Conduct a desktop search for commercial dog training and other Domestic Animal Business that are not registered with council.		✓		✓	Int. <b>A</b> ,	Research and door knock conducted and registration enforced as required.
25. Develop procedures for the following: <ul style="list-style-type: none"> <li>• the seizure of documents (s.75)</li> <li>• attendance at VCAT to hear appeals of proprietors of domestic animal businesses (Part 7D)</li> </ul>			✓	✓	Int. <b>A</b> ,	Refer Action 28
<b>Provision for dogs off leash</b>						
Objective: To plan and manage provision for dogs off-leash in consideration of other park and foreshore activity needs.						
26. * Review provision of dog off-leash areas, in Hampton East and Highett.	✓	✓	✓	✓	Int. <b>A, R, EOS</b> , F, AD, Ext. dog owners, residents	Consult with community and Council department staff to identify options Implement findings of review to improve access
27. * Explore opportunity to trial early morning dog off leash access at 1-2 parks prior to 9.00 am. (Protocols and community based education program to be developed as part of this trial.)	✓	✓	✓		Int. <b>A, R, EOS</b> , F, AD, Ext. dog owners, pet liaison network, residents	Identify options for trial sites, promote and review. Introduce additional sites if feasible.
28. * Review dog off leash options in the Castlefield easement adjacent to Castlefield Reserve.	✓	✓			Int. <b>R, EOS</b> Ext. sporting clubs	Review use and condition of Castlefield Reserve and options for dog off-leash activity. Implement recommendations.
29. * Review access of dogs to sensitive bushland areas, marine sanctuary and in particular Foreshore Precinct No:3.		✓			Int. <b>R, EOS, A</b> ,	Policy/guidelines developed, implemented and promoted.
30. * Engage with the community to establish protocols and education strategies relating to dog off-leash activities on sports grounds.	✓	✓	✓	✓	Int. <b>A, R, EOS</b> , F, AD, Ext. <b>pet liaison</b> network sporting clubs, pet owners,	Yr 1 – Form group and develop strategies relating to sporting grounds
31. * Examine the level of use by commercial dog walkers of open space areas, particularly sports grounds, assess the impact and prepare guidelines/policy to manage future access.	✓				Int. <b>A, R, EOS</b> , F, AD, Ext. pet liaison network sporting clubs, dog owners,	Discussions with dog owners Guidelines/policy developed and implemented
32. * Explore options to provide consistent zones and/or consolidate zones on beaches.	✓	✓	✓		Int. <b>A, R, EOS</b> , F, AD, Ext. pet liaison network, dog owners, residents	Zones reviewed and changes implemented accordingly

Action	Year of the Plan				Resp <sup>29</sup>	Evaluation Measures
	1	2	3	4		
33. * Review and improve dog off-leash signage	✓	✓	✓	✓	Int. <b>A, R, EOS</b> , F, AD, Ext. pet liaison network, dog owners	Signage upgrades to meet community need.
34. * Develop dog off-leash area 'fencing' guidelines (involving signage or landscaping treatments) for inland parks and reserves. (Ideally this could be undertaken through the Australian Institute of Animal Management and/or Parks and Leisure Australia and to develop and implement a universal approach.)	✓	✓			Int. <b>R, EOS</b> , A	Guidelines developed and implemented.
35. * Update the dog off-leash brochure and include an online version suitable for download.		✓	✓		Int. <b>A, R, I</b> , EOS, F, AD Ext. <b>pet liaison network</b>	Brochure published and hard copies distributed.

### Service enhancements

Objective: To enhance animal management services in response to community needs and service management imperatives.

36. Provide more accessible information for inclusion on Council's website, in the pet newsletter, pet expos and community events, and local media. Information will be provided on: <ul style="list-style-type: none"> <li>• selection of pets suitable to different households and family types</li> <li>• cat containment information e.g. indoor and outdoor enclosure, purchase and construction options, educational information about cats and confinement</li> <li>• dog confinement, barking dogs, providing enrichment environments and activities</li> <li>• pet support (including commercial) and interest groups e.g. trainers, community groups, pet businesses, wildlife carers, and animal welfare groups</li> <li>• how to find or return a lost pet, including strategies for returning with minimal stress and without the need for intervention by council or the pound operator</li> <li>• dog off-leash areas including relevant times and locations</li> <li>• health and wellbeing tips</li> <li>• how to address pet behaviour issues and pet education</li> <li>• regulations, including litter laws</li> </ul>	✓	✓	✓	✓	Int. <b>A, I</b> , EOS, R, F, AD Ext. <b>pet liaison network</b> , vets, pound contractor, shelters, DPI, PIAS	Information and promotional plan to be developed that determines: <ul style="list-style-type: none"> <li>• target groups e.g. children, pet owners</li> <li>• type and format of information</li> <li>• timelines for production and rollout of information</li> <li>• key performance/achievement measures</li> </ul>
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Action	Year of the Plan				Resp <sup>29</sup>	Evaluation Measures
	1	2	3	4		
36. <ul style="list-style-type: none"> <li>information on the management and registration of 'restricted breed' or 'dangerous'</li> <li>information of the management of dogs declared as 'menacing'</li> <li>strategies to address cat over-population and associated campaigns e.g. 'Whose for Cats' campaign</li> <li>profiling of lost and found pets on council's website</li> </ul>	✓	✓	✓	✓		
37. Work with the community to optimise involvement in the planning and running of the pet expo (annual).	✓	✓	✓	✓	Int. <b>A</b> , I, EOS, R, F, AD Ext. <b>pet liaison network</b> , vets, pound contractor, shelters, DPI, PIAS	Annual Expo held and attendance increase by 10%.
38. Review the pound service contract to optimise pet returns to their owner.		✓			Int. <b>A</b> Ext. Pound contractor, DPI, other LGAs	Pound service review (internal and with contractor) undertaken and contract awarded to pound operator.
39. Work with Maternal Child Health nurses and early childhood staff to optimise the distribution of DPI education booklet 'We are Family' <sup>30</sup>	✓	✓	✓	✓	Int. <b>A, F, I</b> Ext. parents groups, shelters, vets, pet owners	Education booklet distributed to families by Maternal and Child Health Nurses and early childhood staff.
40. Review procedures and resources for supporting pet owners and their pets in an emergency and update the Municipal Emergency Management Plan		✓		✓		Int. <b>A</b> , DPI



<sup>30</sup> We Are Family; A guide to nurturing the child and pet relationship from pregnancy to pre-school

## 13. APPENDICES

### Appendix 1 – Animal ownership statistics

**Table 3 – Bayside population and cat and dog registration data**

#### Bayside Cat and Dog owning statistics for 2011/12

Suburb	Population <sup>31</sup>	Dog Population <sup>32</sup>	No. households owning ONLY A DOG	Cat Population <sup>33</sup>	No. households owning ONLY A CAT	No. h'holds owning BOTH CAT AND DOG
Beaumaris	13,321	1997	1456	604	299	183
Black Rock	6,140	847	626	250	127	71
Brighton	22,538	2818	2061	883	465	249
Brighton East	15,714	1862	1330	652	352	167
Cheltenham	2,997	439	324	160	85	44
Hampton	12,511	1659	1162	642	295	199
Hampton East	4,668	512	379	261	135	46
Highett	7,005	890	636	380	215	89
Sandringham	9,492	1274	908	524	268	141
TOTAL	94,386	12298	8882	4356	2241	1189

#### Summary of statistics from above table

- Cat ownership = 4.5 cats per 100 people that live in Bayside
- Dog ownership = 12.7 dogs per 100 people that live in Bayside
- 72% of pet owning households own dogs only
- 18% of households own cats only
- 10% of households own cats and dogs

**Table 4 – Comparative cat and dog registrations with adjoining municipalities**

#### Cat and dog registrations for 2010/11

DOGS	Dog registrations	Resident Population	Dogs/100 people
Port Phillip	5905	97,429	6.1
Kingston	16383	148,830	11.0
Glen Eira	11375	137,712	8.3
Stonnington	7545	100,351	7.5
Bayside	11,970	94386	12.7
CATS	Cat registrations	Resident Population	Cats/100 people
Port Phillip	3031	97,429	3.1
Kingston	6335	148,830	4.3
Glen Eira	5164	137,712	3.7
Stonnington	3204	100,351	3.2
Bayside	4211	94,386	4.5

31 forecast2.id.com.au/Default.aspx?id=107&pg=5180, derived on Estimated Resident Population from the Australian Bureau of Statistics

32 Council dog registrations (plus 10%) 2011/12

33 Based on Council cat registrations for 2011/12

NOTE: Data based on 2010/11 cat and dog registrations and sourced from DPI/Bureau of Animal Welfare Levy payments data (2010/11)

Bayside population data sourced from forecast2.id.com.au (refer above table) and other LGA demographic data from Victorian Population Bulletin<sup>34</sup>

## Appendix 2 – Key reporting statistics

Council reports to the Department of Primary Industries against the following criteria.

Measure	2009/10	2010/11	2011/12	% change b/t 2009/10 to 2011/12
Number of registered dogs	11,817	12,054	12570	6.4%
Number of registered 'declared' dogs in Bayside	2	3	4	100.0%
Number of impounded dogs	297	342	338	13.8%
Number of impounded dogs returned to owner	284	311	330	16.2%
Number of dogs rehoused	4	6	3	-25.0%
Number of dogs euthanised	9	7	5	-44.4%
<b>Cats</b>				
Number of registered cats	5079	4400	4373	-13.9%
Number of impounded cats	89	68	84	5.6%
Number of impounded cats returned to owner	20	24	22	-10.0%
Number of cats rehoused	8	10	26	225.0%
Number of cats euthanised	61	24	36	-41.0%
<b>Customer Service Requests/Complaints</b>				
Animal infringement	0	1	1	
Animal litter	12	17	7	-41.7%
Animal registration	637	471	398	-37.5%
Removal of dead animals	114	115	117	2.6%
Cat cage to be delivered	86	72	56	-34.9%
Dog attack	59	80	59	
Dog rush (new for 2012/13)				
Dog – barking	241	266	282	17%
Dog – on foreshore	14	6	8	-42.9%
Dog – off leash	107	45	64	-40.2%
Dog – pick up (being held or confined)	195	231	244	25.1%
Dog – wandering	220	138	108	-50.9%
Feral/domestic cat to be collected	59	47	30	-49.2%
General animal compliant	99	136	161	62.6%
Information request	13	12	127	876.9%
<b>Total number of Customer Service Requests/complaints</b>	1861	1656	1678	-9.8%
Prosecutions				
Number of prosecutions completed	N/A	11	54	-
Number of successful prosecutions	N/A	11	53	-

34 Victorian Population Bulletin 2011, [www.dpcd.vic.gov.au/\\_data/assets/pdf\\_file/0019/61831/VicPopBulletin11-web.pdf](http://www.dpcd.vic.gov.au/_data/assets/pdf_file/0019/61831/VicPopBulletin11-web.pdf)



## Appendix 3 – Domestic Animal Act, Section 68A

The following is section 68A of the Domestic Animals Act. This section requires every council in Victoria to prepare a Domestic Animal Management Plan, to show how the council intends to address the Act.

### 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 4 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.

## Appendix 4 – Local Laws and Orders

Section 68A of the Domestic Animals Act<sup>35</sup> provides council with the authority to make policies ('orders in council') in relation to:

- the number of dogs or cats that may be kept on any premises in the municipality
- prohibiting or regulating the keeping of dogs or cats in areas where they may be a threat to native fauna
- the requirement for dog owners to dispose appropriately their dogs faces when in public places.

In addition, the Local Government Act<sup>36</sup> provides council with the authority to make policies ('local laws').

The following provides a summary of Bayside City Council local laws and orders relating to the management of domestic animals.

### **Order No. 4 made under Section 26 of the DAA** (Effective 8/2/2012)

Key requirements under the order:

- Dogs are allowed off-leash in 'designated areas' and in all other areas dogs must be on a leash. This is other than 'prohibited areas' where dogs are not allowed at all.
- In dog off-leash areas they must be under effective control of their carer and must not in any way interfere with other people or dogs
- Dogs must be on a leash when within 20 metres of a playground, sporting game, picnic area, and the boundary with an on leash area

The order provides a schedule of designated off-leash areas and hours of access that apply to these areas. Details of the order are available from council and in the Victorian Government Gazette<sup>37</sup>.

### **Order No. 25 made under Section 25 of the DAA** (Effective 8/12/11)

Key requirements under the order:

- Cats must be confined to their property between the hours of 9.00 pm and 6.00 am in daylight saving time and between 8.00 pm and 6.00 am at other times of the year.

### **Order No. 10A made under Section 10A of the DAA** (Effective 8/11/11)

Key requirements under the order:

- Any cat being registered for the first time must be desexed.

### **Bayside Local Law No. 2, sections 39-41 made under Section 111 of the Victorian LGA** (Effective 8/11/11)

Key requirements under the local law:

- Section 39 (Keeping of Animals) stipulates the number and type of animals that can reside at any one household without the need for a permit.
- Section 40 (Accommodation of Animals) stipulates the requirement to adhere to accommodation requirements associated with keeping 'excess animals' accommodation requirements.
- Section 41 (Animal Excrement) stipulates that people in charge of animals must remove their animal's litter and must carry a device for doing this.

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<sup>35</sup> Domestic Animals Act, Victorian State Government, section 42.

<sup>36</sup> Local Government Act 1989 – Part 5, section 111-Power to make local laws

<sup>37</sup> Victorian Government Gazette, 24th March 2011

## Appendix 4 – 4 year AMO staff training plan

<b>Animal Management training</b>	<b>2012</b>	<b>Future</b>	<b>2012</b>	<b>Future</b>	<b>2012</b>	<b>Future</b>	<b>2012</b>	<b>Future</b>	<b>2012</b>	<b>Future</b>
Certificate IV in Animal Control and Regulation	✓		✓		✓		✓		✓	
Certificate IV in Animal Welfare (Regulation)										
Microchip implantation training										
Animal handling/assessment										
Investigation/Statement taking course										
Computer subjects/skills										
Customer service training e.g. conflict resolution, dealing with difficult customer, communication etc...		1		1		1		1		1
		2		2		2		2		2
		3		3		3		3		3
		4		4		4		4		4
Bureau of Animal Welfare – training and information days		1		1		1		1		1
		2		2		2		2		2
		3		3		3		3		3
		4		4		4		4		4
Induction program for new staff										
Substantial experience in an animal management role.										
Diploma or Certificate IV in Justice										
Diploma or Certificate IV in Local Government										
Industry training – time management										
OH&S training –driver training										
Customer service training – public speaking										
Australian Institute of Animal Management annual conference										
Other (specify)										

1,2,3,4 = Specifies the years training will occur



## Bayside City Council

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<b>Website</b>	<a href="http://www.bayside.vic.gov.au">www.bayside.vic.gov.au</a>