



Submission for the Australian Institute of Animal Management Inc

# 2010

# Animal Management Plan of the Year

Knox City Council

Domestic Animal Management Plan 2009 – 2012

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# 1. The Knox City Council

## 1.1 Demographic and Municipal Profile

The City of Knox is located approximately 25kms from the Melbourne GPO. Knox is one of the most populous municipalities in Victoria with almost 154,000 residents living in eleven localities, covering the suburbs of Ferntree Gully, Upper Ferntree Gully, Boronia, The Basin, Rowville, Wantirna, Wantirna South, Lysterfield, Knoxfield, Scoresby and Bayswater.



Fig 1.

The western and northern boundaries are formed by Dandenong Creek and, starting with the south west corner, adjoins municipalities of Greater Dandenong, Monash, Whitehorse, Maroondah and Yarra Ranges. The eastern boundary adjoins the Yarra Ranges Shire, running along the lower slopes of the Dandenong Ranges, which is primarily National Park and Forest Reserve. The Southern boundary takes in Lysterfield Hills and adjoins the Municipality of Casey (fig 1).



The City of Knox has no rivers but does have two significant creeks running generally in an east/west direction. These pose no major flooding threat. Flood prone rural land exists in the south west corner of the municipality. Apart from the exceptions mentioned, the majority of the municipality is gently undulating with flat ground in the vicinity of the creeks. The climate is temperate with periods of heat in summer and is subject to severe wind storms from time to time.

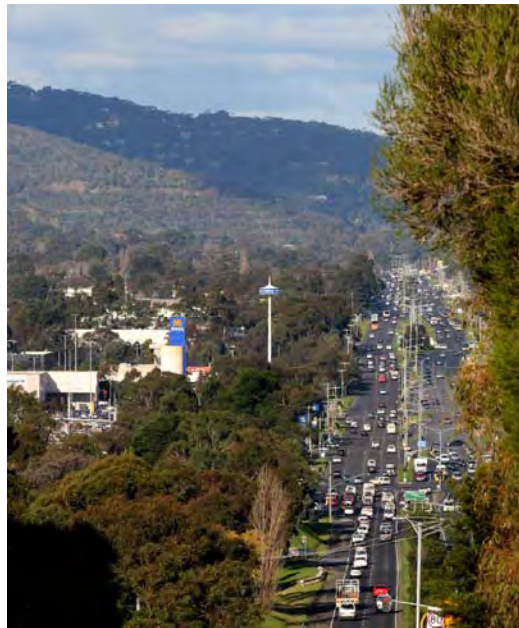


The City of Knox is highly developed with a blend of commercial, industrial and residential areas. The municipality has a network of major roads running north-south and east-west with Burwood Highway running east-west through the centre of the municipality. The Belgrave-Melbourne rail line passes through the north east corner. The municipality is crossed by an international flight path which lies just inside the western boundary.



**Knox City Council**

The unique landscape setting of Knox with the backdrop of the Dandenong Ranges, the associated foothills and valley areas, the creek corridors and the dominance of the indigenous tree canopy provide a strong cultural, social and environmental reference point for all residents. Knox residents are proud, passionate and protective of this landscape setting and the associated values.



Knox residents are truly diverse coming from over 130 different countries and speaking 54 languages. One in four residents identify themselves as being born overseas.

The Knox municipal district is moving from one of urban expansion to one of consolidation. In residential areas, with Knox's strong land use planning framework, this consolidation will be reflected in the balanced growth of medium to higher density, particularly in proximity to commercial activity centres.

The total population is projected to grow to 162,000 by the year 2031. It is estimated that Knox will need to accommodate an additional 8,000 persons and 12,000 households by 2031.



Demographic trends indicate smaller household sizes which are expected to decrease from the existing 2.8 persons per household to an average of approximately 2.4 persons by 2031. This will occur through a net increase in *Lone Person Households* and a decrease in *Family Households*. The increase in *Lone Person Households* may reflect in an increased demand for animals for companionship. This is consistent with the projection that the 60-69 age group will almost double and 70-79 and 80+ age groups triple by 2031. There is a correspondingly projected fall in the 0-9 age group in Knox by over a quarter (28%) by 2031 which may result in a reduction in demand for dogs and cats as children's pets.



There will also be pressure on existing non-residential land uses, particularly within commercial activity centres. As land available for development becomes scarcer, urban renewal will occur. The increased density of population will impact on Council's management of both the demand for open space and supporting infrastructure. Smaller properties and multi-unit developments will mean smaller areas in which to confine pets and will therefore impact on pet selection and exercising options. Pressure on off-lead areas for dogs will follow.



The proportion of families purchasing homes in Knox is substantially higher than the metropolitan average. Consequently, the high level of home ownership in Knox has meant that there are only 14% of dwellings available for renting (12% private and 2% in government rental properties), much lower than the metropolitan average of 20%. This will have implications for the permanency of residents and hence improved likelihood of achieving better levels of animal registration. Anecdotally, Council's Animal Management staff have reported that a disproportional number of problem animals are associated with rental accommodation. Therefore, Knox's prospects for coping with animal management problems associated with rental accommodation are greater than for many other Councils.

One of the implications of the changing demographics is the importance of the requisite annual review of the Plan.



## 1.2 Statement of Purpose

Knox City Council's purpose is to enhance the quality of life of the Knox community.

### The Knox Vision

Council and the community's shared Vision for the future of Knox is:

"Knox City Council and the community: a partnership in progress; creating a safe, healthy and connected community with high quality services, transport options, facilities and culturally rich experiences; committed to protecting our green, leafy neighbourhoods and natural environment, and enhancing economic sustainability for future generations"

### The Knox Mission

Council's core purpose is to improve the quality of life of the Knox community. Council realises this mission by:

- Providing leadership in building strong alliances, partnerships and networks with other key stakeholders in the community
- Planning for the future growth and sustainability of the city
- Providing high quality services that respond to an identified need which would otherwise not be accessible to the community
- Maintaining city infrastructure and assets on behalf of the community
- Ensuring highest standards of corporate governance
- Making and enforcing local laws
- Providing a voice for the community and advocating in its best interests
- Fostering community cohesion and encouraging active participation in civic life
- Building the ongoing capacity and capability of the community to manage local issues
- Building the ongoing capacity and capability of the organisation

### Knox Values

Our Values drive behaviour throughout the Council and are reflected in working relationships between Councillors, the organisation and the external environment including the community. The values underpin the way we work as an organisation and the way we want the community to perceive us as an organisation. Knox's values are:

- **Teamwork:** Council will work together in the pursuit of its vision, purpose and goals.
- **Innovation:** Council will be open to new ideas and will constantly seek opportunities to enhance the quality of life of the Knox community in new, more efficient and effective ways, and strive towards constantly building an adaptable and agile organisation.
- **Integrity:** Council will strive to be valued and trusted by the Knox community. Council will be respectful, open, transparent and honest in its dealings with the community. It will also be accountable in its objectives and role as a local government.
- **Enjoying Work:** Council will maintain a passionate, highly motivated team that respects and encourages diversity. Energy is directed into achieving clearly articulated direction. Leadership and organisation learning are highly valued.
- **Service Excellence:** Council will ensure Council services meet quality, cost and efficiency standards; are responsive to need; accessible to members of the community to whom the service is intended; and demonstrate continuous improvement. Council will also ensure that all of its activities are efficient, effective and aligned to the achievement of Council's purpose.



## Core Purposes of Knox's Animal Management Service

The core purposes of the Knox City Council's animal management services are:

- To create an environment where people and pets can peacefully coexist within the community.
- To inform and educate the community about the needs of companion animals and promote responsible pet ownership.
- To increase the understanding of normal animal behaviour within the non-pet owner population.
- To ensure that the needs of the wider community are reflected through Council's domestic animal management policies.
- To enforce animal management legislation.

### 1.3 Knox Animal Statistics

The following table sets out key statistics for animal management relating to the City of Knox with comparative figures for like Councils.

**TABLE 1: KEY DOMESTIC ANIMAL STATISTICS**

	<b>Knox Council (#1)</b>	<b>Like Councils (#2) (Ave.)</b>
Population	152,388	136,930
No. of residential assessments	52,810	51,963
Area (sq km)	114	90 ( <b>#3</b> )
No. of EFT authorised officers (animal control)	2.5	3.1
Hours training per officer annually	30	67
No. of registered dogs	17,582	14,692
Estimated dog population	29,047 ( <b>#4</b> )	28,608 ( <b>#5</b> )
No. of registered cats	5,721	6,154
Estimated cat population	18,483 ( <b>#4</b> )	18,187 ( <b>#5</b> )
No. of registered declared dogs	21	18
No. of animal prosecutions completed	19 ( <b>#6</b> )	69
No. of successful animal prosecutions	18 ( <b>#6</b> )	69

**Notes on Table 1:**

#1 Statistics for the 12 month period ending 31st December 2007.

#2 Like Councils assessed in this analysis are: Monash, Greater Dandenong, Frankston, Maroondah, Manningham and Yarra Ranges.

#3 The area of the Shire of Yarra Ranges has been omitted from the 'Like Councils' Area, as its 2,500 sq km area distorts a meaningful comparison.

#4 These figures are based on estimates developed by BIS Shrapnel Pty Limited for a report in September 2006 on the 'Contribution of the Pet Care Industry to the Australian Economy' prepared for the Australian Companion Animal Council Incorporated, a non-profit organisation described as a peak body representing pet ownership and the pet industry in Australia. The survey is based on research by TNS Social Research.

The proportion of households which own cats and dogs are estimated at:

- Dogs 38.5% of household have one or more dogs
- Cats 25% of household have one or more cats

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

- Dogs 1.43 dogs per dog owning household
- Cats 1.40 cats per cat owning households

Applied to the City of Knox these statistics mean that there are 20,332 households with one or more dogs and a total of 29,047 dogs and 13,202 households with one or more cats, a total of 18,483 cats.

#5 These figures have been standardised using the same ratios (in #4) as were applied to the Knox figures.

#6 A number of Councils prosecute animal infringements directly to open court rather than through the infringements court as is done by Knox.

**TABLE 2: IMPOUNDED ANIMAL STATISTICS**

	2005	2006	2007	Like Councils (Ave.)*
No. of dogs impounded:	690	775	738	685
Percentage of dogs returned to owner	72%	76%	77%	78%
Percentage of dogs sent to Shelter #	24%	19%	9%	
Percentage of dogs rehoused #			6%	8%
Percentage of dogs euthanased #	2%	3%	8%	14%
No. of cats impounded:	172	213	323	400
Percentage of cats returned to owner	12%	12%	10%	9%
Percentage of cats sent to Shelter #	70%	68%	18%	
Percentage of cats rehoused #			23%	21%
Percentage of cats euthanased #	18%	19%	48%	70%

\* Like Councils assessed in this analysis are: Monash, Greater Dandenong, Frankston, Maroondah, Manningham and Yarra Ranges.

# During 2005, 2006 and part of 2007 Knox City Council utilised the services of a pound that rehoused animals through several shelters. Statistics are not available as to the destiny of those animals once they left the pound. In July 2007, Council commenced directly using a pound service provider that incorporated a shelter. Therefore the statistics listed as "Percentage of dogs/cats rehoused" reflect the known outcome of animals impounded and not collected by their owners after that date.



### Chip in to stop strays

KNOX Council and the State Government are calling on residents to take some responsibility for stray cats.

Knox local laws co-ordinator Elva Tapley said Victoria was facing a "serious cat overpopulation problem".

She encouraged people not to feed stray cats, saying that doing so could contribute to growing cat colonies.

Ms Tapley said stray cats often spread diseases and parasites to owned cats, and may fight and injure them.

The council is calling on pet owners to have their cats desexed, microchipped and registered, and for residents to report stray cats to the council to identify owners.

The Department of Primary Industries is staging a Who's for Cats stray cat awareness campaign, supported by groups such as the RSPCA.

**Details: 9298 8000**

#### GOING ASTRAY

Stray cats in Victoria:

- There are about 500,000 unowned (stray and feral) cats in Victoria
- An average fertile female cat can produce three litters in one year.
- One female cat and her offspring can produce 420,000 cats in seven years.

Source: Knox Council

Pet Interest: Knox Council officer Graham Webb getting a grip on stray cats. Picture: Lucy Di Paolo

## 2. Background - Knox City Council Domestic Animal Management Plan 2009-2012

### 2.1 Purpose of the Plan

In 2005 the State Government of Victoria amended the Domestic Animals Act 1994 to further improve animal management within the State. These amendments made it a legislative requirement for Councils to prepare and implement a Domestic Animal Management (DAM) Plan that will be renewed every 3 years (This has now been amended to 4 years). This plan outlines the services, programs and policies the Council has established to address the administration of the Act and the management of dog and cat issues in their community.

The Purpose of the Domestic Animal Management Plan is to provide a strategic framework that delivers policy direction and an action plan for domestic animal management practices throughout the Municipality.

The Plan was developed in accordance with the guiding principles of the Act. It was developed following an extensive consultative process over a twelve month period. The Plan was developed based on a number of themes that were identified through this consultation process. These included:

- Unregistered, unidentified, feral & unwanted domestic animals;
- Dog attacks and dog aggression in public places threatening public safety;
- Barking and noisy dogs, wandering dogs and dogs exercised in public places – potentially causing nuisance to the community; and
- Wandering and feral cats causing a nuisance to residents and are a threat to native fauna.

### 2.2 Statutory Requirements

The statutory requirements of the Plan are:

*(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 (emphasis added).*

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

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

It is equally important that non pet owners gain an appreciation of the important role domestic animals play within the social fabric of our society. The Plan will also increase the awareness of the Community as to the importance of the role pets have in supporting their owners' physical, social, and psychological health.



### 3. Development of Knox's DAM Plan

The Domestic Animal Management Plan is driven by two factors:

- The needs and concerns of the residents of Knox; and
- The statutory requirements for the Plan to address specified matters.

In August 2007 a Project Plan was prepared to guide the development of the Domestic Animal Management Plan. As a key part of that Plan Council undertook a comprehensive program of community and internal cross-functional consultation – all aimed at establishing the needs and concerns of the residents of Knox in the management of domestic animals.

The initial consultation program incorporated the following aspects:

- **Community Surveys:** an online survey was conducted through the Council web site and a direct community on-site survey was conducted at the October 2007 Stringybark Festival. Council received 180 responses to its Stringybark Festival survey and 88 to its on-line survey.
- **Focus Groups:** one Group was held especially for Pet Industry representatives (6) and a second was conducted as an open community forum (45).
- **Council Internal Cross-functional Planning Committee:** the Committee was established to assist in the development of this Plan and incorporated delegates from Local Laws, Governance, a Community Engagement Advocate, Strategic Planning, Bushland Conservation, Place Management, Parks, People and Culture and Community Wellbeing. This provided a solid base of whole-of-Council input with expertise shared by delegates on the impact pets had to their respective functions.

Past papers and studies on animal management were also reviewed for relevant material.

Knox City Council Environment Advisory Committee operates to inform and advise Council on environmental and sustainability related issues and Council's role in improving the environment in Knox. Input was sought from this Committee to obtain a response to the findings from the preliminary research and for input on any other issues of particular interest to the committee.

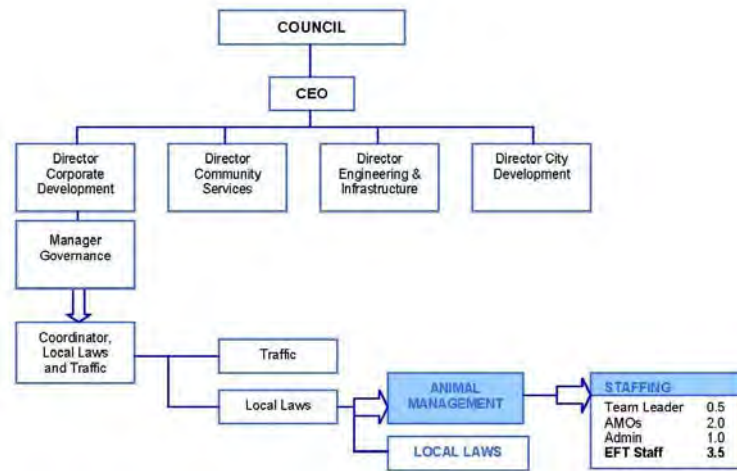
A draft Plan was presented to Council on 14 October 2008 which was adopted in principle and referred off for further community consultation. Consultation undertaken on the draft Plan included:

- **Focus Groups:** An open community form was held inviting direct feedback from the community on the recommendations in the draft Plan (23) attendees.
- **Submissions:** Submissions were sought from the community utilising the following options:
  - Copy of the draft Plan was placed on Council's website inviting submissions;
  - Advertisements were placed in Knox Horizons from mid October through to late January inviting submissions; and
  - A Local Laws tent was set up at the Stringybark Festival providing an opportunity for people to see the draft Plan at which time written submissions were also invited.

Knox City Council adopted it's Domestic Animal Management Plan (Appendix 9.1) at the Council meeting on 26th May 2009

## 4. Animal Management Staffing and Operational Structure

Animal Management functions at the City of Knox are conducted by the Local Laws Unit within the Local Laws and Traffic Department. This Department has responsibility for a series of Council community education and compliance functions. The organisational relationship is depicted below:



Since the DAM Plan has been adopted an additional Officer has commenced, allowing for an additional 0.5 EFT to be dedicated to animal management.



## 5. Strategies

### 5.1 Our Direction

Taking account of Council's Vision and Mission together with the core purposes of the Knox City Council's animal management services there are a number of values which can be identified to support the strategic direction of Council animal management program.

These are that Council:

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

### 5.2 Proposed Strategies

The strategies proposed for the implementation of this Plan are:

1. Increasing animal registrations and microchipping in order to reduce the level of animal euthanasia.
2. Initiatives to reduce the cat population, euthanasia, nuisance and damage to fauna.
3. Reducing the threat to public safety from dog attacks and dangerous dogs.
4. Minimising any nuisance posed by dogs in the community.

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

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

#### 5.2.1 STRATEGY ONE:

#### **INCREASING ANIMAL REGISTRATIONS AND MICROCHIPPING IN ORDER TO REDUCE THE LEVEL OF ANIMAL EUTHANASIA**

**Objective:**

To achieve at least an 75% level of dog registration and 50% level of cat registrations in the life of this Plan (3 years).

### **Current/Ongoing Activities: Acceptance**

- Issuing annual dog/cat registration renewal notices.
- Issuing of reminder notices for unpaid registrations.
- Placement of advertising and editorial promoting registration and identification in local papers.
- Compulsory microchipping of dogs and cats for first registrations and animal transfers from another Council.
- State Government's Pet Registration Incentive Scheme's package of discounts and service vouchers.
- Annual inspections of all Domestic Animal Businesses.
- Inserts of registration applications and information into New Resident's Kits.
- An extensive web page on Council's website dedicated to animal registration and identification.
- The use of the telephone system 'on-hold messages' to promote registration and microchipping.
- Registration applications and information brochures available at veterinary clinics.
- Conduct of random doorknocks.
- A program of follow-up for new pet owners.
- Discounted microchipping.

### **Planned Programs and Initiatives:**

- Evaluating the option of free registration of dogs under the age of 3 months for first year of registration.
- Planning and introducing a trial discounted desexing voucher scheme in conjunction with RSPCA.
- Implementing a program of follow up where previous year registrations are not renewed.
- Implementing a process for linking to microchipping databases in order to identify any unregistered (but microchipped) animals.
- Conducting an amnesty for unregistered pets through widespread publicity offering registration without fines or retrospective fees in association with the proposed property inspection and implement conclusions.
- Implementing a pilot property inspection project of 1,000 properties selected at random from all properties where no animals are registered – levying fines for unregistered animals.
- Determining the feasibility of using an external service provider to undertake the pilot project on a cost neutral basis.
- Seeking a partnership with Domestic Animal Businesses to achieve Council's domestic animal management goals.
- Offering workshops to Domestic Animal Businesses in relation to legislation requirements.
- Considering extending agent's agreements with Domestic Animal Businesses to capture point-of-sale registrations and distribute Council information to new pet owners.
- Reviewing the Local Laws webpage content and create a Domestic Animal Business Information page.



**Action Plan:**

Actions	When	Resources Required
Continue discounted desexing voucher scheme in conjunction with RSPCA.	Year 1 of Plan	\$3,000 allocated.
Assess advantages of an amnesty associated with proposed property inspection and implement conclusions.	Year 1 of Plan	Self funding – provided for in 08/09 Budget.
Advise all households without registered pets of amnesty followed by proposed property inspection.	Year 1 of Plan	Self funding – provided for in 08/09 Budget.
Undertake a pilot property inspection of unregistered pets.	Year 1 of Plan	Self funding – provided for in 08/09 Budget.
Advise all households within pilot area of proposed property inspection.	Year 1 of Plan	Self funding – provided for in 08/09 Budget.
Implement Pilot project and analyse the results of the inspections to: <ul style="list-style-type: none"> <li>determine indicative level of unregistered pets;</li> <li>assess the economics of property inspections; and</li> <li>identify techniques for increasing registration levels.</li> </ul> Implement a program for future property inspections.	Year 1 of Plan	Self funding – provided for in 08/09 Budget.
Prepare a submission to the Department of Primary Industry advocating that they undertake a definitive study to determine the population, registration and microchipping numbers of domestic animals and the trends and composition for each municipality across the State, including owned and semi-owned cats.	Year 1 of Plan	Within existing resources.
Analyse the revenue implications of free registration of desexed and microchipped dogs under the age of 3 months for first year of registration and prepare a report and recommendation on the basis of this analysis, including publicity proposals.	Year 1 of Plan	Within existing resources.
Examine the feasibility and economics of extending agents agreements with Domestic Animal Businesses to capture point-of-sale registrations and provide new pet owners with local information.	Year 2 of Plan	Funding requirements yet to be assessed.
Conduct workshops for proprietors of Domestic Animal Businesses in relation to legislation requirements.	Year 2 of Plan	\$1,000
Examine the feasibility and economics of using real estate agents to promote animal registration with new property tenants.	Year 2 of Plan	\$2,000
Develop public awareness campaign to advise community of Knox's intention to introduce compulsory desexing of cats from the 2011/12 renewal period.	Year 2 of Plan	Within existing resources.
Review cat registration fees for the 2011/12 period to provide for desexing beyond three months without penalty to the cat owner.	Year 2 of Plan	Within existing resources.



## 5.2.2 STRATEGY TWO:

### INITIATIVES TO REDUCE THE CAT POPULATION, EUTHANASIA, NUISANCE AND DAMAGE TO FAUNA

#### Objective:

To further reduce the 5.89% proportion of registered cats which are not desexed and maintain lower level of desexing with newly registered cats.

#### Current/Ongoing Activities:

- Broadly promoting the desexing of cats.
- Education on cat desexing through literature and media.
- Restricting the number of cats permitted on a property without a permit through Local Law.
- Encouraging re-housing and adoption of unwanted dogs/cats.
- Impounding all cats found at large.
- Offering a cat trapping service for the capture and euthanasia of stray and feral cats.
- Introducing a desexing voucher scheme in 2008 to assist lower income pet owners with the expense of desexing their pet.

#### Planned Programs and Initiatives:

- Promoting the 'Who's for Cats?' initiative to discourage residents from feeding stray cats – including a link to the 'Who's for Cats' web site and participation in the Knox Festival, Stringybark Festival and Pet Expos.
- Forming a joint specific purpose working party with Parks Victoria Dandenong Ranges National Park management to explore the results of their monitoring of the prevalence of cats and dogs in the Park.
- Making submission to the Department of Primary Industry advocating that they undertake research on the impact of domestic animals on areas of remnant vegetation.
- Increasing publicity of Council facilities for capturing stray and feral cats.
- Investigating the need for cat curfews at night time.

#### Action Plan:

Actions	When	Resources Required
Promote the 'Who's for Cats?' initiative to discourage residents from feeding cats that don't belong to them – including a link to the 'Who's for Cats' web site and participation in the Knox Festival, Stringybark Festival and Pet Expo.	Year 2 of Plan	With in existing resources.
Invite the Parks Victoria Dandenong Ranges National Park management to form a joint specific purpose working party to explore the results of their monitoring of the prevalence of cats and dogs in the Park and identify options to address any issues identified with the interface between domestic animals in Knox and the National Park.	Year 1 of Plan	Within existing resources.
Undertake pilot research projects on the impact of domestic animals on areas of remnant vegetation and associated fauna - particularly in Knox - and to identify options for Council to minimise adverse impacts including the possibility of introducing a cat curfew.	Year 1 of Plan	Within existing resources.
Purchase additional cat cages.	Year 1 of Plan	Within existing resources.

### 5.2.3 STRATEGY THREE:

## REDUCING THE THREAT TO PUBLIC SAFETY FROM DOG ATTACKS AND DANGEROUS DOGS

#### Objective:

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

#### Current/Ongoing Activities:

- Initiate immediate court action and dog seizure following a dog attack.
- Investigate dog attacks through to resolution.
- Promote and encourage the reporting of dog attacks whether on private or public property.
- Annual audit for compliance of the premises housings the 21 declared dogs in the City of Knox.
- Record all declared dogs on the Victorian Declared Dog Registry.

#### Planned Programs and Initiatives:

- Introducing patrols of all commercial and industrial areas to identify dogs on premises.
- Further education for Customer Services staff on Dangerous Dog legislation and requirements to enable them to better inform the community.
- Form a partnership with local Australia Post offices, meter readers, and similar parties to proactively identify potential risk situations where dogs may escape confinement and attack.
- Reviewing the in-house matrix for managing dangerous dogs and policy to ensure best practice.
- Continuing lobbying for improvement to the workability of the Declared Dogs Registry.

#### Action Plan:

Actions	When	Resources Required
Develop rosters and conduct patrols of all commercial and industrial areas to identify dogs on premises.	Year 1 of Plan	Reallocation of existing resources.
Develop roster and conduct patrols of on lead parks. Roster to include surveillance being undertaken at prime times for dog patrols including weekends, early mornings and evenings.	Year 1 of Plan and ongoing	Reallocation of existing resources.
Define knowledge needs for all Customer Services staff on Dangerous Dog legislation and requirements and deliver through Customer Service officer meetings.	Year 1 of Plan	Within existing resources.
Evaluate forming a partnership with local Australia Post offices, meter readers, and similar parties to proactively identify potential risk situations where dogs may escape confinement and attack.	Year 2 of Plan	Funding requirements yet to be assessed.
Review in-house matrix for managing dangerous dogs and policy in line with legislative changes to ensure best practice and instruct Local Law staff on outcomes.	Year 2 of Plan	Within existing resources.
Lobby the State Government for improvement to the workability of the declared dogs registry.	Year 1 of Plan	Within existing resources.

## 5.2.4 STRATEGY FOUR:

### MINIMISING ANY NUISANCE POSED BY DOGS IN THE COMMUNITY

#### Objective:

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

#### Current/Ongoing Activities:

- Reactively investigate Customer Service Requests for animal management nuisance issues.
- Provide an after hours on-call and back-up service for emergency calls.
- Conduct a Media Release Strategy targeting seasonal issues in local papers, incorporating 'snippets' weekly in a Council section.
- Use telephone system 'on-hold messages' for important programs.
- Participate in the annual Eastern Regional Pet Expo.
- Conduct a stand at the Knox Festival, Stringybark Festival, Million Paws Walk (RSPCA) and All Creatures Open Day (RSPCA).
- Participate in the State Government's Responsible Pet Ownership Program to local pre and primary schools.
- Conducting an annual Responsible Pet Ownership Competition.
- Making available published information on Council's website.
- Extending the Knox Lost Animals page on the website.

#### Planned Programs and Initiatives:

- Developing partnership with Pound Contractor (RSPCA) to promote Responsible Pet Ownership through its existing education programs.
- Developing pages for the website to educate children on Responsible Pet Ownership with interactive information and/or provide link on Council website to "fun stuff for kids" on the [www.pets.info.vic.gov.au](http://www.pets.info.vic.gov.au) web site and/or conduct a workshop with a group of children to identify best optimum approach to reaching them.
- Developing a free training program with local training establishments for dog owners in Knox.
- Increasing participation and/or sponsorship in the Eastern Regional Pet Expo.
- Conducting information displays in shopping centres around the municipality.
- Promoting the work of volunteer groups within Knox who assist frail older pet owners and people with a disability in the community with pet care. Flyers will be distributed via Council aged services unit and through stands in shopping centres.
- Undertaking a pilot installation of pet waste bins, together with disposal bags, at the Tim Neville Arboretum.
- Identifying and evaluating options for the control of dog faeces including collar and lead pouches, signage, education and enforcement, dog toilets and dung beetles.
- Promoting the Australian Institute of Animal Management Inc. initiative "Dogs 101" aimed at better managing nuisance dogs.
- Monitoring the progress of the bark counting collar and research into barking nuisance.
- Developing bark counting collar as part of Knox Barking Dog procedure.

- Investigating the options of installing fenced off-leash areas in parks.
- Further developing the Knox Responsible Pet Ownership Pack.
- Continuing promotion of State Government initiatives and opportunities.
- Reviewing the current General Provisions Local Law No 1 to ensure alignment with this Plan and with focus on controlling backyard breeders.

**Action Plan:**

Actions	When	Resources Required
Develop partnership with the RSPCA Victoria to promote their education programs offered on pet selection and animal behaviour to further educate the community.	Year 1 of Plan	\$2,000
Conduct an annual Responsible Pet Owner competition.	Year 1 of Plan	\$2,000
Develop pages (or links) for the website to educate children on Responsible Pet Ownership.	Year 1 of Plan	Within existing resources.
Examine options for conducting free training program with local training establishments for dog owners in Knox.	Year 3 of Plan	Funding requirements yet to be addressed.
Identify potential participants/ sponsors and seek their participation and/or sponsorship in the Eastern Regional Pet Expo.	Year 1 of Plan	Potential to generate increased income.
Plan and conduct information displays in shopping centres around the municipality, including: <ul style="list-style-type: none"> <li>• Source display structure.</li> <li>• Book Bureau of Animal Welfare resources.</li> <li>• Develop program incorporating all shopping precincts.</li> <li>• Promote initiative.</li> </ul>	Year 2 of Plan	\$10,000
Assist in the education of responsible pet ownership of the elderly by visiting retirement villages and shopping centres.	Year 1 of Plan	Within existing resources.
Undertake a pilot installation of pet waste bins, together with disposal bags, at Kings Park and Knox Park.	Year 2 of Plan	\$10,000
Identify and evaluate options for the control of dog faeces including collar and lead pouches, signage, education and enforcement, dog toilets and dung beetles.	Year 2 of Plan	\$2,000
Promote the Australian Institute of Animal Management Inc initiative "Dogs 101" aimed at better managing nuisance dogs.	Year 2 of Plan	NIL
Monitor the progress of the bark counting collar and research into barking nuisance.	Year 2 of Plan	Within existing resources.
Review the current General Provisions Local Law to ensure alignment with this Plan in regard to: <ul style="list-style-type: none"> <li>• Permitted animal numbers</li> <li>• Conditions of permits for keeping of cats ie size of property/flat/unit/block.</li> <li>• Penalties.</li> </ul>	Year 2 or 3 of Plan	\$1,000
Investigate the options of installing fenced off leash areas in parks.	Year 3 of Plan	Funding requirements yet to be addressed. Potentially \$20K to \$30K.



## 2.2.5 STRATEGY FIVE:

### ENSURING THAT COUNCIL'S ANIMAL MANAGEMENT OFFICERS HAVE SUFFICIENT KNOWLEDGE AND SKILLS TO ALLOW THEM TO PROPERLY PERFORM THEIR FUNCTIONS

#### Objective:

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

#### Current/Ongoing Activities:

- Seek Certificate IV (Animal Control and Regulation) or Certificate IV (Statutory Compliance) level training for staff.
- Attendance of Animal Management Officers (AMO) at Bureau of Animal Welfare training.

#### Planned Programs and Initiatives:

- Achieve Certificate IV (Animal Control and Regulation) or Certificate IV (Statutory Compliance) level training for all staff.
- Achieve Microchip Implanters qualifications.
- Skill Animal Management Officers in animal behaviour – identifying risk behaviours and managing barking dogs.
- Skill Animal Management Officers in mediation.
- Attendance by staff and involvement in industry committees.
- Conduct Customer Service training.

#### Action Plan:

Actions	When	Resources Required
Define the knowledge and skill set required for each role in animal management.	Year 1 of Plan	Within existing resources.
Complete skill audits for each animal management officer and produce 'gap' analysis of skills.	Year 1 of Plan	Within existing resources.
Schedule Animal Management Officers for animal management skill training.	Year 1 and 2 of Plan	\$18,000
Prepare application for Bureau of Animal Welfare scholarship (\$1,500).	Year 2 of Plan	(\$7,500)
Source Registered Training Organisation for Microchip Implanters qualifications.	Year 1 of Plan	NIL
Schedule Animal Management Officers for Microchip Implanters training.	Year 2 of Plan	\$2,000
Define the knowledge required by each Customer Service officer on domestic animal administration and deliver through Customer Service officer meetings.	Year 1 of Plan	Within existing resources.
Identify industry committees with relevance for Animal Management Officers attendance and report back.	Year 2 of Plan	\$1,500

## 5.2.6 STRATEGY SIX:

### MONITOR COUNCIL'S PERFORMANCE IN IMPLEMENTING THE DOMESTIC ANIMAL MANAGEMENT PLAN AND IN ONGOING ANIMAL MANAGEMENT

#### Objective:

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

#### Current/Ongoing Activities:

#### Planned Programs and Initiatives:

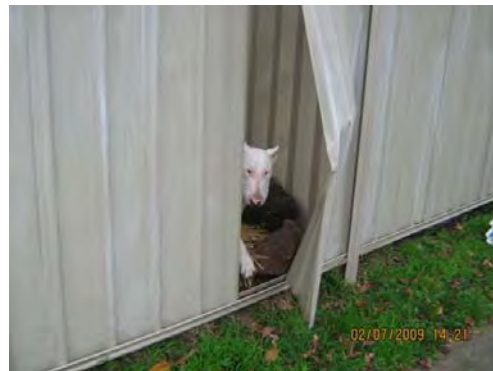
- Implementing the adopted Domestic Animal Management Plan.
- Report against the Domestic Animal Management Plan targets and on the ongoing performance of Council's animal management services using adopted Key Performance Indicators (KPI's).

#### Action Plan:

Actions	When	Resources Required
Assign responsibility for the implementation of the Domestic Animal Management Plan.	Year 1 of Plan	Within existing resources.
Evaluate the set of Key Performance Indicators (below) and adopt a set for reporting purposes.	Year 1 of Plan	Within existing resources.
Review existing measurement systems to ensure capture of all the proposed data to enable reporting against the adopted Key Performance Indicators.	Year 1 of Plan	\$5,000
Commence quarterly reporting against adopted KPI's.	Year 1 of Plan	Within existing resources.
Produce an annual report on the progress in implementing the Animal Management Plan with recommendations for amendments to Council and for inclusion into Council's Annual Report.	Year 1 of Plan	Within existing resources.
Conduct a review of the Domestic Animal Management Plan every three years.	Year 3 of Plan	\$10,000

**Key Performance Indicators:**

Key Performance Indicators	Target (Over the Life of the Plan)	Current
1. Dog Registration Rate (% dogs registered/estimated dog population)	75%	17,582 60.5%
2. Cat Registration Rate (% cats registered/estimated cat population)	50%	5,721 31%
3. Enforcement Success Rate (% successful prosecutions/total prosecution)	100%	95%
4. Dog Complaints (number of dog complaints per 1,000 population)	Maintain current levels whilst increasing public awareness	21.7
5. Cat Complaints (number of cat complaints per 1,000 population)	Maintain current levels whilst increasing public awareness	6.3
6. Dog Attacks (number of dog attacks causing injury per 1,000 population)	Maintain current levels whilst increasing public awareness	1.14
7. Dog Rehousing Rate (% total dogs rehoused/total dogs impounded)	Increase by 20%	6%
8. Cat Rehousing Rate (% total cats rehoused/total cats impounded)	Increase by 20%	23%
9. Cat Reclaim Rate (% total cats reclaimed/total cats impounded)	Increase by 20%	10%
10. Cat Euthanasia Rate (% total cats euthanased/total cats impounded)	Decrease by 20%	48%
11. Declared Dog Compliance Rates (number declared/number complaint/number of audits)	100%	100%
12. Domestic Animal Business Compliance Rates (number registered/number compliant/number of audits)	100%	100%





## 6. Integration with Council Plan and Policy

The DAM Plan is consistent with a number of strategic objectives under the Council's Plan specifically under the following themes:

- Healthy, Connected Communities.
- Culturally Rich and Active Communities.
- Dynamic Services and Facilities.
- Sustainable Natural Environment.
- Attractive and Vibrant Places.

**Healthy, Connected Communities** – Creating and supporting a strong, diverse and motivated community that is a safe place to live, and in which community leaders are supported, and every voice is valued.

**Culturally Rich and Active Communities** – Creating a community environment in which a range of major and local events, festivals and activities thrive, culturally rich arts, diverse leisure and recreational activities are abundant, and people have access to a range of cultural and leisure facilities, shared open spaces and lifelong learning opportunities.

**Dynamic Services and Facilities** – All services and facilities delivered by Council will respond to community need and expectation, will be well managed and effective, and seek best value outcomes for our community.

**Sustainable Natural Environment** – Knox City Council will be a leader in environmentally sustainable management, producing a healthier local environment, a green and leafy municipality, and sustainable living opportunities for all.

**Attractive and Vibrant Places** – Knox will have a village community feel with access to 'big city' facilities, neighbourhood parks and open space. Development will be targeted around activity centres, with significant landscape and cultural heritage sites preserved, through quality urban and landscape design standards.

**Council Internal Cross-functional Planning Committee:** the Committee was established to assist in the development of this Plan and incorporated delegates from Local Laws, Governance, a Community Engagement Advocate, Strategic Planning, Bushland Conservation, Place Management, Parks, People and Culture and Community Wellbeing. This provided a solid base of whole-of-Council input with expertise shared by delegates on the impact pets had to their respective functions and their respective Strategies and Policy Plans.

Knox City Council **Environment Advisory Committee** operates to inform and advise Council on environmental and sustainability related issues and Council's role in improving the environment in Knox. Input was sought from this Committee to obtain a response to the findings from the preliminary research and for input on any other issues of particular interest to the committee.

# 7. Evaluation and Review

Below, the first annual report for Council on the implementation and review of the Knox DAM Plan.

## ALL WARDS

### ANNUAL REVIEW OF THE DOMESTIC ANIMAL MANAGEMENT PLAN 2009-2012

**SUMMARY:** *Manager – Governance (Rodney McKail)*

*Council adopted the Knox City Council Domestic Animal Management Plan 2009-2012 (the Plan) at the Ordinary Meeting of Council in May 2009. One of the requirements of the legislation associated with the Plan is that it be reviewed annually by Council.*

*This report provides an overview of progress achieved in year one of the Plan and identifies priorities for the year two, three and four of the Plan. It also addresses the commencement of compulsory desexing for new registered cats from April 2011 and recommends minor adjustments to the Plan to ensure Council continues to meet its legislative requirements in regards to the Plan.*

### RECOMMENDATION

That Council

1. Note the Domestic Animal Management Plan annual report.
2. Provide the following additional Key Performance Indicators in the Plan:

Key Performance Indicators	Target (Over the Plan Increase by)	2008/09	2009/10
Dog reclaim rate (% of total dogs reclaimed/total dogs impounded)	20%	77%	78%

3. Order under section 10A(1) of the Domestic Animals Act 1994 that Council will not after 10 April 2011 register a cat unless the cat is desexed subject to the following:
  - Does not apply to renewal of an existing registration.
  - Where applicants have an objection to desexing a cat prior to three months of age, they may apply for a deferral for the first year of registration after which time proof of sterilisation must be provided to Council. Otherwise the cat will be deregistered.
4. Amend the Plan for the remaining term to place greater emphasis on compliance with the Act and Regulations by supporting implementation of the following projects:
  - Animal registration
  - Door knocks
  - Cat trapping program
  - Increased surveillance at parks and passive reserves
  - Increased enforcement particularly relating to dog attacks and rushes



## **Annual Review of the Domestic Animal Management Plan 2009-2012 (cont'd)**

### **1. INTRODUCTION**

The purpose of the Domestic Animal Management Plan provides Council with a strategic framework, policy direction and an action plan for domestic animal management practices throughout the municipality over the next three years.

Council adopted the Plan in May 2009. The Plan identified a set of key performance indicators and targets as well as 49 separate activities/projects. Following the completion of year one, staff have made significant progress in regards to the Plan. Of the 49 activities/projects, the status is as follows:

Tasks completed	37%
Tasks commenced and progressing satisfactorily	35%
Tasks not yet commenced	28%

The main emphasis for year one of the Plan was around public awareness and education in regards to responsible pet ownership. This included the introduction of a registration amnesty and incentive schemes and an extensive community information campaign around the theme of responsible pet ownership. The second year of the Plan moves towards a higher emphasis on compliance and enforcement.

The impact of year one on the performance indicators has not been substantial. This was envisaged in developing the Plan. The indicators are targets over the three year life of the Plan. It is still anticipated that the targets proposed in the Plan are achievable moving forward.

This report also proposes the introduction of compulsory desexing of cats from the 2011 registration year in line with Council's resolution in May 2009. It is proposed that this change take effect for all new registrations.

### **2. DISCUSSION**

#### **2.1 Progress Against Project Plan**

Of the total 49 activities/projects identified in the Plan, 18 have been completed (37%), 17 are progressing (35%) and 14 are yet to commence (28%). This is an excellent result in only the first year of the Plan. The full list of the projects and status of each activity is attached to this report as Appendix A.

Some of the key highlights from year one of the Plan include:

- The amnesty program was successfully undertaken from 1 November 2009 to 31 December 2009. A total of 1,772 dogs and cats were registered under the amnesty program.



**Annual Review of the Domestic Animal Management Plan 2009-2012  
(cont'd)**

- The incentive program for new registrations commenced on 1 November 2009 and is ongoing. This provides free registration for new dogs and cats registered within one month of purchasing. It is recommended that this program continue for year two of the Plan. A total of 170 dogs and cats have been registered under the incentive scheme.
- The Annual Pet Expo was again undertaken in 2010. This was successfully undertaken in conjunction with Council's Annual Responsible Pet Ownership Program and Competition.
- The cat trapping program was extended. Currently no waiting periods apply for cage requests. In 2009, a total of 467 requests were received and actioned. A total of 326 cats were impounded during this period.
- The development of a substantial library of support material has been made available to the community through various sources including Council's website.
- Council has developed a best practice emergency management animal sub plan to support Council's municipal disaster plan. This plan will provide significant benefits in the event of future fire and storm incidents.
- Staff have attended all three major festivals and RSPCA Open Day to promote responsible pet ownership throughout the Knox community.
- Signage has been installed at all declared bushland conservation reserves with a pilot installation of pet waste dispensers and bins at Kings Park and Knox Park.
- Changes to the Local Law as a result of the Plan took effect on 1 July 2010. Including the requirement for more than two dogs and/or cats to be desexed.
- Plans and equipment for the development of a fenced off leash dog park have been developed so that a park will be operational by September 2010 at Knox Park. This project is being undertaken in conjunction with Leisure Services and the Knox Dog Obedience Club.
- Officers have continued to undertake property inspections for declared dangerous and menacing dogs.

The priority for 2010-11 will be a shift from educative programs to a more enforcement based program. This is proposed to include the following:

- Door knocks.
- Ongoing cat trapping program with a focus on unowned and semi-owned cats.
- Introduction of compulsory desexing for cats from April 2011.



### Annual Review of the Domestic Animal Management Plan 2009-2012 (cont'd)

- Revised rostering for staff to include surveillance at municipal parks during prime times such as early mornings and evenings and including weekends. This will commence from summer 2010.
- Installation of the dog park.
- A higher level of court enforcement action in regards to dog attacks/rushes and barking dogs.

As a result of these activities, there will be a higher focus on enforcement, however it is proposed that the educative and marketing programs continue which includes the incentive program, responsible pet ownership program and the Pet Expo in addition to any other marketing and education opportunities that arise throughout the year.

#### 2.2 Performance Targets

The following table provides details of the key performance indicators adopted as part of the Plan. These targets have been developed for the life of the Plan. It was not anticipated that there will be any significant movement in year one of the Plan.

Key Performance Indicators	Target (over the life of the Plan)	DAM Plan	2009/10
1. Dog registration rate (% dogs registered/estimated dog population)	75%	17,582 60.5%	17,691 60.9%
2. Cat registration rate (% cats registered/estimated cat population)	50%	5,721 31%	6,010 32.5%
3. Enforcement success rate (% successful prosecutions/total prosecution)	100%	95%	100%
4. Dog complaints (number of dog complaints per 1,000 population)	Maintain current levels whilst increasing public awareness	21.7	15.5
5. Cat complaints (number of cat complaints per 1,000 population)	Maintain current levels whilst increasing public awareness	6.3	4.7
6. Dog attacks (number of dog attacks causing injury per 1,000 population)	Maintain current levels whilst increasing public awareness	1.14	.90
7. Dog rehousing rate (% total dogs rehoused/total dogs impounded)	Increase by 20%	6%	9%
8. Cat rehousing rate (% total cats rehoused/total cats impounded)	Increase by 20%	23%	22%
9. Cat reclaim rate (% total cats reclaimed/total cats impounded)	Increase by 20%	10%	13%



### Annual Review of the Domestic Animal Management Plan 2009-2012 (cont'd)

Key Performance Indicators	Target (over the life of the Plan)	DAM Plan	2009/10
10. Cat euthanasia rate (% total cats euthanased/total cats impounded)	Decrease by 20%	48%	55%
11. Declared dog compliance rates (number declared/number complaint/number of audits)	100%	100%	100%
12. Domestic animal business compliance rates (number registered/number compliant/number of audits)	100%	100%	100%

#### Comments:

There has not been a significant shift in the registration rates for year one. This is to be anticipated as the targets were for a four year target. The slight increase in registration rates for cats from 31% to 32.5% is positive. A slight increase in dog registration rates is positive and reverses the trend over the last couple of years for a slight decline in registration levels.

The number of complaints in regards to dogs and cats has reduced marginally. It is difficult to assess the specific reason for this. The table needs to be maintained over a longer period of time before the data can be accurately assessed and analysed. Having said this, this is clearly a positive trend.

On reflection, the KPI's should have included a target for a dog reclaim rate similar to the cat reclaim rate. It is proposed that this will be included as a key performance indicator in the future Plans. In regards to the results, the reclaim rate for dogs remained constant moving from 77% to 78% in the 2009-10 year. The rehousing rate for dogs also increased from 6% to 9% which shows that the euthanasia rate has decreased.

In regards to cats, the reclaim rate has increased marginally from 10% to 13%, which is well above the State average of 5%, whereas the rehousing has remained relatively constant moving down slightly from 23% to 22%. Given the focus over the first couple of years of the Plan, in regards to focusing on trapping and removing unowned and semi-owned cats, this trend is expected to remain constant for the first couple of years of the Plan. It is anticipated that the trend will change in the latter years of the Plan.

#### 2.3 Compulsory Desexing of Cats

When Council adopted the Plan in May 2009 it gave notice of its intention to introduce compulsory desexing of cats for the 2011 registration year. It is proposed that Council honour this commitment by introducing compulsory desexing of all new cat registrations from the 2011-12 registration period. Currently, 98.4% of all cats that are registered are desexed. This will ensure that the trend continues.



### **Annual Review of the Domestic Animal Management Plan 2009-2012 (cont'd)**

The only issue of contention which was addressed in Council's resolution relates to desexing of kittens at three months of age which is the time that they are required to be registered. There is still some argument that it is not in the animal's best interest to undertake desexing prior to three months of age. There are differing views even within the veterinary profession as to the suitability of early age desexing.

To accommodate this it is proposed that whilst introducing compulsory desexing from April 2011, any person who has an objection to desexing their kitten at three months can apply for a deferment of the requirement to validate the sterilisation of the animal for up to six months. Under this program, people will still pay the lower registration fee but will be provided up to six months to have the cat sterilised. If proof of sterilisation is not provided within that period of time, the animal will automatically be deregistered. Staff would then follow up with the owner of the animal.

It is not expected that this will be a significant issue given that 98.4% of cats are desexed at registration. However, this provides an alternative for those people who are concerned that early age desexing is not in the best interest of the welfare of the animal.

The issue of cat curfew has not been considered in this report. This was not a priority issue through the consultation in the development of the initial plan. It is proposed that this matter will be further considered following the implementation of the current Plan and as part of the review of the Plan in 2012.

#### **2.4 Plan Amendments**

Following finalisation of the Plan in 2009, a copy was referred to the Department of Primary Industries.

Council received feedback on the Plan from Dr Hugh Millar, Executive Director, Biosecurity Victoria/Chief Veterinary Officer, indicating that he was particularly impressed with the sections of the Plan promoting responsible pet ownership, minimising the risk of attacks by dogs and encouraging registration and identification. He indicated that he believes this to be an excellent example of best practice in the area of domestic animal management.

The Executive Director has requested that in the review of the Plan, more emphasis be placed on the requirement under the Act for Councils to ensure that people comply with the Act, the regulations and any related legislation. Some of the projects identified above for year two of the Plan directly support this requirement, that is:

- Door knocks.
- Ongoing cat trapping program with a focus on unowned and semi-owned cats.



### **Annual Review of the Domestic Animal Management Plan 2009-2012 (cont'd)**

- Revised rostering for staff to include surveillance at municipal parks during prime times such as early mornings and evenings and including weekends. This will commence from summer 2010.
- A higher level of court enforcement action in regards to dog attacks/rushes and barking dogs.

It is proposed that the Council emphasise these provisions and advise the Executive Director accordingly.

It has also been identified that an additional KPI needs to be added to the Plan relating to the reclaim rate for dogs. The intent is to improve the current rate by 10% to 85% at the completion of the Plan.

#### **3. CONSULTATION**

There has been no direct consultation in regards to the development of this annual report. There was substantial consultation undertaken in the development of the original Plan. There is a requirement under the Domestic Animals Act to review the progress report on an annual basis.

#### **4. ENVIRONMENTAL/AMENITY ISSUES**

Issues associated with both the environment and amenity were significant factors in developing the initial Plan. The ongoing success and implementation of the Plan is designed to provide improved environmental and amenity outcomes.

#### **5. FINANCIAL & ECONOMIC IMPLICATIONS**

There are no direct financial implications as a result of this first annual review. The initial Plan identified the additional resources of \$40,000 as part of year two and three of the Plan. This will be incorporated into budget initiatives for the 2011-12 budget period.

The plan to increase enforcement has a flow on effect to administration and inevitably prosecutions. A separate bid has been referred by Council to the midyear budget review for a dedicated prosecution officer to support this program.

#### **6. SOCIAL IMPLICATIONS**

Domestic animals play a very important role in the social fabric of society. Animals provide companionship and motivation particularly for older and younger people. Studies relating to pets and concepts such as loneliness, social isolation and social support suggests that pets are relevant in the way in which people engage in local communities.





### **Annual Review of the Domestic Animal Management Plan 2009-2012 (cont'd)**

The Plan has been designed around creating an environment in Knox where people and pets can peacefully coexist in their community and therefore enhance the social fabric of Knox.

#### **7. RELEVANCE TO COUNCIL PLAN**

The Plan is consistent with a number of strategic objectives under the Council's Plan specifically under the following themes:

- Healthy, Connected Communities.
- Culturally Rich and Active Communities.
- Dynamic Services and Facilities.
- Sustainable Natural Environment.
- Attractive and Vibrant Places.

#### **8. CONCLUSION**

Staff have made significant progress in the implementation of the Plan with a total of 72% tasks either completed or underway. The second year of the Plan is quite significant as the Plan moves from a focus on education to a greater focus on enforcement.

A number of changes have been proposed including:

- An introduction of compulsory desexing for newly registered cats from April 2011.
- Continuation of the registration incentive program.
- Emphasis in the Plan for year two on enforcement activities to ensure Council is meeting its obligation under the Domestic Animals Act in regards to people complying with the Act regulations and related legislation.
- The inclusion of the KPI for dog reclaim rate.
- The implementation of the dog park at Kings Park.

A further report will be presented to Council with the progress of the Plan following completion of the second year of the Plan.

#### **9. CONFIDENTIALITY**

There are no confidentiality issues associated with this report.

**Report Prepared By:** *Manager – Governance (Rodney McKail)*

**Report Authorised By:** *Director – Corporate Development (Mark Dupe)*

APPENDIX A

## 8. Funding

Animal registration in Knox is paid annually and is a legislative requirement for dogs and cats over 3 months of age. Renewal notices and reminder notices are issued prior to expiry. Current rates for registration are based on different categories depending on which applies;

### Free dog and cat registration

During 2010 Council is offering free registration for recently purchased cats and dogs. Conditions apply - [Click here](#) to find out if you're eligible.

### Concessions

Concessions are available on cat and dog registrations under certain conditions. [Click here](#) to see if you qualify for a discounted category, then refer to the tables below for the registration amount.

### Registration Fees - Dogs

Categories	Dogs	Regular	Concession	Categories
1A	Desexed and microchipped	\$27.00	\$13.50	1AP
1B	Over 10 years of age	\$27.00	\$13.50	1BP
1C	Dog registered and owner current member of an approved association (eg VCA)	\$27.00	\$13.50	1CP
1D	Dog kept for breeding at licensed premises	\$27.00	\$13.50	1DP
1E	Dog kept for working stock	\$27.00	\$13.50	1EP
1F	Dog undergone obedience training with approved organisation	\$27.00	\$13.50	1FP
1G	Dog desexed and not microchipped	\$32.00	\$16.00	1GP
1H	Dog entire and microchipped	\$42.00	\$21.00	1HP
1J	Dog that meets 3 categories (eg: desexed, microchipped, obedience trained, breeder, registered with an approved organisation)	\$21.00	\$10.50	1JP
2A	Dog not included in above	\$126.00	\$63.00	2AP
2B	Declared Menacing Dog	\$209.00	\$209.00	2BP
2C	Restricted Breed Dog	\$209.00	\$209.00	2CP
2D	Declared Dangerous Dog on residential premises	\$209.00	\$209.00	2DP
2E	Declared Dangerous Dog that has undertaken protection training	\$209.00	\$209.00	2EP
2F	Declared Dangerous Dog kept as a Guard Dog for a non residential premises	\$126.00	\$126.00	2FP

### Registration Fees - Cats

Categories	Cats	Regular	Concession	Categories
1A	Desexed and microchipped	\$27.00	\$13.50	1AP
1B	Cat over 10 years old	\$27.00	\$13.50	1BP
1C	Cat registered and owner current member of an approved association (eg FCC)	\$27.00	\$13.50	1CP
1D	Cat kept for breeding at licensed premises	\$27.00	\$13.50	1DP
1G	Cat desexed and not microchipped	\$32.00	\$16.00	1GP
1H	Cat entire and microchipped	\$42.00	\$21.00	1HP
1J	Cat that meets 3 categories (eg: desexed, microchipped, breeder, registered with an approved organisation)	\$21.00	\$10.50	1JP
2A	Cat not included in above	\$126.00	\$63.00	2AP

Animal Management is funded primarily from registrations (\$660K) and infringement income (\$140K). This represents approximately 90% of the funds required to operate the service and deliver the Plan. The balance of funds required (including capital) is provided from general revenue.

The project costs identified in the plan are considered annually by Council as part of the statutory budget process.

Additionally, \$1.00 of each registration fee for a cat; \$2.50 for each dog and \$10.00 from each registered Domestic Animal Management Business is paid to The Department of Primary Industry to fund the promotion of responsible dog and cat ownership and animal welfare; and to fund research into domestic animal management.

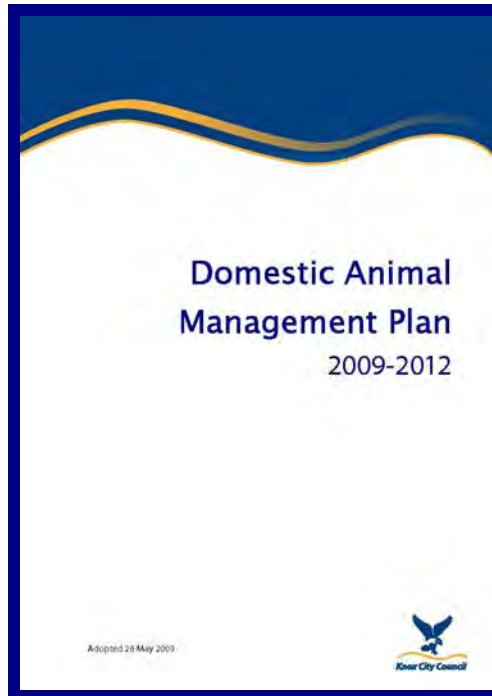
## 9. Appendices

- 9.1 The Knox Domestic Animal Management Plan (DAM Plan)
- 9.2 Project Plan
- 9.3 Knox Dog Attack Matrix
- 9.4 Knox Barking Dog Resolution Kit
- 9.5 Animal Management Education at Public Events in Knox
- 9.6 Eastern Regional Pet Expo
- 9.7 Responsible Pet Ownership Program
- 9.8 New initiatives - Local Laws Animal Management Arrangements (LLAMA) and our first Dog Play Park



## 9.1 The Knox Domestic Animal Management Plan (DAM Plan)

Please see attached



*Knox Journal 12.11.08*

**knoxhorizons**  
Council & Community: A Partnership in Progress

**Art exhibition allows one last chance to farewell Rembrandt's**  
It's time to say goodbye to Knox's cultural icon, Rembrandt's Entertainment Centre, but not without one last extravaganza. In a fitting tribute to a building named after the 17th Century Dutch artist, Knox Council, in partnership with the Department of Planning and Community Development and RMIT University's Design Research Institute, will present a unique art exhibition.  
Nine artists and architects from Knox and abroad will create installations capturing the memory of the legendary local building, home to debutante balls, wedding receptions and birthday celebrations for thousands of local residents spanning 30 years.  
The one-of-a-kind exhibition will display a series of intriguing artworks, using different media and forms, including video projections, immersive environments and sculptural and textile works.  
The Farewell Rembrandt's art exhibition will be held for two weekends only on Saturday 22 and Sunday 23 November and Saturday 29 and Sunday 30 November, from 10am to 5pm, before doors are closed.  
For more information about the exhibition, please contact Anthony McInerney at Knox Council by calling 9298 8259.

**Draft Gilbert Park Master Plan – Public exhibition**  
Knox City Council has endorsed a draft Gilbert Park Master Plan and is now seeking community feedback through a public exhibition process. A copy of the plan and the associated report are available to be viewed at:  
• Council's website [www.knox.vic.gov.au](http://www.knox.vic.gov.au)  
• Council's Customer Service Centres  
A feedback form will also be available for residents to make comment.  
**Date:** The plan will be available for comment until Friday 5 December 2008.  
**Enquiries:** Council's Leisure Services, call 9298 8237 or email [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

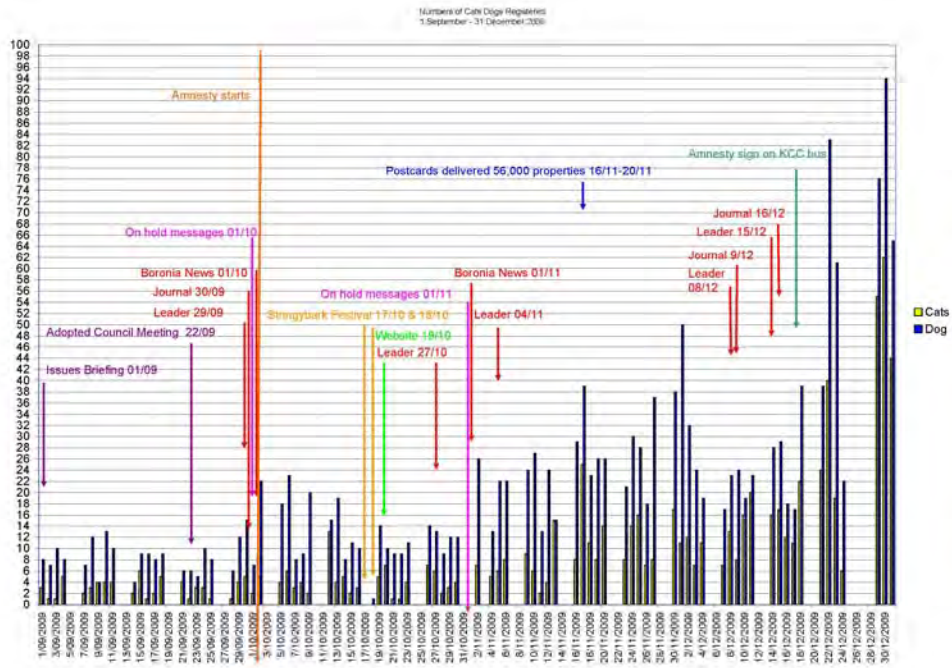
**A responsible approach to animal management**  
**Draft Domestic Animal Management Plan**  
More responsible pet ownership, and less animal attacks... they're just two of the wins likely to follow Knox Council's adoption of a Domestic Animal Management (DAM) plan. And over coming months, community members have an opportunity to make comment on these and other features of the draft plan.  
The draft plan will help boost pet management alongside a range of measures to promote responsible ownership. In simple terms, the draft DAM plan is aimed at encouraging pet owners to become more aware of their responsibilities.  
The draft plan is available from Council's Customer Service centres and via download from Council's website.  
**Have your say**  
Community comment and feedback will contribute to the development of a detailed final report to Council in March 2009. For more information, or to make a comment, please contact Mr Rodney McKail by calling 9298 8294 or emailing [Rodney.McKail@knox.vic.gov.au](mailto:Rodney.McKail@knox.vic.gov.au)  
You can also write to Council, addressing your comments for the attention of Mr Rodney McKail, Knox City Council, 511 Burwood Highway, Wantirna South, VIC 3152. An opportunity to attend a focus group will be advertised in coming weeks.

**Do you love pets?**  
We would love you to be a part of the 2009 Eastern Regional Pet Expo. The Eastern Regional Pet Expo will be held on Sunday 5 April, 2009, between 10am and 4pm, at the Ferntree Gully Recreation Reserve.  
The Expo is all about promoting businesses, organisations and clubs, incorporating all types of animals as pets, championing 'Responsible Pet Ownership' and will feature a variety of displays, demonstrations, shows and rides to amuse kids, adults and pets alike.  
**PARTICIPATE (Must be pet related):** By being a part of the Expo, you'll meet fellow pet lovers and widen your influence among owners and pet lovers. Call us at Knox City Council during business hours on 9298 8153 before 28 February 2009 for further information on how you can participate in the day.  
**SPONSORSHIP:** Being a sponsor is a great way to support this event and get valuable publicity for your business. Council

is seeking expressions of interest from local businesses to sponsor the 2009 Eastern Regional Pet Expo. If you would like to be a sponsor, please contact Knox City Council during business hours on 9298 8153 by 31 January 2009, or go to [www.knox.vic.gov.au](http://www.knox.vic.gov.au) and download a form.

**Practical strategic business planning**  
**Extensive Workshop**  
This workshop is an opportunity for you to grow your business, your customer base, strategic planning and your profit! Facilitator Michael Burke is an experienced management consultant. He specialises in profit improvement for business.  
**Workshop program content:**  
• An initial one hour meeting with the business coach who will gain information about your business (prior to the commencement of the workshop).  
• You will attend two workshops, where you will work on developing a new business plan for your business.  
• The business coach will then spend four hours with you in your business, helping you action your business plan.  
This workshop would normally cost more than \$2000 but is being heavily subsidised at a cost of \$200 per business (2 people from each business may attend). Numbers for this program are strictly limited to 10 businesses, so book early to avoid disappointment. A light lunch will be provided.  
**Date:** 5 & 12 December 2008  
**Time:** 9am to 5pm  
**Cost:** \$200  
**Venue:** Knox Civic Centre, 511 Burwood Hwy, Wantirna South  
**Bookings:** Online at [www.knoxbusinessdirect.com.au](http://www.knoxbusinessdirect.com.au) or contact Kate Harris on 9298 8108.

**Mobile phone recycling**  
Do you have old mobile phones and accessories that you need to dispose of? These items can be delivered to the Knox Civic Centre, where the Australian Red Cross will collect them and refurbish some for use in developing countries.  
Any items that cannot be refurbished will be recycled where possible.  
**Date:** Until 14 November 2008  
**Time:** Normal business hours  
**Venue:** Knox Civic Centre, 511 Burwood Hwy, Wantirna Sth



Above, media advertising, 65,000 postcards letter box dropped, Council meeting reports and the impact they had on the amnesty uptake

Below, the postcard that was hand delivered to all residential properties in Knox



**There's never been a better time... to register your pet!**

- Register now and avoid a fine later
- Apply before **31 December 2009** for **FREE** pet registration (conditions apply)

For more information go to [www.knox.vic.gov.au](http://www.knox.vic.gov.au) or call **9298 8000**



Above, a sign that was attached to the Knox community bus

Below, articles from local media promoting the amnesty

News Fairfax Community Network

## Amnesty for pet owners

KNOX residents have been asked to take advantage of an amnesty period for pet registrations.

Between November 1 and December 31, any dog that is microchipped and not registered for the 2009-10 period will receive a free registration for the remainder of the financial year.

Any renewals during the amnesty period will not incur late fees or infringement notices.

The council will also offer free registration for new pet owners, allowing them to register a new cat or dog up until the end of the 2010-11 registration period.

This offer only applies for the first month after taking ownership of an animal.

To take advantage of this offer, dogs and cats must be microchipped.

Earlier this year, Knox Council adopted a three-year domestic animal management plan.

During that time, the council hopes to achieve at least a 75 per cent level of dog registration and 50 per cent level of cat registration.

Currently, 60.5 per cent of dogs and 31 per cent of cats are registered.

According to a council report, the amnesty program is designed to provide an incentive for new animals to be registered, and a safety net for registering or re-registering older animals.

The registration fee for a desexed and microchipped dog or cat is \$26 for this financial year.

**knoxhorizons**

**15 December meeting**

The 15th meeting of Council will be held on Tuesday 15 December at the Knox City Council Offices, 100-110 Highways Road, Knox. Please note the meeting will commence at 6.30pm and members are invited to arrive at least 15 minutes before the meeting commences.

**Public Notice**

Members of Knox Council (Knox City Council) are invited to attend a meeting of the Knox City Council on Tuesday 15 December 2009 at 6.30pm at the Knox City Council Offices, 100-110 Highways Road, Knox. The meeting will be held in the Council Chamber and will be open to the public. The meeting will be held in the Council Chamber and will be open to the public. The meeting will be held in the Council Chamber and will be open to the public.

**Free cat and dog registration**

From 1 November 2009, Knox Council will offer a free registration amnesty for all dogs and cats registered up to the end of the 2009-10 period. This offer is available to all dogs and cats registered up to the end of the 2009-10 period. This offer is available to all dogs and cats registered up to the end of the 2009-10 period.

**Christmas - New Year opening hours**

Service	Monday 22 Dec	Tuesday 23 Dec	Wednesday 24 Dec	Thursday 25 Dec	Friday 26 Dec	Saturday 27 Dec	Sunday 28 Dec
Customer Service Centre	Open	Open	Open	Open	Open	Open	Open
Finance	Open	Open	Open	Open	Open	Open	Open
Human Resources	Open	Open	Open	Open	Open	Open	Open
Information Services	Open	Open	Open	Open	Open	Open	Open
Legal Services	Open	Open	Open	Open	Open	Open	Open
Operations	Open	Open	Open	Open	Open	Open	Open
Planning	Open	Open	Open	Open	Open	Open	Open
Public Works	Open	Open	Open	Open	Open	Open	Open
Transport	Open	Open	Open	Open	Open	Open	Open
Waste Management	Open	Open	Open	Open	Open	Open	Open
Water Services	Open	Open	Open	Open	Open	Open	Open

# Fines' knock-on effect

## Officers hit streets to enforce laws

**OWNERS** of unregistered pets will face a \$234 fine from Knox Council officers door-knocking homes in pursuit of law-breakers.

Officers will also patrol streets and sting motorists with fines of up to \$150 for parking on footpaths and nature strips.

The pet police will visit homes in all suburbs on weekdays and possibly weekends to hunt down unregistered pets.

There will be a registration amnesty from November 1 to December 31 before the door-knocks start in May or June next year.

This latest clamp-down on pet owners comes after a council ruling earlier this year that owners of new pet cats in Knox must have their animals desexed by April 2011 or face a \$500 fine.

Meanwhile council parking officers have started patrolling streets and issuing fines to motorists for parking cars over footpaths or on nature strips.

Motorists parking on nature strips are likely to get a warning first and then a fine, however those parking on footpaths will receive an on-the-spot fine of between \$60 and \$150.

New staff and technology, which records numberplates, have been put in place to make it easier for officers to catch culprits. At last week's council meeting Cr Mick Van De Vrede said it was frustrating when "extremely arrogant" motorists parked across the footpath obstructing others, especially those with a disability, such as those using mobility scooters.

But Cr Sue McMillan said although she fully supported the move, she hoped common sense would prevail when parking officers saw there was nowhere else for residents to park.

Knox Council seems chief executive Jen Bell told in some cases, such as the location of Firetrace Quay, officers would use common sense and discretion.

The council has received 178 complaints this year about people who park on nature strips.

**Is the council trying to turn Knox into a nanny state? Email us at [knox@leadernewspapers.com.au](mailto:knox@leadernewspapers.com.au)**

**WIN AN IPHONE THIS NEWSPAPER IS NOW INTERACTIVE See p12-13**



## 9.2 Project Plan

The Plan below outlines actions and timelines for the implementation of the DAM Plan.

**DAMP Project Plan**

Timeframe	Activity	Budget	Associated Tasks	Responsible Person	When	Status
<b>Year 1</b>						
1	Assign responsibility for the implementation of the DAM Plan	Within existing resources	Allocated	Debbie Williams	4/6/2009	Allocated
2	Conduct an annual Responsible Pet Ownership Competition	\$2,000	Currently in place, since April 2006	Debbie Williams	4/20/10 to 3/20/11	Ongoing
3	Assess advantages of an amnesty associated with proposed property inspections and implement conclusions	Self funding - provided for in 08/09 Budget	Report done for Sept issues briefing. Amnesty to commence 1 Nov - 31 Dec 2009	Debbie Williams	August	Done
4	Undertake a pilot property inspection of unregistered pets	Self funding - provided for in 08/09 Budget	Advise all households without registered pets of amnesty followed by proposed property inspection. Postcards to be sent to all residents	Paul Anastasi	Nov 2009	Done
		Self funding - provided for in 08/09 Budget	Amnesty advertising material and registration forms to be distributed to DABs	Paul Anastasi	Nov/Dec 2009	Done
		Self funding - provided for in 08/09 Budget	Amnesty postcards to be included in new resident kits		Nov 2009	Done
		Self funding - provided for in 08/09 Budget	Door knock inspections mid 2010. Media campaign flag to commence		Mid 2010	
5	Implement pilot project and analyse the results of the inspections to: <ul style="list-style-type: none"> <li>• Determine indicative level of unregistered pets,</li> <li>• Assess the economics of property inspections, and</li> <li>• Identify techniques for increasing registration levels.</li> </ul> Implement a program for future property inspections	Self funding - provided for in 08/09 Budget	Advise all households within pilot area of proposed property inspection: <ul style="list-style-type: none"> <li>- media releases</li> <li>- signage</li> </ul>		Mid 2010	
6	Invite the Parks Victoria Dandenong Ranges National Park management to form a joint specific purpose working party to explore the results of their monitoring of the prevalence of cats and dogs in the Park and identify options to address any issues identified with the interface between domestic animals in Knox and the National Park	Within existing resources				
7	Lobby the State Government for improvement to the workability of the declared dog registry	Within existing resources	1. To be discussed at the 2009 AIAAM annual conference, October 2009. We will attempt to look at this through.	1. Elke / Bureau of Animal Welfare		
8	Prepare a submission to the Department of Primary Industries advocating that they undertake a definitive study to determine the population, registration and microchipping numbers of domestic animals and the trends and composition for each municipality across the State, including owned and semi-owned cats.	Within existing resources				
9	Identify potential participants/ sponsors and seek their participation and/or sponsorship in the Eastern Regional Pet Expo.	Potential to generate increased income	Ongoing. Expo in place since 2007.	Debbie Williams	Mid year	Ongoing
10	Continue discounted desexing voucher scheme in conjunction with RSPCA.	\$3,000 allocated	Ongoing. In place for approximately last two years.	Local Laws	Ongoing	Ongoing

1

Timeframe	Activity	Budget	Associated Tasks	Responsible Person	When	Status
<b>Year 1 (cont)</b>						
11	Develop partnership with the RSPCA Victoria to promote their education programs offered on pet selection and animal behaviour to further educate the community.	\$2,000 allocated				
12	Assist in the education of responsible pet ownership of the elderly by visiting retirement villages and shopping centres.	Within existing resources	1. Discussions will be held early 2010 with Bruce Griffin re attending KCC's Healthy Aging Expo 20 <sup>th</sup> March 2010	1. Debbie Williams	1. Early 2010	1. Proposed
			2. Via Bruce Griffin - Mandy Highland CEO Knox Council visits vets to hold a dog walk for Seniors in March 2010. She will contact Local Laws re more info, location, LT, participation	2. Debbie Williams	3. Prior to Oct 2009	2. Proposed
13	Analyse the revenue implications of free registration of desexed and microchipped dogs under the age of 3 months for first year of registration and prepare a report and recommendation on the basis of this analysis, including publicity proposals.	Within existing resources	to be done by January 2010. Pet inventory and sensitive data collected during this period will be analysed for estimated impact.			
14	Undertake pilot research projects on the impact of domestic animals on areas of remnant vegetation and associated fauna - particularly in Knox - and to identify options for Council to minimise adverse impacts including the possibility of introducing a cat curfew.	Within existing resources				
15	Purchase additional cat cages.	Within existing resources	10 cat traps purchased 30/6/09	Elke Tapley	30/6/2009	Done
16	Develop rosters and conduct patrols of all commercial and industrial areas to identify dogs on premises.	Reallocation of existing resources	1. New staff member to commence in 09/10 financial year	1. Elke Tapley/Malcolm Scheele	2009-2010 financial year	New staff member commenced Sept 2010
17	Develop roster and conduct patrols of on-leash parks. Roster to include surveillance being undertaken at crime times for dog patrols including weekends, early mornings and evenings.	Reallocation of existing resources	Staggered start and finish times to start Summer 2010.	Malcolm Scheele	Jan 2010	Financing
18	Define knowledge needs for all Customer Services staff on Dangerous Dog legislation and requirements and deliver through Customer Service officer meetings.	Within existing resources				
19	Define the knowledge required by each Customer Service officer on domestic animal administration and deliver through Customer Service officer meetings.	Within existing resources	Ongoing by way of meetings with Liaison Officer, DW & PT, training sessions with CS staff in Local Laws. Pull pages incorporating flow charts created & updated when needed.	Debbie Williams Pauline Thomas Local Laws		Ongoing
20	Develop pages (or links) for the website to educate children on Responsible Pet Ownership.	Within existing resources	Link provided on the KCC website RPO page to the DPI's RPO webpage.	Debbie	7/6/2008	Done
21	Define the knowledge and skill set required for each role in animal management.	Within existing resources				
22	Complete skill audits for each animal management officer and produce gap analysis of skills.	Within existing resources	The RDR process has started which will incorporate the skill audit.	Elke Tapley/Malcolm Scheele	Ongoing	Ongoing
23	Source Registered Training Organisation for Microchip Implanters qualifications.	NIL	1. ETMS currently in process of doing the training.			Started
24	Evaluate the set of Key Performance Indicators (below) and adopt a set for reporting purposes.	Within existing resources				

2

Timeframe	Activity	Budget	Associated Tasks	Responsible Person	When	Status
<b>Year 1 (cont)</b>						
25	Review existing measurement systems to ensure capture of all the proposed data to enable reporting against the adopted Key Performance Indicators.	Within existing resources				
26	Commence quarterly reporting against adopted KPI's.	Within existing resources	Rob and Eir will meet to review existing reports and discuss what new KPI's			
27	Produce an annual report on the progress in implementing the Animal Management Plan with recommendations for amendments to Council and for inclusion into Council's Annual Report.	Within existing resources	1. Submit annual DAM Plan report	Rodney McKail	Mid 2010	Commenced
28	Develop an emergency management animal sub plan (LLAMA)	Within existing resources		Elke Tapley	End 2009	Implemented
<b>Years 1 &amp; 2</b>						
29	Schedule Animal Management Officers for animal management skill training.	\$18,000	1. Schedule training at Animal Aid (Identify and respond to animal behaviour)	Elke Tapley	Mid 2010	Commenced
<b>Year 2</b>						
30	Examine the feasibility and economics of extending agents agreements with Domestic Animal Businesses to capture point-of-sale registrations and provide new pet owners with local information.	Funding requirements yet to be assessed.	1. Rego forms & KCC pet ownership brochures currently distributed to all pet shops & vet clinics in Knox.	1. Debbie Williams	April/May each year	
31	Conduct workshops for proprietors of Domestic Animal Businesses in relation to legislation requirements.	\$1,000				
32	Examine the feasibility and economics of using real estate agents to promote animal registration with new property tenants.	\$2,000				
33	Evaluate forming a partnership with local Australia Post offices, meter readers, and similar parties to proactively identify potential risk situations where dogs may escape confinement and attack.	Funding requirements yet to be assessed.				
34	Review cat registration fees for the 2011/12 period to provide for desexing beyond three months without penalty to the cat owner.	Within existing resources				
35	Promote the 'Who's for Cats?' initiative to discourage residents from feeding cats that don't belong to them – including a link to the 'Who's for Cats' web site and participation in the Knox Festival, Stringybark Festival and Pet Expo.	Within existing resources	1. Is done at the three major KCC festivals & RSPCA Open Day 2. 'Who's for Cats' website link and info added to the cats page of KCC website.	1. Local Laws 2. Debbie Williams	1. Ongoing 2. Done	1. Ongoing 2. Done
36	Undertake a pilot installation of pet waste bins, together with disposal bags, at Kings Park and Knox Park.	\$10,000	1. Poo bag dispensers installed.	Paul Anastasi	May 2010	Installed
37	Identify and evaluate options for the control of dog faeces including collar and lead pouches, signage, education and enforcement, dog toilets and dung beetles.	\$2,000	1. Order Lead pouches received. 2. Signage painted on shared paths 3. Install bollards with signage 4. Install bollards with poo bag dispensers.	Paul Anastasi	May 2010	1. Complete 2. Complete 3. Complete 4. Complete
38	Monitor the progress of the bark counting collar and research into barking nuisance.	Within existing resources	1. Count collars monitored each time they are used.	1. Malcolm Scheele	1. Ongoing	Ongoing
39	Review in-house matrix for managing dangerous dogs and policy in line with legislative changes to ensure best practice and instruct Local Law staff on outcomes.	Within existing resources	1. Declared Dog Inspections done annually at present	Debbie Williams	Mid year	Started for 2009
40	Develop public awareness campaign to advise community of Knox's intention to introduce compulsory desexing of cats from the 2011/12 renewal period.	Within existing resources				

3

Timeframe	Activity	Budget	Associated Tasks	Responsible Person	When	Status
<b>Year 2</b>						
41	Promote the Australian Institute of Animal Management Inc initiative "Dogs 101" aimed at better managing nuisance dogs.	Nil.				
42	Plan and conduct information displays in shopping centres around the municipality, including: <ul style="list-style-type: none"> <li>• Source liability signage</li> <li>• Book Bureau of Animal Welfare resources</li> <li>• Develop program incorporating all shopping precincts</li> <li>• Promote initiative</li> </ul>	\$10,000				
43	Prepare application for Bureau of Animal Welfare scholarship (\$1,500)	\$7,500				
44	Schedule Animal Management Officers for Microchip implanters training.	\$2,000				
45	Identify industry committees with relevance for Animal Management Officers attendance and report back.	\$1,500				
<b>Year 2 or 3</b>						
46	Review the current General Provisions Local Law to ensure alignment with this Plan in regard to: <ul style="list-style-type: none"> <li>• Permitted animal numbers</li> <li>• Conditions of permits for keeping of cats ie size of property/flat/unit/block.</li> <li>• Conditions of permits for keeping of cats ie size of property/flat/unit/block.</li> </ul>	\$1,000	1. June 2009 - Local Law currently under review	Rodney McKail	May 2010	1. New Local Law adopted.
<b>Year 3</b>						
47	Conduct a review of the Domestic Animal Management Plan every three years.	\$10,000				
48	Examine options for conducting free training program with local training establishments for dog owners in Knox.	Funding requirements yet to be addressed.				
49	Investigate the options of installing fenced off leash areas in parks.	Funding requirements yet to be addressed. Potentially \$20K to \$30K.	1. Select location for off lead park 2. Purchase equipment 3. Use with stakeholders 4. Develop letter and mail to nearby residents 5. Develop signage 6. Construct fencing & install equipment	Paul Anastasi	Mid 2010	1. Complete 2. Complete 3. Ongoing 4. Started 5. Started

4





### 9.3 Knox Dog Attack Matrix

Please see attached Knox Council Local Laws Officers strive for consistency in their work – to apply legislation fairly and consistently across all situations. Dog attacks are, unfortunately too common an issue to be dealt with. The Domestic Animals Act 1994 empowers Council to declare a dog as dangerous or menacing according to the offences committed.

Under delegation, Council has Domestic Animals Act Committee which consists of three senior officers of Council who meet to hear reports and submissions on incidences of dog attack and rush, to determine whether declarations or destruction orders should be placed on the dog/s involved.

To assist Officers in their investigation, and subsequently, the Committee in their determination, the UAM Dog Attack Grading Scale was adapted to Victorian legislation. The tool is divided into two parts – an evaluation for attacks on people and one for animals.

Grading and Response to Dog Attacks  
(On another animal)

Level 1		Level 2						Level 3	
Guard or patrol dog, restricted breed or other dog that has undergone any part or form of attack training		Dog		Owner		Property		Second Offence	
		Temperament	Attitude towards Dog	Registered	Remorse	On Lead	Condition		
2A Mild Aggression							No action Warning Only	As for severe aggression	
2B Severe Aggression							2 X's Court otherwise consider Menacing or A M Agreement	Seize & Court	
<b>Consequence</b> National Urban Animal Management Position		a. Dog must be identified using an Australian Standard microchip with data on an accredited registry. b. Owner and dog owner must undergo approved training courses. c. Dog must be on leash and under control at all times when off the owners property. d. Dog must not have access from the driveway to the front door of the owners property.							
Level 3		Owners Dog		Property		Second Offence			
Dog that bites another animal once after provocation - Not serious injury		Temperament	Attitude	Registered	Remorse	On Lead	Condition		
3A Severely Provoked							No action Warning Only	As for mild provocation	
3B Mild provocation							2 X's Court otherwise consider Menacing or A M Agreement	Seize & Court	
<b>Consequence</b> National Urban Animal Management Position		a. Dog must be identified using an Australian Standard microchip with data on an accredited registry. b. Owner and dog owner must undergo approved training courses. c. Dog must be on leash and under control at all times when off the owners property. d. Dog must not have access from the driveway to the front door of the owners property.							

Grading and Response to Dog Attacks  
(On another animal)

Level	Description	Code	Owners Dog				Property Condition	Second Offence	Response
			Dog Temperament	Attitude	Registered	Remorse			
Level 4	Dog that multiple bites another animal after provocation causing serious injury	4A Severely Provoked						2 X's Court, seize & D D Committee otherwise straight to D D Committee (No Seizure).	Seize & Court
		4B Mild provocation						1 X's Court, seize & D D Committee otherwise straight to D D Committee (No Seizure).	Seize, Court & Destroy
<b>Consequence</b> National Urban Animal Management Position			a. Dog must be identified using an Australian Standard microchip with data on an accredited registry. b. Owner and dog owner must undergo approved training courses. c. Dog must be on leash, under control and muzzled at all times when off the owners property. d. Dog must not have access to path between gate and front door with an approved warning sign. e. Dog must be desexed at owners expense f. Dog must wear an approved identity collar. g. Owner must obtain public liability insurance to keep the dog.						
Level 5	Dog that has bitten another animal without provocation causing serious injury	5A						2 X's Court & Seize otherwise consider Menacing or A M Agreement	Seize & Court
		<b>Consequence</b> National Urban Animal Management Position			a. Dog must be identified using an Australian Standard microchip with data on an accredited registry. b. Owner and dog must undergo approved training courses. c. Dog must be on leash, under control and muzzled at all times when off the owners property. d. Dog must not have access to path between gate and front door with an approved warning sign. e. Dog must be desexed at owners expense f. Dog must wear an approved identity collar. g. Owner must obtain public liability insurance to keep the dog.				

Grading and Response to Dog Attacks  
(On another animal)

Level	Description	Code	Owners Dog				Property Condition	Second Offence	Response
			Dog Temperament	Attitude	Registered	Remorse			
Level 6	Dog that multiple bites another animal without provocation causing serious injury	6A						Court, seize & D D Committee	Seize, Court & Destroy
<b>Consequence</b> National Urban Animal Management Position			Euthanasia of dog unless owner is prepared to make an exceptional efforts including all of the above for level 5 plus confinement to a child/dog proof enclosure.						
Level 7	Life threatening attack on another animal	7A Death not directly attributable						2 X's Court otherwise consider Menacing or A M Agreement	Seize, Court & Destroy
		7B Death directly attributable						Court, seize & D D Committee	Seize, Court & Destroy
<b>Consequence</b> National Urban Animal Management Position			a. Euthanasia of Dog b. Prohibition order of owner						

**Notes:** Infringement Notices or Summonses are to be issued for all detected offences irrespective of action taken under this matrix.

For the purpose of this document serious injury will be interpreted as: "where a dog has caused injury to another animal in the nature of broken bones, lacerations requiring multiple sutures or surgery or the partial loss of use or function in any part of the animals body."

Grading and Response to Dog Attacks  
(On a person or persons)

Level 1 Guard or patrol dog, restricted breed or other dog that has undergone any part or form of attack training							
Level 2 Dog that exhibits aggression against a person without actually biting							
	Dog	Attitude towards Dog	Dog Registered	Remorse	If with Owner On Lead	Property Condition	Second Offence
2A Mild Aggression							3 X's Consider Menacing or A M Agreement otherwise warning
2B Severe Aggression							1 X's Court otherwise consider Menacing or A M Agreement
<b>Consequence</b> National Urban Animal Management Position		a. Dog must be identified using an Austrian Standard microchip with data on an accredited registry. b. Owner and dog owner must undergo approved training courses. c. Dog must be on leash and under control at all times when off the owners property. d. Dog must not have access from the driveway to the front door of the owners property.					
Level 3 Dog that bites a person once after provocation - No sutures							
	Dog	Owners Attitude	Dog Registered	Remorse	On Lead	Property Condition	Second Offence
3A Severely Provoked							3 X's Court otherwise Consider Menacing or A M Agreement
3B Mild provocation							2 X's Court & seize otherwise consider Menacing or A M Agreement
<b>Consequence</b> National Urban Animal Management Position		a. Dog must be identified using an Austrian Standard microchip with data on an accredited registry. b. Owner and dog owner must undergo approved training courses. c. Dog must be on leash and under control at all times when off the owners property. d. Dog must not have access from the driveway to the front door of the owners property.					

Grading and Response to Dog Attacks  
(On a person or persons)

Level 4 Dog that multiple bites a person after provocation - Sutures							
	Dog	Owners Attitude	Dog Registered	Remorse	On Lead	Property Condition	Second Offence
4A Severely Provoked							2 X's Court, seize & D D Committee otherwise straight to D D Committee (No Seizure)
4B Mild provocation							1 X's Court, seize & D D Committee otherwise straight to D D Committee (No Seizure)
<b>Consequence</b> National Urban Animal Management Position		a. Dog must be identified using an Austrian Standard microchip with data on an accredited registry. b. Owner and dog owner must undergo approved training courses. c. Dog must be on leash, under control and muzzled at all times when off the owners property. d. Dog must not have access to path between gate and front door with an approved warning sign. e. Dog must be desexed at owners expense. f. Dog must wear an approved identity collar. g. Owner must obtain public liability insurance to keep the dog.					
Level 5 Dog that has bitten a person without provocation - No Sutures							
	Dog	Owners Attitude	Dog Registered	Remorse	On Lead	Property Condition	Second Offence
5A							2 X's Court & Seize otherwise consider Menacing or A M Agreement
<b>Consequence</b> National Urban Animal Management Position		a. Dog must be identified using an Austrian Standard microchip with data on an accredited registry. b. Owner and dog must undergo approved training courses. c. Dog must be on leash, under control and muzzled at all times when off the owners property. d. Dog must not have access to path between gate and front door with an approved warning sign. e. Dog must be desexed at owners expense. f. Dog must wear an approved identity collar. g. Owner must obtain public liability insurance to keep the dog.					

Grading and Response to Dog Attacks  
(On a person or persons)

Level 6 Dog that multiple bites person without provocation or bitten which causes serious injury to a person.							
	Dog	Owners Attitude	Dog Registered	Remorse	On Lead	Property Condition	Second Offence
6A							Court, seize & D D Committee
<b>Consequence</b> National Urban Animal Management Position		Euthanasia of dog unless owner is prepared to make an exceptional efforts including all of the above for level 5 plus confinement to a child/dog proof enclosure.					
Level 7 Life threatening attack on a person							
	Dog	Owners Attitude	Dog Registered	Remorse	On Lead	Property Condition	Second Offence
7A							Court, seize & Destroy
<b>Consequence</b> National Urban Animal Management Position		a. Euthanasia of Dog b. Prohibition order of owner					

**Notes** - Infringement Notices or Summonses are to be issued for all detected offences irrespective of action taken under this matrix

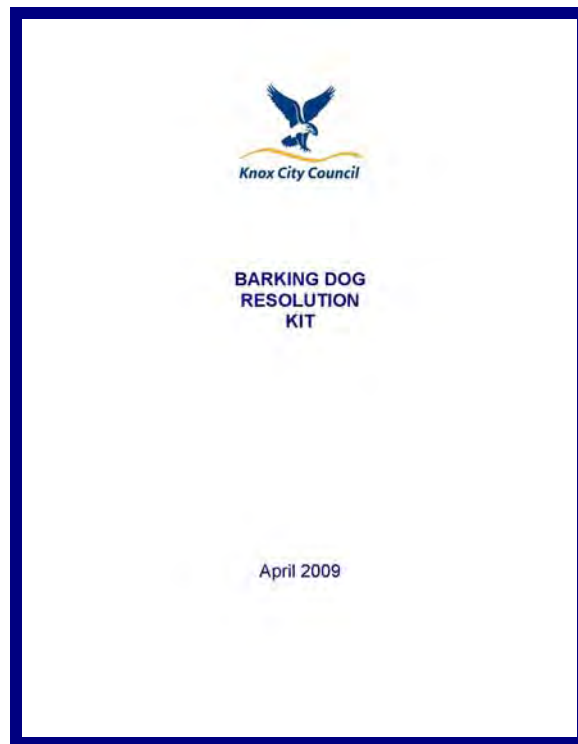


## 9.4 Knox Barking Dog Resolution Kit

Barking dogs are a nuisance in the community and an issue that all AMOs deal with daily across Australia.

A new Barking Dog Resolution Kit was developed in 2009 following consultation and review with the Local Laws Team of procedures that were in place at the time. Best practice review also included consultation with other municipalities across Australia.

Please see attached



NB - Thanks to *Darwin City Council* for their input of many documents within the new Kit.

## 9.5 Animal Management Education at Public Events in Knox



Above are photos taken at a Council microchipping day and our Local Laws display tent at the RSPCA All Creatures Day.

Below left is our Project Officer Debbie Williams participating in a class session with a Pet Educator from the Department of Primary Industries RPO Schools Program.

The photo below right shows the foyer area at the Civic Centre at Knox which gives us great opportunities to promote and showcase specific messages. This area is also used to promote animal registrations during busy periods, such as rates instalment time.



## 9.6 Eastern Regional Pet Expo

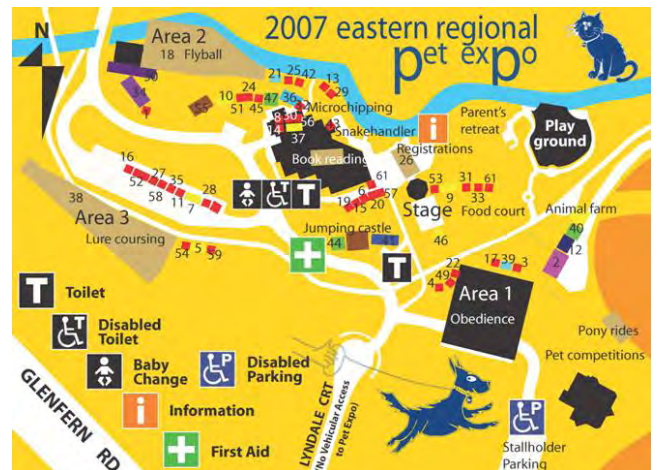


The Eastern Regional Pet Expo is one of the initiatives of the Knox Local Laws Team and an important regular event in the Knox City Council Responsible Pet Ownership Program. We are now preparing for the fifth annual event in 2011.

Planning starts early each year as there are many things that need to be organised to get the day to come together, as can be seen by the Gantt chart below.

The site map shows the layout of our very first Pet Expo in 2007.

Pet Expo 2008		August				September				October				November				December				January				February				March				April			
Task	Week	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
Book site and venue	X																																				
T10 letter to past participants	X																																				
Book City Library for fireworks	X																																				
Book Victor and Victoria	X																																				
Create sponsorship proposal/marketing	X																																				
Checklist prepared from previous year	X																																				
Source new participants from image etc	X																																				
Finalise and sponsorship offers	X																																				
T10 letter of invitation to new participants	X																																				
Book fireworks/ Flyball lure coursing	X																																				
Book tables	X																																				
Book MC	X																																				
Book water station	X																																				
Organise 2nd night session	X																																				
Book marquee	X																																				
Book PA	X																																				
Book St John Ambulance	X																																				
Book ornaments	X																																				
Order banners/signs	X																																				
Order ribbons	X																																				
Order Lanes site	X																																				
Request forms	X																																				
Final letter of invitation to past participants	X																																				
Send off advertising to marketing	X																																				
Final letter of invitation to new participants	X																																				
Final photos for Lanes site & banners	X																																				
Buy prizes	X																																				
Print questionnaires	X																																				
Finalise cupboards - star prizes/banners etc	X																																				
Organise media release	X																																				
Reminders letters to participants	X																																				
Measure up oval	X																																				
Prepare promotional materials	X																																				
List of signboard sales & put them up	X																																				
Put up flyers/posters	X																																				
Print programme sale	X																																				
Send out star nominations and programs	X																																				
Buy up Lanes starfishes/ovals	X																																				
Visit Police with star fish low waste trough	X																																				
Mark out the oval	X																																				
Send thank you letter and turkey	X																																				
Certificates of appreciation	X																																				





The documents shown above were developed to ensure compliance with Council policy and State Legislation in regards to Occupational Health and Safety of our participants and visitors on the day.

Volunteers play a large part in assisting and achieving success on the day.

The Eastern Regional Pet Expo would not improve each year unless we consulted with all of our stakeholders. Feedback surveys are undertaken on the day in exchange for a free raffle ticket – this approach has proven to be very successful in increasing the number of surveys completed.

Stallholders are also engaged via a feedback survey, when their certificate of appreciation is posted. This feedback has been invaluable in fine tuning the planning and the ‘bump in’ of the actual day.

**2007 eastern regional pet expo**

**Feedback survey**

To enable us to improve the Eastern Regional Pet Expo for next year, please take a few moments to complete this survey. Thank you.

1. How did you find out about the Pet Expo?

<ul style="list-style-type: none"> <li>• Newspaper</li> <li>• School newsletter</li> <li>• Ward newsletter</li> <li>• Knox Council Office</li> <li>• Web site</li> <li>• Banner</li> </ul>	<ul style="list-style-type: none"> <li>• Friends</li> <li>• Animal registration renewal</li> <li>• On hold telephone message</li> <li>• Knox Horizons</li> <li>• Other</li> </ul>
--	---

2. What attracted you to attend the Pet Expo?

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3. Did you bring a pet to the Pet Expo? Yes No

4. Did you/are you planning on entering the Pet Comps? Yes No

5. Were you comfortable with other pets here today? Yes No

6. Is this a good location for the Pet Expo? Yes No

Alternative location \_\_\_\_\_

7. Were there sufficient food vendors and variety? Yes No

Other suggestions \_\_\_\_\_

8. What other activities would you like to see at the Pet Expo?

---

9. Would you come again next year? Yes No

Council and Community: A Partnership in Progress

**Strategic Framework for Volunteerism in Knox**

To support, promote and strengthen volunteering in Knox

**Research Report Summary**

**2007 eastern regional pet expo**

**Stallholder feedback survey**

To enable us to improve the Eastern Regional Pet Expo for next year, please take a few moments to complete this survey. Thank you.

1. How did you find out about the Pet Expo?

<ul style="list-style-type: none"> <li>• Newspaper</li> <li>• Ward newsletter</li> <li>• Knox Council Office</li> <li>• Web site</li> <li>• Invitation</li> </ul>	<ul style="list-style-type: none"> <li>• Friends</li> <li>• Animal registration renewal</li> <li>• On hold telephone message</li> <li>• Knox Horizons</li> <li>• Other</li> </ul>
---	---

2. What attracted you to attend the Pet Expo?

---

3. Did you find the application easy to complete? Yes No

4. Have you attended other Pet Expos? Yes No

5. Were you happy with communication from Council? Yes No

6. Were the Council contacts easy to access? Yes No

7. Is this a good location for the Pet Expo? Yes No

Alternative location \_\_\_\_\_

8. Were there sufficient food vendors and variety? Yes No

Other suggestions \_\_\_\_\_

9. What other activities would you like to see at the Pet Expo?

---

10. Would you be interested in attending a two day event? Yes No

Council and Community: A Partnership in Progress

## 9.7 Responsible Pet Ownership Competition



The RPO Competition is now in its fifth year, and continues to grow. Owners and friends of owners, Officers or other staff can nominate a pet owner as a Responsible Pet Owner of the Month. Following an inspection of the property and an interview with the owner, all accepted nominees are entered into a draw.

The monthly winner receives vouchers to the value of \$100 to spend at businesses throughout Knox. All nominees have the opportunity to win the prestigious 'Winner of the Year' with prizes totalling \$250 from sponsors throughout Knox. Articles are regularly run in the local papers, posters displaying winners are posted at events that Local Laws attend and there is a procession of all winners at the annual Pet Expo.



 The entry form is titled "2010/11 Responsible Pet Ownership Competition DOGS ENTRY FORM". It contains the following fields:
 

- Dog owners name: \_\_\_\_\_
- Address: \_\_\_\_\_
- Daytime contact number: \_\_\_\_\_
- Dog's name: \_\_\_\_\_
- Description of dog: \_\_\_\_\_
- Location & date of entry: \_\_\_\_\_
- Criteria: 1 point each
  1. Is dog wearing a current registration tag?
  2. Is dog on a lead?
  3. Is dog leashed?
  4. Is dog microchipped?
  5. Has owner picked up any poo?
  6. Is owner carrying a poo bag?
  7. Is dog well behaved, had training?
- Officer's name: \_\_\_\_\_
- On: One spot prize given: \_\_\_\_\_
- Total points: \_\_\_\_\_
- Date: \_\_\_\_\_

 At the bottom, it says "Council & Community: A Partnership in Progress" with the Knox City Council logo.




## 9.8 New Initiatives

### 9.8.1 Animal Emergency Management Sub Plan

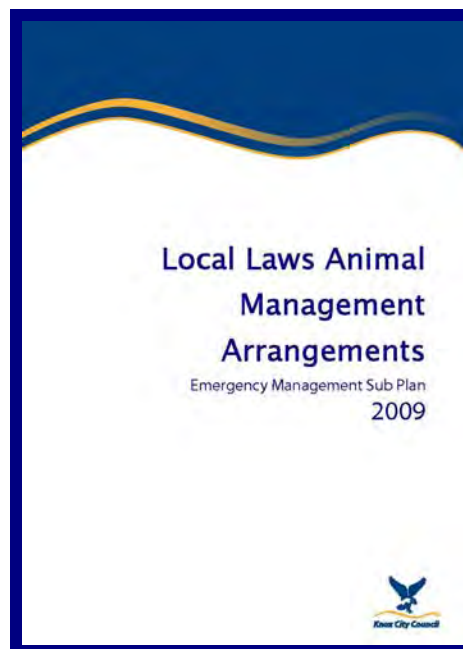
Whilst managing animals is the responsibility of the owners, displaced people often arrive at emergency relief centres with animals in their care. For the protection of those attending relief centres and for the health and welfare of the animals, it is necessary to provide support in a practical way.

In the summer of 2009 we saw much of the State affected by devastating bushfires. Knox's Local Laws Officers played an integral part in assist with emergency relief both within the municipality and in neighbouring municipalities that had been affected. In the wake of the disastrous fire period Local Laws developed it's Local Laws Animal Management Arrangements (LLAMA – Appendix 9.8) to better assist in such emergencies. The LLAMA was developed in conjunction with the Emergency Management Team and forms part of Knox's Municipal Emergency Management Plan. It identifies Local Laws as the appropriate team to assist in the provision of services to animals arriving at emergency relief centres.

The Plan states the Local Laws would be involved in tasks such as to:

- Co-ordinate Local Laws functions and animal rescue and/or shelter during an emergency.
- Encourage and facilitate centres and for the health and welfare of the animals, it is necessary to provide support in a community awareness about the need for self managed animal plans during an emergency.
- Increase community knowledge and confidence that animal welfare will be considered during an emergency.
- Identify and prioritise the requirements of groups at risk during emergencies.
- Facilitate the hygienic management and disposal of animal waste and carcasses during an emergency.
- Secure the assistance of community members with animal handling skills.
- Provide immediate animal welfare assistance at emergency relief centres.

Please see attached



## 9.8.2 Off leash dog play park

One of the issues that came of the consultation process for the DAM Plan was the need for a fenced off leash area for dogs within Knox. Currently there is no such area in the municipality and it was decided that in year three of the plan options of installing fenced off leash areas in parks would be investigated.

Due to the enthusiasm of the Local Laws department and some additional funds being available earlier than expected, this item was rescheduled and initial planning for the project commenced in year one of the plan.

A few months on and a lot of progress has been made. The proposed Dog Park will be a fully fenced area specific for dog exercise, and will incorporate numerous agility items for dogs of all ages to play, such as hurdles, tunnels and weave poles. It will be located at the Northern tip of Knox Park (corner Ferntree Gully Road and Bunjil Way) in an area that is currently being leased by the Knox Obedient Dog Club. Initial discussions with the dog club were well received and since then more formal meeting have been held with stakeholders, other departments within Council and the ward Councillor.

Bollards with signage and poo bag dispensers have already been installed in the park in preparation for the park, quotes for fencing have been obtained and the agility equipment ordered. A few different options were looked at for the agility equipment, including items made from timber and steel. Eventually we settled an environmentally friendly and sturdy product manufactured from recycled plastic.



The next phase of the project will be a mail out to residents and it is hoped that construction of the park will commence in the upcoming months. This dog park, Knox's first, will promote responsible pet ownership, provide a safe and carefree environment in which people can exercise their pet as well as providing an ideal setting where dogs can socialise with other dogs.





## New dog park on the way

### Friendlier space for owners and their pets

Knox's first-ever **Dog Park** will soon be built in your area, providing owners with a fully-fenced place for off-leash exercise.

Work will start soon to locate the **Dog Park** at the northern tip of Knox Park (corner of Ferntree Gully Road and Bunjil Way).

It follows requests from the community, submissions, surveys and consultation that led to Council's adoption of a *Domestic Animal Management Plan* in 2009.

#### **Socialising important**

The park will provide an ideal setting for dogs to socialize with other pets, while being a safer environment that enables easy off-leash exercise.

We're going to make the park fun too, with plans for several *agility items* — such as hurdles, tunnels and weave poles.

#### **Just right for your pet**

We expect the **Dog Park** will be perfect for a whole range of dog ages and abilities and we're confident owners will enjoy the experience as they watch their pets gain from the new space.



What's more, residents may have already noticed improvements that have been made in Knox Park, including a dog water fountain, new signage and disposal bags.

For further information please contact Knox City Council on **9298 8000** or email [knoxcc@knox.vic.gov.au](mailto:knoxcc@knox.vic.gov.au)

You can also visit Council's website: [www.knox.vic.gov.au](http://www.knox.vic.gov.au)

