



ANIMAL MANAGEMENT STRATEGY

LOGAN CITY 2011 - 2015



CITY OF OPPORTUNITIES
FOR FAMILIES, LIFESTYLE AND BUSINESS



Message from the Mayor and CEO

Australians have one of the highest rates of pet ownership in the world.

Companion animals form part of the Australian culture; contributing to an active and healthy way of life, reducing stress and improving mental health and well-being.

The benefits of owning pets are many: they give enormous pleasure and unconditional love to their owners, especially to those people who live alone; they lower stress and anxiety in their owners; and they are an ice-breaker when people are out walking their dogs. Animals contribute to creating a sense of community and place.

It is acknowledged that pet owners are often healthier and happier simply because of the enjoyment of giving to a companion animal.

Deciding to own a pet is a long-term commitment. Council is pleased to release its first Animal Management Strategy which aims to not only promote responsible pet ownership, but also educate the public about nuisance animal behaviours.

The Animal Management Strategy outlines the steps to be taken to build a safe community for pet owners and non-pet owners. It promotes the re-homing of unclaimed animals which have been impounded at Council's Animal Management Centre, as well as adhering to the requirements of the Animal Management (Cats and Dogs) Act 2008.

Both Council and the community, through the Animal Management Strategy, have a clear direction and we look forward to the positive improvements which will flow on as a result of the actions outlined in the strategy.



Councillor Pam Parker
Mayor of Logan

Chris Rose PSM
Chief Executive Officer,
Logan City Council

Message from the Chairperson of Animals and City Standards Committee and Deputy CEO Community and Customer Services

Humans and animals have shared a bond for many hundreds of years. Figures show that 51 per cent of Queensland households have either a cat or dog (or both), registered as at December 2010.

Despite the benefits associated with pet ownership, thousands of dogs and cats are euthanased annually by local governments, animal shelters and welfare groups.

In order to ensure that our community is a safe and healthy one for both pets and residents, Council has created and approved this Animal Management Strategy. Creating an environment that is safe and healthy for pets will be a benefit to all residents.

The Animal Management (Cats and Dogs) Act 2008 places a mandatory requirement for all dogs and cats older than 12 weeks of age to be registered with the relevant local government.

As part of its ongoing campaign to promote responsible companion animal ownership, Council informs cat and dog owners of the need to register their pets through media releases, paid advertisements, radio programs, brochures, booklets, Council newsletters and the Internet.

From January 2012, and for the first time since local government boundary reform in March 2008, Logan City Council Animal Management will operate under one set of Local Laws. This achievement will bring consistency and fairness across the city.

While significant improvements in responsible animal ownership have been achieved in recent times, the Animal Management Strategy will ensure specific targets are met and reported annually. This will benefit animals and owners alike.



Councillor Graham Able
Committee Chairperson

Oliver Simon
Deputy Chief Executive Officer,
Community & Customer Services

INTRODUCTION

Animal Management Strategy

Logan's 2011-2015 Animal Management Strategy (the Strategy) identifies the key issues impacting the community and provides five strategic directions for animal management to be achieved over four years.

The Strategy will improve the effectiveness of animal management services and activities by:

- improving community engagement and participation
- improving coordination of proactive services
- increasing public awareness of the need to responsibly manage companion animals, thereby reducing the number of animal related nuisances
- monitoring and reporting of performance through the Animal and Pest Services Branch Business Plan
- prioritising reactive services provided to the community.

The effective management of companion animals requires a commitment from the entire Logan community. This includes the public, staff, pet owners, retail outlets and veterinarians as well as three levels of government (federal, state and local), associations and industry groups.

Through this strategy Council will invite our community and key stakeholders to work in partnership to meet the existing and future challenges associated with animal management in Logan.



ANIMAL AND PEST SERVICES BRANCH

Vision

The vision of the Branch is to create a safe, healthy, aesthetic and harmonious environment for our community and our animals.

To achieve this, the Animal Management Team aims to:

- encourage compliance with animal management legislation through enforcement activity where required
- ensure that the needs and interests of all residents are represented in animal response procedures
- promote responsible pet ownership to our community through information and education
- promote the physical, social and psychological health benefits of companion animal ownership.

Objective

The Animal and Pest Services Branch objective is that our community:

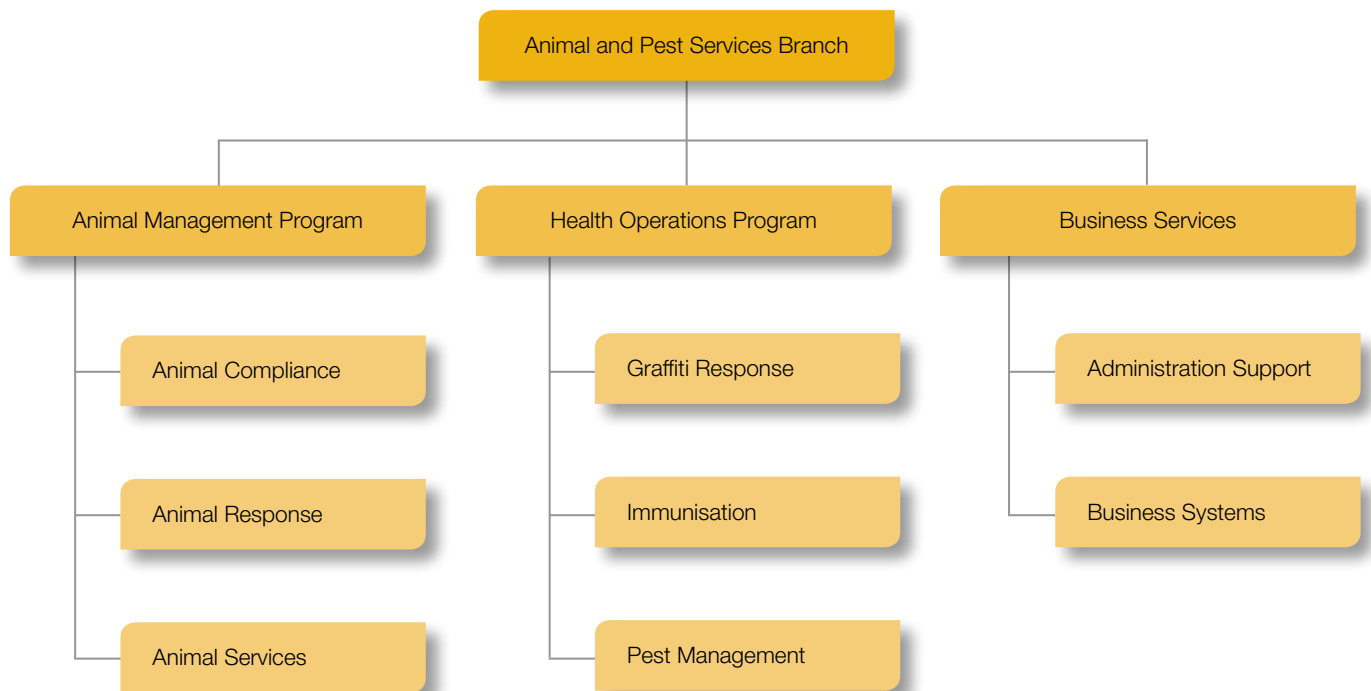
- chooses to be vaccinated through Council's immunisation program
- embraces responsible companion animal ownership and is well informed about its benefits and responsibilities
- is confident that animals, pests, weeds and plants are well managed and controlled
- lives in a graffiti-free city
- prefers to purchase pets offered through Council's Re-homing Program.

The Animal Management Strategy was developed in conjunction with the Animal Management Program staff. It focuses on the following services, which are funded by Logan City Council to:

- enforce animal management legislation
- improve the safety and social amenity of the city by responsibly managing domestic animals within the community
- promote responsible pet ownership by educating the community and supporting both pet and non-pet owners in solving animal behaviour related issues (e.g. nuisance barking)
- provide a safe and healthy environment for impounded animals prior to their release
- provide a sales and re-homing service to minimise the euthanasia of unclaimed and surrendered cats and dogs.

Organisational Structure

The Animal and Pest Services Branch is based at the Animal Management Centre, 213 Queens Road, Kingston.



Priority Outcomes

Logan City Council's 2009-2014 Corporate Plan translates the community's needs and expectations into action. The plan sets out the city's vision and identifies the priorities, outcomes and strategies to deliver on that vision.

Corporate Plan Strategies relating to animal management services are:

Strategies	Focus Areas	
3.3 Environmental Sustainability Enhance the city's natural values and improve on its environmental sustainability practices	3.3.9	Reduce the impact of pest plants and animals in environmental areas
5.1 Community Health & Wellbeing Encourage and promote community wellbeing, including healthy active lifestyle practices	5.1.5	Manage programs of immunisation, pet management, companion animal management and responsible pet ownership

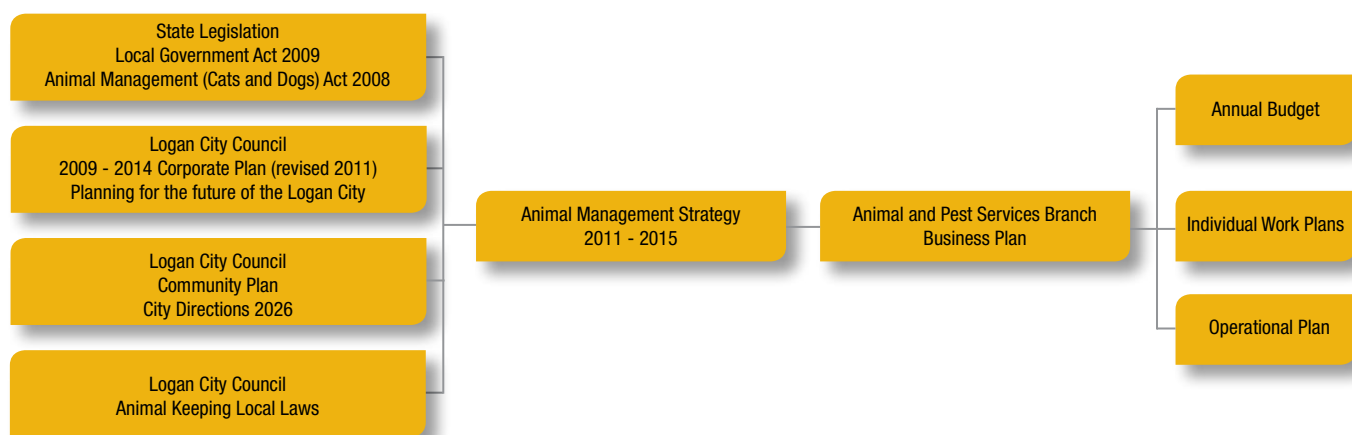
This Strategy details the key issues of animal management and outlines operational activities to achieve Council's Corporate Plan objectives.



Integration

The Animal Management Strategy functions as a link between the key business drivers and the operational activities undertaken by Logan City Council to deliver animal management services to the community.

The Strategy is informed by strategic planning documents, specifically the Community Plan and the Corporate Plan and additionally by relevant State and Local Government legislation.



Partnerships

Through its daily operations the Animal and Pest Services Branch has established productive working relationships with key stakeholders such as the state government, local government authorities, the University of Queensland and industry groups including the RSPCA, Animal Welfare League, Best Friends Rescue, Working Dog Rescue, Little Paws Kitten Rescue, Dogs Queensland and the Queensland Feline Association.

Through recent community engagement activity as part of the development and implementation of new animal keeping local laws, the Animal and Pest Services Branch has built on and established new relationships with community interest groups, hobby associations, clubs and individuals all of whom have a passionate interest in responsible pet ownership.

Such productive partnerships facilitate collaboration and cooperation between Council and the community it serves and result in the development of best practices for the management and regulation of animal keeping in Logan.



ANIMAL MANAGEMENT STATISTICS AND DATA

Every attempt was made to obtain relevant statistics from contiguous local authorities for comparison purposes. Two Councils provided partial statistics, but the population disparity was far too great for any relevant comparisons to be drawn. Rather than adopt the “comparison with other local authorities method” the 2011 and future Logan statistics will provide much more meaningful comparative data to assess the work of the Animal Services Program.

Key Statistics

Logan City Council	2010
Population	282,642
Residences	91,000
Registered dogs	40,413
Registered cats	5,423
Declared dangerous dogs	28
Declared menacing dogs	22
Declared restricted dogs	13

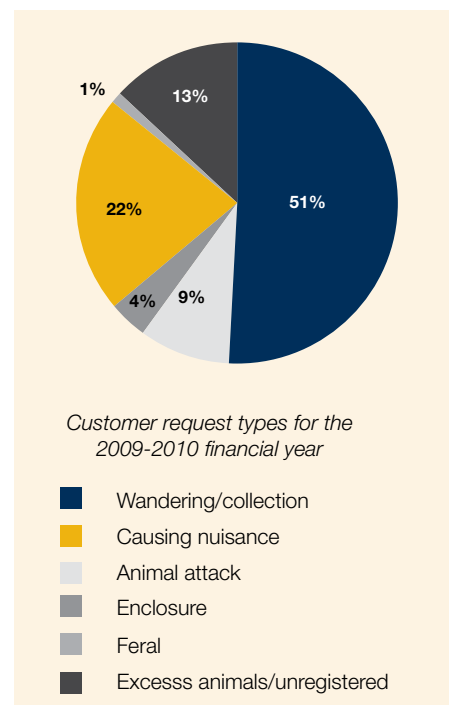


Impounded animal statistics

	2008	2009	2010
Number of dogs impounded	3,212	3,658	4,200
Percentage returned to owner	46%	45%	44%
Percentage sold	10%	16%	13%
Percentage sent to shelters	8%	11%	7%
Percentage euthanased	8%	8%	13%
Percentage other organisations	28%	28%	23%
Number of cats impounded	1,631	2,463	3,072
Percentage returned to owner	3%	3%	5%
Percentage sold	8%	8%	4%
Percentage sent to shelters	3%	19%	4%
Percentage euthanased	64%	53%	69%
Percentage other organisations	22%	17%	18%

Customer request statistics

	2008	2009	2010
Causing nuisance	1,559	1,810	2,004
Animal attack	746	909	840
Enclosure	399	377	391
Excess animals/unregistered	440	613	1182
Feral animals	130	126	121
Wandering/collection requests	4,658	5,062	4674



KEY ISSUES AND STRATEGIC DIRECTIONS

1.1 Key issue:

The threat to public safety caused by dogs not being under effective control

Dogs not on leads, dogs that wander from their property enclosure, dogs that rush at fences when pedestrians are passing by and dogs that attack other animals or people are deemed not to be under effective control.

The impact of dogs not being under effective control is of great concern to the community.

The Animal Management Program conducts proactive and reactive patrolling to locate wandering dogs. Property inspections are conducted to ensure that enclosures such as gates and fences comply with the Local Law and Subordinate Local Law and are sufficient to contain cats and dogs as well as livestock.

The Animal Management Program investigates reported dog attacks.

In the 2009-2010 financial year, Logan City Council:

- investigated 840 dog attacks
- inspected 391 problem enclosures in addition to the 840 dog attack enclosures
- conducted 4,674 reactive patrols and collections.

Based on the above figures, one in every 336 people living in Logan City reported being attacked, or having their animal attacked by a dog in the 2009-2010 financial year. This equates to roughly one dog attack every 10 hours.

Obviously, this significant number of dog attacks is of great concern to both Council and the community.

Regulated dogs

On completion of a dog attack investigation, Council may issue a regulated dog notice which result in dog(s) being declared **menacing or dangerous**.

Dogs involved in fatalities and serious mauling attacks are often found to have a history of unaddressed menacing or aggressive behaviour. The **menacing** dog classification was introduced by the *Animal Management (Cats and Dogs) Act 2008* to ensure the containment of the dog is such to prevent an escalation to harmful behaviour.

An authorised local government officer may declare a dog to be a menacing dog on the same grounds applicable to a dangerous dog, except that the attack was not deemed quite as serious.

An authorised local government officer may declare a dog to be a **dangerous dog** only if the dog:

- has seriously attacked or acted in a way that caused fear to a person or another animal
- is likely to, in the opinion of an authorised officer and having regard to the way the dog has behaved towards a person or another animal, may seriously attack or act in a way that will cause fear to a person or animal.

Under the Animal Management (Cats and Dogs) Act 2008, all regulated dogs must be microchipped, wear an identification tag, be kept in a prescribed enclosure with a prescribed sign displayed and be kept under effective control.

A restricted dog is a dog of a breed prohibited from importation into Australia under the *Customs Act 1901*. A dog is a restricted dog if it is the subject of a restricted dog declaration.

These breeds are:

- Dogo Argentino (Argentinian fighting dog)
- Fila Brasileiro (Brazilian fighting dog)
- Japanese Tosa
- Perro de Presa Canario
- Pit Bull Terrier Breeds includes the American Pit Bull Terrier.

Of these, the Pit Bull Terrier and the Perro de Presa Canario are the only breeds currently known to exist in Australia.

1.1.1. Strategy: Reduce the threat to public safety caused by dogs not being under effective control

1.1.1.1. Wandering animals and off-leash exercise areas

The appropriate management of wandering animals (animals who have escaped under, over or through a fence or gate or property boundary and are not in the control of an owner or keeper) is crucial to effectively reduce the number of dog attacks within the city.

'The Impact of Dog Attacks in a Major Australian City', by Peter G Thompson, Medical Journal of Australia, Vol 167, no. 3 August 1997 was a comprehensive study of the incidence and the effect of dog attacks on people in Adelaide.

Thompson identified that more than half of the incidents occurred in public places and concluded that **"It is reasonable to assume that if the dogs had been restrained, these attacks could not have occurred"** (Thompson, 1997, p132).

Council officers responded reactively to 4,674 patrols and collections in 2010.

The city has dog off-leash exercise areas strategically located in 30 locations. Although Logan acquired some unfenced exercise areas under the boundary reform, Council does not support this concept.

In an effort to reduce the incidence and the severity of dog attacks in off-leash exercise areas, Council has and will continue to construct fenced areas which separate small dogs from large dogs.

Scheduled to commence in the 2011-2012 financial year are regular patrols of off leash exercise areas by Animal Management Officers.

The development of a Dog Off-Leash Exercise Area Strategy by the Parks Branch in association with Animal and Pest Services in 2011 will address issues identified from past experiences and ensure through collaboration that off leash areas are of a high standard.

Action: Roster the patrolling and monitoring of dog off leash exercise areas by animal management officers to develop strong community relationships.

Action: Work with Parks Branch to assist in the development of the dog off leash exercise area strategy.

1.1.1.2. Animal management procedures

Procedures are the sets of instructions which employees follow to conduct day to day operations both thoroughly and consistently and in line with Council's 2009-2014 Corporate Plan and the Branch Business and Operational Plans.

Adherence to well established procedures provides employees and Council with the ability to confidently defend allegations of legal or regulatory violations.

The review and continuous improvement of procedures relating to dog attack investigations together with the dog attack severity rating is crucial to the delivery of a consistent and accountable animal management service.

Action: Finalise animal management and control procedures and monitor staff compliance.

1.1.1.3. Staff training

The on-going professional development of the investigative staff and other officers who respond to dog attack incidents is critical.

The Animal Management Program will maximise opportunities for all relevant staff to complete a Certificate IV in Animal Control and Regulation.

The qualifications allow investigating officers to make informed decisions and to take the appropriate and necessary action to reduce the possibility of further dog attacks by a particular animal.

Action: Maximise opportunities for staff to complete the Certificate IV in Animal Control and Regulation.

1.1.1.4. Pest animal management

Pest animal management is undertaken in response to landholder complaints. Proactive control is undertaken on sites known to have a history of pest animals. An integrated pest management approach is used to control declared pest animals. This includes surveillance, baiting, trapping, shooting and education.

The full impact of pest animals is difficult to determine, but the destruction of livestock and poultry is a common outcome which results in considerable distress for owners of the stock.

Action: Map pest animal activity to Council's Geographical Information Systems (GIS) to improve the effectiveness of proactive wild dog control.

1.1.1.5. Strategy performance measures

- 75% of *dog wandering now* requests received during business hours actioned within four hours.
- 75% of *dog attack complaints* responded to within 24 hours.



1.2. Key issue:

Barking dogs and animal nuisance

Barking dogs and animal nuisances pose problems for both the community and officers resulting in a difficult working environment. Issues such as varying community tolerances to nuisances and the expectation that Council will be able to provide an immediate solution often result in complaints being escalated to Councillors.

Barking dogs and other animal nuisances account for 22% of the animal management service's workload. The Animal Nuisance Response Officer and Animal Management Officers, actioned 2,004 nuisance requests in the 2009-2010 financial year.

1.2.1. Strategy: Manage nuisances particularly noise caused by domestic animals in the community

1.2.1.1. Community education and awareness

Educating the community on modifying animal behaviour to minimise nuisances before escalation to Council is important.

Using resources from the existing marketing and promotion budget, animal behavioural seminars for dog owners are scheduled in 2011 and will be provided by industry professionals who are also Logan residents.

These seminars will provide information on why dogs bark, how to identify barking triggers, solutions to barking problems as well as information on Council services and programs.

Action: Organise behavioural seminars focussing on remedies for barking dogs. Extend invitations to all dog owners who have been the subject of barking complaints to attend the seminars.

1.2.1.2. Enforcement and Local Laws

Animal nuisances and their enforcement are complex matters. Before compliance notices and infringements can be issued, Council is required to undertake a comprehensive and impartial investigation in order to gather sufficient evidence to demonstrate a nuisance exists.

This investigation takes time and during this process Council officers seek to balance the needs of the complainant, the needs of the animal owner, the welfare of the animals involved and the requirements of the law.

Complainants in these matters are often frustrated at the amount of time taken for matters to be resolved, however this could be lessened by increased staff communication on the progress of the investigation.

Action: Formalise the "Closing the Loop" process with Animal and Pest Services Staff to ensure service is effective with the customer being kept informed on the progress of each investigation.

Council officers have suggested greater community ownership would be engendered if the onus to provide a written submission to Council by the complainant was implemented. Logging the nuisance would form part of the evidence and enable a more timely resolution. This commitment by the complainant may serve to eliminate some vexatious requests.

Action: Investigate mandatory written submissions from complainants and monitor any reduction in vexatious complaints as a result.

The power and importance of neighbourhood conversations cannot be underestimated in the resolution of barking nuisances. Where neighbours have shown empathy and cooperation by altering their day to day routines to attempt to resolve the issue, better outcomes have been achieved in a timely manner.

1.2.1.3. Resources, communication and correspondence

The resolution of community nuisances often requires additional resources, such as overtime. The management of this workload should be shared as a team effort. Feedback has identified potential resource re-allocations to improve the effectiveness of the animal management service.

Action: Reallocate staffing resources from the existing pool to streamline and support responses to nuisance noise and barking complaints from animals.

The requirement to issue significant amounts of correspondence to all parties involved in a nuisance complaint impacts heavily on resources. While this correspondence is necessary, the information contained has been identified by staff as an area for improvement.

Action: Conduct a review of all outgoing correspondence to ensure it is in plain English and user friendly.

Commencing 2011 outgoing correspondence will be reviewed to ensure the intent of the correspondence is clearly outlined. Providing customers with relevant and informative correspondence may have a positive impact on resources by reducing the number of telephone phone calls seeking clarification.

Action: Ensure current and relevant educational material is included in all correspondence as appropriate.

Strategy performance measures

- 75% of *noise nuisance complaints* responded to within 48 hours.
- 75% of *wandering animal complaints* actioned and completed within 30 days.

1.3. Key Issue:

Unregistered, unidentified and unwanted cats and dogs

Humans and domestic cats and dogs have shared a bond for many hundreds of years. Figures show that 51% of Queensland households have either a cat or dog, (or both) registered as at December 2010.

Companion animals form part of the Australian culture, contributing to an active and healthy way of life, reducing stress and improving mental health and well-being.

Despite the benefits associated with ownership, thousands of dogs and cats are euthanased annually by local governments, animal shelters and welfare groups.

69% of impounded cats and 13% of impounded dogs were euthanased by Council in 2010.

The Animal Management (Cats and Dogs) Act 2008 places a mandatory requirement for all dogs and cats over 12 weeks of age to be registered with the relevant local government.

Registration of cats and dogs with Council is fundamental to the delivery of animal management services.

The benefits of animal registration are:

- euthanasia rates are minimised.
- compliance with state legislation, saving animal owners being penalised up to \$200 for failing to register an animal
- impounded cats and dogs being able to be reunited with their owners because they are wearing their registration tags

Income generated from registrations is dedicated to animal management, community education and public safety.

Services and benefits paid for by registration fees include:

- identification of wandering cats and dogs - the registration tag expedites the animal's return and makes notification of the animal's whereabouts possible
- animal management services - if owners of straying cats and dogs cannot be contacted immediately, Council provides a clean facility with food, water and protection from the elements
- the facility provides an opportunity for unregistered cats and dogs to be located by their owners. Unclaimed animals are afforded every opportunity to be re-homed through Council's Animal Net Sale Program or through partnerships with animal welfare agencies
- the health and welfare of impounded animals is a priority with the on-site Combined Vets of Logan City (CVLC) providing treatment where required. Incoming dogs are vaccinated against kennel cough and parvovirus
- proactive patrolling to reduce the number of wandering animals
- investigation and resolution of barking complaints through guidance and support
- regulation of the number of animals permitted on each property to minimise nuisance
- containment of dangerous dogs
- the requirement for leashing control of dogs in public places
- investigation of dog attacks.

As part of the ongoing campaign to promote responsible companion animal ownership, Council informs cat and dog owners of the need to register cats and dogs through media releases, paid advertisements, radio programs, brochures, booklets, Council newsletters and the Internet.

1.3.1. Strategy: Comply with legislative requirements by increasing animal registrations and microchipping

1.3.1.1. Increase animal registrations

It is important to note that registering an animal with a Council authority has nothing to do with microchipping. The two should not be confused.

Council conducts an Approved Systematic Inspection Program in line with the requirements of the Animal Management (Cats and Dogs) Act 2008. The authority for Council to carry out an Approved Systematic Inspection Program (survey of all households) for Unregistered Cats and Dogs is provided under section 113 of the Act.

"A local government (the approving local government) may by resolution approve a program (an approved inspection program) under which an authorised person may enter a place to monitor compliance with this Act or an aspect of this Act."

The Approved Systematic Inspection Programs for Unregistered Cats and Dogs assist Council in:

- determining the location of regulated dogs and ensuring compliance with regulations pertaining to the keeping of regulated dogs
- improving Council's ability to locate owners of wandering cats and dogs through registration tags
- increasing the number of cats and dogs carrying identification tags
- minimising the number of unclaimed cats and dogs that are euthanased.

Section 113(e) of the Act prescribes a period of six months over which an inspection program may be carried out. Two six monthly programs will be advertised and conducted annually throughout Logan.

Action: Conduct and monitor the performance of the Approved Systematic Inspection Program to maximise cat and dog registrations annually.

1.3.1.2 Educate the community on the need to keep cat and dog owner's address and phone number up to date with Council

"Return to sender" registration notices received by Council following the annual mail out of renewals indicate that hundreds of owners neglect to update their personal details. This compromises Council's ability to re-unite animals with their owners. The most common incorrect details are phone numbers and out of date addresses. Cats and dogs have a greatly reduced chance of being reunited with their owners when these details are incorrect.

Please note: Cat and dog registration details must be updated with Council.

Action: Develop a process to ensure owners are reminded of the need to keep address and telephone information up to date at every interaction with Animal and Pest Services.

1.3.1.3. Increase the number of microchipped dogs and cats

Microchipping an animal should not be confused with Council's animal registration. The two actions are completely separate.

Council has introduced an impound release fee structure that:

- encourages owners to desex and microchip their impounded cat or dog prior to release from the Animal Management Centre at discounted rates
- penalises owners of impounded cats or dogs who opt to release their animal "entire" by charging a higher release fee for their cat(s) or dog(s)
- rewards responsible companion animal owners who have desexed, microchipped and registered their animals prior to their being impounded.

Compulsory microchipping of claimed impounded cats and dogs at point of release takes place in keeping with the intent of the Animal Management (Cats and Dogs) Act 2008 and penalties are given to owners whose cat or dog is repeatedly impounded.

Action: Continue to monitor the effectiveness of the impound release fees including compulsory microchipping and discounted desexing of cats and dogs and recommend any further improvements to Council.

1.3.1.4. Educate the community on the need to keep microchip information up to date

The microchip records of impounded animals often hold **out of date address and telephone numbers** of the owners. Many owners neglect to update their change of address and telephone numbers with the microchipping company. This prevents Council from being able to re-unite animals with their owners particularly if the animal does not have a registration tag.

Action: Develop a process to ensure owners are reminded of the need to keep microchip information up to date.

1.3.1.5. Increase the number of desexed dogs and cats

Entire cats and dogs represent a high proportion of all impounded animals.

Council, in conjunction with the Combined Vets of Logan City, implemented a reduced release fee for an impounded, registered, desexed and microchipped cat or dog to reward and recognise responsible companion animal owners.

Owners wishing to release an animal as entire are penalised with a significantly higher release fee.

Owners whose cats and dogs are repeatedly impounded face harsher penalties as well as the prospect of losing their animals on the fourth impound in a twelve month period.

Action: Continue to monitor the effectiveness of the impound release fees including compulsory microchipping and discounted desexing of cats and dogs and recommend any further improvements to Council.

1.3.1.6. University of Queensland

Partnerships with external organisations assist in the management of unclaimed animals.

Action: Consider alternatives to the supply of live animals to the University of Queensland. These may include the supply of cadavers and the supply of animals which do not have behavioural problems and which after desexing would go into the University of Queensland's re-homing program.

1.3.1.7. Strategy performance measures

- 50% of cats and dogs found unregistered being subsequently registered in seven days.
- 95% of unchipped dogs and cats released through Council's Animal Management Centre are microchipped by Council's authorised implanters.



1.4 Key issue:

Community education and awareness

A pivotal element of the animal management service is ensuring the community is adequately educated on responsible pet ownership principles.

Council has compiled information and educational materials, which can be accessed as follows:

- Council's website www.logan.qld.gov.au
- libraries and customer service centres
- newspapers and radio advertisements
- rates and dog registration renewal notices
- through animal management staff.

This information has been developed with the aim of promoting safe and responsible pet ownership within Logan City.

1.4.1. Strategy: Improve community engagement, education and marketing opportunities

1.4.1.1. Marketing opportunities

The marketing plan for the Animal and Pest Services Branch, but specifically for Animal Management, will be updated annually and rolled out using existing budget resources.

Action: Review the Animal and Pest Services marketing and communication plan.

It has been identified that existing staffing resources are insufficient to take advantage of the positive media opportunities that arise daily, in terms of animal sales and re-homing in particular and the Animal Management Program in general.

Action: Consider the importance of positive media opportunities as well as examine the workload involved in implementing the marketing plan.



1.4.1.2. School education program

The school education program is currently delivered to primary schools within Logan City by the Animal Welfare League. This program is offered to education providers to tender every three years and in its current format covers:

Level One (P - 3): 'Companion Animals and their Needs'

- Students learn about the basic needs of companion animals, how they think, feel and behave and how they should be treated.
- Students engage in hands-on rotational learning activities designed to enhance their awareness of responsible animal care.

Level Two (4 - 7): 'Responsible Care of Companion Animals'

- Students learn about the four steps of responsible companion animal care - desexing, identifying, training and keeping their companion animals safe and happy.
- Students engage in hands-on rotational learning activities designed to enhance their knowledge in the four areas of responsible animal care.
- Students are given the opportunity to get up-close with refuge animals and learn some basic dog and cat safety, obedience and grooming skills.

Action: Review the effectiveness of the current community education and awareness program and measure its effectiveness.

1.4.1.3. Volunteer and Foster Care Program

This approved program is designed to enhance the quality

of life for Logan City Council's sale and impounded animals housed at the Animal Management Centre (the Centre) through the engagement of volunteers and foster carers who will undertake tasks not generally performed by employees.

The animals included in Council's Sale Program are behaviourally assessed and vet checked prior to their being given a second chance in the re-homing program. Before being re-homed, the animals may have been kennelled for up to 10 days and need to be exercised (walked) daily to maintain their mental and physical state. Bathing and grooming of the animals is also required as is stimulation and/or human interaction and socialising.

The socialisation work is to be carried out by the Animal Care and Well-Being volunteers and foster carers. This will ensure animals receive the highest quality of care prior to their being sold or re-homed.

Longer term impounded dogs that have been seized, require exercise and where appropriate and safe to do so, these dogs will be walked and bathed.

Once fully conversant with the requirements of responsible animal management, the volunteers may also serve as ambassadors in community education and awareness at any of Logan's dog off-leash areas or similar training promotions such as seminars to help owners of barking dogs remedy this problem.

Action: Continue with the implementation of the Volunteer and Foster Care Program.

1.4.1.4. Pound tours

The introduction of tours of the Animal Management Centre on a weekly roster provides the opportunity for the community to gain an informed opinion of the work undertaken.

Action: Commence pound tours weekly on Mondays.

Action: Publicity to be undertaken on a regular basis.

Strategy performance measures

- 80% of suitable Council events are attended to engage the community and promote animal services.

1.5. Key Issue:

Consolidation of Animal Management Local Laws

Since Local Government Boundary Reform in March 2008, the Animal Management Service has been operating under three (3) sets of Local Laws.

The state government has legislated that local governments are required to review their local laws by 31 December 2011 to ensure that the laws are current, necessary and enforceable.

1.5.1. Strategy: Work with the community to finalise the consolidated Animal Keeping Local Laws by December 2011.

1.5.1.1. Complexity of working with three sets of local laws

The inequity for the community together with the complexity of working with three sets of Local Laws drives this process to consolidate local laws as per state government requirements.

Action: Provide a consolidated report to Council outlining the themes of the objections to draft animal keeping laws and including recommendations for Council's consideration prior to providing feedback to contributors.

Action: Provide feedback to contributors who commented on the draft animal keeping laws.

Action: Ensure all matters required to finalise the drafting of the animal keeping laws are undertaken in a timely fashion to meet the 31 December 2011 deadline.

Action: Invite stakeholders to topic specific focus groups for further discussions on the Draft Animal Keeping Laws.

1.5.1.2. Strategy performance measures

- Completion of the formal law making process by December 2011.



1.6. ACTION PLAN - OPERATIONAL

Customer Service/Delivery				
Corp Plan Ref	Responsible Branch	Key Outputs	Completed	
			Performance Measure	Reported
5.1.5 3.3.9	Animal & Pest Services	Reduce the threat to public safety caused by dogs not being under effective control	75% of dog wandering now requests received during business hours actioned within 4 hours.	Quarterly
			75% of dog attack complaints responded to within 24 hours.	
		Manage nuisances posed by domestic animals in the community.	75% of noise nuisance complaints responded to within 48 hours.	Quarterly
			75% of nuisance wandering animal complaints finalised within 30 days.	
		Comply with legislative requirements by increasing animal registrations and microchipping.	50% of cats and dogs found unregistered being subsequently registered in 30 days.	Quarterly
		95% of dogs released through Council's Animal Management Centre are microchipped by Council's authorised implanters.		
		Improve community engagement, education and marketing opportunities	80% of suitable Council events are attended by Animal Services to engage the community and promote services.	Quarterly
		Work with the community to finalise the consolidated Animal Keeping Local Laws by December 2011.	Completion of the formal law making process by December 2011.	December 2011.

1.7. ACTION PLAN - PROJECTS

Customer Service/Delivery				
Corp Plan Ref	Responsible Branch	Key Projects	Completed	
			Performance Measure	Reported
5.1.5 3.3.9	Animal & Pest Services	Roster the patrolling and monitoring of dog off-leash exercise areas by animal management officers to develop strong community relationships.	Roster implemented.	July 2011
		Work with the Parks Branch to assist in the development of the dog off-leash exercise area strategy.	Implementation of the Dog Off-Leash Exercise Area Strategy.	January 2012
		Finalise animal management and control procedures and monitor staff compliance.	Procedures and compliance process implemented.	Annually
		Maximise opportunities for staff who have not yet completed the Certificate IV in Animal Control and Regulation.	Completion of PP&R process.	Annually
		Map pest animal activity in Council's Geographical Information Systems (GIS) to improve the effectiveness of proactive control.	Pest Animal activity mapped into Council's GIS.	December 2011.
		Send invitations to all owners of dogs who have been the subject of barking complaints to attend the behavioural seminars.	Invitations forwarded to owners.	April 2011
		Formalise the "closing the loop" process with APS staff.	Process implementation.	July 2011
		Investigate requiring written submissions from complainants and monitor any reduction in vexatious complaints	Investigation completed.	July 2011
		Reallocate staffing resources from the existing pool to streamline and support responses to nuisance noise and barking complaints from animals.	Resources reallocated with performance monitored.	January 2011
		Conduct a review of all out-going correspondence to ensure it is in plain English and user friendly.	Review completed.	July 2011
		Ensure current and relevant educational material is included in all correspondence as appropriate.	Material identified and included.	July 2011

1.7. ACTION PLAN - PROJECTS

Customer Service/Delivery			Completed	
Corp Plan Ref	Responsible Branch	Key Projects	Performance Measure	Reported
5.1.5 3.3.9	Animal & Pest Services	<p>Conduct and monitor the performance of the Approved Systematic Inspection Program to maximise cat and dog registrations annually.</p> <p>Develop a process to ensure owners are reminded of the need to keep address and telephone information up to date at every interaction with Animal and Pest Services.</p> <p>Continue to monitor the effectiveness of the impound release fees including compulsory microchipping and discounted desexing of cats and dogs and recommend further improvements to Council.</p> <p>Develop a process to ensure owners are reminded of the need to keep microchipping information up to date.</p> <p>Consider alternatives to the supply of live animals to the University of Queensland. These may include the supply of cadavers and the supply of animals which do not have behavioural problems and which after desexing would go into the University of Queensland's re-homing program.</p> <p>Review the Animal and Pest Services marketing and communication plan.</p> <p>In reviewing staffing resources consideration should be given to importance of positive media opportunities as well as the workload involved in implementing the marketing plan.</p> <p>Review the current education program and measure its effectiveness.</p> <p>Continue with immediate implementation of the Volunteer Program as resolved by Council.</p>	<p>Report on performance.</p> <p>Process implementation.</p> <p>Report on performance.</p> <p>Process implementation.</p> <p>Develop revised agreement between University of Queensland and Logan City Council.</p> <p>Marketing plan reviewed and updated.</p> <p>Review completed.</p> <p>Review the effectiveness of the program.</p> <p>Volunteers operating within APS.</p>	<p>Annually</p> <p>January 2012</p> <p>Annually</p> <p>January 2012</p> <p>Annually</p> <p>July 2011</p> <p>July 2011</p> <p>July 2011</p> <p>July 2011</p>

1.7. ACTION PLAN - PROJECTS

Customer Service/Delivery			Completed	
Corp Plan Ref	Responsible Branch	Key Projects	Performance Measure	Reported
5.1.5	Animal & Pest Services	Commence pound tours weekly on a Monday with publicity undertaken on a regular basis.	Pound tours undertaken.	Annually
3.3.9		Provide a consolidated report to Council outlining the themes of the objections to Draft Animal Keeping Laws and including recommendations for Council's consideration prior to providing feedback to contributors.	Completion of the formal law making process by December 2011.	December 2011
		Provide feedback to contributors who commented on the Draft Animal Keeping Laws.	Completion of the formal law making process by December 2011.	December 2011
		Ensure all matters required to finalise the drafting of the Animal Keeping Laws is undertaken in a timely fashion to meet the 31 December 2011 deadline.	Completion of the formal law making process by December 2011.	December 2011
		Invite stakeholders to topic specific focus groups for further discussions on the Draft Animal Keeping Laws.	Completion of the formal law making process by December 2011.	December 2011

ANIMAL MANAGEMENT STRATEGY REVIEW PROCESS

The Animal Management Strategy has been developed to provide direction for animal management services for the period of 2011-2015. Due to legislative changes, political impacts and staff turnover it is important that the strategy has mechanisms to allow for new issues and strategies and that Councillors, staff and the community have the opportunity to provide input.

Annual review

The Animal Management Strategy will be reviewed on an annual basis to:

- ensure that the strategy still aligns with Council corporate objectives
- identify new issues and strategies to be incorporated into the strategy
- review submissions from Councillors, staff and the community for inclusion and discussion.

The review will take place before budgets are finalised to ensure sufficient funds are identified for any new projects or services.

Quarterly reports will be delivered to Council via the Animal and City Standards Committee advising progressive reports on targets and identifying key issues which can be implemented to improve services.

Submissions

A key feature of the annual review process is the opportunity for Councillors, staff and the community to provide formal submissions to management for incorporation into the Animal Management Strategy to be delivered by the Animal Management Program.

The Animal and Pest Services Branch will work through Council's Community Engagement Branch to ensure that community comment is invited.







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