

LIST OF ITEMS
ANIMALS & CITY STANDARDS COMMITTEE
8.30AM, TUESDAY, 12 APRIL 2011

AS1* File No: 405447-1 Id No: 7071665	2
ANIMAL & PEST SERVICES BRANCH MONTHLY REPORT FOR MARCH 2011	2
REPORT OF: ANIMAL & PEST SERVICES MANAGER	2
AS2 File No: 684121-1 Id No: 6943574	5
ANIMAL MANAGEMENT STRATEGY 2011-2015	5
REPORT OF: ANIMAL & PEST SERVICES MANAGER	5
AS3 File No: 6760-2 Id No: 6964709	39
Refer to Confidential Agenda in accordance with Section 72.(1)(e) of the Local Government (Operations) Regulation 2010	39
UNIVERSITY OF QUEENSLAND PARTNERSHIP WITH LOGAN CITY COUNCIL	39
REPORT OF: ANIMAL & PEST SERVICES MANAGER	39
AS4* File No: 418227-1 Id No: 7085050	54
CITY STANDARDS BRANCH MONTHLY REPORT FOR MARCH 2011	54
REPORT OF: CITY STANDARDS MANAGER	54

SUBJECT TO ADOPTION BY ORDINARY COUNCIL

AS1* File No: 405447-1 Id No: 7071665
ANIMAL & PEST SERVICES BRANCH MONTHLY REPORT FOR
MARCH 2011

REPORT OF: ANIMAL & PEST SERVICES MANAGER

Created: 28/03/2011

REPORT OVERVIEW

PURPOSE OF REPORT

The purpose of the report is to advise services provided by the Animal & Pest Services Branch for the month of March 2011.

CORPORATE PLAN PRIORITY

5. Healthy and safe environments

5.1 Encourage community health and wellbeing

ANIMAL & PEST SERVICES BRANCH OVERVIEW

1. BRANCH MANAGEMENT

- 1.1. Monthly Finance Report - The branch financial statements for March are not available yet and will be submitted with April's report.

2. ANIMAL SERVICES

- 2.1. Animal Management Officers impounded 328 cats and 383 dogs of which 6 cats and 162 dogs were returned to their owners.
 - 2.2. Cat and Dog Sale Program - 8 cats and 34 dogs were sold.
 - 2.3. 2 cats and 31 dogs were transferred to stakeholder agencies for potential re-homing.
 - 2.4. 5,551 cats have been registered since 1 July 2010. For the same period 2009/2010, 3,191 cats were registered.
 - 2.5. 40,909 dogs have been registered since 1 July 2010. For the same period 2009/2010, 38,633 dogs were registered.
 - 2.6. Animal Management officers responded to:
 - 925 customer requests
 - 155 complaints about barking dogs
 - 79 reports of dog attacks
 - 2.7. Six Animal Management Officers attended and participated in the Large Animal Handling course held at Gatton University on 16 March.
 - 2.8. Animal Management Local Law No.4 was referred for State Interest check on 29 March.
 - 2.9. Animal Management received two letters of thanks for resolution of barking nuisance complaints.
-

AS1*

File No: 405447-1

Continued:

3. PEST MANAGEMENT

3.1 Declared Pest Plants -

- (i) Compliance and treatment programs of declared pest plants continued. Focus was given to treating Annual Ragweed with 27 Notices issued and 106 chemical treatments recorded.

3.2 Mosquito Control -

- (i) Even though wet and humid conditions have continued through the reporting period, mosquito breeding has been mild across the City on average. No aerial treatments have been required this summer to date. 97 larval treatments were carried out after 774 site inspections conducted over the period.
- (ii) The Manager and Program Leader attended the Contiguous Local Authorities Group meeting at the Gold Coast. All local authorities represented reported a better than normal season and reduced mosquito numbers and lower incidence of mosquito borne disease over the last four months.

3.3 Pest Animals -

- (i) An EnviroGrant application was lodged in conjunction with Qld Bird Breeders Club Inc. to purchase traps to reduce the number of Indian Myna birds in Logan City.
- (ii) Wild dog activity continues to be reported in pockets of the city so a proactive trapping program is maintained.

3.4 Roadside weeds -

- (i) Continuing rainfall and warmer weather have contributed to germination of weeds along roads and medians across the City. Spraying continued in earnest between showers and storms with 136 treatments recorded.

4. IMMUNISATION

- 4.1. Community Program - Council's weekly clinics were held every Thursday at Beenleigh and Jimboomba Libraries and Council's Administration Centre. 112 infants, 34 school students, 39 adults and 59 staff were vaccinated at the community clinics.
- 4.2. School Program - Phase one of the School program was completed on 30 March 2011. Vaccinations given to Grade 8 boys were Hepatitis B and Grade 8 girls were given Hepatitis B and Gardasil (cervical cancer). Year 10 students received Boostrix vaccination (Diphtheria, Tetanus and acellular Pertussis).

AS1*

File No: 405447-1

Continued:

5. GRAFFITI

- 5.1. The Graffiti Management Unit received and actioned 406 customer requests.

6. BRANCH CULTURE UPDATE

- 6.1. The review of the Organisational Structure for Animal & Pest Services came to its conclusion with all staff receiving a copy of their amended Position Description and letter of appointment. The new structure came into effect from 28 March 2011. There are several vacant positions which will be advertised in April.

For information.

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

AS2 File No: 684121-1 Id No: 6943574
ANIMAL MANAGEMENT STRATEGY 2011-2015
REPORT OF: ANIMAL & PEST SERVICES MANAGER

Created: 21/03/2011

REPORT OVERVIEW

PURPOSE OF REPORT

The purpose of this report is to provide Councillors with the Animal Management Strategy 2011-2015 (the Strategy) (Id: 6980046) for approval prior to graphic design and publication. The Strategy (a copy of which is provided in the background papers) will be used to inform the community, staff and stakeholders of the direction of animal management and associated services offered by Council. It will be reviewed in 2015.

CORPORATE PLAN PRIORITY

5. Healthy and safe environments
 - 5.1 Encourage community health and wellbeing

REPORT DETAIL

BACKGROUND

Council at its meeting 16 November 2010 resolved, Minute No 454/2010:

That the 'Animal Management Strategy Scope' as attached to the report of the Animal & Pest Services Manager dated 22 October 2010 (Id: 6837211) be approved and implemented immediately to ensure the specified deadlines are met.

DISCUSSION

Coinciding with an organisational restructure of the Animal and Pest Services Branch, the Strategy was developed to ensure that staff had ownership of the future direction of animal management. To this end, focus groups were conducted with Animal Management staff to identify strengths and weaknesses and to provide the opportunity for comments, feedback and preferences in terms of the identified animal management issues.

Staff comments were collated in the Working Document Staff Feedback for Animal Management Strategy (Id: 6876377) which was circulated for further comments and updated as a result on three occasions, namely, 18 December 2010 (Id: 6931582), 23 December 2010 (Id: 6931589) and 5 January 2011 (Id: 6938859).

AS2

File No: 684121-1

Continued:

ISSUES, STRATEGIES AND ACTIONS

Following are the issues, strategies and actions to be taken to implement the Animal Management Strategy:-

KEY ISSUE ONE: The threat of public safety caused by dogs not being under effective control.

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

ACTION ONE: Allocate dog off leash exercise areas to individual animal management officers for monitoring and patrolling.

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

Finalise animal management and control procedures and monitor staff compliance.

Maximise opportunities for staff to complete the Certificate IV in Local Government (Regulatory Services).

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

KEY ISSUE TWO: Barking dogs and animal nuisance.

STRATEGY TWO: Manage nuisances posed by domestic animals in the community.

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

Formalise the "Closing the Loop" process with Animal and Pest Services Staff to ensure effective customer service.

Investigate mandatory written submissions from complainants and monitor any reduction in vexatious complaints.

Reallocate staffing resources from the existing pool to streamline and support responses to barking complaints.

AS2

File No: 684121-1

Continued:

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

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

KEY ISSUE THREE:**Unregistered, unidentified and unwanted cats and dogs.****STRATEGY THREE:**

Comply with legislative requirements by increasing animal registrations and microchipping.

ACTION THREE:

Conduct and monitor the performance of the Approved Systematic Inspection Program.

Develop a process to ensure owners are notified of the need to keep information up to date at every interaction with Animal and Pest Services.

KEY ISSUE FOUR:**Community Education and Awareness****STRATEGY FOUR:**

Improve Community Engagement, Education and Marketing Opportunities.

ACTION FOUR:

Review the Animal and Pest Services Marketing and Communication Plan.

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

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

Commence Pound tours weekly on Mondays.

Generate positive publicity on a regular basis highlighting the benefits of companion animal ownership.

KEY ISSUE FIVE:**Consolidation of Animal Management Local Laws****STRATEGY FIVE:**

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

ACTION FIVE:

Provide a consolidated report to Council outlining the themes of the objections to draft animal keeping laws and

AS2

File No: 684121-1

Continued:

including recommendations for Council's consideration prior to providing feedback to contributors.

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

Invite stakeholders to topic specific focus groups for further discussions.

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.

FINANCIAL IMPLICATIONS

No additional funds are required to implement the Strategy.

Funding for Animal Management services is already provided to:-

- 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 (eg. nuisance barking);
- Enforce animal management legislation;
- Provide a safe and healthy environment for impounded animals prior to their release;
- Provide a sales and re-homing service to minimise euthanasia rates of unclaimed and surrendered cats and dogs.

CONCLUSION

The Animal Management Strategy aims to improve the effectiveness of animal management services and activities by:

- Improving community engagement and participation;
- Improving the coordination of proactive services;
- Increasing public awareness of the need to responsibly manage companion animals, thereby reducing the number of animal related nuisance complaints;
- Monitoring and reporting of performance through the Animal and Pest Services Branch Business Plan; and
- Prioritising reactive services provided to the community.

Together with the imminent Local Law 4 and Subordinate Local Law 4.1 about which extensive community engagement took place, the Strategy defines the future of Animal Management in Logan City.

AS2

File No: 684121-1

Continued:

RECOMMENDATION**IT IS RECOMMENDED:-**

1. That the Animal Management Strategy 2011-2015, as attached to the report of the Animal & Pest Services Manager dated 21 March 2011 (Id: 6943574), be approved for publication.
2. That the Animal & Pest Services Manager be requested to distribute the published Animal Management Strategy 2011-2015, to inform the community, staff and stakeholders of the future direction of the Animal Services Program.

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

BACKGROUND PAPERS

ANIMAL MANAGEMENT STRATEGY 2011-2015

(REFER ITEM AS2)

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

ANIMAL MANAGEMENT STRATEGY 2011-2015

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

Background Papers

MESSAGE FROM THE MAYOR AND COMMITTEE CHAIRPERSON (PAGE 1)

MESSAGE FROM THE DEPUTY CEO OF COMMUNITY AND CUSTOMER SERVICES

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

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 4 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; and
- 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 promote responsible pet ownership to our community through information and education.

To ensure that the needs and interests of all residents are represented in animal response procedures.

To promote the physical, social and psychological health benefits of companion animal ownership.

To encourage compliance with animal management legislation through enforcement activity where required.

Objective

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

- Chooses to be vaccinated by Council immunisation staff;
- Is confident that pests are well managed;
- Lives in a graffiti-free city;
- Embraces responsible companion animal ownership and is well informed about its benefits & responsibilities; and
- Prefers to purchase pets offered through Council's Re-homing Program.

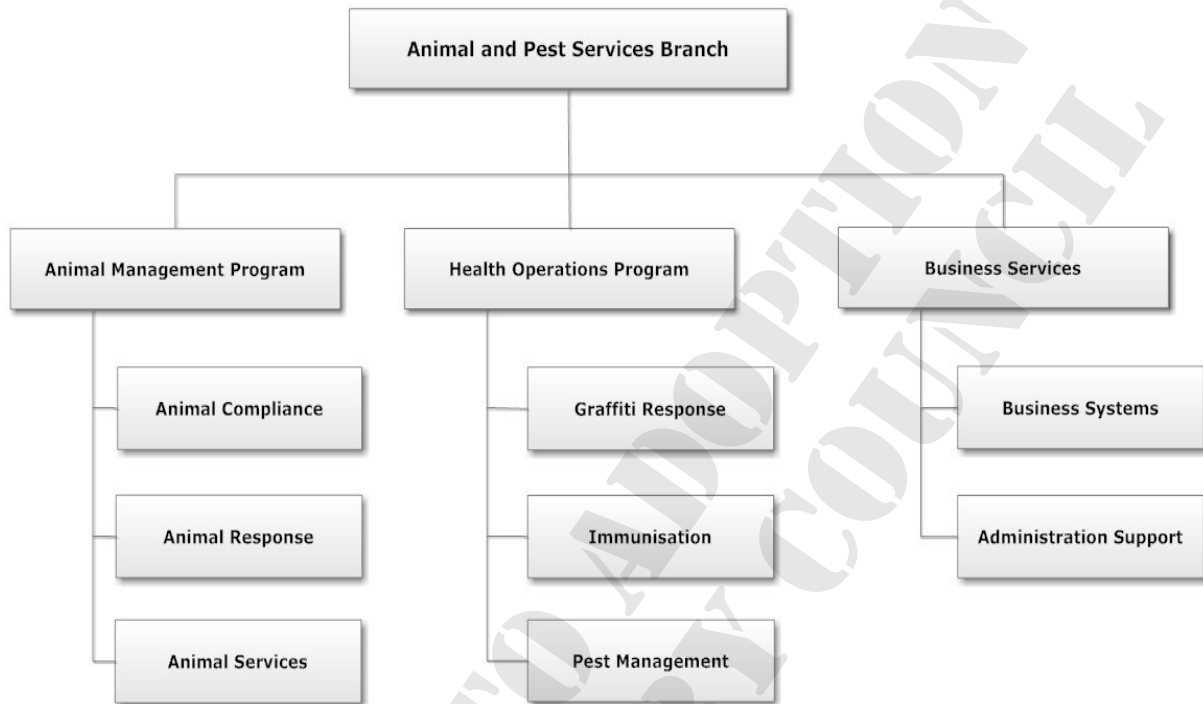
The Animal Management Strategy was developed in conjunction with the Animal Services Program staff. It focuses on the following services which are funded by Logan City Council to:

- 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 solving animal behaviour related issues (eg. nuisance barking);
- Provide a safe and healthy environment for impounded animals prior to their release; and
- Provide a sales and re-homing service to minimise euthanasia of unclaimed and surrendered cats and dogs.

Background Papers

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 2009-2013 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.

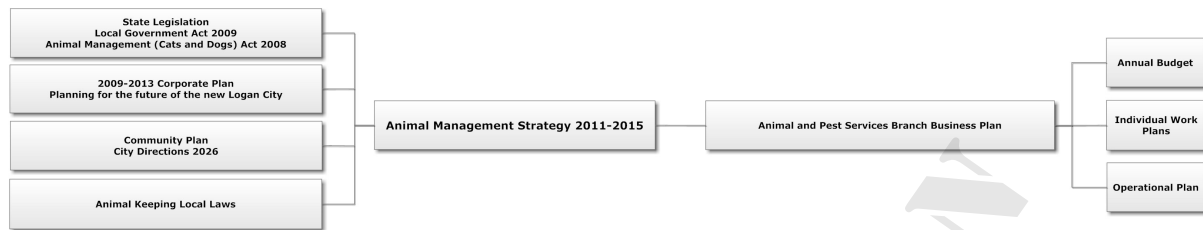
Corporate Plan Strategies relating to animal management services are:

Strategies	Focus Areas	
3.3 <i>Environmental Sustainability</i> 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 <i>Community Health & Wellbeing</i> 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 animal management key issues and outlines operational activities to achieve Council's Corporate Plan objectives.

Background Papers

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 Qld and industry groups including the RSPCA, Animal Welfare League, Best Friends Rescue, Working Dog Rescue, Little Paws kitten rescue, Dogs Qld and the Qld 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 with a passionate interest in responsible pet ownership.

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

Background Papers

Animal Management Statistics and Data

Every attempt was made to obtain relevant statistics from contiguous and other 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 Logan statistics will provide much more meaningful data to assess the work of the Animal Services Program.

Key Statistics

Logan City Council	2010	2011	2012	2013	2014	2015
Population	282,642					
Residences	91,000					
Registered dogs	40,413					
Estimated dog population	50,000					
Registered cats	5,423					
Estimated cat population	20,000					
Declared Dangerous Dogs	28					
Declared Menacing Dogs	22					
Declared Restricted Dogs	13					

Impounded Animal Statistics

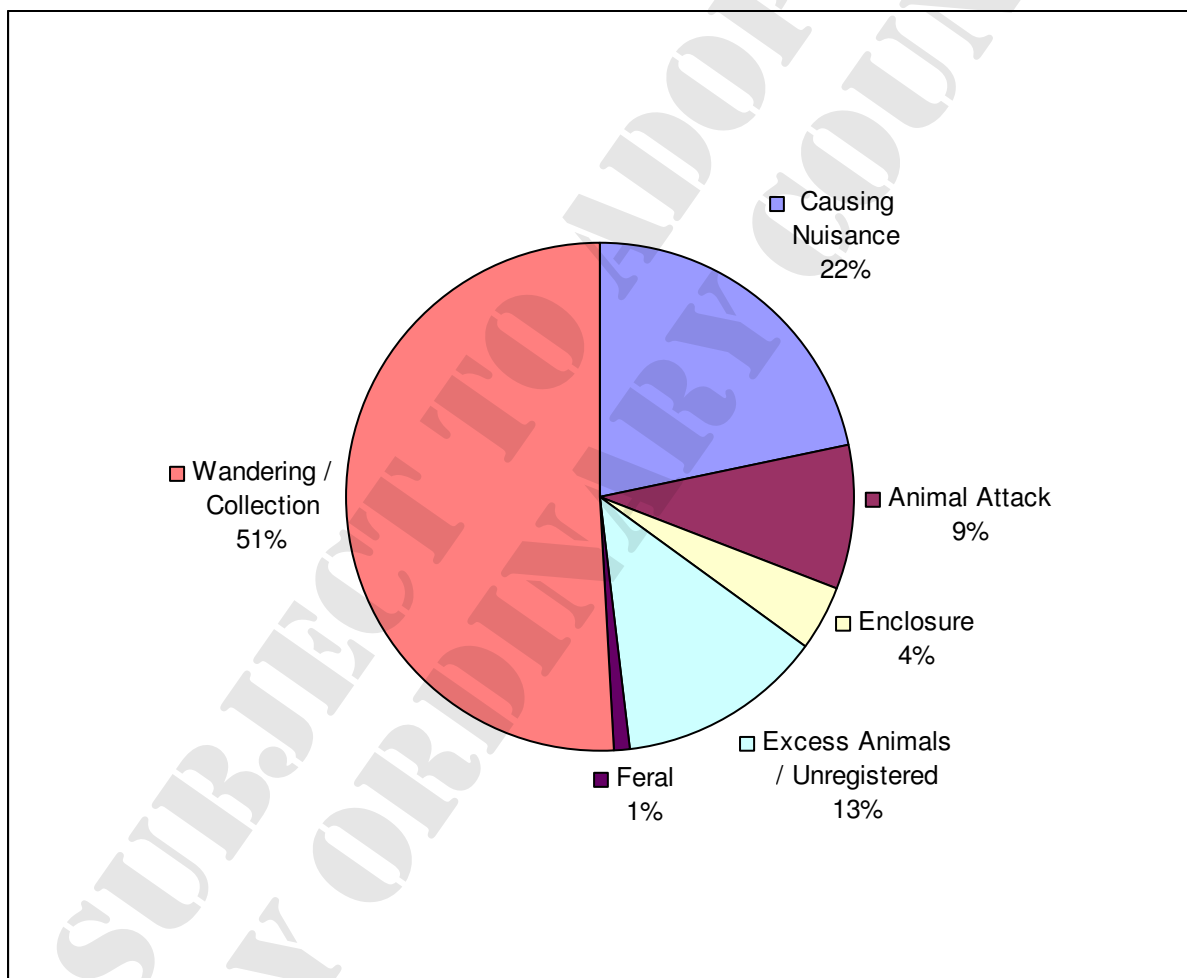
	2008	2009	2010	2011
Number of dogs impounded	3212	3658	4200	
Percentage returned to owner	46%	45%	44%	
Percentage sold	10%	16%	13%	
Percentage sent to shelters	8%	11%	7%	
Percentage euthanased	8%	8%	13%	
Percentage other	28%	28%	23%	
Number of cats impounded	1631	2463	3072	
Percentage returned to owner	3%	3%	5%	
Percentage sold	8%	8%	4%	
Percentage sent to shelters	3%	19%	4%	
Percentage euthanased	64%	53%	69%	
Percentage other	22%	17%	18%	

Background Papers

Customer Request Statistics

	2008	2009	2010	2011
Causing Nuisance	1559	1810	2004	
Animal Attack	746	909	840	
Enclosure	399	377	391	
Excess Animals / Unregistered	440	613	1182	
Feral Animals	130	126	121	
Wandering / Collection Requests	4658	5062	4674	

Customer Request types for the 2009-2010 financial year



1. 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 service 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 service 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; and
- Conducted 4,508 reactive patrols and collections.

Based on the above figures, 1 in every 315 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 1 dog attack every 10 hours.

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

On completion of the dog attack investigation, Council may issue regulations which result in dogs being declared **menacing**, **dangerous** or **restricted**.

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.

Background Papers

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; or
- 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.

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:

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

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

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.

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).

Background Papers

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 un-fenced 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 2009-2013 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.

Background Papers

1.1.1.3. Staff Training

Staff investigating and responding to dog attacks must possess the required qualifications. All staff investigating dog attacks in Logan City have completed a Certificate IV in Local Government (Regulatory Services).

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

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 Local Government (Regulatory Services).**

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 Graphical 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 4 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 difficulties 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 Community Response Officer (Barking) 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 owners of dogs 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 owners, the welfare of the animals involved and the requirements of the law.

Background Papers

Complainants in these matters are often frustrated at the amount of time taken for matters to be resolved, however this could be minimised through 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 of 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

Background Papers

resources by reducing the number of telephone phone callers seeking clarification.

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

1.2.1.4. Strategy Performance Measures

75% of noise nuisance complaints responded to within 48 hours.

75% of wandering animal complaints actioned and completed within 30 days.

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

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 fifty one (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 twelve 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:

- 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; and
- Euthanasia rates are minimised.

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

Services and benefits paid for by 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 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;

Background Papers

- 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; and
- 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:

- Increasing the number of cats and dogs carrying identification tags;
- Improving Council's ability to locate owners of wandering cats and dogs through registration tags;
- Minimising the number of unclaimed cats and dogs that are euthanased; and
- Determining the location of regulated dogs and ensuring compliance with regulations pertaining to the keeping of regulated dogs.

Background Papers

Section 113(e) of the Act prescribes a period of six (6) months over which a program is to 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 Council Registration information up to date

"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 incorrect phone numbers and addresses. Cats and dogs have a greatly reduced chance of being reunited with their owners when these details are incorrect.

Please note: 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 keepers to desex and microchip their impounded cat or dog prior to release from the Animal Management Centre at discounted rates;
- Rewards responsible companion animal owners who have desexed, microchipped and registered their animals prior to their being impounded; and
- Penalises owners of impounded cats or dogs who opt for the "entire" release fee for their cat(s) or dog(s).

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**

Background Papers

microchipping and discounted desexing of cats and dogs and recommend further improvements to Council.

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

The microchip records on 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

High percentages of entire cats and dogs are impounded. Council, in conjunction with the Combined Vets of Logan City, resolved that:

- A reduced release fee for an impounded, registered, desexed and microchipped cat or dog be provided to reward and recognise responsible companion animal owners;
- All owners of impounded cats and dogs be required to microchip their animal(s) prior to release;
- Owners wishing to release an animal as entire be penalised with a significantly higher release fee; and
- Owners whose cats and dogs are repeatedly impounded face harsher penalties and 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 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

Background Papers

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 7 days.

95% of dogs 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 are able to be accessed as follows:

- Council's web site www.logan.qld.gov.au;
- Libraries and Customer Service Centres;
- Newspapers and radio advertisements;
- Rates and dog registration renewal notices; and
- Through animal management staff.

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

Background Papers

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 by the Animal Welfare League to primary schools within Logan City. This program is offered to education providers as a tender every two 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.
- Students are given the opportunity to get up-close with refuge animals and learn some basic dog and cat safety, obedience and grooming skills.

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 eight to ten days and need to be exercised (walked) daily to maintain

Background Papers

their mental and physical state. Bathing and grooming of the animals is also required as well as stimulation and/or human interaction and socialising.

The socialisation work 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 the 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.

1.4.1.5. 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 Queensland 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	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. 75% of dog attack complaints responded to within 24 hours.	Quarterly
3.3.9		Manage Nuisances Posed by Domestic Animals in the Community		75% of noise nuisance complaints responded to within 48 hours. 75% of nuisance wandering animal complaints finalised within 30 days.	Quarterly
		Comply with legislative requirements by increasing animal registrations and microchipping.		50% of cats and dogs found unregistered being subsequently registered in 30 days. 95% of dogs released through Council's Animal Management Centre are microchipped by Council's authorised implanters.	Quarterly
		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	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
3.3.9		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 Local Government (Regulatory Services).		Completion of PP&R process.	Annually
		Map pest animal activity in Council's Graphical Information Systems (GIS) to improve the effectiveness of proactive control.		Pest Animal activity mapped into Council's GIS.	Annually
		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

Corp Plan Ref	Responsible Branch	Key Projects	Completed	Reported
		Conduct and monitor the performance of the Approved Systematic Inspection Program to maximise cat and dog registrations annually.	Performance Measure	Reported
		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.	Report on performance.	Annually
		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.	Process implementation.	January 2012
		Develop a process to ensure owners are reminded of the need to keep microchipping information up to date.	Report on performance.	Annually
		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.	Process implementation.	January 2012
		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.	Report on performance.	Annually
		Review the Animal and Pest Services Marketing and Communication Plan.	Develop revised agreement between University of Queensland and Logan City Council.	Annually
		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.	Marketing Plan reviewed and updated.	July 2011
		Review the current education program and measure its effectiveness.	Review completed.	March 2011
		Continue with immediate implementation of the Volunteer Program as resolved by	Review the effectiveness with contractor.	July 2011
			Volunteers operating	July 2011

1.7. ACTION PLAN - PROJECTS

Customer Service / Delivery

Corp Plan Ref	Responsible Branch	Key Projects	Completed	Performance Measure	Reported
		Council.		within APS.	Annually
		Commence Pound tours weekly on a Monday with publicity undertaken on a regular basis.		Pound tours undertaken.	
		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; and
- 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 service.

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 service.

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

AS3

File No: 6760-2

Id No: 6964709

*Refer to Confidential Agenda in accordance with**Section 72.(1)(e) of the Local Government (Operations) Regulation 2010*UNIVERSITY OF QUEENSLAND PARTNERSHIP WITH LOGAN CITY
COUNCIL**REPORT OF:** ANIMAL & PEST SERVICES MANAGER*Created: 29/03/2011***REPORT OVERVIEW****PURPOSE OF REPORT**

The purpose of this report is to revise the 2008-2013 agreement for the supply of animals by Logan City Council to the University of Queensland (Gatton Campus). The revised agreement is to take into consideration the recommendations of the Animal Welfare Advisory Committee on the supply of pound dogs to institutions in Queensland for research and teaching purposes. These recommendations are currently before the Minister for Agriculture, Food and Regional Economies under the portfolio of Department of Employment, Economic Development and Innovation for consideration.

CORPORATE PLAN PRIORITY

4. Council systems and services
 - 4.1 Ensure transparent governance in decision making

REPORT DETAIL**BACKGROUND**

Included in the Background Papers is a copy of a report adopted by Council at its meeting of 05/08/2008 Minute No: 205/2008 which details the terms and conditions under which Council agreed to continue supplying animals to the University of Queensland up until 30 June 2013.

DISCUSSION

In 2010 a review of the supply of pound dogs and cats to institutions in Queensland for research and teaching was undertaken by the Animal Welfare Advisory Committee (AWAC), at the request of the Minister for Agriculture, Food and Regional Economies and through the Department of Employment, Economic Development and Innovation (DEEDI). The AWAC is chaired by Dr Cam Day.

A copy of the findings from AWAC dated 30 June 2010 is included in the Confidential Background Papers. Logan City Council was not interviewed as part of the above review.

AS3

File No: 6760-2

Continued:

Officers from DEEDI advised Logan City Council of the results of the AWAC review 28 January 2011 having previously advised University of Queensland 13 December 2010.

COUNCIL POLICY

Logan City Council's policy titled, "Unclaimed Animals - sale, auction, destruction and other disposal" states that Council may approve the supply of unclaimed animals to an Animal Health Research Organisation. In making its decision, the Council must determine:

- Whether the Animal Health Research Organisation's aims and objectives are compatible with Council's aims and objectives;
- Whether the organisation has an approval from a recognised Animal Ethics Committee.

SUPPLY OF LIVE ANIMALS (CATS AND DOGS) AGREEMENT 2008-2103

Council's existing agreement (2008-2013) with the University of Queensland permitted the supply of live animals for teaching practicals. The agreement was suspended in January 2011 largely because of the undue stress being placed on staff by the concerted media campaign as well as the protest which took place Saturday 27 November 2010 against Council continuing to supply live animals.

It was also considered that Logan's reputation was being severely and adversely affected. As Council had an existing means of disposal of unwanted cats and dogs which attracted no criticism from the public nor from the AWAC recommendations, the media attention devoted specifically towards Logan City Council and to a far lesser extent towards the University of Queensland was to the detriment of the positive outcomes being achieved by the Animal Management Centre (particularly in the areas of sales and re-homing.)

UNIVERSITY OF QUEENSLAND SCHOOL OF VETERINARY SCIENCE (SVS) PROPOSAL FOR REVISED AGREEMENT WITH LOGAN CITY COUNCIL

In meetings with Logan City Council, the most recent of which was held Friday 1 April 2011, the University has proposed a move from receiving live animals. For clarity, the following definitions are supplied:

Cadaver: the body of an euthanased (deceased) animal

Non-Terminal teaching: teaching sessions that utilise live animals. These sessions are non-invasive e.g. basic handling and restraint, clinical examinations and ECG tutorials. Animals used in this manner do not undergo any surgical procedure as part of student training (other than desexing in preparation for re-homing). The animal's participation in these sessions has a mutual benefit to both the animal and the students, that is, the students gain valuable hands-on training whilst the animals receive vital environmental enrichment and human interaction that contributes to their retraining and rehabilitation. The ultimate outcome for these animals is adoption, provided no unmanageable medical or behavioural issues arise during each animal's time at the SVS.

AS3

File No: 6760-2

Continued:

Terminal practicals: teaching sessions where an animal is sedated then given a full general anaesthetic in order for students to learn specific surgical techniques and procedures. At the conclusion of these teaching sessions, animals are humanely euthanased without regaining consciousness. At no time is any animal exposed to, or suffers, any pain or distress. These animals may then be used as cadavers for further student training.

Revised Agreement Proposal

- **The School of Veterinary Science (SVS) University of Queensland (UQ) will NO longer use pound animals destined for euthanasia for terminal practicals.**
- Any animal signed over by Logan City Council to the SVS which would have been previously euthanased immediately upon its arrival at SVS (as per the previous protocol 2008-2013) will instead be euthanased at Logan City Council's Animal Management Centre. The cadaver will be bagged, labelled and transported in an University Animal Ethics Committee (UAEC) approved vehicle. This proposal complies with AWAC recommendations.
- Animals previously euthanased and in a frozen state will be bagged and labelled and made available to the SVS.
- Animals that are potential candidates for retraining, rehabilitation and re-homing will be sedated using Acepromazine maleate (2 mg/mL at 0.05 mg/kg) to reduce any possibility of anxiety during travel. Each animal will be placed in an individual cage within the School's purpose built, air-conditioned float for transport to SVS, Gatton. All care is taken to ensure animals are placed within the float in a manner that limits or prevents harassment from other animals during transit. That is, a timid animal is never placed next to an animal that has conspecific aggression. Similarly, two conspecific aggressors are never placed side-by-side.
- Animals that are potential candidates for re-homing will be assigned to non-terminal teaching or research projects. These animals will be continuously monitored and assessed. They will undergo substantial retraining and rehabilitation in order to get them to a point where they can be successfully reintegrated into the community through the School's 'Pets-for-Life' Adoption Program.
- If at any time an animal becomes no longer suitable for re-homing (i.e. develops an unmanageable medical or behavioural condition) then that animal will be immediately euthanased.
- The existing research policy and procedures are sanctioned by AWAC.

NUMBER OF ANIMALS TO BE SUPPLIED BY LOGAN CITY COUNCIL TO THE UNIVERSITY OF QUEENSLAND (GATTON CAMPUS)

Species:

Dogs and Cats

Quantity:

Cadavers: Unlimited for both species

AS3

File No: 6760-2

Continued:

Live Animals: Dogs – maximum 150/year (not for terminal practicals)
Cats – maximum 150/year (not for terminal practicals)

FINANCIAL IMPLICATIONS

The Combined Vets of Logan City (CVLC) were consulted about the revised processes and are amenable to the proposed changes despite there being a potential loss of income from per unit euthanasia. This would occur should SVS students and their supervising vet visit the Animal Management Centre to conduct euthanasia normally carried out by the CVLC. The same loss of income occurred previously when live animals were transported to UQ.

The CVLC has been supportive of the SVS and has offered the use of an operating table at the clinic. To date this has not been taken up by the SVS.

Vet Waste operate on an as needs basis and have recently been contracted to remove all sharps used in the school immunisation process so as a result will not be disadvantaged financially overall if the number of cadavers being collected for disposal is reduced.

It is stressed that "Fees for service charges" are NOT imposed by the University of Queensland nor by Logan City Council. It should be particularly noted that Logan City Council is NOT paid for the supply of cats and dogs nor cadavers.

SVS 'PETS-FOR-LIFE' ADOPTION PROGRAM

The School's comprehensive Adoption Program includes:

- Individualised kennel/cattery programs; tailored to the psychological and behavioural needs of individual animals
- Environmental Enrichment programs (communal and tailored to each animal as required)
- Calming methods i.e. T-touch (a form of massage)
- Training Protocols including clicker-training, basic obedience and more intensive worksheets, where required.
- Re-homing recommendations
- A comprehensive adoption application process
- Educational package for new owners
- Follow-up contact with new owners at 2 weeks, 3 months, 6 months, 12 months and 2 years
- All animals are desexed, micro-chipped, wormed and vaccinated prior to leaving the facility
- New owners pay a nominal fee to cover the cost of micro-chipping.

Bearing in mind the significant amount of retraining and rehabilitation that is required for these animals; the Schools 'Pets-for-Life' Adoption Program has a very high success rate in terms of re-homing animals into 'forever' homes.

Figures for the last 12 months are as follows:

AS3

File No: 6760-2

Continued:

Dogs re-homed: 85

Cats re-homed: 69

Returned (and then re-homed successfully): 3

Returned (and required euthanasia): 2

THE SCHOOL OF VETERINARY SCIENCE (SVS):-

- Prides itself not only on the highest standards of teaching, producing highly competent graduates, but also its dedication far exceeds minimum standards for animal care and welfare.
- Has never participated in or condoned any unethical or inhumane practices involving the use of pound animals for teaching. Animal welfare is always paramount.
- Has spent the last 18 months advancing strategies that utilise ex-pound animals in non-terminal teaching of undergraduate students, further expanding the School's ability to contribute to saving the lives of unwanted and abandoned animals through rehabilitation that leads to adoption.
- Has a process of continuous review and refinement of the use of animals in teaching and, in particular, the use of pound animals. The School is bound by the *Animal Care and Protection Act* and the *Code of Practice for the Care and Use of Animals for Scientific Purposes*.
- Is bound by the University Animal Ethics Committee (UAEC) and its sub-committees. These are governed by, and report directly to, DEEDI, specifically the Animal Welfare Advisory Committee (AWAC).
- Is currently fully accredited by the Veterinary Schools of Australia Accreditation Committee (VSAAC) and the accreditation committee of the Royal Veterinary College (RVC), meaning that veterinary graduates from SVS can work throughout Australia, New Zealand and in the United Kingdom based on the training that they currently receive.
- Has appointed a media liaison (Associate Professor Paul Mills, Director of Teaching and Learning) who will address any queries or concerns regarding UQ, School of Veterinary Science methods of teaching Veterinary Science.

CONCLUSION

The Animal Welfare Advisory Committee (AWAC) has recommended the eventual phase out of the use of live animals for terminal practicals. With this in mind, the University of Queensland has submitted alternatives which will meet any future guidelines likely to be introduced to control or regulate the supply of pound animals to teaching institutions in Queensland.

Logan City Council has partnered with the University of Queensland for over twenty (20) years and has enjoyed an excellent working relationship. In light of this relationship and the fact that animals will no longer be supplied for terminal practicals, it is suggested that a revised agreement be prepared based on the contents of this report under delegated

AS3

File No: 6760-2

Continued:

authority to the Deputy CEO Community and Customer Services and the Animal & Pest Services Manager. It is further suggested that the supply of animals as outlined in this report commence immediately and be valid for five (5) years from the date of approval.

The University of Queensland's School of Veterinary Science (Gatton Campus) has extended an invitation for Councillors and staff to tour the \$16 million purpose built companion animal facility which has been specifically designed to house cats and dogs and to provide teaching resources to more than 500 students.

RECOMMENDATION

IT IS RECOMMENDED:-

1. That the Chairperson of the Animals & City Standards Committee, Councillor GJ Able, in conjunction with Deputy CEO Community & Customer Services and the Animal & Pest Services Manager be authorised to negotiate a revised five (5) year agreement effective immediately between the University of Queensland School of Veterinary Science and Logan City Council as detailed in the report of the Animal & Pest Services Manager (Id No: 6964709) dated 29 March 2011.
2. That the Animal & Pest Services Manager be requested to provide the Hon Tim Mulherin, Minister for Agriculture, Food and Regional Economies, be provided a copy of the revised agreement between the University of Queensland School of Veterinary Science and Logan City Council as detailed in the report of the Animal & Pest Services Manager dated 29 March 2011 (Id No: 6964709).
3. That the Animal & Pest Services Manager, in conjunction with the Community Engagement & Marketing Manager, be requested to liaise with Associate Professor Paul Mills, Director of Teaching and Learning of the University of Queensland and prepare a media release in respect of the report of the Animal & Pest Services Manager dated 29 March 2011 (Id No: 6964709).

BACKGROUND PAPERS

*Refer to Confidential Agenda in accordance with
Section 72.(1)(e) of the Local Government (Operations) Regulation 2010*
UNIVERSITY OF QUEENSLAND PARTNERSHIP WITH
LOGAN CITY COUNCIL

(REFER ITEM AS3)

REFER TO: Health & Regulatory Services Committee

REPORT BY: Animal & Pest Services Manager

BRANCH: A&PServ

HR3

File No: 6760-2

Id No: 4776843

UNIVERSITY OF QUEENSLAND - PARTNERSHIP PROPOSAL

REPORT OF: ANIMAL & PEST SERVICES MANAGER

Created: 16/05/2008

PURPOSE OF REPORT

The purpose of this report is to:

- Advise that Logan City Council's agreement with the University of Queensland's School of Veterinary Science to collect unclaimed animals destined for euthanasia from Council's Animal Management Centre expired on 30 June 2008; and
- Seek policy clarification/endorsement from Council on the future supply of animals to the University of Queensland's School of Veterinary Science.

BACKGROUND

Logan City Council has supplied animals to the University of Queensland's School of Veterinary Science for more than twenty (20) years. Council records show that during the past five years the University has received, on average, 640 animals a year. 798 animals were supplied to the University in the 2007/08 financial year.

Until recently, Logan City Council was one of three southeast Queensland councils that provided animals to the University, with the others being Brisbane City and Moreton Bay Regional (Ex-Caboolture) Councils. A continuing campaign against the supply of animals for research purposes has been directed at all local governments in southeast Queensland, resulting in Brisbane City Council recently withdrawing its provision of live animals to research facilities.

COUNCIL'S 2007/08 AGREEMENT

As per Council policy, the University of Queensland each year requests Council supply the University with animals destined for euthanasia. Council's approval of the 2007/08 agreement (Minute No. 270/2007) was based on the University meeting the criteria established by:

- a) A recognised Animal Ethics Committee;
- b) The *Animal Care and Protection Act 2001*;
- c) The National Health and Medical Research Council's (NH&MRC) *Code of practice for the care and use of animals for experimental purposes (current edition)*; and
- d) Conditions set out in Council's *Submission from an Accredited Organisation for the Supply of Animals* document which include that:

REFER TO: Health & Regulatory Services Committee

HR3

File No: 6760-2

Continued: 2

- All animals, regardless of their circumstances, will be treated humanely with due deference to their rights as sentient beings. All animals will be used in accordance with the *Code of practice for the care and use of animals for experimental purposes (current edition)*;
- The animals will not be involved in any cosmetic research or any other unauthorised use;
- The animals are not to be provided to a third party without written permission from the supplier;
- All animals provided will be transported in an air-conditioned purpose built vehicle directly from point of acquisition to the applicant's site; and
- Any animals for which euthanasia is required will be euthanased in the most appropriate manner by a person experienced and authorised in the euthanasia of such animals using techniques currently recommended.

BENEFITS TO COUNCIL

During the financial year ended 30 June 2008, the Animal Management Centre euthanased 303 dogs and 862 cats. During the same period, the University of Queensland collected 798 animals: 561 dogs and 237 cats. The table below shows that Council saved \$26,573.00 in vet and disposal costs by supplying 798 unclaimed impounded animals to the University.

Animal	Number Supplied	Vet Costs Saved*	Disposal Costs Saved**	Total
Dogs	561	\$10,659.00	\$ 8,022.30	\$ 18,681.30
Cats	237	\$ 4,503.00	\$ 3,389.10	\$ 7,892.10
Total	798	\$15,162.00	\$11,411.40	\$ 26,573.40

*Calculated at \$19.00 per animal euthanased.

**Calculated at \$14.30 per animal disposal.

In addition to the tangible cost savings to Council, there are a number of benefits e.g.

- The agreement substantially reduces the emotional stress levels of Animal Management staff.
- The animals are used to provide important hands-on training to fourth and fifth year veterinary students. The ability of graduate veterinary surgeons to competently perform surgical procedures on companion animals in practices across Queensland relies to a large extent on Council's arrangement with the University.
- The wellbeing of companion animals is better assured should complications arise in a graduated Vet's surgery.

REFER TO: Health & Regulatory Services Committee

HR3

File No: 6760-2

Continued: 3

ISSUES RAISED BY CONCERNED GROUPS

Recent Media Activity & Community Feedback. There have been media stories on the supply of pound animals to the University of Queensland and records show that Council has received over 70 letters/emails since April requesting that Council cease supplying animals to the University.

Last year, Council also received a petition from the Australian Association for Humane Research (AAHR) requesting the ban of pound animals for research. The petition was signed by 141 Logan residents and was reported to Council at its meeting on 28 August 2007. Council resolved (Minute No. 270/2007) that:

1. *The Animal & Pest Services Manager be requested to write to the Australian Association for Humane Research Inc to*
 - (a) *Inform the organisation that the petition submitted was received*
 - (b) *Attach a copy of Council's policy relating to Unclaimed Animals; and*
 - (c) *Advise of Council's response to their comments as detailed in the report of the Animal & Pest Services Manager dated 28 June 2007 (ID:4149705).*
2. *That the Animal & Pest Services Manager be requested to arrange a site visit, with interested Councillors and relevant Council officers, to the University of Queensland's School of Veterinary Science.*

On 10 October 2007, Councillors Darren Power and Aidan McLindon, and a Council officer attended the University of Queensland's St Lucia's campus to participate in a tour of the Veterinarian Training and Animal Research facilities. The site visit was informative and reassured the visiting party that all animals were well looked after and that the approval conditions were being strictly followed.

RSPCA , Animal Welfare League & Australian Veterinary Association (AVA). In recent months Council officers have had meetings with the RSPCA, Animal Welfare League and the Queensland Division of the Australian Veterinary Association.

- Executive representatives of both the RSPCA and the Animal Welfare League of Queensland oppose live animal research and would encourage Council to cease supplying animals to the University of Queensland.
- Members of the AVA's Executive Committee advise that the AVA does not support the use of animals for research purposes. However, the use of animals for veterinarian training is fully supported, as long as the training is conducted under strict supervision and is compliant with all relevant legal and ethical standards.

REFER TO: Health & Regulatory Services Committee

HR3

File No: 6760-2

Continued: 4

University of Queensland. On Friday 13 June 2008, representatives of the University of Queensland School of Veterinary Science met with the Deputy CEO - Community & Customer Service and officers from Council's Animal & Pest Services Branch. The presenters cited that:

- The animals are sedated at the Animal Management Centre before transportation to reduce any anxiety experienced by the animal;
- The animals are transported directly to the University in a purpose built air-conditioned animal transport trailer;
- 60% of all animals supplied are humanely euthanased and are not involved in any veterinary training program. This service is provided to Council in recognition of the long standing partnership; and
- 2.2% of all animals supplied are rehomed through the University's Adoption Program.

The presentation placed emphasis on the importance of veterinary students learning how to perform effective surgical procedures. Fourth year students typically learn how to handle soft tissue, suturing techniques and organ biopsies. Fifth year students learn more sophisticated procedures such as spaying. University staff reiterated that all procedures are conducted in groups under strict supervision of qualified staff and at no stage does the animal feel any pain or discomfort.

COUNCIL POLICY

Logan City Council's policy titled, "Unclaimed Animals - sale, auction, destruction and other disposal" states that Council may approve the supply of "unclaimed" animals to an Animal Health Research Organisation. In making their decision, the Council must determine:

- Whether Animal Health Research Organisation's aims and objectives are compatible with Council's aims and objectives;
- Whether the organisation has an approval from a recognised Animal Ethics Committee;
- Whether the organisation is locally based; and
- Any other relevant matter.

Council's current policy states that the Animal Health Research Organisation must seek and renew approval annually. Accordingly, the University of Queensland has indicated it wishes the agreement to be renewed. It is suggested that Council increase the renewable timeframe to a five-year period and that the Acting Animal & Pest Services Manager be delegated authority to prepare the required Council reports.

REFER TO: Health & Regulatory Services Committee

HR3

File No: 6760-2

Continued: 5

Compatibility of aims & objectives

The current request by the University of Queensland's School of Veterinary Science reflects the Animal & Pest Services Branch's aim to deliver excellent customer service, with a focus on improving existing processes and programs. The University of Queensland's School of Veterinary Science aims to improve the health and wellbeing of animals and veterinarian skills.

Animal Ethics Approval

The University's Animal Ethics Committee has approved all training and research involving the animals. In addition, the University's submission meets the strict criteria outlined in the *Animal Care and Protection Act 2001* and the NH&MRC's *Code of practice for the care and use of animals for experimental purposes (current edition)*.

CONCLUSION

There has been an intense media and community campaign to ban the provision of pound animals to the University of Queensland. Logan City Council has had a long standing partnership with the University and Council should remain confident that all animals supplied to the University are treated humanely with due deference to their rights as sentient beings.

The benefits to Council and the wider community of continued supply of unclaimed animals destined for euthanasia to the University are:

- Approximately \$26,000 savings a year in vet and disposal costs;
- Less emotional stress experienced by Animal Management staff who would ordinarily oversee the destructions;
- That greater purpose of improving the health and wellbeing of other companion animals is achieved;
- That competent, well trained graduate veterinarians are produced for the benefit of the community.

The University meets all relevant legal and ethical standards and complies with Council's policy criteria. It is suggested that the renewable timeframe be increased to five years to reduce the administrative burden of processing the University's request on a yearly basis and that the Acting Animal & Pest Services Manager prepare the required Council report.

IT IS RECOMMENDED:-

1. That the collection of unclaimed animals destined for euthanasia from Council's Animal Management Centre by the University of Queensland be approved for the period of 1 July 2008 to 30 June 2013.
2. That the approval referred to clause 1 above apply to unclaimed animals that are not eligible to enter Council's Animal Sale Program only.

HR3

File No: 6760-2

Continued: 6

3. That the Animal & Pest Services Manager be requested to send to the University of Queensland's School of Veterinary Science, Council's official document titled *Submission from an Accredited Organisation for the Supply of Animals* to formalise the agreement.
4. That the Animal & Pest Services Manager be requested to advise the University of Queensland's School of Veterinary Science that Council's approval is based on the condition that the animals are used in accordance with the legal and ethical standards established by:
 - (a) A recognised Animal Ethics Committee;
 - (b) The Animal Care and Protection Act 2001;
 - (c) The National Health and Medical Research Council's Code of practice for the care and use of animals for experimental purposes (current edition); and
 - (d) Conditions set out in Council's *Submission from an Accredited Organisation for the Supply of Animals* document which include that:
 - (i) All animals, regardless of their circumstances, be treated humanely with due deference to their right as sentient beings.
 - (ii) The animals must not be involved in any cosmetic research or any other unauthorised use.
 - (iii) All animals be transported in an air-conditioned purpose built vehicle directly from point of acquisition to the applicant's site.
 - (iv) The animals must not be provided to a third party without the written permission of the supplier.
 - (v) All animals be used strictly as per the submission.
 - (vi) Any animal for which euthanasia is required must be euthanased in the most appropriate manner by a person experienced and authorised in the euthanasia of such animals using techniques currently recommended.
5. That Sections 6(a) & (c) of its *Unclaimed Animals - Sale, Auction, Destruction and Other Disposal Policy* be amended as follows:
 - (a) Section 6(a) - to lengthen the renewal period from 12 months to five years.
 - (b) Section 6(c) - to provide that the Acting Animal & Pest Services Manager be delegated authority to prepare the Council report for the approval of an Animal Health Research Organisation.

The Health & Regulatory Services Committee recommended:

1. That the collection of unclaimed animals destined for euthanasia from Council's Animal Management Centre by the University of Queensland be approved for the period of 1 July 2008 to 30 June 2013.

REFER TO: Health & Regulatory Services Committee

HR3

File No: 6760-2

Continued: 7

2. That the approval referred to Clause 1 above apply to unclaimed animals that are not eligible to enter Council's Animal Sale Program only.
3. That the Animal & Pest Services Manager be requested to send to the University of Queensland's School of Veterinary Science, Council's official document titled *Submission from an Accredited Organisation for the Supply of Animals* to formalise the agreement.
4. That the Animal & Pest Services Manager be requested to advise the University of Queensland's School of Veterinary Science that Council's approval is based on the condition that the animals are used in accordance with the legal and ethical standards established by:
 - (a) A recognised Animal Ethics Committee;
 - (b) The Animal Care and Protection Act 2001;
 - (c) The National Health and Medical Research Council's Code of practice for the care and use of animals for experimental purposes (current edition); and
 - (d) Conditions set out in Council's *Submission from an Accredited Organisation for the Supply of Animals* document which include that:
 - (i) All animals, regardless of their circumstances, must be treated humanely with due deference to their right as sentient beings.
 - (ii) The animals must not be involved in any cosmetic research or any other unauthorised use.
 - (iii) All animals be transported in an air-conditioned purpose built vehicle directly from point of acquisition to the applicant's site.
 - (iv) The animals must not be provided to a third party without the written permission of the supplier.
 - (v) All animals be used strictly as per the submission.
 - (vi) Any animal for which euthanasia is required must be euthanased in the most appropriate manner by a person experienced and authorised in the euthanasia of such animals using techniques currently recommended.
5. That the amended policy entitled "Unclaimed Animals - Sale Auction, Destruction and other Disposal" attached to the recommendations of the Health & Regulatory Services Committee dated 28 July 2008 (Id: 4782295), be adopted.

REFER TO: Health & Regulatory Services Committee

HR3

File No: 6760-2

Continued: 8

6. That the Governance Manager be requested to update Council's Policy Register in accordance with Clause 5 above.

Adopted by Council at its meeting of 5/08/2008 Minute No 205/2008

Councillors Parker and McLindon requested that their names be recorded against the adoption of the Committee's recommendation for Item HR3.

SUBJECT TO ADOPTION
BY ORDINARY COUNCIL

AS4* File No: 418227-1 Id No: 7085050
 CITY STANDARDS BRANCH MONTHLY REPORT FOR MARCH
 2011

REPORT OF: CITY STANDARDS MANAGER

Created: 05/04/2011

REPORT OVERVIEW

1. OVERVIEW

The City Standards Branch has a focus in 2010/11 to ensure quality customer service in all areas of responding to registered community concerns, annual licence audits and provision of paid information services.

Of particular note for the month of March are the continuing qualitative voluntary compliance outcomes being achieved - see section 4.1.

The building and land use compliance units of the Development Compliance Program continue to experience significant customer demand.

	2010/11 Proj	% inc to 2009/10 Proj	% inc to 2007/08 Proj
Building Compliance	1745	8%	94%
Land Use Compliance	1607	25%	85%

The regulation of numerous areas of the Local Law Services Program is also experiencing significant customer demand:

	2010/11 Proj	% inc to 2009/10 Proj	% inc to 2007/08 Proj
Regulation of Nuisances	4517	33%	98%

2. CORPORATE PLAN PRIORITY

5. Health and safe environments

5.1 Encourage community health and wellbeing

5.2 Support initiatives that enhance community safety

AS4*

File No: 418227-1

Continued:

REPORT DETAIL**3. CITY STANDARDS BRANCH LEADERSHIP AND STRATEGY****3.1 Corporate, Stream & Branch Leadership Meetings**

- (a) Animals and City Standards Committee (1 and 22 March)
- (b) Stream Manager's Meeting (4 March)
- (c) Managers Forum (31 March)
- (d) Branch Leaders Meeting (3, 9 and 23 March)
- (e) Environmental Health Compliance Program Meeting (2 and 22 March)
- (f) Business Services Unit Meeting (16 March)
- (g) Pool Safety Council (21 March)
- (h) Building and Development Compliance Program Meeting (23 March)
- (i) Local Law Services Program Meeting (31 March)

3.2 Strategy & Continuous Improvement**(a) "In Field" IT Enhancements**

Authorised IT Project 6579913 continued with a defined specific pilot of "in-field" personal computers for use by compliance officers to take place in May 2011.

Expected business benefits are:

- Increase the performance/efficiency of the Field Officers ie to increase the number of inspections per day/week/year.
- Enhance quality customer service by electronic reporting to the customer on outcomes whilst on-site.
- Enable field access and links to the previous inspections/licences to ensure complete knowledge of any previous visits.

(b) Building Work Approval Document Lodgement On-Line

The Authorised IT Project 6573674 proceeded with a defined trial and implementation to take place in November 2011. Expected business benefits are:

1. Reduce number of documents to be profiled by Business Services Officers.
2. Reduce the tasks/workload of Business Services Officers
3. Reduce the risk of scanned and unprofiled lodgements and paper lodgements waiting to be scanned accumulating in the office.

AS4*

File No: 418227-1

Continued:

4. OPERATIONAL PERFORMANCE

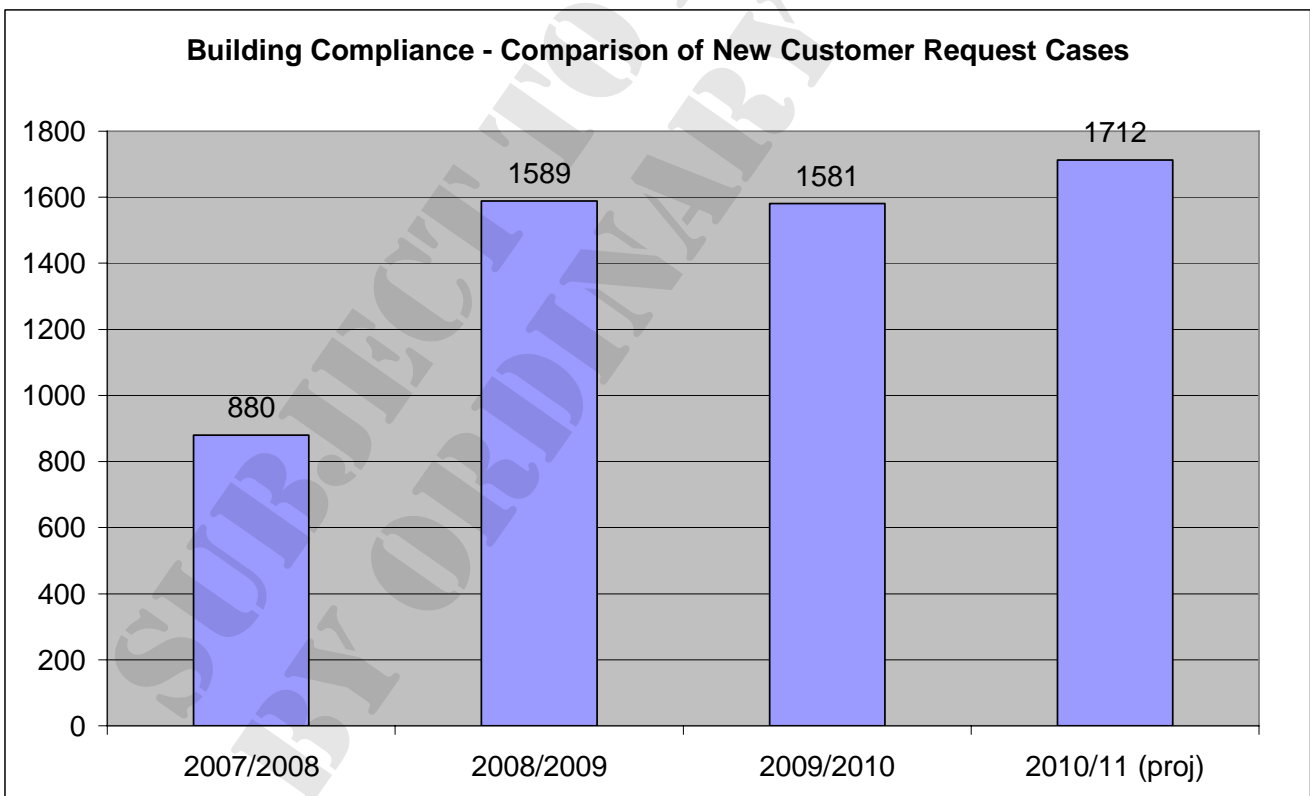
4.1 Customer Requests - Voluntary Compliance KPIs

All program areas of the City Standards Branch continued to resolve a high majority of cases through voluntary compliance. The excellent KPI figures are now detailed:

<u>Program/Service Area</u>	<u>KPI</u>	<u>Actual YTD</u>
- Building	80%	96%
- Development	90%	92%
- Environmental Health	90%	98%
- Public Nuisance Control	90%	99%

4.2 Customer Request - Activity Levels

<u>Building Compliance</u>	<u>09/10 Actual</u>	<u>10/11 Proj</u>	<u>Variance 10/11</u>
	1581	1712	8%

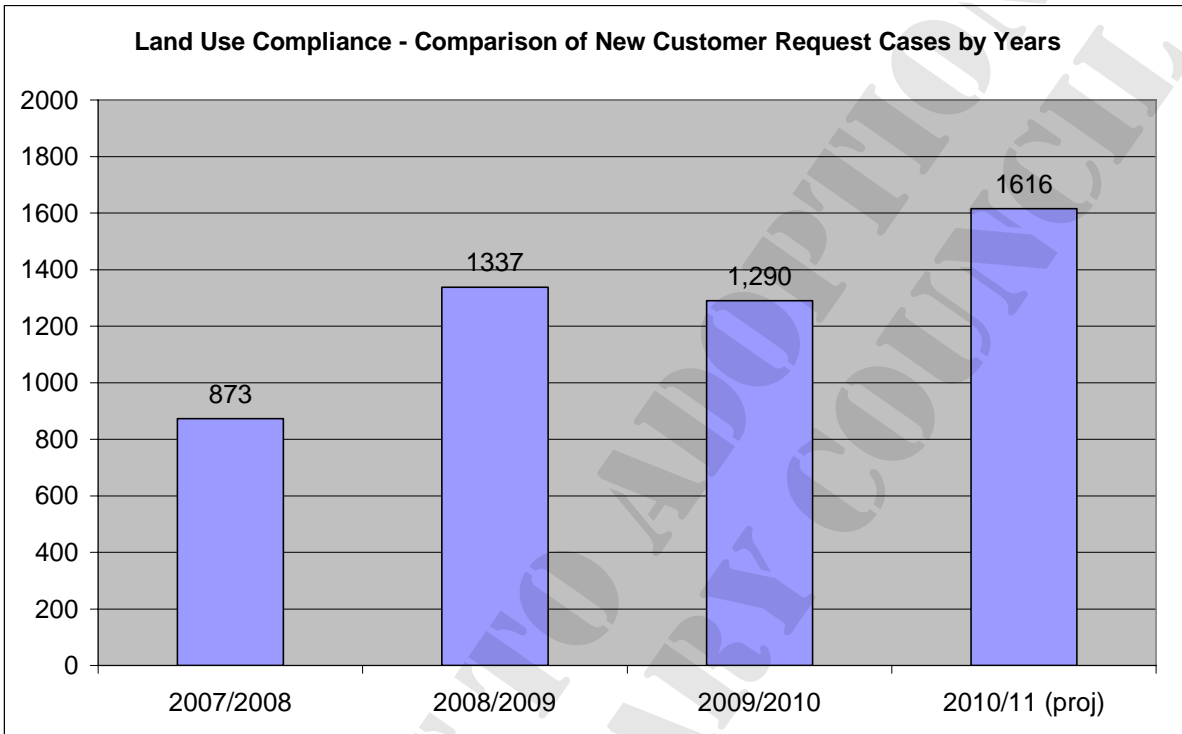


AS4*

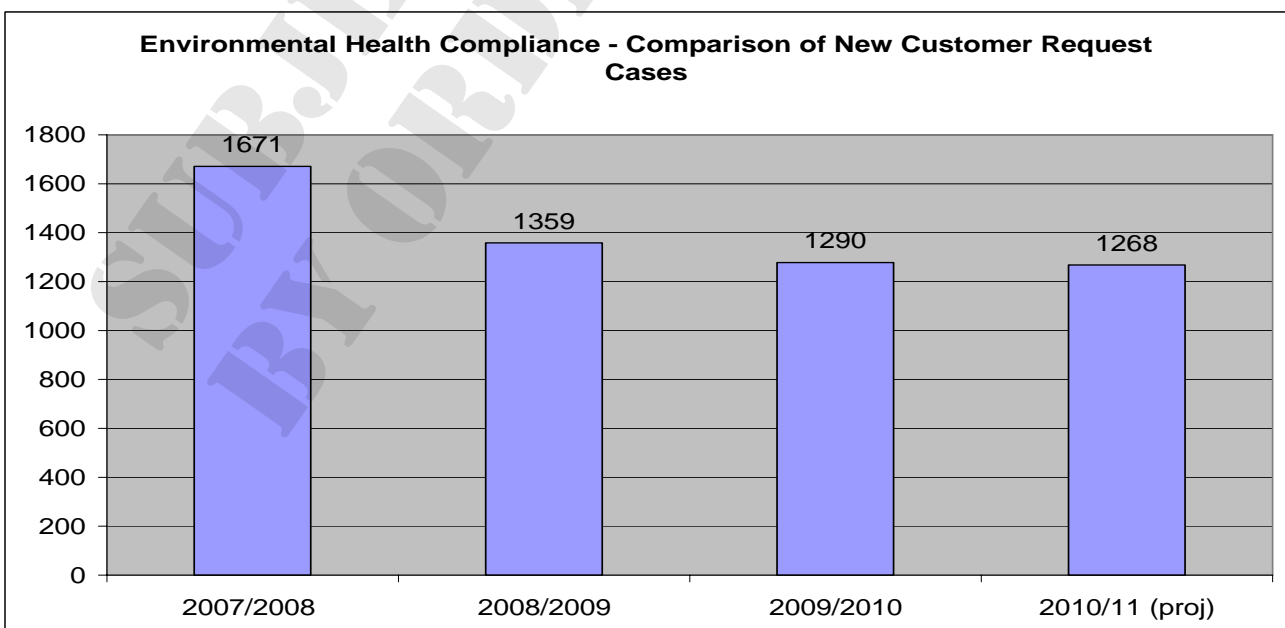
File No: 418227-1

Continued:

<u>Land Use Compliance</u>	<u>09/10 Actual</u>	<u>10/11 Proj</u>	<u>One Year Variance 09/10 to 10/11</u>
	1290	1616	25%



<u>Environmental Health Compliance</u>	<u>09/10 Actual</u>	<u>10/11 Proj</u>	<u>One Year Variance 09/10 to 10/11</u>
	1290	1268	-2%

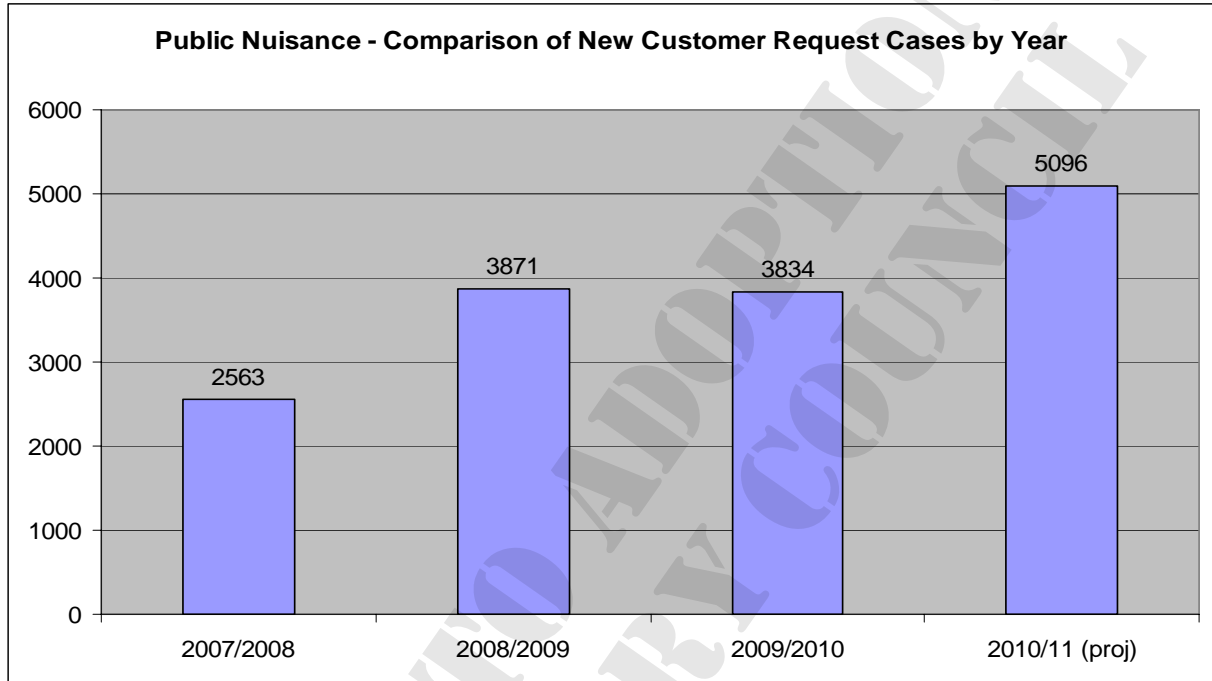


AS4*

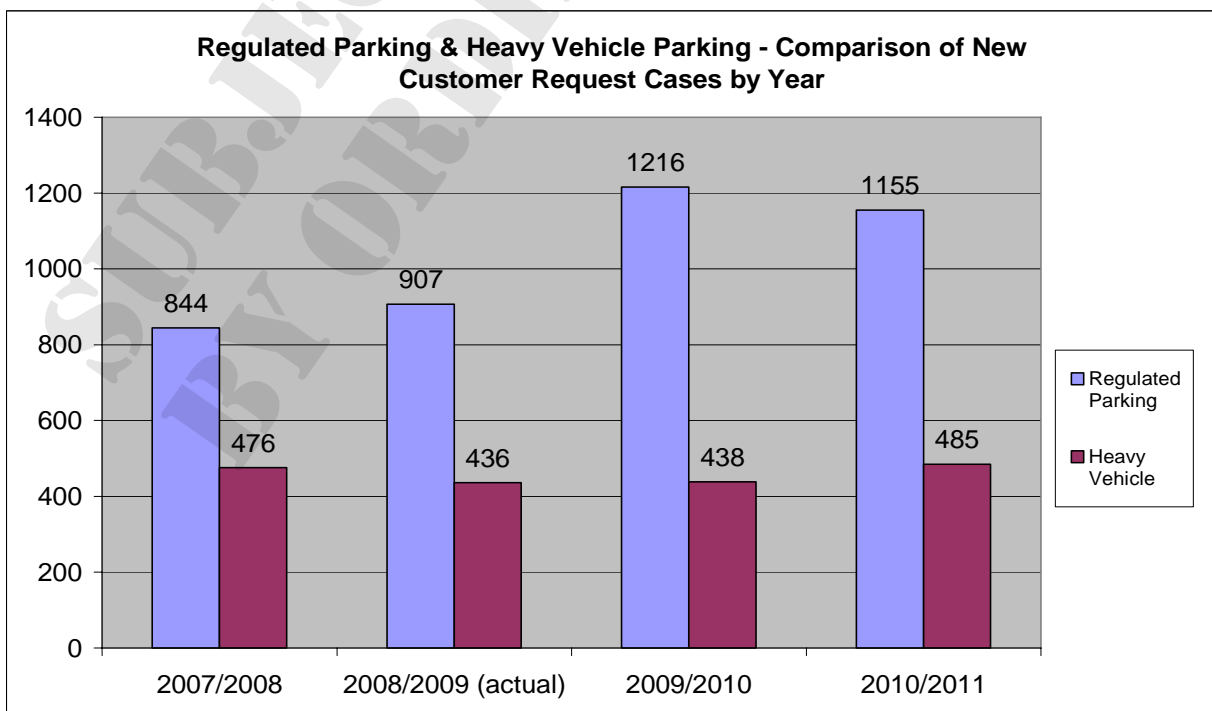
File No: 418227-1

Continued:

<u>Public Nuisance Program</u>	<u>09/10</u> <u>Actual</u>	<u>10/11</u> <u>Proj</u>	<u>One Year Variance</u> <u>09/10 to 10/11</u>
	3834	5096	33%



<u>Parking Regulation</u>	<u>09/10</u> <u>Actual</u>	<u>10/11</u> <u>Proj</u>	<u>One Year Variance</u> <u>09/10 to 10/11</u>
	1654	1640	-1%



AS4*

File No: 418227-1

Continued:

4.3 Annual Licence Audits

Environmental Health Compliance - Annual License Audit Activity/Outputs

Month	ERA		DGM		Food		HRPAS		Kennels		Other LL9	
	Proj	Actual	Proj	Actual	Proj	Actual	Proj	Actual	Proj	Actual	Proj	Actual
July	172	63	-	2	-	50	-	1	-	-	8	2
Aug	53	73	125	16	-	20	-	0	-	0	-	6
Sep	150	63	-	13	-	8	-	0	-	-	-	2
Oct	45	93	-	25	-	19	22	0	0	0	20	1
Nov	263	129	-	27	53	21	-	0	27	0	20	7
Dec	-	95	-	32	39	4	-	20	-	0	20	3
Jan		42		1	80	13		1		0		1
Feb		73		4	180	8		1		4		5
March		13		1	180	24		0		16		0
April					180							
May					180							
June					56							
Sub Total	683	644	125	121	532	167	22	23	27	20	68	27
Total Licence	683	94%	125	97%	948	31%	22	105%	27	74%	68	40%

5. FINANCIAL MANAGEMENT

The March, period 9, financial report for the Branch was not available for inclusion at the close of the agenda and will be included in the next agenda.

6. BRANCH WORKING TOGETHER PROJECTS/KEY EVENTS

The City Standards Branch held its first Culture Values event for 2011 to recognise Ingo Toerker winning an award for Cost Saving/Revenue Generating and receiving a runner up award for Employee Innovation. Both awards were for the integration of Nearmap and Easimaps.

For information.