

City of Boroondara

Domestic Animal Management Plan

2017-2021



Bella and Charlie – Council's Responsible Pet Mascots

Table of Contents

(i) Executive Summary	5
1. Introduction	7
1.1. Domestic Animal Management Plans - Legislative Context	7
1.2. Vision for Domestic Animal Management	8
1.3. Scope	8
1.4. Purpose	8
1.5. Objectives	9
1.6. Key Actions for 2017-2021	11
2. Background and Context	11
2.1. Current Boroondara Community Profile	11
2.2. Domestic Animal Management Snapshot	12
2.3. Corporate framework	14
2.4. Animal Management Staffing and Structure	14
2.5. 'Flagship' Animal Management Initiatives	14
2.5.1. School Education Pilot Project	14
2.5.2. Mapping processes on <i>Promapp</i>	14
2.5.3. Communications and engagement	15
2.6. Current Programs and Services	15
3. Methods	16
4. Strategic Directions for Animal Management	17
4.1. Training of Authorised Officers	17
4.1.1. Current Situation	17
4.1.2. Current and Planned Training Activities	17
4.1.3. Summary	17
4.1.4. Our plans	18
4.2. Registration and Identification	19
4.2.1. Current Situation	19
4.2.1.1. Cat registrations	20
4.2.1.2. Dog registrations	20
4.2.1.3. Registration versus ownership	20
4.2.2. Our Orders and Local Laws	21
4.2.3. Council Policies and Procedures	21
4.2.4. Our current Education/Promotion Activities	21
4.2.5. Our current Compliance Activities	22
4.2.6. Summary	22
4.2.7. Our plans	23
4.3. Nuisance	26
4.3.1. Current Situation	27
4.3.2. Council Orders and Local Laws	28
4.3.3. Council Policies and Procedures	28
4.3.4. Our current Education/Promotion Activities	28
4.3.5. Our current Compliance Activities	29
4.3.6. Summary	29
4.3.7. Our plans	29
4.4. Dog Attacks	32
4.4.1. Current Situation	32
4.4.2. Our Orders and Local Laws	33
4.4.3. Council Policies and Procedures	33
4.4.4. Our current Education/Promotion Activities	33
4.4.5. Our current Compliance Activities	34
4.4.6. Summary	34

Domestic Animal Management Plan

4.4.7. Our plans	34
4.5. Dangerous, Menacing and Restricted Breed Dogs	35
4.5.1. Current Situation	36
4.5.2. Council Policies and Procedures	36
4.5.3. Our current Education/Promotion Activities	36
4.5.4. Our current Compliance Activities	36
4.5.5. Summary	36
4.5.6. Our plans	36
4.6. Population and Euthanasia	37
4.6.1. Current Situation	37
4.6.2. Our Orders and Local Laws	38
4.6.3. Council Policies and Procedures	38
4.6.4. Our current Education/Promotion Activities	38
4.6.5. Summary	39
4.6.6. Our plans	39
4.7. Domestic Animal Businesses	40
4.7.1. Current Situation	40
4.7.2. Our Orders, Local Laws and Licence Agreements	40
4.7.3. Council Policies and Procedures	40
4.7.4. Our current Education/Promotion Activities	40
4.7.5. Our current Compliance Activities	40
4.7.6. Summary	41
4.7.7. Our plans	41
5. Implementation, monitoring and annual review	42
5.1.1. Evaluation	42
5.1.2. Accountabilities	42
5.1.3. Financial implications	42
References	43
Appendix 1: Planned training activities for Authorised officers	44
Appendix 2: Contents of pet registration kit	45

Acronyms

ABS	Australian Bureau of Statistics
AMO	Animal Management Officer
AVA	Australian Veterinary Association
BCP	Boroondara Community Plan
CoB	City of Boroondara
CLLFS	Coordinator Local Laws, Field Services
CLLPS	Coordinator Local Laws, Projects & Strategy
DAA	<i>Domestic Animals Act 1994</i>
DAB	Domestic Animal Business
DAMP	Domestic Animal Management Plan
DINs	Domestic Animal Infringement Notices
HAADS	Health, Active Ageing and Disability Services
LLs	Local Laws
MAV	Municipal Association of Victoria
PDR	Performance Development Review
RBD	Restricted Breed Dog
RSPCA	Royal Society for the Protection of Cruelty to Animals
SAM	Supervisor, Animal Management
TLSS	Team Leader, Support Services
VDDR	Victorian Dangerous Dogs Register

List of Tables

Table 1: Summary of Planned Objectives	9
Table 2: Domestic Animals Profile (Snapshot)	13
Table 3: Current Programs and Services	15
Table 4: Cat and Dog - New Registrations	20
Table 5: Pound data from the RSPCA 2015 and 2016 for cats and dogs	21
Table 6: Summary of Enforcement Action related to Registration	22
Table 7: 'Nuisance' requests received by Council, 2013-2016	28
Table 8: Reported Dog Attacks 2012-2017	32
Table 9: Type and Number of offences resulting in enforcement action	33
Table 10: Impound, reclaim and euthanasia data for cats and dogs 2016 and 2017	38

List of Figures

Figure 1: Map of City of Boroondara	12
Figure 2: Barking Dog Requests received by Council, 2013-2016	27

(i) Executive Summary

The City of Boroondara has developed this Domestic Animal Management Plan (DAMP) in accordance with the requirements established under Section 68A of the *Domestic Animals Act* (The Act) 1994. This plan continues to build on the foundation of work undertaken by Council through the Domestic Animal Management Plan 2012-2016.

The Plan has been developed through extensive consultation with Council's Animal Management Team and staff from relevant internal Departments as well as key external stakeholders, including local veterinary practices, the RSPCA and the Australian Veterinary Association (AVA). The plan is further informed by research and benchmarking activities.

The Plan is underpinned by an approach which acknowledges the connectedness of animals, humans and their shared environments^(1,2) and demonstrates Council's commitment to achieving enhanced community and animal health and welfare outcomes.

Companion animals are recognised as being deeply relevant to the health and wellbeing of people in our community (positively and negatively).⁽³⁾ The place of pets within our lives and our homes has become increasingly valued over time with pet ownership expected to rise in accordance with projected population growth in Boroondara in the next 5 years.

The care and welfare of all companion animals within Boroondara is an important priority for Council, as demonstrated through the delivery of the municipal-wide animal management service to which this Plan directly relates. Council undertakes to ensure that no dog or cat is unnecessarily destroyed or harmed and that wherever possible, all unwanted animals are rehomed.

The Plan provides Council with a strategic framework, policy direction and action plan for domestic animal management practices throughout the municipality over the lifetime of the plan and beyond. The plan identifies a set of objectives and actions under seven priority areas, including:

1. Staff Training and Development;
2. Registration and identification;
3. Nuisance;
4. Dog Attacks;
5. Dangerous, Menacing and Restricted Breed Dogs;
6. Population and Euthanasia; and
7. Domestic Animal Businesses

The overall aim of the Plan is to support the community and pet owners to manage dogs and cats in ways that protect the health and welfare of these companion animals on balance with consideration of the safety, amenity and wellbeing of the community. A key focus relates to

Domestic Animal Management Plan

the ongoing promotion of responsible pet ownership through a combination of community education and enforcement approaches.

The evaluation of the planned objectives and actions has been considered within this Plan and will form the basis for the monitoring and annual review of the Plan.

1. Introduction

This Plan is designed to respond strategically to the needs of the community as a whole, with a focus on the promotion of responsible pet ownership. Achieving reasonable balance of the needs and preferences of people, pets and wildlife forms a key consideration. Council will aim to keep the community and animals safe, through the provision of education, communications and engagement strategies, alongside performing legislative functions as required.

1.1. Domestic Animal Management Plans - Legislative context

Under Section 68A of the *Domestic Animals Act* 1994, every Council must prepare a domestic animal management plan, as follows:

68A Councils to prepare domestic animal management plans

- 1) Every Council must, in consultation with the Secretary (*of the Department of Economic Development, Jobs, Transport and Resources*), prepare at 4 year intervals a domestic animal management plan.
- 2) A domestic animal management plan prepared by a Council must—
 - a) set out a method for evaluating whether the animal control services provided by the Council in its municipal district are adequate to give effect to the requirements of this Act and the regulations; and
 - b) outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of this Act in the Council's municipal district; and
 - c) outline programs, services and strategies which the Council intends to pursue in its municipal district—
 - i. to promote and encourage the responsible ownership of dogs and cats; and
 - ii. to ensure that people comply with this Act, the regulations and any related legislation; and
 - iii. to minimise the risk of attacks by dogs on people and animals; and
 - iv. to address any over-population and high euthanasia rates for dogs and cats; and
 - v. to encourage the registration and identification of dogs and cats; and
 - vi. to minimise the potential for dogs and cats to create a nuisance; and
 - vii. to effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure that those dogs are kept in compliance with this Act and the regulations; and
 - d) provide for the review of existing orders made under this Act and local laws that relate to the Council's municipal district with a view to determining whether further orders or local laws dealing with the management of dogs and cats in the municipal district are desirable; and
 - e) provide for the review of any other matters related to the management of dogs and cats in the Council's municipal district that it thinks necessary; and

- f) provide for the periodic evaluation of any program, service, strategy or review outlined under the plan.
- 3) Every Council must—
 - a) review its domestic animal management plan annually and, if appropriate, amend the plan; and
 - b) provide the Secretary with a copy of the plan and any amendments to the plan; and
 - c) publish an evaluation of its implementation of the plan in its annual report.

1.2. Vision for Domestic Animal Management

‘A community where pets are recognised and accepted as important to the family unit and the broader community, and where all pet owners take an active role in responsible pet ownership, thereby adding value to Council’s animal management services.’

1.3. Scope

The scope of this Plan spans Council’s regulatory responsibilities for the delivery of animal management services in accordance with the Act, as well as an increasing emphasis on the use of community education approaches to promote responsible pet ownership.

Key stakeholders of this Plan include the following:

- Dog and Cat owners;
- Community;
- Authorised Officers;
- Council;
- Local veterinary practices;
- Domestic Animal Businesses;
- RSPCA (as the holder of Council’s contracted pound services) and other peak bodies including the Australian Veterinary Association (AVA), MAV and AIAM;
- Domestic Animals Unit, Department of Economic Development, Jobs, Transport and Resources (DEDJTR).

1.4. Purpose of the Plan

The purpose of the Plan is to achieve Council’s responsibilities under section 68A of the *Domestic Animals Act 1994*. This may translate through:

- The promotion of responsible pet ownership of dogs and cats through a combination of community education and enforcement approaches;
- Ensuring that officers are adequately trained to fulfil Council’s responsibilities under the Act;
- Ensuring the efficiency, effectiveness and quality of Council’s animal management services;
- The provision for the welfare of domestic animals within Boroondara;
- The protection of public safety through minimisation of the risk of dog attack;

Domestic Animal Management Plan

- The identification and management of declared and restricted breed dogs (RBDs)¹;
- The promotion of registration and identification of all domestic animals in the municipality;
- The protection of native flora and fauna from the potential impact of cats and dogs; and
- Ensuring that Domestic Animal Businesses are managed according to relevant Codes of Practice.

1.5. Objectives

There are 13 planned objectives in total and these are presented under each of the seven priorities or 'strategic' areas of the plan:

1. Training of Authorised officers;
2. Registration and Identification;
3. Nuisance;
4. Dog Attacks;
5. Dangerous, Menacing & RBD;
6. Population and Euthanasia; and
7. Domestic Animal Businesses.

The alignment of the objectives with overarching goals is shown in Table 1 below.

Table 1: Summary of Planned Objectives

Priority Area	Goals and Objectives
1. Training of Authorised Officers	Goal: To enhance the capacity of all staff involved in animal management to deliver best practice programs and services.
	Objectives: <ol style="list-style-type: none"> 1.1. To build confidence and skills across a range of core and related animal management competencies; 1.2. To support officers to pursue professional development, networking and knowledge sharing opportunities; 1.3. To maintain the currency and quality of officer knowledge and practice in relation to best practice standards, as well as legislative requirements and updates and Council policies and procedures.
2. Registration and Identification	Goal: To enhance animal registration compliance in the City of Boroondara.
	Objectives: <ol style="list-style-type: none"> 2.1. To increase new dog and cat registrations annually

¹ And registration from 30 September 2017.

	2.2. To increase registration renewal figures annually
3. Nuisance	Goal: To minimise the potential for dogs and cats to create a nuisance.
	<p>Objectives:</p> <p>3.1. To minimise dog nuisance requests by 2021</p> <p>3.2. To minimise the impact of dogs and cats on local biodiversity</p>
4. Dog Attacks	Goal: To minimise the risk of attacks by dogs on people and animals.
	<p>Objectives:</p> <p>4.1. To reduce the number of reported dog attacks in the community by 2021</p> <p>4.2. To enhance Council's understanding of the causation effect/determinants of dog aggression and attack through improved data capture and analysis</p>
5. Dangerous, Menacing & Restricted Breed Dogs	Goal: To ensure all declared dangerous, menacing and restricted breed dogs in the municipality are kept in accordance with the Act and regulations.
	<p>Objectives:</p> <p>5.1. To actively manage and enforce compliance with requirements of declaration of all declared dogs</p>
6. Population and Euthanasia	Goal: To build understanding of the cat and dog populations in the City of Boroondara and redress circumstances of preventable euthanasia.
	<p>Objectives:</p> <p>6.1. To reduce the percentage of impounded cats that are unnecessarily euthanised by 2021</p> <p>6.2. To reduce the percentage of impounded dogs that are unnecessarily euthanised by 2021</p>
7. Domestic Animal Businesses	Goal: To ensure compliance of Domestic Animal Businesses within the City of Boroondara.
	<p>Objectives:</p> <p>7.1. To actively manage Domestic Animal Businesses in meeting their requirements under the Act, regulations and relevant Codes of Practice.</p>

1.6. Key Actions for 2017-2021

The planned actions are outlined in Section 4 below. Some of the actions Council will undertake over the next four years include:

- A 'registration blitz' involving the implementation of a suite of strategies to promote both new registrations as well as renewals;
- Supporting animal management officers to develop their knowledge and skills in animal care and welfare in an Emergency Management context to ensure their confidence in the implementation of Council's Municipal Emergency Animal Welfare Plan;
- Using the Corporate Performance Development Review (PDR) process to identify opportunities for officers in relation to further study and professional development experiences;
- Working with Council's Community Planning and Development and Communications and Engagement Departments to engage and communicate with local CALD and hard to reach communities regarding responsible pet ownership;
- Enhancing capacity for data capture, analysis and reporting in relation to dog attack in order to develop evidence-based prevention strategies; and
- Exploring the feasibility of scaling up community education initiatives to reach more schools in Boroondara.

2. Background and Context

2.1. Current Boroondara Community Profile

The City of Boroondara is located in Melbourne's inner east and covers an area of 60 square kilometres. The municipality includes 12 suburbs (as shown in Figure 2 below) spanning five precincts including:

- Central precinct (Camberwell, Canterbury and Surrey Hills);
- North East precinct (Balwyn, Balwyn North and Deepdene);
- North West precinct (Kew and Kew East);
- South East precinct (Ashburton and Glen Iris); and
- South West precinct (Hawthorn and Hawthorn East).

City of Boroondara is recognised as one of Victoria's healthiest local government areas, where residents generally enjoy good health and wellbeing. The municipality is primarily a residential area with some commercial, industrial and institutional land uses. The estimated resident population of City of Boroondara is 176,732 with a population density of 29.47² persons per hectare. The Central precinct is the most populous in the City of Boroondara, representing 22.5% of the total population.⁽⁴⁾

Relative to the rest of Melbourne, Boroondara is home to a high proportion of people who are post-retirement age.⁽⁵⁾ Thirty-five percent of households in Boroondara are made up of couples with children and almost 31% of the population was born overseas.⁽⁵⁾ Twenty-seven

² Estimated resident population and population density of Boroondara in 2016 according to Council's Community Profile (based on .ID profile and ABS data).

percent of people living in Boroondara speak a language other than English at home, with Mandarin, Cantonese and Greek representing the top three most common languages spoken, excluding English.⁽⁵⁾

City of Boroondara boasts a range of beautiful open spaces, including parks, gardens and reserves many of which are well utilised by different sectors of the community. There are currently 45 designated dog off-leash areas in the municipality (governed under a Council Order established under section 26 of the Act). These areas are marked on an interactive map located on Council's webpage (<https://www.boroondara.vic.gov.au/community-support/pets/off-leash-dog-parks>).



Figure 1: Map of City of Boroondara

Based on forecasts for the City of Boroondara, it is estimated that the (human) population could reach 185,257 by 2021.⁽⁵⁾ This equates to an estimated 4.8% growth in the population over the next 4 years, which may be associated with an upwards trend in pet ownership during this time period.

2.2. Domestic Animal Management Snapshot

Table 2 below provides a summary of key statistics and background information relevant to Domestic Animal Management in the City of Boroondara.

Table 2: Domestic Animals Profile (Snapshot)

Key Statistics	
Population (estimated resident population in 2016)	176,732
Number of Households	62,794
Geographic area of municipality	60 Km ²
EFT Authorised Animal Management Officers (AMOs)	3 + 1 Supervisor
EFT Authorised AMOs per 1000 households	0.07 [*]
Average number of requests (across all categories) per quarter (2015-2016)**	1656
Average number of requests (across all categories) per AMO (not including the Supervisor) annually (2015-2016)**	2208
Approximate number of hours of animal management related formal training per AMO annually (not including 2016)	20
Number of newly registered dogs (in 2016)	2001
Number of registered declared dogs (dangerous, menacing or restricted breed)	5
Number of newly registered cats (in 2016)	654
Number of registered Domestic Animal Businesses	5
Number of successful prosecutions (resulting in charges) per offence (not per offender) in 2016	54
Number of cats and dogs impounded (2014 - 2016)	766
Average number of dogs reclaimed per annum	95
Average % of dogs euthanised per quarter ³	6
Average number of cats reclaimed per annum	8
Average % of cats euthanised per quarter	28

Source: ABS, 2016; RSPCA pound data for City of Boroondara; .ID profile data - available from URL: <http://profile.id.com.au/boroondara> cited 14th October 2016.

NB: Data is for calendar years unless indicated otherwise (ie. **)

^{*}This figure is similar to a neighboring council, which reported 0.04EFT of authorized AMOs per 1000 households in 2015.

^{**}Data is for financial years

³ The per-quarter average percentage of dogs and cats euthanised has been higher in 2016.

2.3. Corporate framework

The implementation of the Plan will contribute to enhancing the health and safety of the community and companion animals as well as protecting amenity and the environment through the effective management of cats and dogs within the municipality. In so doing, the Plan demonstrates alignment with Council's Boroondara Community Plan (BCP) 2017-27; Urban Biodiversity Strategy 2013-2023; and Open Space Strategy 2013-2026. The plan also aligns with themes of enhanced amenity and strong and engaged communities from the Council Plan. The DAMP forms a Council Plan commitment for 2017-18.

2.4. Animal Management Staffing and Structure

Council's animal management services are delivered by a team of three full-time Animal Management Officers and a full-time Animal Management Supervisor. The animal management team reports to the Coordinator Local Laws Field Services and in turn, the Manager Local Laws⁴. The team sits within the Local Laws Department within the Directorate of City Planning.

Animal Management Services are provided during Council's operating hours from 7.00am to 8.30pm Monday to Friday. For urgent cases, such as dog attack or dog pick up, Council also provides a 24 hour service, commencing from 5.15pm which runs seven days a week. Animals are returned home to their owners or delivered to the RSPCA in cases where owners are not contactable, animals cannot be identified, or an attack has taken place, for examples. The After Hours Service is operated by Council's After Hours Officers on a rotating roster basis.

2.5. 'Flagship' Animal Management Initiatives

2.5.1. School Education Pilot Project

In 2016, Council partnered with a local primary school to deliver a pilot project featuring targeted messaging around responsible pet ownership to school aged children. Initial evaluation findings suggest that the education sessions were well received by the children and teaching staff. An action in this Plan will be to explore the feasibility of scaling up this initiative to include additional school settings.

2.5.2. Mapping processes on *Promapp*⁵

Throughout 2015 and 2016, Council undertook a project to map all of its processes on *Promapp*. As a result of this project, a suite of more than 20 animal management processes have been comprehensively mapped, with built in review dates to enable continuous quality improvement through the life of this Plan and beyond.

⁴ The Coordinator Local Laws Projects and Strategy also reports to the Manager Local Law and has responsibility for the development and review of the DAMP.

⁵ *Promapp* is a software package used by Council to map processes for continuous quality improvement.

2.5.3. Communications and engagement

In the past six months, Council has implemented a number communication and engagement activities, including a session held with local veterinary practices and a pilot project to promote effective control of dogs in Koonung Creek using messaging on signage and decals placed on the shared paths. This project will be evaluated and the findings will be used to inform the development of future communications campaigns.

2.6. Current Programs and Services

Current programs and services provided through Council's domestic animal management service are summarised in Table 3 below.

Table 3: Current Programs and Services

Program or Service	Service Level to Community
Registration and Identification	<ul style="list-style-type: none"> Annual registration renewal notices, including comprehensive follow up process designed to improve compliance (letters and phone calls). NB. SMS reminders will also be used in future, complemented by a communications campaign utilising digital and print channels to raise awareness about pet registration. Council's website offers the ability to easily register a new pet or renew annual registration.
Nuisance (Barking Dog) requests	<ul style="list-style-type: none"> Customer receives an immediate email acknowledgement and follow up contact is made by either Local Laws Support Services or an Officer. A barking dog guide to inform the complainant of the avenues available to them to resolve the issue including how to collect the required information to enable Council to pursue enforcement action.
Dog Requests (dog attacks, rushes and wandering dog)	<ul style="list-style-type: none"> Immediate response if the situation is deemed as dangerous. Otherwise, response within 24 hours.
Wandering Cats Complaints	<ul style="list-style-type: none"> Humane cat cages are available for hire by the public. Protocols in place governing the use of these cages to ensure that the welfare of confined cats is protected.
Dogs on/off leash	<ul style="list-style-type: none"> A Council Order is in place which restricts dogs being walked off-leash outside of designated dog off-leash areas. A digital map of our dog off-leash parks is available on Council's website. The map is accessible on mobile devices, providing ease of use for dog owners and dog walkers.
Park / Street Patrols	<ul style="list-style-type: none"> Proactive patrols of parks and reserves⁶. Unscheduled patrols of high use areas and 'hot zones' as required.
Pound Facilities (RSPCA)	<ul style="list-style-type: none"> The RSPCA is open to the public from 10am - 4pm Monday-Saturday. Officers have access 24 hours a day for impounding.
De-sexing Voucher Scheme	<ul style="list-style-type: none"> Discounted de-sexing vouchers may be provided for concession and pension card holders.

⁶ Council uses this activity as an opportunity to raise awareness, engage and educate our community about responsible pet ownership. For example, officers on patrol hand out information packs to pet owners.

(MAV/AVA)	
Education and Communications	<ul style="list-style-type: none"> • School education pilot project. • Range of communication tools and channels used to promote responsible pet ownership, including social media and print media.
After Hours Service	<ul style="list-style-type: none"> • The After Hours Service operates every day of the year.
Domestic Animal Business Inspections	<ul style="list-style-type: none"> • Council conducts annual audits and issues annual registration certificates.
Declared Dogs (Dangerous/Menacing or Restricted Breed)	<ul style="list-style-type: none"> • Council conducts annual inspections and follow up inspections for any non-compliance issues. • Officers keep in regular contact with owners.
Crisis Care of Animals	<ul style="list-style-type: none"> • Injured animals are taken to the RSPCA during the hours of 9am-6pm, where they will be checked by the RSPCA veterinary service. • Injured animals that are found after hours are taken to 37 Blackburn Road, Mt Waverley.

3. Methods

The Act requires that Domestic Animal Management Plans are to be developed in consultation with the Secretary - Department of Economic Development, Jobs, Transport and Resources (DEDJTR). To this end, the Secretary via the Domestic Animals Unit has provided Councils with a template for use in preparation of their plans.

The development of the Plan was informed by a review of relevant literature, benchmarking with other councils and consultation. Council consulted with key internal and external stakeholders in the development of this Plan including:

- Council's Animal Management Team and Support Services staff;
- Staff from a range of internal Departments, including Environment and Sustainable Living; Parks and Infrastructure, Traffic and Transport, Community Planning and Development, Family, Youth and Recreation, Customer Service; and Public and Environmental Health;
- Community (broadly defined)⁷;
- Local veterinary practices and Domestic Animal Businesses; and
- Peak bodies such as the RSPCA and the Australian Veterinary Association.

Additional opportunity was afforded to stakeholders to review and comment on a draft of the Plan (for 'validation' purposes) during a public display period in September 2017. The opportunity to make submissions on the draft Plan was advertised via a Public Notice in the Progress Leader and on Council's website via a 'Have Your Say' link and online survey. Hard copies of the draft Plan were also made available at Council libraries and Customer Service Centres.

⁷ Two hundred and seventy-nine (279) responses relevant to Animal Management from the Community (collected as part of the community consultation for the Boroondara Community Plan) were used to inform the development of the Plan.

4. Strategic Directions for Animal Management

4.1. Training of Authorised Officers

Goal: To enhance the capacity of all staff involved in animal management to deliver best practice programs and services.

In accordance with the requirements of Section 68(A)(2)(b) of the *Domestic Animals Act* (The Act) 1994, this section of the plan identifies strategies for the training and professional development of officers to ensure that they have the requisite knowledge and skills to deliver an optimum animal management service.

4.1.1. Current Situation

Animal Management Staff Guidelines were developed in 2016 which set out the minimum training requirements and qualifications for AMOs to undertake their duties in the City of Boroondara. All officers new to the role also undertake induction training. All officers currently possess Certificate IV in Animal Regulation and Control and Certificate IV in Local Government.

Training and development initiatives are considered within the context of identified needs enabling officers to respond effectively to current and emerging community and animal management contexts and issues (refer to Section 2.1 above) as well as organisational priorities. A total of seventeen (17) training sessions were delivered between October 2013 and June 2016 on various topics including: Nuisance dogs and cats; Code of Practice for Breeding Establishments; Investigation Series Training; Canine Anatomy and the Identification of RBD; and Canine Behaviour and Aggression.

4.1.2. Current and Planned Training Activities

The current training and development initiatives for Animal Management Officers are designed to ensure that all officers are equipped with the necessary skills, qualifications and equipment to undertake their animal management duties with confidence and competence.

Training activities include:

- Formalised training provided by accredited registered training providers;
- Training opportunities provided internally to Council;
- Short skills refresher courses on relevant topics;
- Peer mentoring and on the job training; and
- Industry forums and training sessions.

The table in Appendix 1 sets out the qualifications that have been completed by officers, as well as the training activities planned for the short-term.

4.1.3. Summary

Council is committed to the ongoing training and development of its animal management officers to ensure the delivery of quality services. Currently the entire animal team meets the

requirements for qualifications and training as outlined in Council's Animal Management Training Guidelines 2016.

4.1.4. Our Plans

Objective 1.1: To build officers' confidence and skills across a range of core and related animal management competencies.

#	Activities	When & who is responsible?	Evaluation	
			Outputs and/or Indicators	Methods
1.1.1	Identify and deliver potential training opportunities in accordance with the Corporate PDR process.	Annually Supervisor, Animal Management (SAM), AMOs	<ul style="list-style-type: none"> • <i>Reach:</i> 100% of animal management officers participate in at least 1 training session annually • Officers attending training report back learnings to the team • <i>Satisfaction:</i> Officers report satisfaction with the training 	PDR process Attendance logs and training register Staff focus group discussion and/or training feedback forms
1.1.2	Identify additional training opportunities by continuing to consult and engage with officers around their training needs and interests.	Ongoing SAM, AMOs	<ul style="list-style-type: none"> • <i>Reach:</i> 100% of officers are consulted at least once annually 	PDR process

Objective 1.2: To support officers to pursue professional development, networking and knowledge sharing opportunities.

#	Activities	When & who is responsible?	Evaluation	
			Outputs and/or Indicators	Methods
1.2.1	Encourage and provide for officers to attend workshops, seminars, forums and conferences, where appropriate, and as delivered by the Domestic Animals	Ongoing SAM, AMOs	<ul style="list-style-type: none"> • All officers have an opportunity to attend at least one relevant professional development opportunity annually (subject to 	Attendance logs and training register

	Unit (DEDJTR), the AIAM, RSPCA, MAV, other councils and relevant training providers.		availability)	
--	--	--	---------------	--

Objective 1.3: To maintain the currency and quality of officer knowledge and practice in relation to best practice standards, as well as legislative requirements and updates and Council policies and procedures.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
1.3.1	Continue to use monthly team meetings as a forum for discussion in relation to best practice, legislative updates and Council policy and practice developments.	Ongoing SAM, AMOs	<ul style="list-style-type: none"> Updates and developments discussed as required 	Meeting minutes or notes
1.3.2	Continue to review and update Animal Management Processes mapped on <i>Promapp</i> (ie. continuous quality improvement).	Ongoing SAM, AMOs	<ul style="list-style-type: none"> Number of processes reviewed and updated each year 	Dates and improvements recorded in <i>Promapp</i>

4.2. Registration and Identification

Goal: To increase animal registration compliance in the City of Boroondara.

This next section of the plan outlines the programs, services and activities designed to encourage the registration and identification of dogs and cats, as required under section 68A(2)(c) (v) of the Act.

4.2.1. Current Situation

The registration and identification of dogs and cats remains an ongoing priority issue for City of Boroondara. Overall, domestic animal registrations⁸ decreased between 2012 and 2016. The total number of animal registrations as of 3 June 2017 was 19,414. As of October 2016, there were a total 5,787 cats and 16,326 dogs registered in City of Boroondara.⁹ As shown

⁸ Inclusive of cat and dog and new and renewals.

⁹ Given that animal registrations are a 'rolling data set' the figures from October 2016 are likely to be inflated due to the timing of renewals etc.

in Table 4 below, new animal registrations rose from 2521 to 2672 between 2014-15 and 2015-16, which represents a 6% increase over this time period.

Table 4: Cat and Dog - New Registrations

Annual Registrations	2012-13	2013-14	2014-15	2015-16
Cats - new registrations	655	668	622	672
Dogs - new registrations	2,047	2,058	1,899	2,000
Total new registrations	2,702	2,726	2,521	2,672

4.2.1.1. Cat registrations

As shown in Table 4 above, new cat registration numbers have increased slightly from 655 in 2012-13 to 672 in 2015-16. This represents a 2.6% increase in new cat registrations over this time period. New cat registrations did fall slightly between 2013-14 and 2014-15 from 668 to 622, but increased again in 2015-16 to 672.

4.2.1.2. Dog registrations

New dog registration numbers have remained relatively constant over the life of the plan, declining slightly between 2012-3 and 2015-16 by n=47. The most evident decline was between 2013-14 and 2014-15 from 2058 to 1899 dog registrations (reduction of 159). This number again rose in 2015-16 to 2000.

4.2.1.3. Registration versus ownership

It is considered that registration rates for both cats and dogs are likely to be substantially lower than actual ownership levels (which remain unknown). This is not dissimilar from the experience of other councils. In 2006, it was estimated that only 60% of Victorian dogs were registered.⁽⁶⁾ Estimates of dog populations by local councils suggest widely varying rates of registration between municipalities, from 52% to 99%.⁽⁶⁾ Applying Heyworth et al's⁽⁷⁾ estimate that 40% of Australian households own one or more dogs to the City of Boroondara, it can be suggested that approximately 65% of dogs are registered.¹⁰

In relation to cat ownership, it has been estimated that 29% of households may own a cat.¹¹ In Boroondara, this could suggest that up to 17,281 households may own a cat. Based on the figure of 5787 cats registered as at October 2016, it could be suggested that around 33.5% of cats are registered in Boroondara.

Reclaim data from the RSPCA (who provide pound services for City of Boroondara) for 2016/17 (July 2016-June 2017) demonstrates that the percentage of dogs that are already

¹⁰ There are 62,794 households in Boroondara (based on ABS 2016 and .ID profile data) multiplied by 0.4 = 25,117.6 households owning one or more dogs. The total number of registered dogs as at October 2016 was 16,326. This figure divided by 25,117.6 and multiplied by 100 = 65%.

¹¹ According to a report on pet ownership published by Animal Medicines Australia (2016).

registered on release (53% on average as shown in Table 5 below), is somewhat reflective of the estimated registration rates. The percentage of impounded cats that are already registered on release is 7% on average, which is considerably lower than the estimate of 33.5% above. This highlights opportunities to further promote the benefits of registration to pet owners and in particular, to cat owners.

Table 5: Pound data from the RSPCA 2015 and 2016 for cats and dogs

Category	Jan-June 2016	July-Dec 2016	Jan-June 2017
Cats			
Total impounded	87	68	83
% Already registered on release	3	7	10
Dogs			
Total impounded	122	126	125
% Already registered on release	48	50	62

NB. This data represents the figures for calendar years. And 'total impounded' refers to animals brought into RSPCA by Council or the public (ie. stray animals).

4.2.2. Our Orders and Local Laws

- *City of Boroondara Amenity Local Law 2009*, Clause 49 regulates the number of cats and dogs that can be kept on a property.

4.2.3. Council Policies and Procedures

- Application for registration and renewal of registration of dogs and cats (online form approved by Council and fixing fees).
- Procedure associated with seizure and impounding of unregistered and/or unidentified dogs and cats.
- Process for the follow up of unregistered dogs and cats which has been published in *Promapp*.
- Process associated with issuing notices to comply, infringement notices and filing charges for prosecution regarding dogs and/or cats that have not been registered or renewed for registration.

4.2.4. Our current Education/Promotion Activities

Activities include:

- Production and dissemination of a range of communication resources, including brochures, booklets, postcards, published articles relating to the promotion of responsible pet ownership.
- Use of social media to communicate key messages.
- Display of information in a range of public places.
- Follow-up/reminders for non-renewed registrations.
- Maintenance of information on Council's webpage and online registration form.

4.2.5. Our current Compliance Activities

Activities include:

- Regular patrols for direct engagement with pet owners and pets.
- Enforcement via infringement notices.
- Follow-up of notification from pet welfare agencies of claimed or rehoused pets within the municipality.

Table 6 below details the type and number of offences that have resulted in the issue of infringement notices. The number of infringements issued for failure to register a dog or cat is considered to give an indication of the extent of the unregistered dog and cat population. The data in Table 6 demonstrates that the number of infringements issued for this offence has declined from 224 in 2013 to 121 in 2016, representing a 60% decline. This figure should be interpreted with caution since it may be more closely related to the discretionary role of officers in the issuing of infringements rather than an indication of increased registration compliance. On average, 52% of Domestic Animal Infringement Notices (DINS) for failure to register a dog or cat result in prosecution action.¹²

Table 6: Summary of enforcement action related to registration

Offence type	No. of infringement notices issued				No. of prosecutions			
	2013	2014	2015	2016	2013	2014	2015	2016
Fail to register dog/cat	224	171	125	121	8 (4 were DINS ¹³)	12 (6 were DINS)	15 (6 were DINS)	6 (4 were DINS)
Fail to renew registration dog/cat	57	94	111	30	1	1 DIN	1	5 DINS

NB. The data presented is for calendar years.

*Data for 2016 does not represent a full calendar year.

4.2.6. Summary

This plan provides an opportunity to maximise efforts to bolster registration compliance. A key focus will be on the promotion of the benefits and value of registration to the community and the use of a range of reminder strategies to encourage registration renewal, including an ongoing social media campaign, quarterly e-news, SMS-text messaging and the use of mobile signage advising the community that regular audits are being carried out.

¹² It is uncommon for these types of offences to go to Court on their own. Rather, they will usually include other more serious offences, such as dog attack.

¹³ DINS = Domestic Animal Infringement Notices

4.2.7. Our Plans

Objective 2.1: To increase new dog and cat registrations annually.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
2.1.1	Ensure all seized and impounded animals are registered to their owner prior to release.	Ongoing RSPCA SAM, Coordinator Local Laws Field Services (CLLFS)	<ul style="list-style-type: none"> Change in number of seized and impounded animals that are registered to their owner on release 	Review and analysis of Pound seizure data
2.1.2	Where feasible, utilise mobile displays/A-board signs or digital signs on trailers throughout the municipality in the February - April period to promote registration.	February - April 2018 and then annually CLLFS, SAM	<ul style="list-style-type: none"> Number of hours and locations of display of the signage Percentage of registrations received in the two weeks following display of signage Increase in number of registrations received from the targeted locations 	Signage display records Analysis of registration data
2.1.3	Develop a pet registration kit for use by Domestic Animal Businesses and local veterinary practices (through puppy training classes) with registration forms (see Appendix 2 for contents of kit).	By January 2018 Coordinator Local Laws Projects & Strategy (CLLPS) Communications & Engagement	<ul style="list-style-type: none"> <i>Reach:</i> Number of kits disseminated <i>Satisfaction:</i> Local veterinary practices and DABs report satisfaction with the kits 	Dissemination record Consultation with and feedback from local veterinary practices and DABs
2.1.4	Support local veterinary practices to promote registration through advising their clients about Council's online registration form.	Commence February 2018 and then annually CLLPS	<ul style="list-style-type: none"> <i>Reach:</i> Number of veterinary practices which report advising their clients to register their pets <i>Satisfaction:</i> Experience of veterinary practices in advising their 	Brief phone survey

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
			clients to register their pets	
2.1.5	Develop and deliver a communication campaign to promote new registrations, using a suite of communication strategies including an ongoing social media campaign, Council's web page and a quarterly e-newsletter to registered pet owners to promote the value/benefits of pet registration.	By February-April 2018 CLLPS Communications and Engagement	<ul style="list-style-type: none"> • Messages developed and tested • Number and type of messages disseminated • Number of 'likes' • Increase in registrations 	Dissemination record Analytics Analysis of registration database
2.1.6	Develop a communication plan incorporating a suite of strategies to support engagement with local CALD communities and hard to reach populations to promote registration and responsible pet ownership more broadly. This may include, for example, consideration of the feasibility of using Council citizenship ceremonies and community festivals and events as opportunities for disseminating and communicating key messages.	By December 2018 CLLPS Community Planning and Development Communications and Engagement	<ul style="list-style-type: none"> • Communication plan developed • New tools developed and trialled • Community feedback • Increase in registrations 	Communication plan Consultation Analysis of registration database
2.1.7	Explore the feasibility of disseminating information on the benefits of registration (and other aspects of responsible pet ownership) through relevant traders (ie. real estate agents), Council's networks, including Neighbourhood houses, Sporting clubs and volunteer networks.	By January 2018 CLLPS	<ul style="list-style-type: none"> • Stakeholders consulted and decision made 	Meeting minutes and notes
2.1.8	Implement a pilot community Pet Expo event to promote responsible pet ownership with free micro-	By December 2018 CLLPS	<ul style="list-style-type: none"> • <i>Reach:</i> Number of pet owners who attend • <i>Satisfaction:</i> 	Head counts Brief feedback

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
	chipping.	Communications & Engagement	Participants and other stakeholders report satisfaction with the event	form and/or consultation

Objective 2.2: To increase registration renewal figures annually.

			Evaluation	
#	Activities	When & who is responsible?	Indicators	Methods
2.2.1	Send SMS text message reminders to pet owners listed on Council's animal registration database one week before registration is due and again one week after 10 th April.	Annually in April CLLPS and Team Leader, Support Services (TLSS)	<ul style="list-style-type: none"> Number of SMS text message reminders sent Percentage of renewals received within 5 days of 1st and 2nd SMS reminder 	Analysis of registration renewal data
2.2.2	Mail-out registration renewal letters by mid-February. Add a reminder to renewal letters for pet owners to make sure their pet's microchip details are up to date.	Annually TLSS	<ul style="list-style-type: none"> Number of letters sent Increase in registration renewals 	Analysis of Registration database
2.2.3	Communicate registration reminders via Council's communication channels like social media, website, e-newsletters, message on hold service, a banner in the foyer of Customer Service and Council's Pop-Up Cart during February and April and the Boroondara Bulletin.	Annually in February and April TLSS, CLLPS Communications and Engagement	<ul style="list-style-type: none"> Banner displayed Type and number of communication resources disseminated Registration messages promoted via on-hold service during February and April Number of people attending the Pop-Up Cart 	Photos of display Dissemination record Consultation

			Evaluation	
#	Activities	When & who is responsible?	Indicators	Methods
			<ul style="list-style-type: none"> Community feedback 	
2.2.4	Explore the feasibility of establishing a quarterly e-newsletter for pet owners in Boroondara to promote the benefit of pet registration, responsible pet ownership and the reunification of local pets with their owners.	By January 2018 CLLPS Communications and Engagement	<ul style="list-style-type: none"> Stakeholders consulted and feasibility determined 	Meeting minutes and notes
2.2.5	Develop a "Pet Calendar" with links back to pages on Council's website, as a tool to communicate key messages to promote responsible pet ownership. This could include messages regarding the effective control of dogs in off-leash parks and the need for owners to carry devices to pick up after their dogs.	By June 2018 CLLPS, SAM Communications and Engagement Department	<ul style="list-style-type: none"> Calendar designed Messages tested Number of calendars disseminated Community feedback Increase in registrations 	Stock audits Web-based feedback survey Analysis of registration database
2.2.6	Explore the feasibility of using magnets on Council's patrol vehicles for the display of registration reminder messages.	By January 2018 TLSS	<ul style="list-style-type: none"> Stakeholders consulted; cost estimated; and decision made 	Photos of magnets
2.2.7	Ensure that the holders of Dog Training Licence Agreements are ensuring that licence holders are complying with special conditions including that all dogs enrolled into their training are registered.	Ongoing CLLPS Parks & Infrastructure	<ul style="list-style-type: none"> All licence holders consulted at least once per year 	Inspection record/meeting notes

4.3. Nuisance

Goal: To minimise the potential for domestic animals to create a nuisance.

Actions in this section address Sections 68A (2)(c) (vi) and 68A (2) (a), (c)(i), (c) (ii), (d), (f) of the Act - by outlining the programs, services and strategies to minimise the potential for dogs and cats to create a nuisance.

4.3.1. Current Situation

Section 32 of the Act outlines what is regarded as a nuisance in relation to the behaviour of cats and dogs. Nuisance caused by barking dogs is the most common issue represented in Council's nuisance-related requests data. Whilst there was a 14% drop recorded in barking dog requests between 2013 and 2014 (from 610 to 523), as shown in Figure 2 below, barking dog requests have increased from on average four per week (prior to 2013) to on average eleven per week.

By February of 2016, there were already 129 barking dog complaints recorded. The total figure for 2016 was 509 complaints, representing a decline overall from 2015. However, the data for 2017 to date (n=414) is suggestive that the number of complaints are again on the increase. Council reviewed its barking dog process in 2016, resulting in an amended process and the development of communication tools including a Barking Dog Information kit.

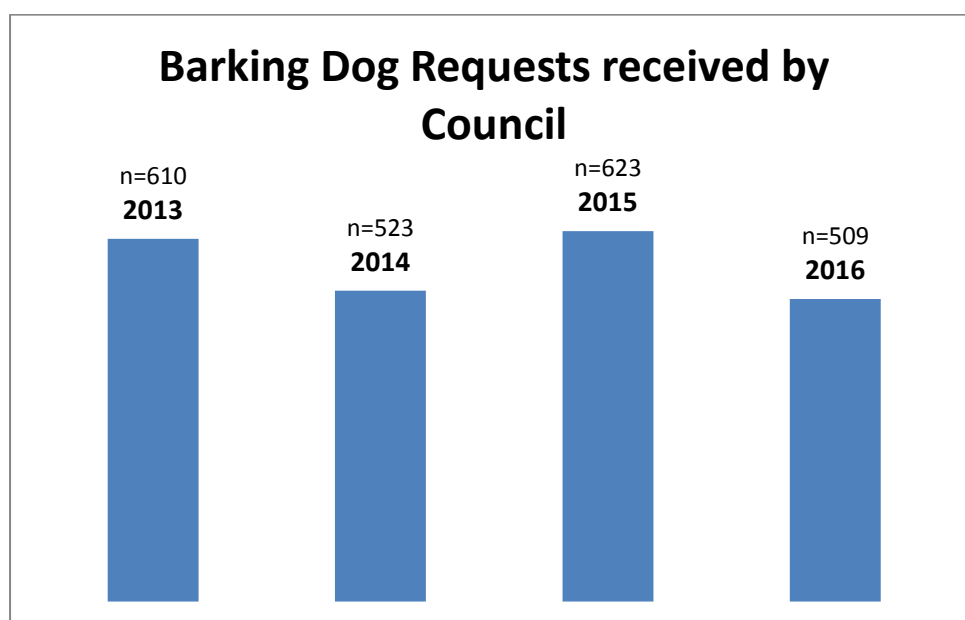


Figure 2: Barking Dog Requests or Contacts received by Council¹⁴

The data in Table 7 on page 28 illustrates the number of requests or contacts received by Council from customers in relation to potential 'nuisance' issues, including dog faeces.

¹⁴ NB. The data for 2016 may be limited due to a transition to a new corporate information system.

Table 7: 'Nuisance' requests (excluding Barking Dog) received by Council, 2013-2016.

Nature of Request	2013	2014	2015	2016*
Domestic Animal Pick-Up	525	498	438	295
Dog Faeces	12	12	4	6

*Data for 2016 does not represent a full calendar year.

In consultation with Parks and Infrastructure Department, the issue of dog owners failing to remove faeces deposited by their dogs has been observed over time. There are a number of identified parks/sporting grounds where this issue predominantly occurs. Officers will continue to provide targeted responses to the issue in identified areas, including the following known sites:

- Rathmines Reserve, Hawthorn East
- Anderson Park, Hawthorn East
- Victoria Park, Kew
- Glenferrie oval, Hawthorn.

4.3.2. Council Orders and Local Laws

- City of Boroondara Order requiring dogs to be restrained in a specific manner when in public places (made under the provisions of section 26 of the Act)
- City of Boroondara Order prohibiting dogs from certain areas in public places (made under the provisions of section 26 of the Act)
- City of Boroondara *Amenity Local Law* 2009 regulates the numbers of dogs and/or cats that can be kept at a property (section 42 of the Act)
- City of Boroondara *Amenity Local Law* 2009 requires dog owners to remove and dispose of faeces deposited by their dogs in public places (section 42 of the Act)
- City of Boroondara *Amenity Local Law* 2009 requires dog owners to carry a device suitable for the removal of faeces deposited by their dog (section 42 of the Act)
- City of Boroondara *Amenity Local Law* 2009 requires that any animal or bird kept on private land must not cause a nuisance to surrounding or neighbouring owners or occupiers of land (Clause 50).

4.3.3. Council Policies and Procedures

- Procedures regarding nuisance requests for dogs and/or cats (section 32 of the Act)
- Enforcement process associated with issuing notices to comply, infringement notices and commencement of prosecution proceedings.

4.3.4. Our current Education/Promotion Activities

- Periodical review of Council Orders made pursuant to section 26 of the Act
- Ongoing review of signage related to (a) the removal of dog faeces and (b) carrying a device at all times to effect the removal of dog faeces
- Education and information provision through park patrols

- Communication of information to customers and cat owners in relation to cat trespass on other properties
- Communication of information to customers and dog owners in relation to issues of nuisance from barking dogs.
- A social media campaign to educate dog owners about managing excessive barking.
- A barking dog guide to inform complainants about ways to resolve the issue.

4.3.5. Our Current Compliance Activities

- Conduct regular patrols in parks and other public places.
- The provision of cat cages to customers.
- Undertake enforcement proceedings in cases where alternatives for dispute resolution and/or advice and information about barking dogs, has failed to abate the issue.

4.3.6. Summary

The nuisance caused by barking dogs is a matter that requires an ongoing assessment of the levels of reasonable concern and whether or not Council's activities and refined process have helped to reduce these levels. In the same way, issues of cat trespass and dog faeces are affected greatly by the levels of compliance and responsible pet ownership and future actions will be aimed at reviewing and upgrading actions by Council in response to the monitoring of requests.

4.3.7. Our Plans

Objective 3.1: To minimise dog nuisance requests annually.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
3.1.1	Disseminate the barking dog guide through local veterinary practices, Domestic Animal Businesses (DABs), Council Customer Service centres and libraries and community neighbourhood houses.	By February 2018 CLLPS Communications & Engagement	<ul style="list-style-type: none"> • Number of Barking dog kits disseminated • <i>Satisfaction:</i> Experience of local veterinary practices and DABS in disseminating the guide 	Dissemination record Consultation
3.1.2	Regular review of Council's barking dog process and update as required.	Ongoing SAM and AMOs	<ul style="list-style-type: none"> • Reviewed annually and updates completed as required 	<i>Promapp</i> history
3.1.3	Explore the feasibility of	By January 2018	<ul style="list-style-type: none"> • Stakeholders 	Meeting

	improving the clarity and application of messaging and enforcement of 'under effective control' in respect to dogs in off-leash areas.	SAM, CLLPS	<ul style="list-style-type: none"> consulted Messaging refined and tested 	minutes and notes
3.1.4	Review and refine the information provided in registration packs.	By February 2018 TLSS	<ul style="list-style-type: none"> Materials reviewed and updated 	Document review
3.1.5	Continue to provide doggy bags with new registrations.	Ongoing TLSS	<ul style="list-style-type: none"> Number of doggy bags disseminated 	Stock audit/records Customer service records
3.1.6	Add link to online pet welfare e-learning test (available from www.dpi.vic.gov.au/pets/care-and-welfare) to Council's webpage.	By December 2017 CLLPS	<ul style="list-style-type: none"> Link uploaded to Council's webpage 	Webpage review/audit
3.1.7	Continue to provide active patrols in parks and reserves and to disseminate information kits.	Ongoing CLLFS, SAM, AMOs	<ul style="list-style-type: none"> Number of kits disseminated via active patrols Community feedback 	Patrol record/roster Consultation
3.1.8	Undertake a review of Council's Order relating to the designated dog off leash areas.	By June 2018 CLLPS	<ul style="list-style-type: none"> Review completed Approval sought from Council 	Report to Council for consideration and decision
3.1.9	Implement an ongoing social media campaign to raise awareness about barking dogs.	Ongoing CLLPS Communications & Engagement	<ul style="list-style-type: none"> Messages developed and tested Number and type of messages disseminated Social media reach Reduced number of barking dog requests 	Dissemination records Analytics Analysis of barking dog requests data
3.1.10	Develop and implement appropriate measures to address recurrent non-compliance in picking up and correctly disposing of dog faecal deposits at	By end March 2018 CLLPS, CLLFS, SAM, AMOs	<ul style="list-style-type: none"> Document review Effectiveness of measures monitored and evaluated 	Internal stakeholder consultation Measures developed

	known sites of Rathmines Reserve, Hawthorn East, Glenferrie Oval, Hawthorn, Anderson Park, Hawthorn East and Victoria Park, Kew and other locations that may emerge.		<ul style="list-style-type: none"> Reduction in the incidence of failing to collect and correct disposal of dog faecal deposits 	<p>Measures implemented</p> <p>Analysis of available data and site monitoring</p>
--	--	--	--	---

Objective 3.2: To minimise the impact of dogs and cats on local biodiversity.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
3.2.1	Review and update responsible pet ownership materials and messaging (both print and social media based) to increase awareness of the potential impacts pets (especially unconfined cats) can have on native fauna and flora.	<p>By December 2018</p> <p>CLLPS</p> <p>Environment & Sustainable Living</p>	<ul style="list-style-type: none"> Messages developed and tested Number of resources / materials developed and disseminated or displayed Social media reach Community feedback 	<p>Dissemination record</p> <p>Analytics</p> <p>Consultation</p>
3.2.2	Review signage around local biodiversity sites and update as required in order to alert owners, with the view to minimising the potential impact of dogs.	<p>By December 2018</p> <p>CLLPS</p> <p>Environment & Sustainable Living</p>	<ul style="list-style-type: none"> Signage reviewed and updated as required 	<p>Audit report</p> <p>Photos of signage</p>
3.2.3	Build an understanding of the impact of domestic, stray and feral cats on local biodiversity through research and relevant industry forums.	<p>Ongoing</p> <p>CLLPS, Environment & Sustainable Living</p>	<ul style="list-style-type: none"> Meetings held at least quarterly and opportunities identified and pursued, where appropriate 	<p>Meeting minutes/notes</p>
3.2.4	Explore the feasibility of creating measures to protect local flora and fauna from the potential impact of dogs.	<p>By October 2017</p> <p>CLLPS</p>	<ul style="list-style-type: none"> Stakeholders consulted Measures created 	<p>Meeting minutes/notes</p> <p>Document review</p>
3.2.5	Explore the feasibility of introducing new cat	<p>By February 2018</p>	<ul style="list-style-type: none"> Cost analysis completed 	<p>Document review</p>

	registration tags which incorporate audibility to reduce cat predation.	CLLPS, Team Leader Support Services	<ul style="list-style-type: none"> Evidence of effectiveness reviewed 	
--	---	-------------------------------------	--	--

4.4. Dog Attacks

Goal: To minimise the risk of attacks by dogs on people and animals

Actions in this section address Sections 68A (2)(a),(c)(i), (c)(ii),(d),(f) of the Act - by outlining the programs, services and strategies to minimise the risk of attacks by dogs on people and animals.

4.4.1. Current Situation

On average, there are 78 reported dog attacks each year, as shown in Table 8 below. This equates to approximately 1.5 reports of dog attack per week. Whilst the number of dog attack requests declined between 2012 to 2014 (from 90 to 72 requests respectively), there has been a steady increase demonstrated since 2015, with 81 reported dog attacks recorded in 2016. The number of reported dog attacks in 2017 (to 30 June) is 23. A suburb level analysis of the data demonstrates that most dog attacks are reported in Hawthorn, Kew and Camberwell.

It can be anticipated that an increase in the number of reports might occur in response to raised awareness in the community of dog attack and how to report it. The increase in reported attacks in 2016 may therefore be in part a reflection of the focus of education and communication efforts to raise awareness of what constitutes dog attack. According to officers, there is also a tendency for people to not report until the second attack occurs. Further work is needed to understand what the determining factors of dog attack are.

Council's enforcement actions taken in response to dog attack and/or rush are shown in Table 9 on page 33. The number of DINS issued for non-serious dog attack has increased from 7 in 2013 to 11 in 2016. The number of prosecutions for serious dog attack has more than doubled between 2013 and 2015 (from 5 to 13), but has since declined to 5 in 2016. In 2016, out of the 11 dog attack prosecutions, only 1 occurred at a designated dog off-leash area. The data for 2016 should be interpreted with caution however, since it does not represent a full calendar year and therefore it could be anticipated that the actual figures may have been higher.

Table 8: Reported dog attacks 2012-2017.

Dog Attacks	2012	2013	2014	2015	2016	Average
Attacks on Street	56	50	52	47	54	51.8
Attacks in Parks	34	24	20	27	27	26.4
Total reported dog attacks	90	74	72	74	81	78.2

4.4.2. Our Orders and Local Laws

- City of Boroondara Order requiring dogs to be restrained in a specific manner when in public places (made under the provisions of section 26 of the *Domestic Animals Act 1994*).
- City of Boroondara Order prohibiting dogs from being present in specific areas of the municipal district (made under the provisions of section 26 of the *Domestic Animals Act 1994*).
- City of Boroondara *Amenity Local Law 2009* regulates the numbers of dogs and/or cats that can be kept at a property (Clause 49 of the *Amenity Local Law*).

Table 9: Type and number of offences resulting in enforcement action

Offence Category	No. of infringement notices issued				No. of prosecutions			
	2013	2014	2015	2016	2013	2014	2015	2016*
Dog attack - non-serious injury	7	7	9	11	7	6	13 (1 was a DIN)	6 (1 was a DIN)
Dog attack - serious	N/A ¹⁵	N/A	N/A	N/A	5	6	13	5
Dog rush or chase	2	2	1		4	1	4	0

*Data for 2016 does not represent a full calendar year.

4.4.3. Council Policies and Procedures

- Process relating to the seizure of dogs found at large or not secured to owner's premises (section 24 of the Act).
- Process relating to attacks or bites by dogs (section 29 of the Act).
- Statutory process regarding seizure of documents (section 75 of the Act).
- Statutory process for serving notices of seizure relating to seizure of identified dogs (section 84H of the Act).
- Statutory process for dog owners and established practice when recovering dogs that have been seized by Council (section 84 of the Act).
- Procedure for the declaration and euthanasia of dogs (various sections of the Act).
- Statutory process associated with registration of dogs and the fee structure for registration (Schedule to the *Domestic Animals Act 1994*).
- Statutory process associated with seizure and impounding of dogs after a dog attack.
- Statutory process associated with issuing notices to comply, infringement notices and filing charges for prosecution.

4.4.4. Our current Education/Promotion Activities

- Periodical review of Council Orders made pursuant to section 26 of the Act.
- Periodical review of the content on Council's webpages relating to pet ownership.

¹⁵ Serious dog attack leads to prosecution action, hence the number of infringement notices issued is not applicable in this case.

- Conduct community education sessions (for example, the pilot school education project conducted in 2016 with a local primary school).

4.4.5. Our current Compliance Activities

- The conduct of regular patrols.
- Investigation of all requests with a view to taking appropriate enforcement action.

4.4.6. Summary

Dog attack remains a key focus for domestic animal management planning. The data above indicates a high success rate in all matters taken to prosecution. Our future actions will be aimed at reducing the risk of dog attack and improving our capacity for data capture, reporting and analysis in order to inform the development of evidence-based dog attack prevention strategies.

4.4.7. Our Plans

Objective 4.1: To reduce the number of reported dog attacks in the community by 2021.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
4.1.1	Explore the feasibility of introducing a Council Order under section 26 of the <i>Domestic Animals Act</i> 1994 to limit the number of dogs that can be walked on a leash by a person on Council-controlled land, a road or reserve at any one time.	By June 2019 CLLPS	<ul style="list-style-type: none"> • Stakeholders consulted and decision made about whether or not to pursue an Order 	Brief report
4.1.2	Continue to provide active patrols in parks and reserves, including dog off leash areas.	Ongoing SAM, AMOs	<ul style="list-style-type: none"> • Number of active patrols conducted per month 	Roster and patrol record
4.1.3	Conduct further investigation as required to determine the feasibility of creating a dedicated enclosed dog off-leash park(s) through benchmarking of other councils, relevant research and consultation to identify an appropriate design.	By June 2018 CLLPS Landscape & Design	<ul style="list-style-type: none"> • Consultations conducted • Appropriate site identified • Design drafted 	Meeting minutes and notes Document review Report
4.1.4	Promote the State government's <i>Pet Town</i> learning App.	Ongoing CLLFS	<ul style="list-style-type: none"> • Stakeholders consulted • Number and types of messages 	Meeting minutes and notes Analytics Dissemination

			disseminated	record
4.1.5	Promote Council's Schools Education project to reach additional schools.	Ongoing CLLFS	<ul style="list-style-type: none"> Stakeholders consulted 	Meeting minutes and notes
4.1.6	Continue to disseminate information on the confinement of dogs to property and the effective control of dogs via Park patrols.	Ongoing SAM	<ul style="list-style-type: none"> <i>Reach:</i> Type and number of education materials distributed 	Dissemination record
4.1.7	Implement ongoing social media campaign to promote responsible pet ownership.	Ongoing CLLPS Communications & Engagement	<ul style="list-style-type: none"> Messages developed and tested Number & type of messaged disseminated Social media reach 	Dissemination record Analytics

Objective 4.2: To enhance understanding of the causation effect/determinants of dog aggression and attack through improved data capture and analysis.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
4.2.1	Review templates for data capture to enhance reporting and investigation capacity.	By March 2018 SAM, AMOs	<ul style="list-style-type: none"> Templates reviewed and updated as required 	Document review
4.2.2	Explore the opportunity to create a record system capable of informing future prevention strategies.	By December 2019 SAM	<ul style="list-style-type: none"> Stakeholders consulted and existing record system reviewed and opportunities/recommendations identified 	Meeting minutes and notes

4.5. Dangerous, Menacing and Restricted Breed Dogs

Goal: To ensure all dangerous, menacing and restricted breed dogs in the municipality are identified and kept in accordance with the Act and regulations.

In accordance with Section 68A(2)(c) (vii) of the Act, this section of the plan outlines the programs, services and strategies to effectively identify all dangerous dogs, menacing dogs

and restricted breed dogs in the City of Boroondara and to ensure that those dogs are kept in compliance with the Act and the regulations.

4.5.1. Current Situation

There are currently four Dangerous Dogs and one Menacing Dog registered with Council and on the Victorian Dangerous Dogs Register (VDDR).

4.5.2. Council Policies and Procedures

- Statutory procedure for the declaration of dogs.
- Statutory procedure for providing details of declared dogs to the VDDR (section 44AE DAA 1994).
- Statutory procedure to provide details to VDDR of dogs destroyed in relation to sections 84TA, TB and TC (section 44AEA DAA 1994).
- Procedure associated with seizure and impounding of declared dangerous and menacing dogs and restricted breed dogs.

4.5.3. Our current Education/Promotion Activities

- Community education (for example, the pilot project in a local primary school).

4.5.4. Our current Compliance Activities

- The conduct of regular patrols and property inspections.
- Investigation of all requests with a view to court proceedings or other action.

4.5.5. Summary

There is currently low numbers of Declared Dangerous and Menacing Dogs and Restricted Breed Dogs in the City of Boroondara. A key focus however is to maintain a level of public awareness through community education and enforcement activity and to continue to provide suitable training and support in the effective management of Declared and Restricted Breed Dogs. Officers will also continue to remain abreast of the policy environment in relation to Restricted Breed Dogs (RBDs) and any changes that are legislated.

4.5.6. Our Plans

Objective 5.1: To actively identify, manage and enforce compliance with requirements of declaration of all dangerous dogs, menacing and restricted breed dogs.

#	Activities	When & who is responsible?	Evaluation	
			Outputs and/or Indicators	Methods
5.1.1	Complete the development of a decision making matrix to provide guidance on decisions associated with	By June 2017 (completed) CLLPS	<ul style="list-style-type: none"> • Matrix completed and reviewed by 	Meeting minutes and notes

	exercising Council's power to declare dogs dangerous or menacing.		key stakeholders <ul style="list-style-type: none"> • Experience of implementation of matrix 	Feedback from staff
5.1.2	Conduct audits of registered dangerous and menacing dog premises.	April-June annually SAM, AMOs	<ul style="list-style-type: none"> • 100% of properties inspected each year • Instances of non-compliance identified and enforced as required 	Inspection/ Audit records
5.1.3	Provide information and key messaging for owners of declared dangerous and menacing dogs to support their understanding of and compliance with the requirements of declaration.	By June 2019 CLLPS	<ul style="list-style-type: none"> • Type and number of messages disseminated • 100% of properties with declared dogs achieve compliance with inspections 	Dissemination record Inspection/ audit records
5.1.4	Ensure all declared dogs are accurately registered on the Victorian Declared Dog Registry (VDDR) and that the registry is maintained and updated to ensure currency and accuracy of records.	As required SAM, AMOs	<ul style="list-style-type: none"> • All dogs declared by Council are entered on the VDDR • Information on registry reviewed and updated as required bi-annually 	Audit of Council's declared dog database and the VDDR

4.6. Population and Euthanasia

Goal: To build understanding of the cat and dog populations in the City of Boroondara and redress circumstances of preventable euthanasia.

In accordance with Section 68A(2)(c) (iv) of the Act, this section of the plan outlines the programs, services and strategies to address any over-population and euthanasia rates for dogs and cats.

4.6.1. Current Situation

Whilst the number of dogs that are euthanised in the City of Boroondara is low, there has been a substantial increase in the number of cats that are euthanised as shown in Table 10

below. Encouragingly, the percentage of impounded cats that were euthanised in 2017 (between January and June) is lower than the percentage of impounded cats that were euthanised in each semester of 2016. Efforts to continue this downward trend will be a key focus. It is important to note that the number of cats that are impounded has not increased.

Cat trapping is not a priority in Boroondara due to their being no evidence to support such activity. The level of requests about nuisance cats, for instance, suggests that cat overpopulation is not a widespread problem within the municipality.

Table 10: Impound, reclaim and euthanasia data for Dogs and Cats, 2016 and 2017

	Jan-June 2016	July-Dec 2016	Jan-June 2017
DOGS			
Total impounded	130	141	137
Number reclaimed	118	126	130
% euthanized	5	3.5	3.6
CATS			
Total impounded	98	81	91
Number reclaimed	19	12	24
% euthanized	26	30	21

NB. Total impounded refers to the total number of animals brought in by Council, the public (stray animals) and those surrendered by the public.

4.6.2. Our Orders and Local Laws

- City of Boroondara *Amenity Local Law* 2009 regulates the numbers of dogs and/or cats that can be kept at a property (section 42 of the Act).

4.6.3. Council Policies and Procedures

- Procedure associated with seizure and impounding of dogs and cats in the community.
- Enforcement strategy associated with issuing notices to comply, infringement notices and commencement of prosecution proceedings.

4.6.4. Our current Education/Promotion Activities

- Production and dissemination of a range of information and communication materials relating to responsible pet ownership.
- Display of information in a range of public places and veterinary practices.
- Follow up/reminders for non-renewed registrations.
- Maintenance of information on Council's website.

4.6.5. Summary

A focus for Council will be to collaborate with RSPCA and key internal stakeholders to build an enhanced understanding of the issues relating to cat over-population and the potential impacts. Actions in the Plan will be designed to achieve a reduction in the number of dogs and cats that are euthanised.

4.6.6. Our Plans

Objective 6.1: To reduce the percentage of impounded cats which are euthanised by 2021.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
6.1.1	Work with the RSPCA to identify additional information that could be collected to enhance our understanding of the local cat population.	By December 2018 SAM, AMOs	<ul style="list-style-type: none"> Meetings held 	Meeting minutes and notes
6.1.2	Raise community awareness of the semi-owned cat population and promote the de-sexing of cats through digital and print channels.	By December 2019 CLLPS Communications and Engagement	<ul style="list-style-type: none"> Number and type of education and communication materials distributed Number of media stories published and read Number of social media reach 	Dissemination record Analytics
6.1.3	Explore the feasibility of implementing a lost and found page/pet register on Council's website	By June 2018 CLLPS and Digital team	<ul style="list-style-type: none"> Stakeholders consulted and feasibility determined 	Meeting minutes and notes

Objective 6.2: To reduce the percentage of impounded dogs which are euthanised by 2021.

			Evaluation	
#	Activities	When & who is responsible?	Outputs and/or Indicators	Methods
6.2.1	Add link to online responsible dog ownership e-learning course (available from www.dpi.vic.gov.au/pets) to Council's webpage.	By December 2017 CLLPS	<ul style="list-style-type: none"> Link uploaded to Council's webpage 	Webpage audit

6.2.2	Promote the benefits of de-sexing through responsible pet ownership materials including the 'Pet Calendar.'	June 2018 Coordinator Local Laws, Projects & Strategy	<ul style="list-style-type: none"> • Number of copies of calendar distributed • Community feedback 	Dissemination record Consultation
-------	---	---	--	--

4.7. Domestic Animal Businesses

Goal: To ensure compliance of Domestic Animal Businesses within the City of Boroondara

In accordance with Section 68A(2)(c) (ii) of the Act, this section of the plan outlines the programs, services and strategies which Council intends to pursue to ensure that Domestic Animal Businesses (DABs) comply with the Act, regulations and relevant Codes of Practice.

4.7.1. Current Situation

Domestic Animal Business activity is relatively low in the City of Boroondara. There are currently only five DABs registered with Council, including:

- 2 x Pet shops
- 2 x Cat Boarding Facilities (which both double as veterinary practices)
- 1 x Dog Training Establishment

4.7.2. Our Orders, Local Laws and Licence Agreements

- Council has developed a Licence Agreement for Dog Training Establishments which include a set of conditions which must be complied with to ensure the requirements of the Act, regulations and the Code of Practice are met.

4.7.3. Council Policies and Procedures

- Procedure for the registration of Domestic Animal Businesses.
- Process mapped on Promapp for the inspection of Domestic Animal Businesses.

4.7.4. Our current Education/Promotion Activities

- Information kit disseminated to Domestic Animal Businesses to support their understanding of and compliance with the requirements under the Act, regulations and relevant Code of Practice.

4.7.5. Our current Compliance Activities

- Register all Domestic Animal Businesses.
- Annual inspections of DABs using standard record/audit sheets.
- Follow up of any non-compliance as required.
- Investigate non-registered DABs.
- Provide all DABs with relevant Code of Practice and supporting documentation.

4.7.6. Summary

The identification and registration of Domestic Animal Businesses (DABs) forms a key focus for domestic animal management in the City of Boroondara. Council will remain abreast of the changes due to come into effect in relation to the Domestic Animals Amendment (Puppy Farms and Pet Shops) Bill 2016 and will respond accordingly.

4.7.7. Our Plans

Objective 7.1: To actively manage Domestic Animal Businesses in meeting their requirements under the Act, regulations and relevant Codes of Practice.

#	Activities	When & who is responsible?	Evaluation	
			Outputs and/or Indicators	Methods
7.1.1	Conduct audits/inspections of registered DABs.	Annually in February -April SAM	<ul style="list-style-type: none"> 100% of registered DABs audited annually Number of infringement notices issued and/or prosecutions undertaken 	Audit/inspect on notes and records
7.1.2	Investigate any report of an unregistered DAB.	Ongoing SAM	<ul style="list-style-type: none"> Number of new DABs identified Number of infringement notices issued and/or prosecutions undertaken 	Review of DAB database
7.1.3	Undertake web browser searches to identify possible DAB activity.	Annually in September SAM	<ul style="list-style-type: none"> Web search completed and any newly identified DABs recorded 	DAB database
7.1.4	Develop a criteria for eligibility / definition of “not for profit” to ensure transparency and fairness where registration requirements are waived under the Act for those businesses determined to be not for profit.	By June 2019 CLLPS	<ul style="list-style-type: none"> Definition/ Criteria developed in consultation with key stakeholders 	Document audit and meeting notes and minutes
7.1.5	Develop web content and/or communication materials	By February 2020	<ul style="list-style-type: none"> Web content and/or 	Webpage audit

	designed to support local Domestic Animal Businesses to meet their information seeking needs and compliance requirements.	CLLPS Communications & Engagement	materials developed	
--	---	--	---------------------	--

5. Implementation, monitoring and annual review

5.1. Evaluation

In accordance with section 68A(3) of the Act, Council is required to review this Plan annually and to amend the Plan where appropriate. Council must also publish an evaluation of its implementation of the plan in its annual report and to provide the Secretary of the Department of Economic Development, Jobs, Transport and Resources with a copy of the plan and any amendments to the plan.

5.2. Accountabilities

For all queries or feedback regarding this Plan or its evaluation or the programs and services delivered by the animal management team, please contact the relevant officer(s) below.

Contact	Contact number	Nature of query
Manager, Local Laws	92784949	Domestic Animal Management Plan
Coordinator Local Laws, Projects and Strategy	92784780	Domestic Animal Management Plan and its evaluation
Coordinator Local Laws, Field Services	92784880	Field services
Animal Management Supervisor	92784647	Field services

5.3. Financial implications

The implementation of this Plan is envisaged to fall within current Council budget limitations. There is no expectation of additional cost impacts other than those that may impose a cost burden on Council through future legislative changes.

References

1. Rock, M.J., Adams, C.L., Degeling, C., Massolo, A. & McCormack, G.R. (2014). Policies on pets for healthy cities: a conceptual framework. *Health Promotion International*, vol.30(4): 967-986.
2. Zinnstag, J., Schelling, E., Wyss, K. & Mahamat, M.B. (2005). Potential of cooperation between human and animal health to strengthen health systems. *The Lancet*, vol. 366: 2142-45.
3. Rock, M. & Degeling, C. (2013). Public Health Ethics and a Status for Pets as Person-Things. *Bioethical Inquiry*, vol.10: 485-495.
4. Australian Bureau of Statistics [ABS] (2011). Census of Population and Housing. Available from URL: www.abs.gov.au/census cited 20/6/2015.
5. See Council's Community Profile, available from URL: <http://profile.id.com.au/boroondara/service-age-groups> cited 19.7.2017.
6. Victorian Department of Economic Development, Jobs, Transport and Resources (2015). *Domestic Animals Achievement Report*, Melbourne.
7. Heyworth, J.S., Cutt, H. & Glonek, G. (2006). Does dog or cat ownership lead to increased gastroenteritis in young children in South Australia? *Epidemiology and Infection*, vol. 134(5): 926-934.

Appendix 1: Planned training activities for Authorised officers

Authorised Officer Training	Current (2017)	Planned
Certificate IV in Animal Control and Regulation		
Officer One	Completed	
Officer Two	Completed	
Officer Three	Completed	
Certificate IV in Local Government		
Officer One	Completed	
Officer Two	Completed	
Officer Three	Completed	
Handle with care		
Officer One	Completed	
Officer Two	Completed	
Officer Three	Completed	
Investigation Skills		
Officer One	Completed	
Officer Two	Completed	
Officer Three	Completed	
Insert matt's training here		
Officer One	Completed	
Officer Two	Completed	
Officer Three	Completed	
Domestic Animal Management Planning (Forum held in partnership between RSPCA, MAV, AIAM and AVA)		
Officer One	Completed	
Officer Two	Completed	
Handling Crisis Situations (Family Violence)		
Officer One	-	2018
Officer Two	-	2018
Officer Three	-	2018
Animal Hoarding		
Officer One	-	2019
Officer Two	-	2019
Officer Three	-	2019
Emergency Management - Animal Welfare		
Officer One	-	2019
Officer Two	-	2019
Officer Three	-	2019
Australian Institute of Animal Management - annual conference		*Subject to budget approval
Officer One	-	2018
Officer Two	-	2019
Officer Three	-	2020

Appendix 2: Contents of Pet registration kit

- A3 poster with a registration reminder message and a link to Council's online registration form and a map of the designated dog off-leash areas
- Flyer or postcard promoting the benefits of registration