

# Domestic Animal Management Plan

2022-2026



**Acknowledgment of the Traditional Custodians**

Banyule City Council proudly acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the land which Council operates on. We pay our respect to all Aboriginal and Torres Strait Islander Elders, past, present and emerging, who have resided in the area and have been an integral part of the region's history.

**Inclusive Banyule Diversity Statement**

Our community is made up of diverse cultures, beliefs, abilities, bodies, sexualities, ages and genders. Council is committed to access, equity, participation and rights for everyone; principles which empower, foster harmony and increase the wellbeing of an inclusive community.

# Contents

Domestic Animal Management Plans	4
Introduction	7
Demographic and Banyule Profile	8
Current Programs and Services	9
SECTION 1 – Training of Authorised Officers	11
SECTION 2 – Registration of Dogs and Cats	13
SECTION 3 – Nuisance Complaints	15
SECTION 4 – Dog Attacks and Dog Confinement	23
SECTION 5 – Dangerous, Menacing and Restricted Breed Dogs	26
SECTION 6 – Overpopulation and High Euthanasia	27
SECTION 7 – Domestic Animal Businesses	31
SECTION 8 – Other Matters	33
SECTION 9 – Review of Plan and Annual Reporting	35
Bibliography/References	35

# Domestic Animal Management Plans

Section 68A of the Domestic Animals Act requires Council to prepare a Domestic Animal Management Plan (DAM Plan):

- (1) Every Council must, in consultation with the Secretary (of the Department of Economic Development, Jobs, Transport and Resource), prepare at four-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
- Every Council must -
- (g) review its domestic animal management plan annually and, if appropriate, amend the plan; and
  - (h) provide the Secretary with a copy of the plan and any amendments to the plan; and
  - (i) publish an evaluation of its implementation of the plan in its annual report.

## Statutory Compliance

Council is required to provide an Animal Management service to ensure that community amenity and safety is not compromised by animals, customer requests and complaints are responded to, and that all relevant Acts, Regulations and Local Laws are enforced.

In doing so, Council must comply with the following Acts and Regulations:

- Domestic Animals Act and Regulations 1994;
- Impounding of Livestock Act 1994;
- Prevention of Cruelty to Animals Act 1986;
- Infringements Act 2005; and
- Local Government Act 1989.

And have regard to applicable guidelines and standards including:

- Code of Practice for the Management of Animals in Shelters and Pounds;
- Code of Practice for the Operation of Pet Shops;
- Code of Practice for the Operation of Breeding and Rearing Establishments;
- Code of Practice for the Operation of Boarding Establishments;
- Code of Practice for the Operation of Dog Training Establishments; and
- Code of practice for the Operation of Greyhound Establishments.





# Introduction

**There is a wealth of scientific evidence to support the benefits of owning pets and their use in therapy. Evidence of a link between pet ownership and better health has been demonstrated by a range of different studies.**

Dogs encourage people to enjoy the outdoors and they have been shown to stimulate conversations between strangers. They can also improve a person's sense of security both at home and in public places.

Pets are wonderful companions and can help combat loneliness and social alienation. Pet ownership teaches children responsibility, with helping them to develop their social and nurturing skills. Companion animals play an irreplaceable part in the enrichment of people's lives and have a positive influence on the social, emotional and physical wellbeing of people.

There is also much evidence to support dogs being used for therapeutic purposes in hospitals, nursing and care homes or for where people may be disadvantaged through age, illness disability or isolation.

Banyule City Council Municipal Law Officers, respond to calls daily that requires compassion, effective communication and patience as they provide advice, education and assistance.

Where necessary, Municipal Laws Officers also enforce relevant legislation, which may result in criminal charges. For the most part, residents are happy to assist Officers and will confine stray animals for collection, knowing that they will be treated with care and compassion and wherever possible returned to their owners, or rehoused to a good home by Council's service provider, rescue groups or other stakeholders.

While Council has the responsibility of administering the relevant legislation, it recognises the need to promote responsible pet ownership, provide supportive programs and meet community expectations. This plan is a base for Council to provide high quality animal services and programs now and into the future.

## Developing the Domestic Animal Management Plan

In preparing this DAM Plan, the following methodology has been applied:

- Existing animal management operations were reviewed including existing procedures, Local Laws and orders.
- Review of strategic content including plans and strategies that might be relevant to animal management.

A Banyule City Council Community Survey was conducted on Shaping Banyule during July and November 2021. This survey sought community input on a range of issues, including:

- Dog parks, animal registration, the Council Order and nuisance cats.
- A Draft Plan was prepared and following Council's consideration, released for community consultation.
- This Domestic Animal Management Plan is scheduled to be adopted by Council February 2022

## Demographic and Banyule Profile

### Context

The Domestic Animals Act 1994 establishes a legislative requirement for Local Government to prepare, implement and annually report on its Domestic Animal Management Plan.

Banyule Council's DAM Plan has been prepared in consultation with Councillors, Council Officers and the community and seeks to balance the competing needs of animal owners, the broader community and the animals that share people's lives. Council recognises the positive health and wellbeing benefits that arise from pet ownership.

### Demographic and Banyule Profile

The City of Banyule is located in Melbourne's north-eastern suburbs, between 7 and 21 kilometres from the Melbourne CBD. It is an established residential area with significant open spaces and parklands.

There are seven precincts within Banyule and 18 suburbs that lay on a total land area of about 63 square kilometres. The Yarra River runs along Banyule's south border while the west is defined by Darebin Creek. Major features include the Simpson Army Barracks, Austin Hospital, Melbourne Polytechnic and Greensborough Shopping Centre.

The Wurundjeri Woi-wurrung people were the original inhabitants of the area and are the traditional custodians of this land.

## Purpose of the Domestic Animal Management Plan

The purpose of this Plan is to detail the arrangements that Council has, to help manage domestic animals and work towards improved animal management in Banyule.

The aim of the Plan is to:

- Support and facilitate the benefits that animal ownership and companionship has on the health and wellbeing of residents.
- Educate residents about accepted standards of animal welfare, including the care, feeding and physical wellbeing of domestic animals.
- Manage nuisance complaints about animals, which are impacting on other residents.
- Ensure that the keeping of domestic animals does not compromise accepted standards of public health or safety.

## Current Programs and Services

Council offers the following animal management programs and services:

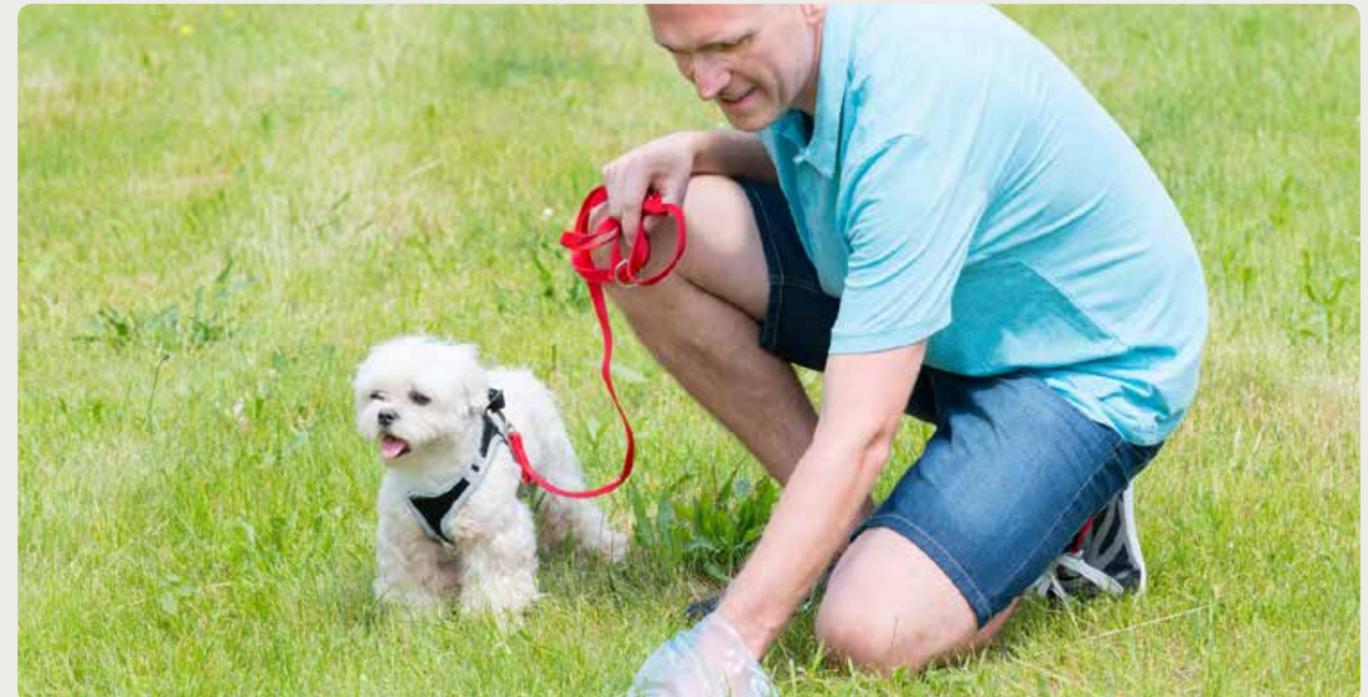
Program/Service	Service Level
Identification and registration of dogs and cats	<ul style="list-style-type: none"> <li>• Annual registration renewals sent in March</li> </ul>
Enforcement of registration requirements	<ul style="list-style-type: none"> <li>• Regular reminders in the Banyule Banner and Banyule Facebook page</li> <li>• Annual reminder notices and text messages for reminders to all registered pet owners</li> </ul>
Investigation of nuisance animal complaints	<ul style="list-style-type: none"> <li>• Initial response within 5 days</li> <li>• Follow up as required</li> </ul>
Investigations of dog attacks and dangerous/menacing dog complaints	<ul style="list-style-type: none"> <li>• Within 1 hour of reporting</li> </ul>
Dogs wandering at large	<ul style="list-style-type: none"> <li>• Within 1 hour of reporting</li> </ul>
Declared dog property inspections	<ul style="list-style-type: none"> <li>• Conducted annually</li> </ul>
Cat De-sexing Program	<ul style="list-style-type: none"> <li>• Annually</li> </ul>
Domestic animal business inspections	<ul style="list-style-type: none"> <li>• Conducted annually, renewal due 10 April</li> </ul>
Domestic Animal Business Source Number Audit	<ul style="list-style-type: none"> <li>• Annually via Pet Exchange Register at Animal Welfare Victoria</li> </ul>
Pound open for collection of animals	<ul style="list-style-type: none"> <li>• Cat Pound 7 days a week</li> <li>• Dog Pound 5 days a week (excludes weekends)</li> </ul>
Excess Animal Permit renewals and new permit inspections	<ul style="list-style-type: none"> <li>• Annually on 31 May</li> </ul>
Promotion of responsible animal ownership	<ul style="list-style-type: none"> <li>• Media releases, Banyule Banner, social media and other promotional channels</li> </ul>
Cat trapping	<ul style="list-style-type: none"> <li>• Cat trap cages available</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Ongoing updates throughout the year to Municipal Laws Customer Service buddy to keep staff informed of new processes</li> </ul>
After Hours Emergency Service for animals	<ul style="list-style-type: none"> <li>• Operational 365 days 24 hours a day</li> </ul>

## Banyule

7-21 kms from CBD

Precincts **7**  
Suburbs **18**

Land area **63 sq km**





# SECTION 1 – Training of Authorised Officers

## Summary

All current staff that work in Animal Management are authorised officers hold current delegated authorisations appointed by Council and are authorised as general inspectors under the Prevention of Cruelty to Animals Act 1986.

## Current Situation

The current training of officers includes:

Officer	Cert IV in Animal Control	Cert IV in Government/ Statutory Compliance	ATC – Investigation and Case Management	ATC – Municipal Law Enforcement	ATC – Prosecutors or Advanced Prosecutor	Diploma of Frontline Management	Canine Anatomy and Identification Training
Officer 1	x		x	x		x	x
Officer 2		x	x	x	x	x	x
Officer 3	x	x		x			x
Officer 4	x		x	x			x
Officer 5			x	x	x		x

## Other training includes, but not limited to:

- Customer Service Training, including dealing with difficult people
- RSPCA Conferences
- Manual Handling training OHS
- Dog Bite Prevention - CSI
- Dog Breed Identification Training
- Stress Management Training
- Pets in Domestic Violence
- Managing Potentially Violent Clients

## Future Plans

**Objective 1: Ensure all staff involved in providing animal management services have the knowledge and expertise to carry out their duties and functions of Council**

Activity	Responsible Officer	When	Evaluation
Conduct annual performance reviews and identify further training needs for individual officers	Senior Municipal Laws Officer Signed off by the Coordinator Municipal Laws	July- September annually with staff one on one conversations throughout the year	Employee Development Reviews are completed for all Municipal Laws Officers between July and September annually and signed off by Management
Ensure further training is carried out by Officers to update skills and increase skillsets	Senior Municipal Laws Officer/ Coordinator Municipal Laws	Throughout the year	Regularly identify training needs and implement opportunities for improvement with Officers throughout the year, with further training reported on annually in the review of this plan to Council

**Objective 2: To successfully induct and manage new staff**

Activity	Responsible Officer	When	Evaluation
Monitor performance and provide guidance to employees where needed	Senior Municipal Laws Officer/ Coordinator Municipal Laws	Ongoing	Council Induction and One on One's with team members along with Performance Management if required



# SECTION 2 – Registration of Dogs and Cats

## Summary

Identifying and registering domestic animals is large part of Banyule's Animal Managements Program.

Pet registration assists Officers in getting your dog or cat home. Animals that are not currently registered with Council along with no current or updated details recorded against the microchip, can make it difficult for Officers to reunite a dog or cat with their owners and can therefore leave Officers with no other option but to impound the animal.

Owners are required to ensure registration details are updated when they move, or circumstances have changed.

Identification of animals is also critical in investigating complaints.

Activity	2020/2021	2019/2020
Registered dogs	11,682	9,353
Registered cats	5,258	4,094

## Council Policies and Procedures

A fixed reduced registration fee for de-sexed and microchipped animals has been set for the current financial year. This fee is reviewed and adjusted annually in accordance with all of Council's fees and charges.

During the second half of the registration period from 10 October, half yearly fees apply for new registrations.

### Current Activities for Registration

Our current activities for pet registration, including actions from our DAM Plan 2017-2021, include:

- Provide an online pet registration portal for residents
- Promoting the benefits of registration and identification, with the primary objective of being able to reunite a lost animal with its owner.
- Utilising Council's website and social media platforms and resident newsletter to provide information to residents regarding registration.
- Providing, (in conjunction with local vets), subsidised de-sexing - (providing owners with an Australian Veterinary Association de-sexing Vouchers).
- Distributing registration and identification brochures, factsheets and other materials to pet owners.

- Issuing annual registration renewal notices and following up non-renewals, sending additional letters, calling pet owners and by undertaking visits to properties.
- Ensuring information regarding sold or/rehoused animals from domestic animal businesses (pet shops/shelters) is followed up for registration.
- Ensuring registration and identification compliance is checked as part of managing complaints about animals.
- Sending reminder text messages to residents to remind them to renew registrations.
- Ensuring that registered dogs and cats are returned home after-hours and impound unregistered animals, with compulsory registration prior to being released from the pound.
- Ensuring all Authorised Municipal Laws Officers are equipped with a microchip scanner in vehicles.

### Record Management

Banyule City Council maintain records of animals that are impounded and found, including those that may be injured or deceased. Municipal Laws Officers will notify owners of injured or deceased animals and will seek veterinary treatment or help provide support to pet owners for those pets that have departed. Banyule's Cleansing Department also has a microchip scanner to scan dogs and cats when they are called to pick up an animal killed on roads.

- Regularly updating/auditing Council's registration database to ensure information is current ie. amending data to reflect notifications of deceased animals, changes of address, changes of owner. This assists to ensuring owners are not distressed or irritated by receiving unnecessary or incorrect renewal notices, or no renewal notice.
- Ensuring that owners are charged the correct State Government levy on each registration after Council has determined its own fees.
- Promoting registration and the wearing of registration tags via Council publications and other media. This is done using 'good news' stories about pets being returned to owners because they were microchipped and registered.
- Having a reduced fee category in the registration fee structure for dogs and cats under 6 months old. Some vets do not believe that pets should be de-sexed until they are 6 months old. This strategy encourages pet owners to register their pets without paying a full fee for the first year.

**Objective 1: Increase dog and cat registration rates by 5% each year via education and promotion**

Activity	Responsible Officer	When	Evaluation
Provide an online pet registration service	Business Support, Communications & IT	December 2021	Completed October 2021
Continue supplying AVA desexing vouchers to low income earners	Customer Service	Ongoing service provided	Number of vouchers redeemed
Include registration, identification and renewal information in newsletters, on the web and via social media	Municipal Laws Officers/ Business Support Officers	January-March yearly	Number of promotional activities undertaken
Promote registration and the wearing of registration tags via appropriate Council communication channels, particularly by using 'good news' stories of pets being returned to their owners because of microchipping and registration	Municipal Laws Officers / Communications	Where possible	Number of promotions
Provide registration up until next renewal period of cats being desexed via Council's program and for those residents adopting cats/ kittens from Cat Protection Society	Municipal Laws Officers	Ongoing throughout the year	Number of cats registered each year

**Objective 2: Increase pet registration by 5% via compliance initiatives**

Activity	Responsible Officer	When	Evaluation
Ensure all animals identified via a complaint are registered	Municipal Laws Officers	Ongoing	All details are recorded on Customer Service Requests when Officers manage the request
Ensure a 5% increase in dogs and cat's registrations are recorded on Council database each year	Municipal Laws Officers and Business Support Officers	Yearly	5% annual increase
Use text messaging for pet registration renewal reminders	Business Support Officers	March and May annually	Increase in number of registration renewals
Pet registration renewals emailed to residents who opt in	Business Support Officers	Yearly	Number of email renewals sent and response rate

**Objective 3: To increase pet registration rates by 5% each year using improvements in technology**

Activity	Responsible Officer	When	Evaluation
Increase use of mobile technology, so Municipal Laws Officers can, for example, search pet registration and customer request databases to identify properties where animals are not registered	Municipal Laws Officers	Daily via laptop when attending properties for CRM follow up.	Increased number of animals identifiable by registration and recorded on CRM
Provide online registration for pets	Business Support Officers/ IT	December 2021	Number of residents using online registration

## SECTION 3 – Nuisance Complaints

**Summary**

The most common nuisance complaints received by Council relate to barking dogs. (Dog at large and dog attacks are dealt with under Section 4 of this plan as they are not categorised as nuisance complaints.)

The majority of time for Municipal Laws Officers is spend dealing with complaints relates to barking dogs and it is therefore critical that strategies and activities are in place to reduce the number of complaints from the public. Barking dog complaints require far more time for the Officer's to resolve given the need to substantiate the complaint, which can often lead to frustration by the complainant and dog owner.

**Current Situation**

Between 1 July 2020 - 30 June 2021, Council received the following number of complaints:

Complaint type	2020/2021	2019/2020
Nuisance Cats	268	212
Responsible Pet Ownership	292	326
Animal Special Requests	119	156
Barking Dog	248	312
Found Dog	239	352
Found Cat/Cat in Cage	158	138
Lost Cat Reports	95	101
Lost Dog Reports	72	106
Stray Livestock/Farm Animal	6	3
Dog Attack	95	98
Dog at large/ Rushing/ Menacing	202	235



## Dogs and Cats in Public Places Orders

In line with its statutory powers under section 26 of the Act, Council has an existing Order for Dogs and Cats in Public Places which was adopted by Council in 1998. The Order requires that dogs are to be kept on leash when on a Council road or footpath and within 5 metres of a designated shared footway, children's playground or barbeque area.

Dogs and cats are prohibited from entering environmentally sensitive areas as designated by signs in the following parks and reserves:

- Brown's Nature Reserve, Greensborough (as per existing covenant)
- Banyule Flats Wetland and Banyule Billabong, Heidelberg

- Horseshoe, Reedy and Bailey Billabongs in Wilson Reserve, Ivanhoe. See Amendment\*
- Warringal Swamplands, Heidelberg
- Yandell Reserve (within already fenced areas), Greensborough
- St Helena Bush Reserve (within already fenced areas), St Helena
- Rockbeare Park, Ivanhoe

For the purpose of any order made under section 26 of the Domestic Animals Act 1994, within the City of Banyule and as a guide for implementation, a dog shall be deemed to be under effective control of its owner if;

- (a) it is within 75 metres (clear and unobstructed) of its owner; and
- (b) will return to its owner upon command.

### Objective 1: To review the dogs and cats in Public Places Council Order

Activity	Responsible Officer	When	Evaluation
To undertake a full review of the Dogs and Cats in Public Places Council Order 1998. Benchmark with other Municipalities and amend to reflect current community and Council expectations	Municipal Laws Officers	By December 2022	A decrease in Responsible Pet Owner Complaints logged on CRM



Banyule City Council General Local Law Number 1 was reviewed in 2014 and was adopted formally by council, with effect on 15 April 2015. Part 10 of the Local Law Number 1 deals with the keeping and control of animals within Banyule. The main objectives are to control the number and type of animals and to control animal behaviour to minimise adverse impact on other residents.

There has also been the introduction of the Foster Carer Registration Scheme. The Domestic Animals Act 1994 (DA Act) recognizes the integral role foster carer's, Community Foster Care Networks (CFCNs), and rescue organizations play in the management of lost, stray and abandoned dogs and cats in the Victorian community.

Individual foster carer's may apply to their local council to become a registered foster carer as part of a voluntary scheme. Council cannot force a foster carer to enrol in the scheme as it is not mandatory.

Registration with the scheme is valid for one year and council may set a registration fee.

Foster carer's who choose to enrol in the scheme receive:

- a reduced registration rate for each dog and cat they foster during the first 12 months the animal is in their care
- the ability to use pet shops as a means of providing additional community exposure to dogs six months of age or older, and cats eight weeks of age or older.

It is an offence to keep more than a prescribed number of animals without the written consent of Council via a permit.

As at 30 June 2021, we have 67 households with active excess animal compared to 96 households the prior year. This figure changes regularly due to residents moving in and out of Banyule. These permits are renewed annually on 31 May.

	2020/2021	2019/2020
Number of Excess Permits issued/current	67	96

The table below lists the maximum number of animals allowed to be kept without the need for a permit. Permits are also required for goats, horses, roosters and other animals.

Type of Animal	Maximum Allowed
Dogs	2
Cats	2
Poultry	10
Pigeons and/or Domestic Birds	20
Guinea Pigs	4
Rabbits	4
Rooster	0

**There has also been the introduction of the Foster Carer Registration Scheme. The Domestic Animals Act 1994 (DA Act) recognizes the integral role foster carer's, Community Foster Care Networks (CFCNs), and rescue organizations play in the management of lost, stray and abandoned dogs and cats in the Victorian community.**

The conditions in which excess animals must be kept are:

- The ground surrounding the place where the animal is kept is free from dry grass,
- weeds, refuse, rubbish or other material capable of harbouring rodents or
- vermin;
- The place where the animal is kept and the surrounding area is well drained;
- All food for consumption by the animal is kept or stored in a vermin proof
- receptacle;
- Any area where the animal is kept is thoroughly cleaned as often as necessary to
- keep the area clean and sanitary at all times;
- All manure, excrement, refuse or rubbish produced or accumulated by the animal
- is disposed of, as soon as practicable, so that it does not cause a nuisance or
- create a condition which is offensive or dangerous to health.

#### Control of Noisy Animals and Birds

An *owner or occupier* of any land where an animal is kept or allowed to remain must not allow the animal to make noises or sounds which will create a nuisance that may unreasonably or adversely affect:

- The peace and comfort of any *person*; or
- The amenity of any other *land*.

## Council Policies and Procedures

### Current Activities

Our current educational, promotional and compliance activities include:

#### All nuisance complaints

- Provide information on Council's website and in its newsletters relevant Local Laws and Orders, types of nuisance and how to report and record ongoing nuisance (for example via a barking dog diary, cat trespass) to support complaints.
- Provide one on one advice, education and assistance to animal owner.
- Distribute relevant brochures, factsheets and other materials regarding nuisance issues.
- Record all nuisance complaints on the Customer Request Management system.
- Investigate nuisance complaints effectively.
- Ensure nuisance investigation timeframes are as short as possible to reduce complainant's frustration.
- Review Council policies and procedures relating to nuisance.
- Ensure notices to comply, notices of objection, infringements, and prosecutions are in line with Council policies, procedures and guidelines.

### Cat Trespass Complaints

The major issue of concern about cats are unowned or stray cats that roam the

Neighbourhood fighting with other cats over territory, and generally creating a nuisance by spraying and defecating on private property.

Throughout the kitten season, which is generally in spring but can go longer depending on weather, Council receives many complaints about cats with kittens taking up residence on private property. In many cases, residents feel sorry for the animals and start leaving food for them, which can exacerbate the problem.

Cats were a large concern for Banyule and there needs to be more cat awareness, education and alternatives for enclosures and other means to confine cats.

### Current activities relating to cat trespass:

- Strongly encouraging de sexing of pets to reduce wandering and organising de-sexing on the owner's behalf, along with free animal transport to the vet if required.
- Actively encouraging cat owners to confine their cats to their property to enhance animal welfare and reduce the incidence of nuisance.
- Providing cat cages, and requirements relating to trapping, to local residents to trap cats trespassing on their property in order to reduce the impact of stray/unowned cats.
- Ensuring the cat trapping program is undertaken in the most humane way, with cats picked up as soon as practicable after capture to reduce animal distress. Council recommends that all residents set traps before going to bed at night and call Council first thing in the morning for a pick up.
- Investigating nuisance cat complaints to mitigate ongoing complaints, including letterbox drops to homes surrounding that of the complainant.
- Work with residents experiencing mental illness/animal hoarding to reduce the number of pets they have and ensure those they keep are healthy, manageable and registered.
- Work with the Department of Housing and local Community Health Workers to ensure we provide assistance to residents in need with pets and where necessary, enforcement in relation to their properties and known hoarders.
- Have effective and meaningful conversations with cat owners and semi -owners, to ensure we are providing an educational message, providing support and encouragement to take full ownership of those who have been feeding cats for a period of time, encourage utilisation of the free de sexing and microchipping program provided by council and this conversation to be had with residents before a compliance message.

### Council Officers will:

- Investigate cat complaints effectively, try to ascertain the source of the issue and deal directly with the source, along with an educational approach before enforcement, with all nuisance cat issues.
- Supply cat traps to residents' properties when needed and collect any trapped cats within as short a time as possible to minimise distress to the animal;
- Assist the resident to take formal ownership of semi owned cats by organising and paying for micro chipping, de-sexing and registration through Council's de-sexing program.

### Barking Dog Complaints

Barking dog complaints are the most common type of complaint and take the most time to resolve variety of methods. Common reasons for dogs barking include:

- Wrong choice of dog breed
- Lack of exercise
- Boredom, loneliness and frustration
- Feeling under threat (another dog, or loud noise such as thunder or fireworks)
- Poor living conditions
- Multi-unit developments (closer living conditions)
- Ill health

Complainants who contact Council about a barking dog will be asked to speak to the dog's owner in the first instance to open the line of communication between the parties and to see if anything can be done to stop the dog barking.

Complainants are mostly reluctant to discuss issues of barking dogs with neighbours, but Council recognises that communication is critical to resolving issues.

### Current activities relating to barking dogs:

- Providing information on the causes of excessive barking, including separation anxiety, boredom, external stimuli, territorialism, communication with other dogs etc.
- Encouraging owners of barking dogs to seek advice from Council/ professional dog trainer/ animal behaviourist on how to reduce their dog's barking.
- Encouraging complainants to contact owner of a barking dog and advise them of their concerns as a first step in resolving the issue before starting the investigation process.
- Always include mediation through the Dispute Settlement Centre as part of the process, especially where there is insufficient evidence for Council to proceed by way of enforcement action. This is to open lines of communication, with the hope that residents can work together on a solution, as quite often dog owners are not told their dogs are causing a nuisance by other residents, until an Officer knocks on their door and notifies them. We strongly encourage effective communication between residents in these situations.

### Objective 1: To review the Banyule Barking Dog Booklet

Activity	Responsible Officer	When	Evaluation
To undertake a full review of Banyule Barking Dog Booklet and the inclusion of a step to be able to issue a Notice to Comply	Municipal Laws Officers	By July 2023	A decrease in Barking Dog Reports (CRM)



## Dog litter complaints

Under Local Law 10.6 Dog Excrement, a dog owner must:

- (a) Remove and dispose of faeces deposited by their dog; and
- (b) Carry a litter device and must produce such litter device upon request of any Authorised Officer, in any public place.

Current activities relating to dog litter activities currently undertaken:

- Advising dog owners of the legal requirements relating to cleaning up dog litter by distributing educational materials (see 'All nuisance' section for methods).
- Continuing to enforce the collection and disposal of dog litter by the owner/person in charge of the dog as well as the requirement to carry a suitable collection means.

## Dog Parks

Banyule hosts four fenced dog parks:

- Price Park, Lyon Road, Viewbank
- Ford Park, Banksia Street, Bellfield
- Malahang Reserve, Oriol Road, Heidelberg West
- Malcolm Blair Reserve, Karingal Drive, Eltham

These parks are fully fenced off-lead exercise areas with park benches, dog waste bins and drinking fountains with dog bowls. They are fully maintained and serviced by Council's Parks and Gardens Department.

## Objective 1: Reduce the number of nuisance complaints via education

Activity	Responsible Officer	When	Evaluation
Provide more information to residents about the Dispute Settlement Centre and, where necessary, organise mediation, providing a summary of the issue to the mediators with details of both parties with their consent, especially with Barking dog Complaints	Municipal Laws Officer managing the investigation	Only if both parties agree to the mediation	The Dispute settlement Centre has been closed for face to face mediation during the COVID-19 pandemic period. There have been no cases recorded.
Park Patrols	Municipal Laws Officers	Ongoing and increased during COVID	Number of park patrols and compliance and awareness increased during COVID. Park Patrols have their own newly created category type added June 2021, so we can record where the issues are occurring and monitor the number of patrols and outcomes.

## Objective 2: Reduce the number of nuisance complaints using compliance

Activity	Responsible Officer	When	Evaluation
Continued implementation and promotion of the cat de sexing in Banyule	Municipal Laws Officers	Running Ongoing	Number of cats de sexed/microchipped vs how many we impound
Letterbox drop areas around cat trespass complaints prior to trapping to promote registration, identification and education.	Municipal Laws Officers	Each CRM received	Letterbox drop to be done to give residents an opportunity to comply before a trapping occurs, this will be evaluated by the number of cats impounded.
In conjunction with residents, to trap semi owned/owned cats in response to trespass complaints after all efforts have been made to deal directly with a known source of a problem.	Municipal Laws Officers	Ongoing	Increase in cat registrations, fewer cat trespass complaints and reduction in cats impounded
Ensure complaints are dealt with effectively, efficiently and satisfactorily	Municipal Laws Officers	Ongoing	KPI reporting for City Development Monthly Report
Work proactively with residents to take on full ownership of semi owned cats via the de sexing program, to ensure responsible pet ownership.	Municipal Laws Officers	When dealing with CRM's and in a proactive capacity daily	Impound number to decrease

## Objective 3: Use technology to assist in reducing and resolving nuisance complaints

Activity	Responsible Officer	When	Evaluation
Investigate web-based online complaint lodgement	Municipal Laws Officers / Coordinator/ Communications	December 2023	Number of online complaints received
Set up a series of Community Forum sessions for residents with guest speakers focusing on Responsible Pet Ownership relevant topics. (Online or Face to Face depending on COVID)	Municipal Laws Officers/ Communications/ IT	December 2023	Number of residents attending



**A critical role for Council is to minimise the number of dog attacks due to the potential damage that dogs can inflict on other animals and people.**

## SECTION 4 – Dog Attacks and Dog Confinement

### Summary

A critical role for Council is to minimise the number of dog attacks due to the potential damage that dogs can inflict on other animals and people.

It is important that Council raises community awareness on how to reduce the risk of a dog attack.

The identification of animals, including declared dogs, is important as is ensuring dogs are always contained to their property.

Any incident/attack from a dog should be reported to Council, even if the incident is a minor incident. By reporting every incident, it may give Officers an opportunity to deal with issues before they become serious attacks.

In some reported cases, it can make it hard for Officers to deal with attacks when they do not know where the offending dog resides and appreciate the frustration this causes residents reporting.

### Current Situation

Customer Service Requests for dog attacks include those causing minor injury to those causing serious injury. Analysis of the data shows that most attacks were rushes by dogs with minor injuries eventuating.

Complaint type	2020/2021	2019/2020
Dog Attack	95	98
Rushing/Wandering at Large and Menacing dogs	202	326
Dog Found/Containment	239	352

### Current Activities

Our current educational, promotional and compliance activities are reactive and include:

- Promoting and educating when attending properties, acting on complaints:
  - confinement and control of dogs,
  - de sexing of dogs to reduce aggressive tendencies and wandering
  - early socialisation of dogs with other animals and humans
  - regular exercise of dogs
  - any other recommendation, such as fencing improvements, enclosures etc
- Responding to dog attack reports within 1 hour – this may be by way of phone or attending if the attack has just happened or a dog is causing a Community Safety issue (the top response priority for Municipal Laws Officers).
- Responding timely to dog wandering complaints and reports.
- Prosecuting owners for breaches of the Act.
- Ensuring all reported dog attacks are recorded on CRM and investigated, meeting all points of proof provided in the Act, seizing dogs and prosecuting owners in accordance with the Animal Act 1994.

**Future Plans – Dog attacks and Dog Confinement**

**Objective 1: Reduce the incidence of wandering dogs and dog attack in the community through education**

Activity	Responsible Officer	When	Evaluation
Provide residents with information on implications for their dog and themselves if their dog attacks a person or animal	Municipal Laws Officer managing the investigation	Only if both parties agree to the mediation	The Dispute settlement Centre has been closed for face to face mediation during the COVID-19 pandemic period. There have been no cases recorded.
Promote the importance of training, socialising and de-sexing dogs at an early age	Municipal Laws Officers	Ongoing	Reduction in number of dog attacks
Encourage and provide residents with information on how to report dog attacks whether on public or private property	Municipal Laws Officers / Communications	Ongoing	Amount of information available via a range of channels

**Objective 2: Reduce the incidence of wandering dogs and dog attack in the community through compliance**

Activity	Responsible Officer	When	Evaluation
Patrol and identify properties where containment may be an issue	Municipal Laws Officers	Ongoing	Increased compliance Ensure reported via CRM and follow up done with owner and registration

**Objective 3: Reduce the incidence of wandering dogs and dog attacks in the community through technology**

Activity	Responsible Officer	When	Evaluation
Use Council’s social media/ banner to educate the community on the effects of wandering dogs and dog attacks	Municipal Laws Officers	By March 2023	Decrease in numbers reported annually

# SECTION 5 – Dangerous, Menacing and Restricted

## Summary

A restricted breed dog is defined as a dog that fits the Approved Standard for Restricted Breed Dogs in Victoria. These may be pure or cross bred American Pit Bull Terriers (or Pit Bull Terriers), Perro de Presa Canarios (or Presa Canario), Dogo Argentinos, Japanese Tosas, or Fila Brasileiros.

While restricted breed dogs may not have attacked a person or animal or displayed signs of aggression, they are considered a higher risk to community safety than other breeds.

Only the American Pit Bull Terrier (or Pit Bull Terrier) and one Dogo Argentino is known to be in Victoria. Cross breeds of restricted breeds are also considered a restricted breed dog.

The proposed amendment to the Act allows for the registration of restricted breed dogs but does not change any of the strict controls applying to restricted breed dogs that are currently in place.

Restricted breed dogs will still be required to:

- be de-sexed;
- be kept on a leash and muzzled at all times when in public;
- securely confined to their owner’s back yard; and
- Wear a red and yellow striped collar at all times.

Properties containing a restricted breed dog must display a specific turquoise warning sign at the entrance to the property indicating that a restricted breed dog is housed there. Bans on breeding, adopting or transferring the ownership of restricted breed dogs will also remain in place.

A **dangerous dog** is a dog that has attacked a person or animal or which, in the opinion of a Council, has caused serious injury to a person or another animal.

The owner of a dangerous dog has to meet stronger control provisions, including erecting an approved housing enclosure meeting the requirements of the Domestic Animal Regulations 2015.

A dog is said to be a **menacing dog** if the dog causes a non-serious bite injury to a person or animal. This is in addition to the existing power to declare a dog to be menacing if it rushes at or chases a person.

A ‘Rush’ means that a dog has approached a person within 3 metres in a menacing manner, including by displaying aggressive behaviour such as snarling, growling and raising the hackles.

A menacing dog declaration can be upgraded to a dangerous dog declaration if the owner of the menacing dog has been issued with two infringement notices for failing to comply with requirements, such as leashing or muzzling their dog while in public places.

It is important that the properties where these dogs reside are inspected regularly to ensure that all requirements of keeping a declared dog are being met. These dogs have the potential to cause great harm, so it is important from a community safety perspective that they are kept in accordance with the Act and Regulations.

## Current Situation – Dangerous, Menacing and Restricted Breed Dogs

- All dogs that have been declared a menacing dog, restricted breed or dangerous dog are inspected annually. The inspections are to ensure that the animal is being housed in accordance with the legislative requirements under the Act and regulations.
- All declared dogs are registered on the Victorian Declared Dog Registry.

## Our current Orders, Local Laws, Council Policies and Procedures

### Current Activities

Our current educational, promotional and compliance activities include:

- Ensuring all declared dogs are accurately registered on the Victorian Declared Dog Registry and that details regarding change of owner, change of address, death of dog are updated as soon as possible ([www.ddvic.registry-service.com](http://www.ddvic.registry-service.com)).
- Ensuring that declared dog registration information on the Victorian Declared Dog Registry and Council’s Register is the same.
- Performing annual inspections of all properties with declared dogs to ensure compliance with the Act and regulations.
- Following-up any non-compliance issues until the dog owner complies.
- Ensuring the necessary enforcement action is taken for known problem dogs and, where necessary, they are declared to minimise the risk of future occurrences.

**Future Plans- Dangerous, Menacing and Restricted Breed Dogs**

**Objective 1: Identify all declared dogs in Banyule using education.**

Activity	Responsible Officer	When	Evaluation
Ensure the owners of known problem dogs are advised of legal implications, where necessary, to minimise risk	Municipal Laws Officers	As required	This happens when dealing with a CRM automatically. Dog owners are told of implications and possibilities if they fail to comply before a dog is declared

**Objective 2: Identify all declared dogs in Banyule using compliance**

Activity	Responsible Officer	When	Evaluation
Prosecute where necessary any breaches of the Act	Municipal Laws Officers	Ongoing	Increase in number of successful prosecutions
Ensure that all declared dogs are inspected on a schedule but annual/random inspection	Municipal Laws Officers	Annual	Number of inspections reported annually

**Objective 3: Identify all declared dogs in Banyule using technology**

Activity	Responsible Officer	When	Evaluation
Report on the Department of Economic Development Jobs, Transport and Resource Declared Dog Database any dog that has been surrendered for aggression issues	Municipal Laws Officers	Ongoing	Reports on surrendered dogs due to aggression

# SECTION 6 – Overpopulation and High Euthanasia

## Summary

Banyule Council contracts the Cat Protection Society in Greensborough and the Nillumbik Regional Shire pound as our cat and dog pounds respectively.

### Current Situation - Our current data

The following impound data from the Cat Protection Society and Nillumbik Regional Shire Pound is detailed below for the prior 3 financial years:

Activity	Dogs 20/21	Dogs 19/20	Dogs 18/19	Cats 20/21	Cats 19/20	Cats 18/19
Impounded	91	182	515	134	152	141
Released to owner	76	141	456	21	30	24
Rehoused	14	29	48	88	98	76
Euthanized	1	8	11	25	24	41

Most cats impounded are usually semi-owned strays or with no microchip details.

### Our current Orders, Local Laws, Council Policies and Procedures

Council Policies and Procedures - Current Activities

Our current educational, promotional and compliance activities include:

- Promoting the benefits of desexing – no surprise litters, fewer unwanted animals in the community, fewer animals euthanized, reduced aggression, reduced wandering.
- Continuing registration and microchipping programs to ensure pet cats and dogs can be returned to their owners to reduce euthanasia rates.
- Promoting confinement of animals to owner’s premises to prevent straying.
- Investigating reports of animal hoarding.
- Investigating Customer Request Management reports of unauthorised ‘backyard breeders’ to ascertain whether they should be registered as a domestic animal business.
- Providing cat cages to local residents for trapping cats trespassing on their property.
- Impounding trapped cats at the Cat Protection Society where the animal will be assessed for its suitability for adoption or euthanized.
- Impounding dogs without identification at Nillumbik Shire Pound where the animal can be assessed for its suitability for rehousing.

- Encouraging formal adoption of unwanted cats by assisting the ‘carer’ to have the cat microchipped and desexed under the Banyule free cat desexing program and providing free registration for newly registered cats until the following 10 April renewal.
- Reducing the dumping of unwanted animals by accepting surrendered animals.
- Assisting residents to take responsibility for new animals and continue to provide AVA de-sexing vouchers to help control unwanted breeding.
- Providing a link on Banyule Council’s website to the Nillumbik Pound’s page that has photos of impounded animals where no owner has been able to be contacted.

Council introduced a free cat de-sexing/microchipping program in August 2013, with the aim to reduce stray semi-owned cats ending up in the pound.

By running a free de-sexing and microchipping program for cats and kittens, for any resident in Banyule, we have seen a reduction by approximately 75% decrease of the number of cats and kittens we are impounding and also euthanising, over this period.

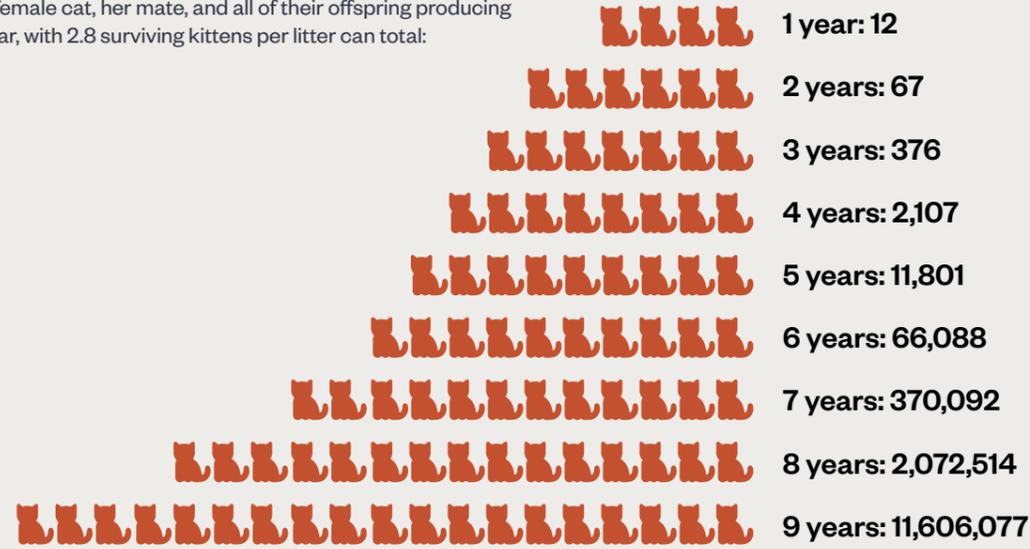
Banyule is committed to reducing the number of unwanted cats and kittens in our municipality and by doing this, we have achieved a significant lesser number of cats/ kittens entering the pound system,

This free program saves lives and has a beneficial financial impact on Council, by:

- Less cats and kittens being born so better for the cats/ kittens and wildlife of our municipality.
- Less cats and kittens needing to be euthanised
- Cats and kittens entering the pound are more social due to mainly being bred by way of unplanned litter, rather than under a house with no human contact. This increases adoptability.
- Less stress for the Officer’s dealing with complaints and now deal with nuisance cat complaints from neighbours eg cat’s trespassing from a neighbour rather than constant stray litters of kittens impounded and possibly euthanised.
- By Council investing in the free cat de-sexing program for residents, it is saving Council money in the future by way of less cats/ kittens being born, Officer’s time is free up to deal with other issues rather than trapping cats/ kittens that are semi owned. Less cats = less cost
- Better mental health outcomes for Officer’s, shelter workers and vets, as the total number of cats and kittens entering the pound has decreased, so they are not dealing with constant euthanasia due to overpopulation.
- 891 Cats de-sexed and microchipped to date.

**The chart below outlines the impact of just one female cat reproducing.**

An unspayed female cat, her mate, and all of their offspring producing 2 litters per year, with 2.8 surviving kittens per litter can total:



**Future Plans**

**Objective 1: Reduce the amount of euthanasia rates at Council Pound (feral/unowned cats excepted) and increase the percentage of desexed animals on Council’s database through education**

Activity	Responsible Officer	When	Evaluation
Continue with the rehousing/ adoption program to assist in reducing euthanasia rates	Municipal Laws Officers	Ongoing	Total number of animals impounded annually
Continue to promote the free cat desexing program	Municipal Laws Officers	Annually	Number of cats desexed and microchipped
Promote desexing during all animal request contacts	Municipal Laws Officers	Daily	The number of de sexed dogs and cats on Council's registration database
Involve breed clubs and rescue services to assist in rehousing animals, particularly surrendered animals	Municipal Laws Officers	Ongoing	Links with clubs and rescue services and number of animals rehoused by them
Provide vouchers for subsidised de sexing with registration	Municipal Laws Officers	Ongoing	Number of vouchers used

**Objective 2: Reduce euthanasia rates at Council Pound, through compliance**

Activity	Responsible Officer	When	Evaluation
Promote microchipping, registration and desexing with pet owners and ensure compliance	Laws Officers	Ongoing	Increase in registration rates and decrease in euthanasia rates

**Objective 3: Reduce percentage of non-desexed animals on database through identification with technology**

Activity	Responsible Officer	When	Evaluation
Ensure pound processes are followed to ensure all dogs with no ID or chip are photographed so they can be posted on Nillumbik’s Website and Facebook page to increase reunification rates	Municipal Laws Officers impounding	Ongoing	Links to Nillumbik Shire Pound on the Banyule website and number of animals reclaimed and registered
Offer free registration for newly adopted cats through our service provider and to residents using Council’s cat de sexing program. NOTE: Registration only applies until the annual registration renewal date of April 10	Municipal Laws Officers	Annually through the de sexing program and throughout the year for adopted cats/kittens via Cat Protection Society	Increase in number of animals on the registration database



## SECTION 7 – Domestic Animal Businesses

### Summary

Banyule has 7 domestic animal business (DAB) registrations.

Council will continue ensuring all new businesses are registered and that it works with proprietors to ensure all standards relating to the Act and code of practice are met.

### Current Situation

Council audits all businesses once a year and there have been no significant issues with compliance.

Domestic Animal Businesses are inspected at registration renewal time annually and documented on a register for auditing purposes.

**Our Domestic Animal Businesses had closed through COVID, including lockdown period, with some even expiring and not renewing. The effects from COVID had been substantial with loss of income, Animal Management has been working with these businesses to ensure they complied and had showed leniency with renewals.**

### Our Current Activities

Our current educational, promotional and compliance activities include:

- Providing a relevant mandatory Code of Practice to proprietors/ staff of existing and proposed domestic animal businesses.
- Ensuring all relevant Domestic Animal Businesses are advised and involved in any review of the mandatory Code of Practice for their type of business.
- Registering all identified Domestic Animal Businesses within Banyule, including:
  - Breeding and rearing establishments
  - Pet shops
  - Shelters and pounds
  - Boarding establishments
  - Dog training establishments

- Inspecting Domestic Animal Businesses annually to ensure compliance with the Code.
- Following-up non-compliance issues with information on required actions and timeframes for resolution, further inspections, and prosecutions where necessary.
- Reinforcing the requirement for Domestic Animal Businesses to notify Council of any animals sold or given away, as required under S13 of the Act.
- Ensure all Domestic Animal Businesses have a source number to be legally able to sell animals, with DEDJTR informed of the audit annually.

### Introduction of Pet Exchange Register

The Pet Exchange Register promotes responsible pet breeding and improves the traceability of dogs and cats being sold in Victoria.

If you advertise a puppy, kitten, dog or cat for sale or to give away in Victoria, you will need a source number from the Pet Exchange Register at Animal Welfare Victoria. This source number must be displayed on all your advertisements, including social media, along with each animal's microchip number.

The source number of the breeder of any dog or cat, or the source number of the council pound, animal shelter, pet shop or foster carer that owns the animal is required when implanting a microchip into a dog or cat born after 1 July 2020.

A source number is valid for one year and can be renewed annually for as long as you need it.

If you are a domestic animal business or voluntarily enrolled foster carer registered with council, your council will apply for the source number on your behalf.

**The Pet Exchange Register promotes responsible pet breeding and improves the traceability of dogs and cats being sold in Victoria.**

**Future Plans**

**Objective 1: Ensure, through education, that all Domestic Animal Businesses operating in Banyule are identified, registered and complying with the Code of Practice**

Activity	Responsible Officer	When	Evaluation
Provide advice to other Council unites when planning applications for domestic animal businesses are received to ensure appropriate conditions are placed on construction, operation, etc	Municipal Laws Officers	As required	An increase in home business enquiries has been noted since COVID and businesses have lost financial ability to rent commercial premises
Provide owners with information on updates to the Code of Practice and other legislation update information where necessary	Municipal Laws Officers	As required	Information/legislation changes are promoted via Council's communications Team
Ensure Council provides all Domestic Animal Business details to Pet Exchange Register	Municipal Laws Officers	Annually	All current Domestic Animal Businesses comply with legislation and have source numbers provided

**Objective 2: Ensure, using compliance, that all Domestic Animal Businesses operating in Banyule are identified, registered and are complying with Code of Practice**

Activity	Responsible Officer	When	Evaluation
Identify and register all Domestic Animal Businesses within Banyule	Municipal Laws Officers	Ongoing	Ensure all Domestic Animal Businesses are registered and renewed each year
Ensure Domestic Animal Businesses are inspected at least annually	Municipal Laws Officers	Annually	Domestic Animal Businesses inspected, and audits completed
Investigate any complaint relating to the operation of a Domestic Animal Businesses	Municipal Laws Officers	When required	Records of and resolution of complaints to achieve compliance
Ensure Domestic Animal Businesses are providing information on the sale of animals	Municipal Laws Officers	Ongoing	Sale of animal information received with increased registrations and are recorded on a new animal sales register in Authority

**Objective 3: Ensure, using technology, that all Domestic Animal Businesses operating in Banyule are identified, registered and are complying with the Code of practice**

Activity	Responsible Officer	When	Evaluation
Ensure audit documents from inspections are kept electronically against the application on Council's database	Municipal Laws Officers	Annually	Each inspection can be viewed against application on Council's database

# SECTION 8 – Other Matters

**Animal Welfare/ Abandoned Animals Issues**

All Municipal Laws Officer's are authorised under the Prevention of Cruelty to Animals Act to deal with issues relating to cruelty and Council officers have a good working relationship with the RSPCA Inspectorate in these matters. These types of investigation have their own category created on Council's Customer Request Management so it can keep track of how many abandoned/ animal welfare complaints received.

Cases considered more complex are handed over to the RSPCA Inspectorate for actioning.

**Surrender Animals**

For Banyule Council, it has always been best practice to provide a free surrender service for any resident wanting to surrender an animal. The surrender service has always been free to ensure residents are not dumping pets in unsafe places and to ensure that Animal Management Officers can discuss the issue with the owner and educate them where necessary. This also provides a good opportunity to find out about the animal's living arrangements and ensure it is rehomed to best suit its needs.

Some animals are taken straight off by animal rescue groups, especially those animals which may not cope in a pound situation.

Council also keeps track of the surrendered animals reported through Customer Requests Management.

	2020/21	2019/20	2018/19
Abandoned/Animal Welfare Customer Requests	49	50	28
Surrendered animals	31	46	41

**After Hours Animal Emergency Service**

There is a 24-hour service for animal emergencies within Banyule. Council's after-hours service is a shared service between Municipal Laws Officers and the Melbourne Pet Ambulance Service.

The after-hours service manages:

- contained domestic animals;
- injured animals;
- emergency services assistance; and
- dog attacks/ community safety issues involving domestic animals.

**Local Government Reporting**

Know Your Council and the Local Government Reporting Framework have been developed by Local Government Victoria within the Department of Environment, Land, Water and Planning. Mandatory performance reporting started in 2014-15 and is a key initiative to improve the transparency and accountability of council performance to ratepayers.

Animal management is measured via 5 key performance indicators:

1. The cost of the animal management service;
2. The time taken to action animal management requests;
3. Animals reclaimed;
4. Animals rehomed;
5. The number of animal management prosecutions.

This information can be found on the Know Your Council Website at [www.knowyourcouncil.vic.gov.au](http://www.knowyourcouncil.vic.gov.au)

**Objective 1: To have plans/contingencies in place in the event of an emergency**

Activity	Responsible Officer	When	Evaluation
Develop a program that helps domestic violence victims with transport and short-term housing of their pets in an emergency	Municipal Laws Officers	Through any day to day enquiries or upon special requests via police or social workers	Process in place and a Welfare hold is in place at the pound for special situation dogs and cats.
To ensure there are arrangements for pets within the relief centres designated for Banyule in the event of emergencies	Municipal Laws Officers / Emergency Management Coordinator	Completed 2020	Arrangements are in the emergency management plan for Banyule

**Objective 2: Decrease the incidence of Animal Welfare complaints using education, compliance and technology**

Activity	Responsible Officer	When	Evaluation
Provide web links to Prevention of Cruelty to Animals Act 1986 information, codes (dog and cat private keeping, etc), brochures, etc, via Council's website	Municipal Laws Officers	July 2022	Web links added to Council website
Investigate complaints of animal cruelty and animal welfare	Municipal Laws Officers/ RSPCA Inspectorate	Ongoing	Complaints responded to as per customer service requests
Liaise with relevant agencies such as RSPCA in relation to prevention of cruelty issues	Municipal Laws Officers	When needed	Liaison with relevant agencies
Educate the community with regards to cruelty issues	Municipal Laws Officers	Ongoing with daily complaints	Reduction in cruelty complaints

**Objective 3: Identifying/harnessing the benefits of pet ownership via education**

Activity	Responsible Officer	When	Evaluation
Promote the benefits of pet ownership via internal publications and the media	Municipal Laws Officers	Ongoing	Articles in Banyule Banner and social media

**Community Consultation**

The DAM Plan has been advertised for community feedback for a 3-week period on Shaping Banyule, was also promoted on Facebook and at one park pop-up before lockdown periods announced.

Council received feedback from 79 residents, with the results being recorded on Appendix 1.

# SECTION 9 – Review of Plan and Annual

**Objective 1: Comply with Section 68A (3) of the Act.**

Activity	Responsible Officer	When	Evaluation
Provide the Department of Economic Development, Jobs, Transport and Resource Secretary with a copy of the new Domestic Animal Management Plan	December 2021	Copy supplied and signed off by December 2021	Process in place and a Welfare hold is in place at the pound for special situation dogs and cats.
Review and report annually on the Domestic Animal Management Plan and, if appropriate, amend the plan	Annually	Plan reviewed and Council briefed	Arrangements are in the emergency management plan for Banyule

**Acronyms**

DAMP	Domestic Animal Management Plan
BCC	Banyule City Council
CRM	Customer Request Management
VDDR	Victorian Dangerous Dog Register
RSPCA	Royal Society for Protection and Care of Animals
POCTA	Prevention of Cruelty to Animals Act
MOU	Memo of Understanding
MAV	Municipal Association Victoria
AMSTAFF	American Staffordshire Terrier
ABS	Australian Bureau Statistics
RBD	Restricted Breed Dog
DEDJTR	Department of Economic Development, Jobs, Transport and Resource
AMO	Animal Management Officer
MEMPC	Municipal Emergency Management Planning Committee
AWF	Animal Welfare Victoria

**Bibliography/References**

2017-2021	Banyule City Council Domestic Animal Management Plan <a href="http://www.animalwelfare.vic.gov.au">www.animalwelfare.vic.gov.au</a>
-----------	--

## How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: [enquiries@banyule.vic.gov.au](mailto:enquiries@banyule.vic.gov.au)

Website: [www.banyule.vic.gov.au](http://www.banyule.vic.gov.au)

Fax: **9499 9475**

If your hearing or speech is impaired, you can call us through the National Relay Service on 133 677 (TTY) or 1300 555 727 (ordinary handset) and ask for 9490 4222.

### Postal Address:

PO Box 94, Greensborough 3088

### Council Service Centre:

Greensborough: Level 3, 1 Flintoff Street

### Ivanhoe Library and Cultural Hub

Ivanhoe: 275 Upper Heidelberg Road

### Office Hours of Opening:

Monday – Friday 8.30am – 5pm

### Interpreter service:

If you need an interpreter, please contact TIS National on 131 450 and ask to be connected to Banyule Council on 9490 4222.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بالخط القومي لخدمة الترجمة الهاتفية TIS على الرقم 131 450. واطلبوا إصصالكم ببلدية بانيلول على الرقم 9490 4222.

若你需要口譯員，請致電131 450聯絡TIS National，要求他們為你致電9490 4222接通Banyule市政廳。

Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj 131 450 i zatražite da vas se spoji sa Vijećem općine Banyule na broj 9490 4222.

Αν χρειάζεστε διερμηνέα τηλεφωνήστε στην Εθνική Υπηρεσία Διερμηνέων Μεταφραστών στον αριθμό 131 450 και ζητήστε να σας συνδέσουν με τη Δημαρχία Banyule στο 9490 4222.

Se hai bisogno di un interprete chiama TIS National al numero 131 450 e chiedi di essere messo in comunicazione con il Comune di Banyule al numero 9490 4222.

Ако ви треба преведувач ве молиме јавете се на TIS National на 131 450 и замовете да ве поврзат со Banyule Council на 9490 4222.

如果你需要一名翻译，请打电话到国家电话翻译服务处 (TIS National) 131 450，再转接到Banyule市政府9490 4222

Haddii aad u baahan tahay mutarjum wac khadka qaranka oo ah TIS 131 450 weydiina in lagugu xiro Degmada Banyule tel: 9490 4222.

Nếu cần thông dịch, xin gọi cho TIS Toàn Quốc qua số 131 450 rồi nhờ họ gọi cho Hội Đồng Thành Phố Banyule theo số 9490 4222 giúp quý vị.