

# **ATTACHMENT TO AGENDA ITEM**

**Ordinary Meeting**

**21 May 2019**

**Agenda Item 9.4      Domestic Animal Management Plan - 2021**

**Attachment 1      Domestic Animal Management Plan - 2021 ..... 428**



GREATER  
SHEPPARTON

# Domestic Animal Management Plan 2021



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## 1. Introduction

Council plays an important leadership role in supporting and promoting responsible pet ownership, community safety and healthy living through a well-informed community.

In accordance with the *Domestic Animals Act 1994*, Council adopted Domestic Animal Management Plans in 2008 and in 2013, with each plan providing a formal approach to service delivery and animal management initiatives over 4 years.

This latest plan will build on the foundation of the initial two plans and will guide service delivery and actions through to the year 2021. This plan outlines Council's strategic direction and objectives towards animal management and provides a structured framework for Council's animal management service to address responsible pet ownership and animal welfare.

Council has spent the previous four years working towards operational efficiency and streamlining processes at the Shepparton Animal Shelter to improve practices. Over the next four years Council will begin to shift towards more aspirational strategies that can directly impact responsible pet ownership and improve the health and wellbeing of our domestic animals.

### 1.1 Demographic profile

Greater Shepparton City Council is a semi-rural Council located in north-central Victoria, about 180 kilometres north of Melbourne.

The City of Greater Shepparton includes the major centre of Shepparton, as well as significant rural hinterland. Three quarters of the population live in the main urban centres of Shepparton and Mooroopna.

The municipality encompasses a total land area of 2,422 square kilometres. Rural land is used mainly for dairy farming and agriculture, including wineries and orchards, with the region being a major fruit and vegetable processing centre.

The resident population for 2017 is 65,949. This population is expected to grow by 26.21% to an estimated population of 83,234 in 2036. In 2016 there were 24,404 total households in the municipality.

### 1.2 Council Plan and Strategic links

The Domestic Animal Management Plan is included in the *Greater Shepparton City Council, Council Plan 2017-2021, the Greater Shepparton 2030 Strategy and the Community Safety Strategy 2014-2017*.

#### ***Greater Shepparton City Council, Council Plan 2017-2021***

Goal 1: Leadership and Governance (Provide strong civic leadership, advocacy and good governance in the operation of Greater Shepparton City Council.)

- Objective 1.3: Council demonstrates strong leadership and sound decision making in the best interests of the community.
- Objective 1.5: Council is high performing, customer focused and is marked by great people and quality outcomes.
- Objective 1.7: Council advocates on issues, priorities and needs that matter to our community in partnership with key stakeholders.
- Objective 1.9: Service standard and service delivery models are realistic and meet community expectations and demand while being financially viable and in line with Council's core business.

Goals 2: Social (Develop resilient, inclusive, healthy communities that make Greater Shepparton a safe and harmonious place to live, work, learn and play.)

- Objective 2.1: Greater Shepparton is a welcoming, inclusive and safe place for all.
- Objective 2.6: Volunteering is promoted and encouraged along with other measures to improve community resilience.
- Objective 2.9: Public places, open spaces and community facilities are safe and accessible for all and presented to a high quality.
- Objective 2.10: Council demonstrates strong regional and local partnership efforts across health and wellbeing.

### **Greater Shepparton 2030 Strategy**

Topic: Community Life

Direction: Enhance social connectedness, physical and mental health and wellbeing, education and participatory opportunities in order to improve liveability and a greater range of community services.

Themes:

- Health and social services
  - Objective 1; to provide an equitable and efficient distribution of community facilities and services
  - Objective 2; to encourage and implement activities that will strengthen community spirit.
- Recreation and open space;
  - Objective 2; to protect and enhance the network of public open space that contributes to the amenity of the municipality and advances the image of the community.
  - Objective 2.5; Protect open space areas from pest plants and animals.
- Safe and accessible environments;
  - Objective 1; to address community safety in the planning and management of the urban environment.

### **Community Safety Strategy 2014-2017**

Key Direction 1: Safer Places and Spaces. The key direction "Create and maintain safe public areas which enhance perceptions of safety, liveability and encourage community engagement and connectedness."

### **1.3 Domestic Animal Management Plan 2013-2017**

The Domestic Animal Management Plan 2013-2017 (DAMP 2013-17) was endorsed by Council in September 2013 with the DAMP 2013-17 Action Plan being endorsed by Council in September 2014 in accordance with the *Domestic Animals Act 1994* (The Act).

The DAMP 2013-17 and subsequent Action Plan aimed to promote animal welfare, the responsible pet ownership of dogs and cats and the protection of the environment by providing schemes to;

- protect the community and the environment from feral and nuisance dogs and cats;
- register and permanently identify dogs and cats;
- promote responsible ownership;
- identify and control dangerous, menacing and restricted breed dogs; and
- identify, monitor and register domestic animal businesses to maintain the standards of those businesses.

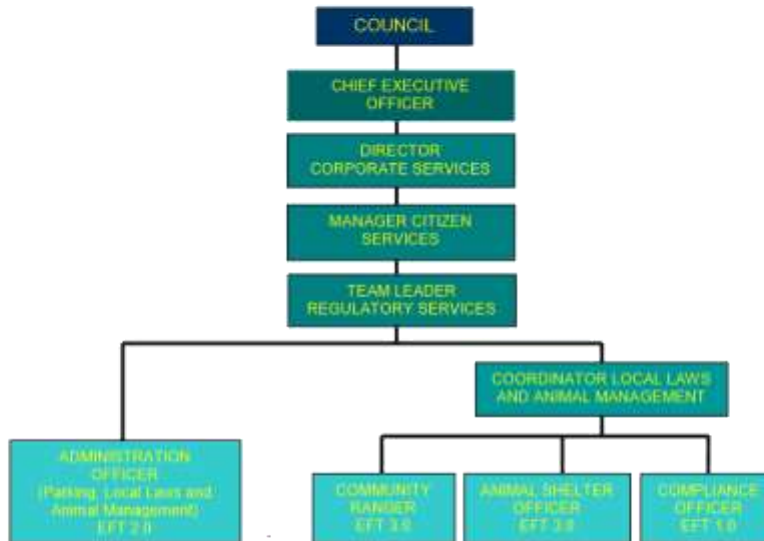
The DAMP 2013-17 and the Action Plan have been utilised over the last four years to steer the direction of animal management activities with the following achievements -

- Investment of resources into the animal shelter to move toward legislation compliance, with building maintenance and equipment upgrades, improved disease control and enhanced animal comfort.
- Development and implementation of major philosophical and cultural changes resulting in significant reduction in euthanasia and a considerable increase in animal adoption.
- Employment of an additional Animal Shelter Officer to ensure that the service can be delivered efficiently and in line with Code of Practice.
- All Community Rangers and Animal Shelter Officers are now appropriately qualified and experienced to enforce the Act with the department showing a continued commitment to training through attending Bureau of Animal Welfare sessions and various conferences.
- Development of educational programs surrounding animal management including primary school and high school education packages and Shepparton Animal Shelter visits.
- Improvement in enforcement and prosecution practices with an increase in the number of prosecutions undertaken.
- Completing a number of successful prosecutions for serious dog attacks resulting in substantial penalties for dog owners including convictions and orders banning offenders for owning dogs for 3-5 years.
- The trial of an off leash dog park that resulted in a permanent site being established at Ducat's Reserve, Paterson Road Shepparton.
- The establishment of an Off Leash Dog Park Committee to provide advice on the current location and opportunities for additional parks in the future as part of the capital works program.
- The development and promotion of a MAV desexing subsidy scheme to further support the community in the quest for responsible pet ownership.



## 1.4 Local Laws and Animal Management Organisational Structure

Local Laws and Animal Management is a branch of the Citizen Services Department and is a part of the Corporate Services Directorate.



## 1.5 Shepparton Animal Shelter

The Shepparton Animal Shelter is a Council owned and operated animal shelter and pound and cares for a variety of domestic animals and livestock including dogs, cats, rabbits, guinea pigs, horses, cattle, sheep, pigs, goats, ferrets, domestic rats and birds. Animals are admitted by members of the public, Community Rangers or surrendered by their owners with approximately 800 dogs, 1300 cats and 100 livestock and small animals admitted to the shelter each year.

The facility operates in accordance with the *Domestic Animals Act 1994* and Code of Practice for the Management of Dogs and Cats in Shelters and Pounds and contains forty dog pens, forty cat pens, isolation facilities, adoption areas and various pens and yards for livestock and small animals.

The Shepparton Animal Shelter runs a successful adoption program at the shelter and also works closely with other animal shelters, local pet shops and community foster care networks to promote animal adoption.

## 1.6 Statutory Requirements

Under Section 68A of the *Domestic Animals Act 1994*, every Council must prepare a domestic animal management plan (DAMP) every four years. Council is required to set out a method for evaluating whether the animal control services provided by Council are adequate to give effect to the requirements of the *Domestic Animals Act 1994* (The Act) and the regulations.



## 2. Objectives

### 2.1 Authorised Officer Training

*The Act section 68A(2)(b) requirement; outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of Domestic Animals Act 1994 in the Council's municipal district.*

Over the last four years, Council has committed to increasing the authorised officer qualifications by amending position descriptions for new employees to require further qualifications and experience. The Appendix outlines the number of staff currently employed by Council who have a large component of their role dedicated to animal management.

In order for Council to deliver the requirements of the Act, the number of resources dedicated to the essential service will need to increase to cater for the ongoing demand and community expectations. Service requirements will be reviewed statistically on an ongoing basis in line with Council's service planning.

Over the next four years, Council will also focus on ensuring Officers are appropriately trained and experienced to educate and enforce the amendments to the *Domestic Animals Act 1994* as outlined in the Action Plan and to stay abreast of industry development and best practice.

The aspirational training needs will focus on ensuring that technical knowledge is developed in relation to animal investigation techniques, prosecution capability; animal handling and behaviour, with a focus on developing people skills that allow positive partnerships and relationships to develop across the industry and with the community.

### 2.2 Registration and Identification

*The Act section 68A(2)(c)(v) requirement; outline programs, services and strategies to encourage the registration and identification of dogs and cats.*

Registration and identification of domestic animals has the greatest impact on providing animal control services to the community. Animal registration currently provides limited funding to the operational running of the animal shelter and other animal management services. Council needs to focus on ensuring that the financial burden is shared equitably amongst all pet owners and has limited reliance on general rates.

While officers have encouraged and promoted the benefits of animal registration to the community, the number of animal registrations has declined and the number of animals being reclaimed from the shelter has not improved. Over the next four years, Council will focus on increasing the number of animal registrations within the municipality by undertaking the actions outlined in the attached Action Plan.

Council will manage dedicated campaigns and incentives to register, desex and microchip domestic animals. Compliance will be more efficient and processes for registering, renewing and updating details will be reviewed to streamline and improve the service. Council will take discount microchipping and desexing to the community to improve the ease of identification and promote responsible pet ownership, with the overall aim of reducing the number of unwanted animals admitted to the shelter and increasing the number of animals reclaimed from the shelter.

### 2.3 Nuisance

*The Act section 68A(2)(c)(vi) requirement; outline programs, services and strategies to minimise the potential for dogs and cats to create a nuisance.*

Over the last four years, Council has seen an increase in the number of reports of dog nuisance and cat nuisance complaints throughout the municipality as outlined in the Appendix.

While Council continues to receive complaints regarding dogs barking, Council has formed an effective relationship with the Dispute Settlement Centre. This relationship and the barking dog resolution process developed has allowed for the majority of Barking Dog complaints to be resolved through the Dispute Settlement Centre whilst maintaining relationships between neighbours.

The number of nuisance cats and wandering dogs being admitted into the animal shelter has also continued to increase.

Over the next four years, Council will undertake a number of activities regarding the current stray cat population, desexing requirements and educating dog owners to ensure their animals are adequately confined to their premises as outlined in the Action Plan.

### 2.4 Dog Attacks

*The Act section 68A(2)(c)(iii) requirement; outline programs, services and strategies to minimise the risk of attacks by dogs on people and animals.*

Over the last four years, Council has focussed on encouraging the community to report dog attacks to Council for investigation and have shown an improved commitment to prosecute dog owners for serious offences. This strategy has seen the number of dog attacks reported to Council increase, resulting in Council investigating and prosecuting dog owners for serious offences. All of the prosecutions for serious dog attacks have been highly successful in reducing the number of highly aggressive dogs within the municipality and to obtain compensation for victims of dog attack.

The majority of dog attacks occur when the attacking dog is wandering at large or not securely confined to its property. Council is committed to implementing education and enforcement programs to effectively reduce the number of dogs wandering and reducing the potential and risk of dogs attacking.

In order for Council to meet community expectations to effectively investigate and prosecute serious offences under the Act, including dog attack, the resources dedicated to this service will be required to increase. Service requirements will be reviewed statistically on an ongoing basis in line with Council's service planning.

Over the next four years, as outlined in the Action plan, Council will focus on the following;

- educate the community on dog attack, dog attack prevention and the importance of confining a dog to its own property;
- undertake various enforcement activities in situations where dogs continually wander;
- encourage the community to report dog wandering, dog attack and dog rush incidents to Council for investigation through media campaigns and by working closely with relevant agencies; and
- develop standard operating procedures and prosecution guidelines surrounding the enforcement of dog attack, dog rush and dog wandering legislation.

## **2.5 Dangerous, Menacing and Restricted Breed Dogs**

*The Act section 68A(2)(c)(vii) requirement; outline programs, services and strategies 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.*

Over the last four years, Council has undertaken a number of audits of the Victorian Declared Dog Registry to ensure the information is accurate and have monitored all declared dangerous, menacing and restricted breed dogs for compliance with the Act. Council has also reviewed menacing declarations when requested by the dogs' owner. The Appendix outlines the number of dogs that have been declared and have resided within our municipality.

With the increase number of investigations and prosecutions being undertaken for serious dog attack offences, the number of dogs being declared over the last four years has increased, with successful prosecutions often resulting in the dog being declared and then being destroyed.

Over the next four years, Council will continue to declare dangerous and menacing dogs, to monitor all declared dogs to ensure compliance with the Act and to focus on identifying guard dogs in accordance with the Action plan.

## **2.6 Overpopulation and High Euthanasia**

*The Act section 68A(2)(c)(iv) requirement; outline programs, services and strategies to address any over-population and high euthanasia rates for dogs and cats.*

Over the last four years, Council has committed to reduce the high euthanasia rate at the Shepparton Animal Shelter through the development and implementation of a health management plan and animal adoption programs. To enable Council to deliver the new initiatives, the number of resources dedicated to the Animal Shelter has increased. This has enabled Council to form positive partnerships and relationships across the animal shelter industry, with local businesses and the community.

Over the next four years, Council will focus on reducing the number of unowned and unidentified cats and dogs entering the shelter, to increase the number of animals being reclaimed, to educate the community on the semi-owned cat population and to continue to reduce the euthanasia rate further as outlined in the Action Plan. Council will continue to liaise with industry leaders in order to seek opportunities that may assist to reduce overpopulation and euthanasia and have become involved in an Australia wide scientific community cats research program aimed at reducing unowned and semi-owned cat populations.

## **2.7 Domestic Animal Businesses**

*The Act section 68A(2)(c)(ii) requirement; Outline programs, services and strategies which the Council intends to pursue in its municipal district to ensure that people comply with this Act, the regulations and any related legislation.*

Over the last four years, Council has undertaken numerous audits of all registered Domestic Animal Businesses to ensure that a level of compliance with legislation and relevant Code of Practice is maintained. Council has also undertaken a number of investigations into potential unregistered or non-compliant domestic animal businesses and have commended prosecutions as required.

With the introduction of amendments to the Act in relation to puppy farms and cat breeders, Council has seen an increase in the number of reports of unregistered puppy farms and cat breeders within the municipality. It is predicted that the number of reports of illegal domestic animal businesses will continue to increase in the next few years.

Over the next four years, Council is required to implement the various amendments to the Act regarding puppy farms and illegal cat breeders by identifying, investigating and commence legal action of any illegal business. Council is motivated to ensure that a minimum level of animal care is maintained in all pet shops, animal breeders and boarding kennels through the implementation of the Action Plan.

## **2.8 Other Matters**

*The Act section 68A(2)(e) requirement; 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.*

### **2.8(a) Domestic Animals Amendment (Puppy Farms and Pet Shops)**

The Domestic Animals Amendment (Puppy Farm and Pet Shops) passed parliament in 2017 and introduced the following amendments to the Act;

- there are limits on the number of fertile female dogs breeders can keep;
- pet shops are only able to sell dogs and cats sourced from shelters, pounds or enrolled foster carers;
- there are new definitions for 'recreational breeders' and 'microbreeders';
- a maximum number of fertile females for breeders are introduced;
- the definition of 'farm working dogs' is clarified;
- the animal sale permit system is simplified;
- a Pet Exchange Register will improve the traceability of cats and dogs; and
- new requirements for publishing pet sale advertisements.

Over the next four years, Council is committed to educating the community and implementing the various amendments as outlined in the Action Plan and strives to achieve best practice by staying abreast of industry development and best practice.

The Puppy Farm and Pet Shop amendments will continue to alter the requirements of the Act over the next few years. In order for Council to deliver the new requirements, the number of resources dedicated to this service will need to increase, to enable for all potential illegal dog and cat breeders to be thoroughly investigated. Service requirements will be reviewed statistically on an ongoing basis in line with Council's service planning.

### **2.8(b) Compliance and Enforcement**

Over the last four years, Council has undertaken a review of its compliance and enforcement activities with an increase in the number of prosecutions and compliance activities undertaken. The strategies implemented have required an increase in the qualifications and experience of Councils authorised officers as outlined in the previous DAMP.

Over the next four years, Council will focus on undertaking enforcement and compliance activities in accordance with the Action Plan to ensure all requirements of the Act and community expectations are fulfilled. The Action Plan aspirations can only be achieved by ensuring authorised officers are able to fulfil their required duties through; regular service reviews and the implementation of recommendations; applying legislation amendments, authorisations and delegations; reviewing and developing standard operating procedures (SOP's) and equipment; and through the development of relationships with external agencies.

### **2.8(c) Legislation**

Over the last four years, Council utilised the Community Living local Law No 1 2008 to regulate the number of dogs and cats kept in residential areas, to regulate the collection of dogs faeces in public places and to regulate dogs on leashes in public areas.

In 2018, Council resolved to revoke Councils Community Living local Law No 1 2008 and resolved to introduce Community Living Local Law No 1, 2018. The new Local Law came into operation on 29 June 2018 and takes into consideration animal management requirements as identified in the Action Plan.

Over the next four years, to coincide with the new Community Living Local law No 1 2018, the Action Plan will outline the development and review of any Order made by Council under the *Domestic Animals Act 1994*. Council will also advocate for legislation amendments that may assist Councils animal management activities and strategies and seek participation in available research trials that may assist Council to achieve the goals of the DAMP.

### **2.8(d) Emergencies**

Over the last four years, Council has committed to provide assistance to animals in the event of a large scale emergency situation.

Over the next four years, Council will develop the Emergency Animal Welfare Plan (EAWP), a plan for the management of domestic animals in a municipal emergency which forms part of the Municipal Emergency Management Plan (MEMP). Once the EAWP is completed, Council will undertake a number of community education initiatives in accordance with the Action Plan, to educate the community on their responsibilities.

### **2.8(e) Community Education - Overall**

Over the last four years, Council undertook various community education activities to promote responsible pet ownership, animal welfare and the services provided by Council. The activities and strategies aimed to reach the wider community through multiple avenues with a strong focus on the requirements of the Act.

Over the next four years, the new DAMP plays an important overall leadership role in supporting and promoting responsible pet ownership, community safety and healthy living through a well-informed community. The Action Plan outlines a variety of community education initiatives and media campaigns to educate the community on the Act, and includes specific targeted programs to address issues identified from the previous plan's implementation.

## **2.9. Annual Review of Plan and Annual Reporting**

*The Act, section 68A(3) requirement; every Council must; review its domestic animal management plan annually and, if appropriate, amend the plan; provide the Department of Primary Industries' Secretary with a copy of the plan and any amendments to the plan; and publish an evaluation of its implementation of the plan in its annual report.*

In accordance with the Act, Council will review the DAMP annually as part of service delivery planning and budget preparations. This review will ensure the Action Plan is relevant and identified objectives can be completed. Officers will report on the strategies, identified amendments and objective results. An evaluation of the DAMP's implementation is required to be included in Councils annual report. In the final year of the plan, Council will undertake a major review and commence preparations for drafting the next Domestic Animal Management Plan.

### 3. Appendix - Action Plan

AVA	Australian Veterinary Association	EAWP	Emergency Animal Welfare Plan	RSPCA	Royal Society for the Prevention of Cruelty to Animals
DAA	Domestic Animals Act 1994	HMP	Health Management Plan	SOP	Standard Operating Procedure
DAB	Domestic Animal Business	MAV	Municipal Association of Victoria	VDDR	Victorian Declared Dog Registry
DAMP	Domestic Animal Management Plan	MEMP	Municipal Emergency Management Plan	VFF	Victorian Farmers Federation
DJPR	Department of Jobs, Precincts and Regions	MEMPC	Municipal Emergency Management Planning Committee		
DELWP	Department of Environment, Land, Water and Planning	POCTAA	Prevention of Cruelty to Animals Act 1986		

#### 3.1 Authorised Officer Training

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Training guidelines	Develop a training plan that clearly identifies minimum training requirements and any additional training needs that should be undertaken by Authorised Officers to ensure Officers can properly administer and enforce the DAA	Develop and maintain a matrix of current and required skills of each officer	Audit matrix annually, ensure all Authorised Officers have completed their minimum training requirements and identify needs for the following year	All staff meet performance standards in annual employee performance and skills level review with Reduction in skills gap over previous year	Ongoing review of Position descriptions and turnover of staff have assisted to ensure that staff have the relevant qualifications and experience required	Develop and maintain a matrix of current and required skills of each officer	Ongoing reviews	Ongoing reviews	Ongoing reviews
		Develop a training program for new officers	Ongoing evaluation of success of training program through feedback from management and staff	Training plan developed and utilised for new staff member	Training program developed for new Animal Shelter Officer	Review training requirements	Leadership training to be undertaken by key management staff to complement legislative requirements	Develop a training program for new Community Ranger	Ongoing reviews
Training sessions	Bureau of Animal Welfare	Attend Bureau of Animal Welfare seminars and information days as gazetted	Report on sessions as attended by staff	Attendance by at least one Officer at every Bureau of Animal Welfare seminar and information day as gazetted	A commitment to attend all sessions where opportunities exist	Attendance by at least one Officer at every Bureau of Animal Welfare seminar and information days is desired dependent on resourcing	Attendance by at least one Officer at every Bureau of Animal Welfare seminar and information day is desired dependent on resourcing	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist
	Australian Institute of Animal Management (AIAM)	Maintain membership and attend meetings and seminars	Report on sessions as attended by staff	Attendance by at least one Officer at every AIAM conference	A commitment to attend all sessions where opportunities exist. Four officers attended the AIAM conference in late 2016	Attendance by at least one Officer at every AIAM conference	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist
	Getting 2 Zero	Maintain membership and attend meetings and seminars	Report on sessions as attended by staff	Attendance by at least one Officer at every Getting 2 Zero conference and information days	A commitment to attend all sessions where opportunities exist. One officer attended Getting 2 Zero conference in 2015	Two officers attended Getting 2 Zero conference in 2017, none attended in 2018 due to operational issues	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist
	North East Authorised Officers Association	Maintain membership and attend meetings and seminars	Report on sessions as attended by staff	Attendance by at least one Officer at every seminar and meeting	A commitment to attend all sessions where opportunities exist	Attendance by at least one Officer at every seminar and meeting is desired dependent on resourcing	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist	A commitment to attend all sessions where opportunities exist
	Internal Training sessions on new Domestic Animals Act 1994 amendments	Conduct internal training sessions on new legislation	Training sessions conducted	Training sessions conducted and officers able to utilise new legislation	Not addressed	Conduct training session for Officers on new legislation	Conduct training session for Officers on new legislation	Conduct training session for Officers on new legislation	Conduct training session for Officers on new legislation
After hours service	Tender After hours contract	Provide after hours service to the community	Service provision in place but an ongoing contract is now required	After hours contract in place	Contractor trialed and commenced ongoing work	Contractor providing ongoing service	Tender developed and expressions of interest accepted. Successful respondent to be appointed.	Tender contract and conditions performance monitored	Tender contract and conditions performance monitored
	After Hours Officer training	Develop a training program for section 72A officers and ensure all Officers are appropriately trained	Ongoing evaluation of success of training program through feedback from contractor management and staff	Training plan developed and utilised for contractor staff	Contractor trialed and Officers trained as required	To be investigated and reported in the 2018-2019 year	Ensure training program provided by external contractor covers legislative requirements	Ongoing reviews	Ongoing reviews



### 3.2 Registration and Identification

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Registration	Increase the percentage of registered domestic animals in the municipality	Implement all strategies as below	Number of animals registered each year	Increase in the number of registered domestic animals	Implemented strategies and conducted campaigns.	Implement strategies as below	Implement strategies as below	Implement strategies as below	Implement strategies as below
		Distribution of animal registration renewal notices	Ensure all renewal notices are issued within specified time period	Renewal notices issued	Renewal notices issued within timeframe.	Renewal notices issued within timeframe	Renewal notices issued within timeframe	Renewal notices issued within timeframe	Renewal notices issued within timeframe
		Distribution of animal registration reminder notices	Ensure all reminder notices are issued within specified time period	Reminder notices issued	Reminder notices issued within timeframe.	Reminder notices issued within timeframe	Reminder notices issued within timeframe	Reminder notices issued within timeframe	Reminder notices issued within timeframe
		Implement new Foster Carer animal registration status	SOP, guidelines and media developed	Foster Carer program and SOP implemented	New legislation / definition.	Create procedure plan and templates for implementation of program	Create new SOP for Foster Carer database and registration status for discount animal registrations. Update website to include information supplied by DJPR. Continue to implement program and provide feedback to DJPR	Continue to implement program and provide feedback to DJPR	Continue to implement program and provide feedback to DJPR
		Implement new Working Dog Registration requirements	SOP, guidelines and media developed	Working dog procedure and SOP implemented	New legislation / definition.	Create procedure plan for implementation of program	Create new SOP for Working dog status for discount animal registrations. Update website to include information supplied by DJPR. Continue to implement program and provide feedback to DJPR	Continue to implement program and provide feedback to DJPR	Continue to implement program and provide feedback to DJPR
		Door knock random properties each year to check for unregistered dogs and cats	Report on the number of random properties inspected	Report on the number of properties inspected. Increase in animal registrations as a direct result of the door knock campaign	Minimal doorknocking undertaken throughout this period.	Doorknocking strategy to be investigated.	Doorknocking strategy to be budgeted for to trial impact on registration numbers	Doorknocking strategy to be implemented. Results reviewed	Doorknocking strategy to be implemented. Results reviewed
		Follow up properties where animal registration has lapsed	Report on the number of properties inspected	Report on the number of properties inspected. Increase in animal registrations as a direct result of the campaign	Minimal doorknocking undertaken throughout this period.	Doorknocking strategy to be investigated.	Doorknocking strategy to be budgeted for to trial impact on registration renewal	Doorknocking strategy to be implemented. Results reviewed	Doorknocking strategy to be implemented. Results reviewed
		Develop and implement strategies and incentives to register animals. eg. registered animal receives first trip home free if returned home on same day (one trip over the life of the animal)	Implement one strategy/incentive to register animals	Strategy implemented with an increase in number of animals that are returned to owners and decrease in repeat offenders	Developed and implement process where animals are returned home free of charge if registered. Strategy reviewed and amended to be one trip per lifetime for registered animal.	Implement strategy. Review results and amend strategy as required	Implement strategy. Review results and amend strategy as required	Review results and amend strategy as required	Review results and amend strategy as required
		Investigate the feasibility of lifetime registration tags to determine if it will result in a reduction in number of registered animals found with old tags and reduction in costs of purchasing new tags	Feasibility conducted and results implemented	Ongoing evaluation of success of registration tag strategy through feedback from management and community	Reviewed operational requirements and priorities. To be reviewed in the new DAMP	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Investigate the feasibility of lifetime registration tags to determine if it will result in a reduction in number of registered animals found with old tags and reduction in costs of purchasing new tags	Implement strategy. Review results and amend strategy as required





	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Registration (continued)	Increase the percentage of registered domestic animals in the municipality	Investigate the feasibility of registrations being completed by Veterinary clinics under 84Y agreements	Feasibility conducted and results implemented	Ongoing evaluation of success of registration strategy through feedback from management and community	Initial discussions with Vet Clinics showed minimal interest in uptake. Investigation into and report will be presented in new DAMP	To be investigated and reported in the 2018-2019 year	To be investigated and reported in the 2019-2020 year	Undertake trial with one Vet to collect results for feasibility study	Investigate the feasibility of Veterinary Clinics completing registrations to determine if it will result in an increase in registration compliance
		Implement pro rata fee to encourage registration	Number of registrations specifically over that period	Increase in registrations specifically over that period	Pro rata fees were implemented for final 3 months of registration period.	Continue pro rata fees	Consider extending pro rata period and implement if required	Review and continue pro rata fees if feasible	Review and continue pro rata fees if feasible
		Investigate the viability of decreasing registration fee for animals purchased from welfare agencies within one month of adoption	Feasibility conducted and results implemented	Ongoing evaluation of success if strategy implemented through feedback from management and community and increase in animals registered from welfare agencies	Not undertaken	Program to be submitted as part of budget process	Program to be implemented if approved	Review results and continue if successful	Review results and continue if successful
		Increase the number of locations/outlets where animal registration is promoted and provide directions to access registration forms	Number of outlets promoting animal registration	Increase in the number of outlets promoting animal registration	Not undertaken	To be investigated and reported in the 2018-2019 year	Development and distribution of promotional materials	Review of number of outlets promoting animal registration and gain feedback. Continue to distribute materials	Review of number of outlets promoting animal registration and gain feedback. Continue to distribute materials
		Review registration fee scheme structure in accordance with DAA to determine if this is effective	Number of registrations and service provision	Balance between fee structure, the number of animals registered and our ability to provide services for the community	Implement two strategies being a pro rata fee structure and free registration for animals under 6 months of age	Review as part of annual budget development	Review as part of annual budget development	Review as part of annual budget development	Review as part of annual budget development
Compliance and Enforcement	Increase compliance with Animal Registration and Identification	Enforce Animal Registration through issuing of infringements and court action when required	Number of infringements issued	Number of animals registered increases	Follow up has taken place as required	Enforce Animal Registration through issuing of infringements and court action when required	Enforce Animal Registration through issuing of infringements and court action when required	Enforce Animal Registration through issuing of infringements and court action when required	Enforce Animal Registration through issuing of infringements and court action when required
		Increase efficiency of infringement process	Implementation of electronic infringement system	Electronic system implemented	New legislation	To be investigated and reported in the 2018-2019 year	Investigate feasibility of electronic infringement system	Implement electronic infringement system	Review and continue to implement
		Investigate Fines Victoria process	Implementation of Fines Victoria process	Fines Victoria implemented	New legislation	To be investigated and reported in the 2018-2019 year	Investigate feasibility of Fines Victoria Infringement model	Implement Fines Victoria system	Review and continue to implement
Identification databases	Improve the accuracy of registration and microchip records	Improve the accuracy of registration and microchip records	Actions undertaken including ongoing monitoring of database and education activities	Develop a culture where Council staff advise animal owners to update their details and actively question the accuracy of information in the system	Staff have commenced but not established protocols	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions	Review implementation of SOP
		Contact microchip registries to request details of dogs and cats in the municipality that are microchipped and cross reference if information available	Outcome of request received and project commenced	Records provided and utilised by Council staff to contact animal owner	To be investigated and reported in the new DAMP	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Contact microchip registries to request details of dogs and cats in the municipality that are microchipped and cross reference if information available	Records provided and utilised by Council staff to contact animal owner



	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Microchip	Increase number of animals microchipped	Organise annual microchipping day	Microchipping day conducted	Microchipping day attended by community	Three microchipping days conducted	To be investigated and reported in the 2018-2019 year	Investigate feasibility of conducting a microchipping day	Organise annual microchipping day	Organise annual microchipping day
		Consider or develop a reduced microchipping incentive scheme	Incentive scheme developed and deliverable	Ability to partner with microchip implanters which enables the process to be at a lower cost	Authorised Officers commenced training as microchip implanters	To be investigated and reported in the 2019-2020 year	Incentive scheme developed and delivered	Review of scheme to consider success and amend as required	Review of scheme to consider success and amend as required
Community Education	Educate community on registration and identification	Develop and implement media strategy regarding microchipping and registration	Media strategy implemented	Increase in the number of dogs and cats entering the animal shelter that are registered and/or identifiable	Registration media campaign and school visits conducted	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy regarding microchipping and registration	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required

### 3.3 Nuisance

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Nuisance Animals	Encourage people to manage their pets in a way that minimises the potential for nuisance to others	Implement all strategies as below	Number of animal nuisance complaints received each year	Decrease in the number of nuisance complaints received	Implemented strategies and conducted campaigns	Implement strategies as below	Implement strategies as below	Implement strategies as below	Implement strategies as below
Wandering Dogs	Reduce the number of wandering dogs throughout the municipality	Increase patrols to minimise dogs wandering at large and attend to dog wandering reports promptly	Number of reports received and dogs proactively located	Reduction in the number of wandering dogs and repeat offenders	Not addressed	Attend to dog wandering reports promptly	Increase patrols to minimise dogs wandering at large and attend to dog wandering reports promptly	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Undertake enforcement action to prevent repeat offending	Number of reports received and dogs proactively located	Reduction in the number of wandering dogs and repeat offenders	Not addressed	Develop SOP for enforcement action	Increase enforcement action in accordance with SOP	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required
Barking Dogs	Continue managing barking dog complaints with a focus on resolution outside formal enforcement	Continue managing barking dog complaints to focus on resolution outside formal enforcement	Number of Barking Dog Complaints received and number of unresolved complaints after external mediation	Reduction in barking dog complaints	Developed and implemented successful external mediation resolution process	Continue established resolution process, monitor ongoing success and amend as required	Continue established resolution process, monitor ongoing success and amend as required	Continue established resolution process, monitor ongoing success and amend as required	Continue established resolution process, monitor ongoing success and amend as required
Dog poo	Develop Local Law under section 42 of the DAA regarding collection and disposal of dog faeces	Ensure the new Local law includes the collection and disposal of dog faeces	New Local law created to cover this issue	Local Law is in plain English and is able to be enforced.	Review of bin locations completed and determined current bin locations adequate at this time as very few complaints received	New Local law created to cover this issue that is in plain english and able to be enforced	New local law enacted and clause enforced as required	New local law enacted and clause enforced as required	New local law enacted and clause enforced as required
Off Leash Dog Park	Continue with Off Leash Dog Park Committee	Establish Off Leash Dog Park and Committee	Park and Committee established and operating with feedback from management and park users received	Positive feedback from the community and park utilised by dog owners.	Developed and built one off leash dog park	To be investigated and reported in the 2018-2019 year	Established advisory committee to participate in second dog park site research and development	Committee to continue to participate in second dog park site research and development	Provide advice regarding maintenance and further development of all off leash dog parks
		Investigate the trial of a second off leash dog park site	Research to ascertain community acceptance and desire for a permanent location of a second site	More than 90% of users recommend the establishment of a permanent off leash second site	Not addressed	To be investigated and reported in the 2018-2019 year	Research to ascertain community acceptance and desire for a permanent location of a second site	Committee to provide advice in relation to plans for possible dog park located within the Princes Park development.	Princes Park dog park monitored if established.



	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Wandering Cats	Reduce the number of wandering cats throughout the municipality	Review Order under section 25 of the Domestic Animals Act as order created in 1996	Number of complaints, number of trespassing cats impounded and community feedback	Order reviewed and amended as required	Not addressed	Review Order under section 25 of the Domestic Animals Act 1994	Develop SOP for enforcement action	Increase enforcement action in accordance with SOP	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required
		Investigate further strategies to address trespassing cats	Number of strategies identified, researched and implemented	Number of strategies implemented	Further investigation surrounding other strategies to address the stray and wandering cat issue is required in the Domestic Animal Management Plan 2017-2021	To be investigated and reported in the 2018-2019 year	Develop and implement cat wandering strategies	Review of strategies to consider success and amend as required	Review of strategies to consider success and amend as required
		Provide education material and information on website about cat enclosures and nuisance issues to cat owners	Amount of education material distributed and accessed	Increase in the amount of information provided to the community and the number of hits to webpage	Not addressed	To be investigated and reported in the 2018-2019 year	Development and distribution of promotional materials	Review of number of outlets promoting cat enclosures and gain feedback. Continue to distribute materials	Review of number of outlets promoting cat enclosures and gain feedback. Continue to distribute materials
		Review the need or availability of cat traps to trap nuisance cat	Number of cat traps hired and the number of residents requesting cat traps	Review completed and number of cat traps available maintained at highest possible rate	The larger number of cat cages available caused over population concerns at the animal shelter with the shelter limited to the number of pens available to house cats at any one time. The trapping program has not reduced the number of cats entering the shelter environment	Compare number of traps available with the number of cat pens available at the Shepparton Animal Shelter to accommodate the incoming strays. Consider campaign for cat trapping outside kittens season when pens are available, capacity requirements at Animal Shelter and rehouse options	Undertake campaign for cat trapping and Ranger trapping programs when shelter capacity permits.	Undertake campaign for cat trapping and Ranger trapping programs when shelter capacity permits.	Undertake campaign for cat trapping and Ranger trapping programs when shelter capacity permits.
Community Education	Educate community on nuisance animal issues	Develop and implement media strategy regarding nuisance animals	Media strategy implemented	Number of media strategies implemented	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required



### 3.4 Dog Attacks

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Reporting	Ensure dog attacks and dog rush are reported to Council	Increase reporting of dog attacks and dog rush in the community. (shorter term objective – initial education / enforcement activities will increase reporting of incidents)	Number of dog attack and dog rush reports recorded	Increase in the number of attacks and dog rush reported	Media campaign to encourage reporting of dog attack and dog rush incidents saw an increase in the number of incidents reported. Community Rangers educated dog owners during investigations of 89 dog attack and 15 dog rush incidents	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy including developing website information for residents on how to report dog attacks to Council and the investigation process	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Further develop the relationship with Veterinarians, Police, Government agencies and larger businesses including Australia Post, electricity companies etc to report all dog attacks, rushes and wandering animal to Council	Relationships developed and evidence of communication with agencies	Increase in dog attack and dog rush reports	Relationships continue to be developed to ensure collaborative response for the community including working closely with local vets in establishing evidence collection and statement requirements for prosecutions	Liaise with agencies to encourage reporting of incidents	Educate vets and vet clinics to ensure dog attacks are reported to Council for investigation and educate vets on dog attack investigative procedures and statement preparation	Liaise with agencies to encourage reporting of incidents	Liaise with agencies to encourage reporting of incidents
Compliance and Enforcement	Enforce legislation regarding dog attacks, dog rush and dog wandering at large	Develop SOP's and guidelines regarding dog attack investigations and prosecution process	SOP's and guidelines developed	SOP's and guidelines developed and utilised by authorised officers	Developed relationship with legal team to ensure investigative techniques favour desired outcomes of dog attack prosecutions	Continue to develop relationship with legal team to ensure investigative techniques favour desired outcomes of dog attack prosecutions	Prepare SOP's and guidelines for investigation processes and procedures	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required
		Undertake prosecutions for serious dog attack incidents	Number of prosecutions conducted, number of incidents reported and outcomes	All dog attack reports are investigated and appropriate action undertaken	Developed relationship with legal team to ensure investigative techniques favour desired outcomes of dog attack prosecutions	To be investigated and reported in the 2018-2019 year	Prepare SOP's and guidelines for investigation processes and procedures	All serious dog attack investigations handled in accordance with legislation and procedures	All serious dog attack investigations handled in accordance with legislation and procedures
		Develop SOP's regarding the destruction of dogs and cats found at large	SOP's and guidelines developed	SOP's and guidelines developed and utilised by authorised officers	Not addressed	To be investigated and reported in the 2018-2019 year	Prepare SOP's and guidelines for investigation processes and procedures	SOP's and guidelines developed and utilised by officers	SOP's and guidelines developed and utilised by officers
		Develop a database to monitor dog attack location hot spots and increase patrols in these areas	Database developed	Database developed, hot spots determined and patrols increased in area	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop database to monitor dog attack location hot spots	Utilise data from database to locate dog attack hot spots. Develop media strategy for these areas





	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Community Education	Educate the community on dog attack and dog attack prevention	Educate pet owners of problems caused by dog confinement, leash laws and penalties for dog attack	Report on types of activities for education conducted. Compare number of dog attacks reported to council pre and post campaign. Consider conducting community survey to measure awareness of dog attacks and how to report them, before and after the campaign	Increase in the number of education activities and positive results from community survey (if conducted)	Multiple dog attack media releases with results from dog attack prosecutions. Media releases continue to advertise results of dog attack prosecutions and provide information regarding dog attack and confinement laws	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Dog attack prevention kit on website with information on how to prevent and avoid dog bites	Kit developed and available on website	Kit developed and available on website	Not addressed	To be investigated and developed in the 2019-2020 year	To be investigated and developed in the 2019-2020 year	Kit developed and made available on website	Kit developed and made available on website
		Create dog attack webpage advising the community how to report dog attacks and dog rush incidents	Webpage developed and available to the community	Number of hits to webpage	Not addressed	To be investigated and developed in the 2019-2020 year	To be investigated and developed in the 2019-2020 year	Webpage developed and made available to public	Webpage developed and made available to public
		Media releases with results of dog attack prosecutions.	Media releases prepared and disseminated to media agencies	Number of media releases prepared and released	Not addressed	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Develop relationships with agencies regarding family health and child care to promote dog ownership and preventing dog attack in the home	Relationships developed with internal and external agencies	Information provided to a variety of agencies	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop relationships and implement strategy	Review of strategy to consider success and amend as required



### 3.5 Dangerous, menacing and restricted breed dogs

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Compliance and Enforcement	Effectively inspect and audit all declared dog premises annually to ensure they are kept in accordance with the Act	Investigate complaints regarding dangerous, menacing and restricted dog breeds	Number of complaints received regarding dangerous, menacing or restricted dogs, recorded and reviewed annually	Ensure every complaint is investigated and actioned	Audit conducted on identified dangerous, menacing and restricted breed dogs. Serious dog incidents are now direct prosecutions with Council seeking destruction orders instead of declaring a dog a dangerous dog	Investigate complaints regarding dangerous, menacing and restricted dog breeds	Investigate complaints regarding dangerous, menacing and restricted dog breeds	Investigate complaints regarding dangerous, menacing and restricted dog breeds	Investigate complaints regarding dangerous, menacing and restricted dog breeds
Victorian Declared Dog Registry (VDDR)	All declared dogs to be monitored and inspected annually	All declared dogs registered and compliant	All declared dogs registered and compliant	Every declared dog is registered and inspected each year	Dogs identified and inspected for compliance	CRM's entered for every declared dog and inspected by Rangers. All dogs located and registered or details updated both with Council and on the VDDR	CRM's entered for every declared dog and inspected by Rangers. All dogs located and registered or details updated both with Council and on the VDDR	CRM's entered for every declared dog and inspected by Rangers. All dogs located and registered or details updated both with Council and on the VDDR	CRM's entered for every declared dog and inspected by Rangers. All dogs located and registered or details updated both with Council and on the VDDR
	Ensure all declared dogs are recorded on the VDDR and the information is up to date	VDDR is up to date	Database is inspected and up to date annually	Dogs identified, audit completed and information on VDDR updated	Ensure the data on the VDDR is current	Ensure the data on the VDDR is current	Ensure the data on the VDDR is current	Ensure the data on the VDDR is current	Ensure the data on the VDDR is current
	Ensure any dog destroyed under s84TA/TB/TC, destroyed under s84T(2) or surrendered for euthanasia under s33A is reported on VDDR	Every situation reported on VDDR within 28 days	Number of animals reported to VDDR	Not addressed	Ensure any dog destroyed under s84TA/TB/TC, destroyed under s84T(2) or surrendered for euthanasia under s33A is reported on VDDR	Develop SOP for reporting process. Ensure any dog destroyed under s84TA/TB/TC, destroyed under s84T(2) or surrendered for euthanasia under s33A is reported on VDDR	Ensure any dog destroyed under s84TA/TB/TC, destroyed under s84T(2) or surrendered for euthanasia under s33A is reported on VDDR	Ensure any dog destroyed under s84TA/TB/TC, destroyed under s84T(2) or surrendered for euthanasia under s33A is reported on VDDR	Ensure any dog destroyed under s84TA/TB/TC, destroyed under s84T(2) or surrendered for euthanasia under s33A is reported on VDDR
	Conduct random, unannounced inspections of declared dogs to ensure compliance with the Act and Regulations	Number of random inspections undertaken and results	Inspections discover any breaches which are investigated and enforcement action commenced	Dogs identified, audit completed and information on VDDR updated	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions	Review implementation of SOP	
	Enforce legislation	Develop a guideline on when to declare a dog dangerous and/or menacing	Guidelines developed	Guidelines developed and utilised	Staff have commenced but not established protocols	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions	Review implementation of SOP
	Prosecute breaches of the Act or Regulations in relation to declared dogs	Number of prosecutions and number of audits undertaken	Number of prosecutions and number of audits undertaken	Not addressed	Prosecute breaches of the Act or Regulations in relation to declared dogs	Prosecute breaches of the Act or Regulations in relation to declared dogs	Prosecute breaches of the Act or Regulations in relation to declared dogs	Prosecute breaches of the Act or Regulations in relation to declared dogs	Prosecute breaches of the Act or Regulations in relation to declared dogs
	Develop guideline on when menacing declaration may be revoked	Guidelines developed	Guidelines developed and utilised	Staff have commenced but not established protocols	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions	Review implementation of SOP	
Propose guidelines regarding the registration of declared dogs	Guidelines developed	Guidelines developed and utilised	Staff have commenced but not established protocols	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions	Review implementation of SOP		
Guard dogs	Identify and register all Guard Dogs	Patrol industrial and commercial areas for guard dogs	Patrols conducted and results found	Number of patrols conducted, sites visited and dogs found	Not addressed	To be investigated and reported in the 2018-2019 year	Conduct patrol of all industrial areas	Conduct patrol of all industrial areas	Conduct patrol of all industrial areas
	Develop a guideline on declaring guard dogs dangerous	Guidelines developed	Guidelines developed and utilised	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions	Review implementation of SOP	
	Identify, declare guard dogs and ensure compliance	Guard dogs identified have been declared	Number of guard dogs declared and number compliant with legislation	Not addressed	To be investigated and reported in the 2018-2019 year	Conduct patrol, identify guard dogs and declare following guidelines	Conduct patrol, identify guard dogs and declare following guidelines	Conduct patrol, identify guard dogs and declare following guidelines	



	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Restricted Breed dogs	Restricted Breed dogs	Develop guidelines for declaring Restricted Breed dogs	Guidelines developed	Guidelines developed and utilised	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions
		Monitor new registration for potential restricted breed dogs	Actions undertaken including ongoing monitoring of database and education activities	Develop a culture where Council staff advise animal owners to correctly identify restricted breed dogs and actively question the accuracy of information in the system	Staff have commenced but not established protocols	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop a SOP and implement and monitor staff actions
		Flag certain breeds on registration data base for assessment under the approved standard	Assessment completed	Assessment completed. Number of dogs identified	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Flag certain breeds on registration data base for assessment under the approved standard
Community Education	Educate the community on dangerous, menacing and restricted breed dogs	Educate the community about what are dangerous menacing and restricted breed dogs	Number of identified dangerous, menacing and restricted dogs, recorded and reviewed annually	Decrease number of identified dangerous, menacing and restricted dogs over the next four years	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Information prepared for website	Develop and implement media strategy



### 3.6 Overpopulation and high euthanasia

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Getting 2 Zero	Work with Getting 2 Zero to improve overpopulation	Liaise with the Getting 2 Zero(G20) and work towards implementing ideas to improve euthanasia rates and reduce overpopulation	Report on additional statistics generated to date	Number of visits between Getting 2 Zero and Council	Statistics collected audited by Getting 2 Zero with further development suggested. Continue to improve quality and type of statistics collected. Maintain Getting 2 Zero's target of dogs returned or rehoused at 80% and continue to work on improving cat return and adoption rates	A commitment to liaise with Getting 2 Zero, provide statistics and consider all suggestions for improvement where opportunities exist	A commitment to liaise with Getting 2 Zero, provide statistics and consider all suggestions for improvement where opportunities exist	A commitment to liaise with Getting 2 Zero, provide statistics and consider all suggestions for improvement where opportunities exist	A commitment to liaise with Getting 2 Zero, provide statistics and consider all suggestions for improvement where opportunities exist
Pest controllers / other organisations	Develop relationships with licensed pest controllers and organisations regarding cat trapping	Assist pest controllers and other organisations about cat trapping conditions, animal welfare standards and legislation requirements	Relationships formed and results of cat trapping programs	Number of relationships formed and results of cat trapping programs	Not addressed	Begin to develop relationships to allow cat trapping programs to occur	Continue to maintain relationships and develop further relationships for cat trapping programs	Continue to maintain relationships and develop further relationships for cat trapping programs	Continue to maintain relationships and develop further relationships for cat trapping programs
Community Education	Raise awareness about semi-owned cat population	Develop media campaign to educate the community on the semi-owned cat population utilising 'Are you feeding a bigger problem?' and 'Who's for Cats?' Campaign information	Measure number and type of education materials distributed. Record number of campaign queries received by council. Record number of semi owned cats handed into Shepparton Animal Shelter.	Record number of campaign queries received by council. Record number of semi owned cats handed into Shepparton Animal Shelter.	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Promotions to encourage people to take full ownership of cats eg discount desex / microchip / vaccinate offers, free products	Measure uptake on any promotions to encourage people to take ownership of cats.	Increase in the number of people taking ownership of cats and having them desexed, microchipped and registered.	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Promote the benefits of desexing, via media, social media, website	Measure uptake on any promotions to encourage people to desex cats.	Number of desexing vouchers issued for cats.	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Gather data and undertake research to determine if there's an overpopulation problem and what is the priority for community	Data gathered and analysed.	Data identified if overpopulation an issue and areas to target for campaigns.	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Gather data and undertake research to determine if there's an overpopulation problem and what is the priority for community	Campaign developed to target areas with overpopulation
		Investigate free kitten adverts and owners of farm cats to determine how we can promote desexing to owners	Number of adverts investigated and the number of cats desexed and registered as as result of investigations	Increase in the number of cats desexed and registered.	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Investigate free kitten adverts and owners of farm cats to determine how we can promote desexing to owners	Investigate free kitten adverts and owners of farm cats to determine how we can promote desexing to owners





	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Desexing	Increase the number of dog and cats that are desexed and not part of a Domestic Animal Breeding Business	Continue to implement ongoing subsidised desexing for pets of low income earners via agreements with local vet clinics, and /or organisations such as the National Desexing Network and /or AVA / MAV	Number of animals desexed as part of the scheme. Cost to run scheme. Any changes in the longer term re proportion of desexed animals on pet registration database, proportion of impounded pets that are desexed etc	Increase in number of animals desexed under scheme	Vouchers are electronic for ease of reporting	To be investigated and reported in the 2018-2019 year	Make vouchers available through Animal Shelter	Continue to implement ongoing subsidised desexing for pets of low income earners via agreements with local vet clinics, and /or organisations such as the National Desexing Network and /or AVA / MAV	Continue to implement ongoing subsidised desexing for pets of low income earners via agreements with local vet clinics, and /or organisations such as the National Desexing Network and /or AVA / MAV
		Research feasibility of conducting discount desexing days	Feasibility study conducted	Feasibility study conducted and implemented if feasible	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Conduct Feasibility study	Implement strategy if found to be feasible
		Investigate if compulsory cat desexing Order is having an effect on preventing unwanted litters	Evaluation undertaken	Evaluation conducted and reported	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Conduct Feasibility study
		Review animal registration fee schedule review to increase incentive to desex dogs and cat	Review conducted	Review conducted	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Undertake review



### 3.6(a) Shepparton Animal Shelter

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Euthanasia	Decrease euthanasia rates of impounded and unclaimed animals	Review and implement protocols to reduce euthanasia	Report on rehoused animals who are desexed and microchipped	Reduction in euthanasia rates per year and increase in number of animals rehoused	Commit to implementing programs for behaviour assessments and rehousing practices	Implement programs for behaviour assessments and rehousing practices	Review programs regarding the health and wellbeing of animals	Review programs regarding the health and wellbeing of animals	Review programs regarding the health and wellbeing of animals
Volunteers	Implement foster carer program	Implement foster carer program	Foster Carer program implemented	Number of Carers increasing each year	Animal Shelter Foster Care program continues to grow and improve. Program reviewed and found to be successful however more carers are required	Implement Foster carer program with number of carers increasing	Implement Foster carer program with number of carers increasing	Implement Foster carer program with number of carers increasing	Implement Foster carer program with number of carers increasing
	Implement volunteer program	To establish an Animal Shelter volunteer program	Report on volunteers who have worked or volunteered in the Animal Shelter	Feasibility study conducted. Program developed and implemented. Number of Volunteers continues to increase at the Animal Shelter	Animal Shelter volunteer program to be investigated. Procedures and policies continue to be developed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Investigate the feasibility of volunteers working at the animal shelter and develop program (if approved)	Develop and implement Volunteer program (if approved)
	Implement Work Experience program	Implement Work Experience program	Report on students and volunteers who have worked or volunteered in the Animal Shelter	No less than 2 students per year undertaking work placement at the shelter	Animal Shelter Work experience program continues to grow and improve. Procedures and policies continue to be developed	Implement Work Experience program with number of students per year increasing	Implement Work Experience program with number of students per year increasing	Implement Work Experience program with number of students per year increasing	Implement Work Experience program with number of students per year increasing
		Contact TAFE and Universities to encourage applicant to utilise the Shelter for work experience	TAFE and Universities contacted	No less than 2 students per year undertaking work placement at the shelter	Not addressed	To be investigated and reported in the 2018-2019 year	Contact TAFE and Universities to encourage applicant to utilise the Shelter for work experience	Implement Work Experience program with number of students per year increasing	Implement Work Experience program with number of students per year increasing
		Encourage the community to donate to the Animal Shelter	Donations accepted	Amount of donations accepted increases per year	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required



	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Animal adoptions	Increase Animal Adoptions	Investigate different methods of animal adoption available for Shelter animals	Different methods investigated	Number of animals adopted and methods utilised increases	Animals available to meet at local pet shop. Animal adoption days held at two local pet shops	Animals available to meet at local pet shop. Animal adoption days held at local pet shops	Animals available to meet at local pet shop. Animal adoption days held at local pet shops	Animals available to meet at local pet shop. Animal adoption days held at local pet shops	Animals available to meet at local pet shop. Animal adoption days held at local pet shops
		Promote adoption of older animals and long term foster care	Number of older animals (over 7 years) adopted	Increase in number of older animals adopted or on permanent foster care	Animal adoption fees for older animals reduced. Guidelines allowing older animals to be adopted or permanent foster care with vet issues developed	Review Adoption Fees and guidelines to ensure older animals are able to be adopted	Review guidelines and other methods to ensure older animals are able to be adopted	Review guidelines and other methods to ensure older animals are able to be adopted	Review guidelines and other methods to ensure older animals are able to be adopted
		Review methods for assessing an animal's behaviour and suitability for sale	All animals are assessed appropriately to determine suitability for adoption	All animals are assessed appropriately to determine suitability for adoption	Methods for assessing suitability developed, implemented and reviewed	Review methods for assessing suitability developed, implemented and reviewed	Review methods for assessing suitability developed, implemented and reviewed	Review methods for assessing suitability developed, implemented and reviewed	Review methods for assessing suitability developed, implemented and reviewed
		Review Animal Adoption page of website	Website updated	Website reviewed and updated	Website reviewed and updated	To be reviewed in the 2018-2019 year	Review website and update accordingly	Review website and update accordingly	Review website and update accordingly
		Development of database of wording and phrases for animal profiles	Database developed	Database developed and implemented	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Database developed and utilised for website profiles	Continue to develop and utilise for website profiles
		Investigate 84Y's and a procedure for rescue groups to adopt from the Animal Shelter	Reduction in euthanasia rates	Reduction in euthanasia rates per year and increase in number of animals rehouse	Continue and utilise relationships. Investigate other available options for Community Foster Care Networks to adopt animals from shelter. Investigated 84Y's with other groups	Continue and utilise current relationships. Community Foster Care Networks adopting animals from shelter. Continue to initiate agreements with other organisations if required	Continue and utilise current relationships. Community Foster Care Networks adopting animals from shelter. Continue to initiate agreements with other organisations if required	Continue and utilise current relationships. Community Foster Care Networks adopting animals from shelter. Continue to initiate agreements with other organisations if required	Continue and utilise current relationships. Community Foster Care Networks adopting animals from shelter. Continue to initiate agreements with other organisations if required
		Investigate and increase use of social media	Use of social media investigated	Social media presence increased	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy	Review of strategy to consider success and amend as required	Review of strategy to consider success and amend as required
		Consider use of Pet Rescue and website for rehouse animals	Pet Rescue and website considered for rehouse animals	Pet Rescue and website considered for rehouse animals	Not addressed	To be investigated and reported in the 2018-2019 year	Investigate use of Pet Rescue website and implement if required.	Utilise Pet Rescue website for rehouse animals (if feasible)	Utilise Pet Rescue website for rehouse animals (if feasible)
		In accordance with new legislation, partner with local Pet Shops for animal adoption	Pets Shops having animals available for adoption	Number of pet shops having animals available for adoption	One pet shop currently has kittens and cats available for adoption	To be investigated and reported in the 2018-2019 year	Continue to partner with local Pet Shops for animal adoption	Continue to partner with local Pet Shops for animal adoption	Continue to partner with local Pet Shops for animal adoption
		Undertake Animal Adoption Days	Number of animal adoption days undertaken	Number of animal adoption days undertaken and number of animals adopted as a result	Animal Adoption Days undertaken at Petstock and Pets Domain	Continue to partner with local Pet Shops for animal adoption days	Investigate feasibility of undertaking an adoption day at the animal shelter and undertake (if approved). Continue with adoption days at pet shops	Animal adoption day at the animal shelter (if approved). Continue with adoption days at pet shops	Animal adoption day at the animal shelter (if approved). Continue with adoption days at pet shops
		Develop information to educate the community on pet selection	Information created and available to the public	Information created and available to the public	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Information developed and made available on website	Provide information to other agencies for use



	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Community Education	Educate the community on the work undertaken at the Animal Shelter	Identify lost animals on the Council website	Record the number of lost animals reunited with owner	Lost animals that are unable to be identified included on website	Lost animals identified and updated on council website	Review information on website.	Improve quality of photos with the purchase of a new camera	Lost animals identified and updated on council website.	Lost animals identified and updated on council website
		Investigate the feasibility for a 'friends of the shelter' group	Feasibility conducted and results implemented	Feasibility conducted and results implemented	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Investigate the feasibility for a 'friends of the shelter' group and implement (if approved)	Implement 'friends of the shelter' group (if approved)
		Promote the Shepparton Animal Shelter as the first point for animal adoption and surrender	Media strategy implemented	Increase in the number of dogs and cats entering the animal shelter as surrendered and number of animals being adopted	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement media strategy to promote the Shepparton Animal Shelter as the first point for animal adoption and surrender	Implement media strategy to promote the Shepparton Animal Shelter as the first point for animal adoption and surrender	Implement media strategy to promote the Shepparton Animal Shelter as the first point for animal adoption and surrender
Fees and Charges	Review Fees and Charges	Review fees and charges to ensure adequate fee structure	Annual review undertaken	Fee structure sufficient	Review fees and charges annually to ensure adequate fee structure	Review fees and charges annually to ensure adequate fee structure	Review fees and charges annually to ensure adequate fee structure	Review fees and charges annually to ensure adequate fee structure	Review fees and charges annually to ensure adequate fee structure
Compliance and Enforcement	Ensure Animal shelter is conducted in accordance with legislation and Codes of Practice	Consider options for monitoring of statistics	Statistics kept to indicate compliance with target plans	Statistics kept to indicate compliance with target plans	Statistics collected audited by Getting 2 Zero with further development suggested. Continue to improve quality and type of statistics collected	To be investigated and reported in the 2018-2019 year	Consider options for monitoring of statistics	Ensure statistics kept meet requirements to ensure compliance with target plans	Ensure statistics kept meet requirements to ensure compliance with target plans
		Animal Shelter Veterinary Contract tendered	Animal Shelter Veterinary Contract tendered	Animal Shelter Veterinary Contract tendered	Contract continued	Tender developed and expressions of interest accepted	Animal Shelter Veterinary Contract reviewed and successful respondent appointed	Animal Shelter Veterinary Contract reviewed	Animal Shelter Veterinary Contract reviewed
		Tender contract for After Hours services	Tender completed	After hours contract in place	Contract finalised. To tender for new contract	To be investigated and reported in the 2018-2019 year	Tender developed and expressions of interest accepted. Successful respondent appointed	Tender contract and conditions performance monitored	Tender contract and conditions performance monitored
		Audit animal shelter annually to ensure compliance under the Code of Practice. Develop program of capital and other works required to maintain compliance with the Code of Practice and best practice	Annual audits to ensure compliance with Code of Practice and best practice	Compliance with the Code of Practice	New floor installed in dog and cat areas. New cat room and isolation room created	Annual audits to ensure compliance with Code of Practice and best practice	Annual audits to ensure compliance with Code of Practice and best practice	Annual audits to ensure compliance with Code of Practice and best practice	Annual audits to ensure compliance with Code of Practice and best practice
Vet Contract	Review current, develop new and implement Vet contract in accordance with COP	Develop and implement vet contract in accordance with COP	Vet Contract developed and implemented	Vet Contract developed and implemented in accordance with COP	Vet Contract valid.	New Vet contract to be developed and implemented 2018-2019	New vet contract developed and implemented in accordance with COP and best practice	Vet contract implemented in accordance with COP and HMP	Vet contract implemented in accordance with COP and HMP
Health Management Plan (HMP)	Develop and implement HMP in accordance with COP	Review of current HMP with a focus on animal welfare, disease control and compliance	Plan reviewed annually. HMP is current and in line with best practice	Plan regularly reviewed with Veterinarian and Getting 2 Zero to ensure most up to date techniques and animal welfare practices utilised	HMP developed and implemented	Review HMP with current Vet, with a focus on animal welfare, disease control and compliance	Develop new HMP in accordance with new Vet Contract with a focus on animal welfare, disease control, euthanasia and compliance	Review HMP annually with a focus on animal welfare, disease control, euthanasia and compliance	Review HMP annually with a focus on animal welfare, disease control, euthanasia and compliance
		Consider opening the Animal Shelter on weekends	Feasibility study conducted and results implemented	Results of study implemented	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Conduct feasibility study to open animal shelter to public on weekends	Implement outcome to study
Development	Consider options of new Animal Shelter or improving current facility	Undertake a feasibility study for the possibility of a new animal shelter or improve current facility	Feasibility study conducted	Feasibility study conducted	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Conduct feasibility study	Implement if found to be feasible





### 3.7 Domestic Animal Businesses

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Registered Domestic Animal Businesses (DAB)	Ensure all DAB's are registered with Council and comply with the requirements of the Act	Audit every DAB each year for compliance. Enforce compliance with minimum requirements. Ensure all registered DAB have work plans	Number of audits conducted, and summary of outcomes (including any DAB's closed due to non-compliance)	All businesses audited and permits renewed or work plans issued. Evidence of audits collected and collated	Requests entered and businesses audited. Work plans created	Enter requests for each business and businesses audited. Work plans assessed and updated	Enter requests for each business and businesses audited. Work plans assessed and updated	Enter requests for each business and businesses audited. Work plans assessed and updated	Enter requests for each business and businesses audited. Work plans assessed and updated
		Inspect domestic animal businesses in response to complaints	Number of complaints received regarding domestic animal businesses reviewed annually	All complaints investigated and compliance with legislation reached	Community Rangers investigated complaints when received. Work plans continue to be monitored. New Puppy farm legislation to be implemented	Inspect domestic animal businesses in response to complaints	Inspect domestic animal businesses in response to complaints	Inspect domestic animal businesses in response to complaints	Inspect domestic animal businesses in response to complaints
		Establish list of conditions for each Domestic Animal Business permit	All DAB permits have relevant conditions listed. Annual audit undertaken	All DAB permits have relevant conditions listed. Annual audit undertaken	Not addressed	Develop list of conditions for each DAB permit to ensure compliance with the Act	Audit conditions for each DAB permit and update accordingly to ensure compliance with the Act	Audit conditions for each DAB permit and update accordingly to ensure compliance with the Act	Audit conditions for each DAB permit and update accordingly to ensure compliance with the Act
		Provide education material regarding Animal Registration to DAB's for clients to utilise	Information supplied to DAB's	Information created and provided to DAB's	Not addressed	To be reviewed in the 2019-2020 year	To be reviewed in the 2019-2020 year	Information created and provided to DAB's	Review information and update accordingly
		Educate DAB's on legislation including new legislation (eg: puppy farm bill)	Information supplied to DAB's	Information created and provided to DAB's	Not addressed	Information created and provided to DAB's	Information created and provided to DAB's	Information created and provided to DAB's	Information created and provided to DAB's
Community Education	Education and communication	Advertisements in local classifieds	Advertisements placed in local classifieds regarding new legislation	Number of advertisements placed in local classified	New legislation	To be reviewed in the 2019-2020 year	To be reviewed in the 2019-2020 year	Contact local media classifieds regarding new legislation. Include Ad regarding new legislation requirements	Contact local media classifieds regarding new legislation. Include Ad regarding new legislation requirements
		Information for website developed regarding DAB requirements under new legislation for business and general public – media, website searches/publications, vets, excess animal permits, public reporting	Information created and provided to public	Information created and provided to public	New legislation	To be reviewed in the 2018-2019 year	Develop information regarding DAB requirements under new legislation	Disseminate information regarding DAB requirements under new legislation	Disseminate information regarding DAB requirements under new legislation
		Educate the public on DABs including microchip requirements, DAB Number or Pet Register number (when applicable) on advertisements for sale	Information created and provided to public	Information created and provided to public	New legislation	To be reviewed in the 2018-2019 year	Develop information regarding DAB requirements under new legislation	Disseminate information regarding DAB requirements under new legislation	Disseminate information regarding DAB requirements under new legislation



	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Compliance and Enforcement	Legislation / Enforcement	Identify new businesses that should be registered DAB's in the municipality, using advertisements, social media, pets for sale ads, newspapers etc. Follow up to determine whether they are a DAB and should be registered with council	Compare number of registered DAB's before and after activity	Identified businesses are either registered and compliant or have enforcement proceedings	Businesses identified and investigations conducted for compliance with legislation	To be reviewed in the 2018-2019 year	Identify all new businesses that should be registered DAB's in the municipality, using advertisements, social media etc. Follow up to determine whether they are and should be registered with council. Register if compliant or enforcement action if non-compliant	Identify all new businesses that should be registered DAB's in the municipality, using advertisements, social media etc. Follow up to determine whether they are and should be registered with council. Register if compliant or enforcement action if non-compliant	Identify all new businesses that should be registered DAB's in the municipality, using advertisements, social media etc. Follow up to determine whether they are and should be registered with council. Register if compliant or enforcement action if non-compliant
		Inspect properties with excess animal permits to ensure they are not a breeding business	Properties inspected and breeders identified	Number of properties inspected and outcomes	Not addressed	To be reviewed in the 2018-2019 year	Inspect properties with excess animal permits to ensure they are not a breeding business	Inspect properties with excess animal permits to ensure they are not a breeding business	Inspect properties with excess animal permits to ensure they are not a breeding business
		Review keeping of animals numbers given in Local Law	Local Laws review completed and new Local law in place	New Local law in place and utilised by Officers	To be completed during Local Law review 2017-2018	Complete Local law review regarding number of dogs, cats and other animals permitted to be kept at properties without permits	New Local Law 2018 in place and enforced	Local Law 2018 in place and enforced	Local Law 2018 in place and enforced
		Develop relationships with Planning Officers to ensure they are aware of the DAA requirements	Relationship developed	Planning Officers are aware of requirements under the DAA with relevant applications referred to Local laws	Not addressed	Develop relationships with Planning Officers to ensure Planning department are aware of the DAA	Continue relationship with Planning Officers to ensure Planning department are aware of the DAA	Continue relationship with Planning Officers to ensure Planning department are aware of the DAA	Continue relationship with Planning Officers to ensure Planning department are aware of the DAA
		Develop relationships with Building Inspectors to ensure they are aware of the DAA requirements	Relationship developed	Building Inspectors are aware of requirements under the DAA with relevant applications referred to Local laws	Not addressed	Develop relationships with Building Inspectors to ensure Planning department are aware of the DAA	Continue relationship with Building Inspectors to ensure Planning department are aware of the DAA	Continue relationship with Building Inspectors to ensure Planning department are aware of the DAA	Continue relationship with Building Inspectors to ensure Planning department are aware of the DAA
		Consider Council Guidelines / policies on; limiting the number of DAB's in municipality, process to refuse to register, transfer of registration, revoking registration and dealing with VCAT	Guidelines considered and developed as required	Guidelines developed and implemented	Not addressed	To be reviewed in the 2019-2020 year	To be reviewed in the 2019-2020 year	Consider Council Guidelines / policies on; limiting the number of DAB's in municipality, process to refuse to register, transfer of registration, revoking registration and dealing with VCAT	Consider Council Guidelines / policies on; limiting the number of DAB's in municipality, process to refuse to register, transfer of registration, revoking registration and dealing with VCAT
Project - implement puppy farm and pet shop bill	Implement puppy farm and pet shop bill	Commercial Dog Breeder requirements	Information available to the public as advised by DJPR	Information provided to public	New legislation	To be investigated and reported in the 2018-2019 year	Develop media campaign/material regarding new Commercial dog breeder requirements	Implement media campaign/material regarding new Commercial dog breeder requirements	Implement media campaign/material regarding new Commercial dog breeder requirements
		Undertake education campaign to promote awareness about definition of breeding DABs, and Code of Practice requirements for businesses	Compare number of council registered breeding establishments before and after campaign (would expect an increase)	Campaign undertaken	New legislation	To be investigated and reported in the 2018-2019 year	Develop and implement media campaign/material regarding legislation surrounding DAB's	Implement media campaign/material regarding legislation surrounding DAB's	Implement media campaign/material regarding legislation surrounding DAB's



		Code of ethics for recreational breeders	Information available to the public as advised by DJPR	Information provided to public	New legislation	To be investigated and reported in the 2018-2019 year	Develop media campaign/material regarding new Code of ethics for recreational breeders	Implement media campaign/material regarding new Code of ethics for recreational breeders	Implement media campaign/material regarding new Code of ethics for recreational breeders
		Educate Pet Shops on legislation changes	All pet shops notified of new legislation changes	All pet shops notified and compliant with new legislation	New legislation	Educate Pet Shops on new legislation including: From 01 July 2018, pet shops can only accept dogs and cats from approved sources. 10 April 2018 - 30 June 2019, pet shops must include microchip number and DAB in all advertisements	Educate Pet Shops on new legislation including: 01 July 2019, offence to advertise a dog or cat for sale unless the advert includes the microchip number and the unique source generated by the register	Ensure Pet Shops comply with legislative changes	Ensure Pet Shops comply with legislative changes
		Investigate co registration of breeding, shelter, pound and pet shop	Information available to the public as advised by DJPR	Information provided to public	New legislation	To be investigated and reported in the 2018-2019 year	Develop media campaign/material regarding co registration of DAB's	Implement media campaign/material regarding co registration of DAB's	Implement media campaign/material regarding co registration of DAB's
Fees and Charges	Fees and Charges	Review fees and charges to ensure adequate fee structure for DAB permits	Review completed	Review completed and fee structure adopted by Council	Not addressed	Review fees and charges to ensure adequate fee structure for DAB permits as part of Budget process	Review fees and charges to ensure adequate fee structure for DAB permits as part of Budget process	Review fees and charges to ensure adequate fee structure for DAB permits as part of Budget process	Review fees and charges to ensure adequate fee structure for DAB permits as part of Budget process
		Develop policy regarding refunding fee costs	Review completed	Policy created and implemented	Not addressed	Develop policy regarding refunding fee costs	Implement policy	Implement policy	Implement policy



### 3.8 Other Matters

#### 3.8(a) Domestic Animals Amendment (Puppy Farms and Pet Shops)

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Project - implement puppy farm and pet shop bill	Implement puppy farm and pet shop bill	Educate the community, Community foster care networks and DAB's on new legislation	Information provided	Information provided by DJPR disseminated to community, foster care networks and DAB's	New legislation	To be investigated and reported in the 2018-2019 year	Utilise information provided by DJPR and disseminate to community, foster care networks and DAB's	Ensure information is available for the community to utilise	Ensure information is available for the community to utilise
		Create Foster Carer database and SOP's	Database created	Database created and utilised. SOP's and documents created and implemented	New legislation	Create database for Foster Carers to received discount animal registration. Create website information and application form. Create SOP's for staff to utilise	Audit database of all Foster Carers to ensure accuracy. Investigate Foster Carers with excess animals	Audit database of all Foster Carers to ensure accuracy. Investigate Foster Carers with excess animals	Audit database of all Foster Carers to ensure accuracy. Investigate Foster Carers with excess animals
		Create database of breeders in municipality	Database created	Database created and utilised	New legislation	Create database of breeders in municipality as located	Maintain database of breeders in municipality as located	Maintain database of breeders in municipality as located	Maintain database of breeders in municipality as located
		Implement changes to Working dog Registration Status	Guidelines for employees and community developed	Guidelines for employees and community developed and implemented	New legislation	To be investigated and reported in the 2018-2019 year	Develop guidelines for employees and community regarding work dog status for discounted animal registration	Implement guidelines for employees and community regarding work dog status for discounted animal registration	Implement guidelines for employees and community regarding work dog status for discounted animal registration
		Pet Exchange Register and advertising animals for sale	Information available to the public as advised by DJPR	Information provided to public and database being utilised	New legislation	To be investigated and reported in the 2018-2019 year	Develop media campaign/material regarding Pet Exchange Register and advertising animals for sale	Pet Exchange register commences 01 July 2019. Educate community on Pet Exchange register and advertising animals for sale	Educate community on Pet Exchange register and advertising animals for sale
		Recommend to the government to include DAA requirements in the Planning Scheme regarding DAA's	Information provided to government	Information provided to government	New legislation	Lobby government to include DAA requirements in the Planning Scheme regarding DAA's	Lobby government to include DAA requirements in the Planning Scheme regarding DAB'S	Lobby government to include DAA requirements in the Planning Scheme regarding DAB'S	Lobby government to include DAA requirements in the Planning Scheme regarding DAB'S





### 3.8(b) Compliance and Enforcement

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Compliance and Enforcement	Maximise compliance with state and local domestic animal laws, orders and regulations	Conduct investigations and regular patrols	Number of customer complaints received about non-compliant activity	All complaints received are appropriately investigated and finalised	All complaints received are appropriately investigated and finalised. The number of requests received were 1,899	Conduct investigations and regular patrols	Conduct investigations and regular patrols	Conduct investigations and regular patrols	Conduct investigations and regular patrols
		DJPR Database Log In's - Including VDDR and Banning Order Databases	Ensure Authorised officers have access to all required DJPR databases	All authorised officers have access to required DJPR databases	Authorised officers have access to VDDR and Banning Order Databases	Ensure Authorised officers have access to all required DJPR databases	Ensure Authorised officers have access to all required DJPR databases	Ensure Authorised officers have access to all required DJPR databases	Ensure Authorised officers have access to all required DJPR databases
		Investigate feasibility of lodging infringements to Fines Victoria	Feasibility conducted and results implemented	Feasibility conducted and results implemented	Not addressed	To be investigated and reported in the 2018-2019 year	Investigate feasibility of lodging infringements to Fines Victoria and implement (if possible)	Lodge infringements to Fines Victoria (if possible)	Lodge infringements to Fines Victoria (if possible)
		Monitor current Legislation and legislation changes and implement accordingly	Monitor current Legislation and legislation changes and implement accordingly	Current Legislation and legislation changes monitored and implemented accordingly	Council continues to follow State legislation requirements	Current Legislation and legislation changes monitored and implemented accordingly	Current Legislation and legislation changes monitored and implemented accordingly	Current Legislation and legislation changes monitored and implemented accordingly	Current Legislation and legislation changes monitored and implemented accordingly
		Set up Official Warnings database	Official Warnings database implemented	Official Warnings database implemented and utilised	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Set up Official Warnings database	Implement Official Warnings
SOP's	Develop new SOP's and enforcement strategies	Review and develop required SOP's	SOP's developed and implemented as required	SOP's developed and implemented as required	Not addressed	Review and develop required SOP's	Review and develop required SOP's	Review and develop required SOP's	Review and develop required SOP's
		Develop Enforcement Strategy	Enforcement Strategy developed	Enforcement Strategy developed and implemented	Not addressed	To be investigated and reported in the 2018-2019 year	Develop and implement Enforcement Strategy	Implement Enforcement Strategy	Implement Enforcement Strategy
Officers	Ensure EFT adequate for compliance and enforcement activities	Develop business case for more Officers	Business case developed and submitted	Business case developed, submitted and outcome implemented	Not addressed	Developed business case for one additional community ranger and submitted for review. Outcome pending	Implement outcome of Business Case. Continue to review staff levels and develop business cases for additional staff as required	Continue to review staff levels and develop business cases for additional staff as required	Continue to review staff levels and develop business cases for additional staff as required
Electronics	Develop new electronic procedures and methods	Investigate feasibility of portable EFTPOS machines for vehicles to accept payment of animal registration	Feasibility of portable EFTPOS machines undertaken and results implemented	Feasibility of portable EFTPOS machines undertaken and results implemented	Not addressed	To be investigated and reported in the 2018-2019 year	Investigate feasibility of portable EFTPOS machines for vehicles to accept payment of animal registration and place budget bid if required	Purchase EFTPOS machines (if appropriate) and utilise for animal registrations in the field	Utilise EFTPOS machines for animal registrations in the field (if appropriate)
		Investigate feasibility of electronic issuing of infringements	Feasibility of electronic infringements undertaken	Feasibility of electronic infringements undertaken and results implemented	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Investigate feasibility of electronic issuing of infringements
		Investigate feasibility for tablets for Rangers to utilise in the field	Feasibility of utilising tablets in the field undertaken	Feasibility of utilising tablets in the field undertaken and results implemented	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Investigate feasibility of utilising iPad/tablets in the field
External agencies	Develop relationships with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management	RSPCA Inspectors, Animal Health Officers, VFF, Dogs Victoria, DJPR, DELWP Wildlife Officers, Housing Networks, VicRoads, Wildlife Victoria, Vet Clinics, Parks Victoria and Pest Controllers	Develop relationships with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management	Relationships developed with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management	Not addressed	Develop relationships with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management	Continue to develop relationships with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management	Continue to develop relationships with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management	Continue to develop relationships with external agencies to ensure a collaborative approach to Animal Welfare and Animal Management
POCTAA	POCTAA Authorisation	Ensure Officers are authorised under POCTAA	All Officers are authorised under POCTAA in accordance with Position Descriptions	All Officers are authorised under POCTAA in accordance with Position Descriptions	Not addressed	Ensure Officers are authorised under POCTAA	Ensure Officers are authorised under POCTAA	Ensure Officers are authorised under POCTAA	Ensure Officers are authorised under POCTAA



3.8(c) Legislation

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Local Laws	Develop new Local Laws to provide for the peace, order and good government of Greater Shepparton	Prepare new Local Law taking into consideration animal management requirements	New Local law created	Local Law is in plain English and is able to be enforced	Council's Local Laws sunset in 2018. A project working group will commence in this year to establish any suggested amendments to better support animal management. Prepare new Local Law taking into consideration animal management requirements	New Local law created to cover animal management issues that is in plain English and able to be enforced	New local law enacted and clause enforced as required	New local law enacted and clause enforced as required	New local law enacted and clause enforced as required
Orders	Review and develop DAA Orders	Order under section 10 of the DAA - Cat desexing	Order reviewed	Order reviewed and recommendations undertaken	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Review Order under section 10 of the DAA	Develop SOP for enforcement action.
		Order under section 25 of the DAA - Cat curfew	Order reviewed	Order reviewed and recommendations undertaken	Not addressed	To be investigated and reported in the 2019-2020 year	Develop SOP'S for enforcement action	Increase enforcement action in accordance with SOP	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required
		Order under section 26 of the DAA - Off leash dog park.	Order reviewed	Order reviewed and recommendations undertaken	Not addressed	To be investigated and reported in the 2019-2020 year	Develop SOP'S for enforcement action	Increase enforcement action in accordance with SOP	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required
		Order under section 26 of the DAA - Dogs on lead at all times.	Order created	Order created and implemented	Not addressed	Make Order under section 26 of the DAA.	Develop SOP'S for enforcement action.	Increase enforcement action in accordance with SOP.	Continue enforcement action in accordance with SOP. Review of SOP to consider success and amend as required
		Investigate potential of 'no animal areas' under section 42 (b) to protect native fauna	Feasibility study undertaken under section 42(b) of the DAA	Feasibility of section 42(b) of the Act undertaken and recommendations implemented	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Feasibility of section 42(b) of the Act undertaken and recommendations implemented
Advocacy	Become advocate for development of legislation and research trials	Become involved in research projects, eg. TNR (trap, neuter, release program / Community Cats Program)	Research institute approached and discussions undertaken	Research institute approached and participation undertaken	Not addressed	To be investigated and reported in the 2018-2019 year	Contact relevant research institute. Seek involvement in research projects. eg. TNR / Community Cats Program	Participate in research program (if appropriate)	Participate in research program (if appropriate)
		Participating in Advocacy – eg: feedback on legislation	Responses provided when possible on legislation changes	Number of comments and actions undertaken	Not addressed	Participate in Advocacy – eg: feedback on legislation	Participate in Advocacy – eg: feedback on legislation	Participate in Advocacy – eg: feedback on legislation	Participate in Advocacy – eg: feedback on legislation
		Advocate for change of legislation regarding impound time frames to shorter timeframes	Advocacy undertaken	Number of comments and actions undertaken	Not addressed	To be investigated and reported in the 2020-2021 year	To be investigated and reported in the 2020-2021 year	Advocate for change of legislation regarding impound time frames to shorter timeframes	Continue to advocate for change of legislation regarding impound time frames to shorter timeframes (if required)



### 3.8(d) Emergencies

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Emergency Animal Welfare Plan (EAWP)	Plan for the management of domestic animals in a municipal emergency which forms part of the Municipal Emergency Management Plan (MEMPC)	Prepare the EAWP for inclusion in Council's MEMPC	Report in conjunction with the MEMPC	A holistic EAWP that manages resources, people and animals to protect our community developed and implemented. EAWP approved by the MEMPC	Meeting held with Emergency management Coordinator. Committee to be established to develop the EAWP	Report on EAWP Committee development	Committee to develop EAWP in consultation with the MEMPC to ensure EAWP is included in the MEMPC	EAWP and MEMPC to review EAWP annually	EAWP and MEMPC to review EAWP annually
		Investigate how to support animals in crisis cases. eg. animal food, animal shelter, vet supplies, pet friendly accommodation	Report in conjunction with the EAWP	A holistic EAWP that manages resources, people and animals to protect our community developed and implemented	Meeting held with Emergency management Coordinator. Committee to be established to develop the EAWP	Report on EAWP Committee development	Committee to develop EAWP in consultation with the MEMPC to ensure EAWP is included in the MEMPC	EAWP and MEMPC to review EAWP annually	EAWP and MEMPC to review EAWP annually
		Undertaken feasibility study to purchase and build an animal management trailer for events and emergency situations	Feasibility study conducted	Feasibility study conducted and trailer purchased (if required)	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Undertaken feasibility study to purchase and build an animal management trailer for events and emergency situations	Utilise trailer (if purchased) for events and in emergency situations
Education and communication	Educate the community on their responsibilities	Inform the community of what they should do with their domestic animals in an emergency	Report in conjunction with the EAWP	A holistic EAWP that manages resources, people and animals to protect our community developed and implemented	Not addressed	To be investigated and reported in the 2018-2019 year	Develop information for the community on what to do with their pets in emergencies	Ensure information is available for the community on what to do with their pets in emergencies	Ensure information is available for the community on what to do with their pets in emergencies



### 3.8(e) Community Education (overall)

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Responsible Pet Ownership	Promote the benefits of responsible pet ownership to the community	To increase the community's awareness of the operations of Council's animal shelter by holding an annual open day and school visits	Report on all school visits and shelter tours conducted	Number of tours and school visits to educate the next generation	Promote the availability of animal shelter for school visits to promote responsible pet ownership and education	Liaise with the community regarding the possibility of holding an animal shelter open day	Implement the recommendations to arrange a Shepparton Animal Shelter open day	Implement the recommendations to arrange a Shepparton Animal Shelter open day	Implement the recommendations to arrange a Shepparton Animal Shelter open day
		Attend the RSPCA Million Paws Walk at Victoria Park Lake	Campaign reports after event to ascertain the success of involvement in the event	Attend the RSPCA Million Paws Walk every year	Attend the RSPCA Million Paws Walk at Victoria Park Lake and provided pamphlets and material to the community	Attend the RSPCA Million Paws Walk at Victoria Park Lake to provide pamphlets and material to the community	Attend the RSPCA Million Paws Walk at Victoria Park Lake to provide pamphlets and material to the community	Attend the RSPCA Million Paws Walk at Victoria Park Lake to provide pamphlets and material to the community	Attend the RSPCA Million Paws Walk at Victoria Park Lake to provide pamphlets and material to the community
Kits	Review 'New resident kits' to include animal management information	Review 'New resident kits' to include animal management information	Review conducted	Review conducted and information supplied in kits appropriate	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Review 'New resident kits' to include animal management information	Ensure information is continued to be supplied in new resident kits
	Responsible Pet Ownership kits created for community housing tenants	Responsible Pet Ownership kits created for community housing tenants	Develop Responsible Pet Ownership kits for community housing tenants	Kits developed and handed to community housing agencies	Not addressed	To be investigated and reported in the 2019-2020 year	To be investigated and reported in the 2019-2020 year	Develop Responsible Pet Ownership kits for community housing tenants	Ensure information is continued to be supplied in new resident kits
Education and communication	Media communication strategy	Develop media communication and education strategy on responsible pet ownership and animal management issues in various formats which may include brochures, website, media releases, timelines, social media, documents, newsletters, posters, signs	Media strategy developed, implemented and reviewed annually or as required	Number of methods utilised	Various methods utilised each year	Media strategy developed, implemented and reviewed annually or as required	Media strategy developed, implemented and reviewed annually or as required	Media strategy developed, implemented and reviewed annually or as required	Media strategy developed, implemented and reviewed annually or as required
Education programs	Organise education programs	Education programs conducted at community houses / groups, schools by Councils authorised officers	Council officers conduct talks to community/schools	Number of visits by Council officers	Officers conducted school education program and community group talks to provide information regarding preventing dog attacks and identifying dangerous and aggressive animals	Education program conducted by Council officers	Review of education program conducted by Council officers undertaken	Education program conducted by Council officers	Education program conducted by Council officers
		Promote Responsible Pet Ownership Schools Program and 'We Are Family' Program	Responsible Pet Ownership Schools Program and 'We Are Family' Program investigated and promoted to community development team	Responsible Pet Ownership Schools Program and 'We Are Family' Program investigated and promoted to community development team	New initiative	To be reviewed in the 2019-2020 year	To be reviewed and developed in the 2019-2020 year	Responsible Pet Ownership Schools Program and 'We Are Family' Program investigated and promoted to community development team	Responsible Pet Ownership Schools Program and 'We Are Family' Program promoted outside of community development team
		Education program conducted by DJPR staff	Join DJPR school education program database and utilise for schools. Arrange visits by DJPR staff to municipality	Schools education program database joined. Visit by DJPR arranged	New initiative	To be reviewed in the 2019-2020 year	To be reviewed and developed in the 2019-2020 year	Schools education program database joined. Visit by DJPR arranged	Visit by DJPR arranged

### 3.8(f) Annual Review

	Objective	Key Activities	Evaluation	Measure of success	2013-17 DAMP results	2017/2018	2018/2019	2019/2020	2020/2021
Annual Review of DAMP 2017-2021	Conduct review of DAMP annually and amend as required	Conduct annual reviews of the DAMP 2017-2021	Statistics to indicate compliance with target plans	Annual reporting is undertaken within 2 months of expiry of previous period	Reviews undertaken.	Undertake review and amend accordingly	Undertake review and amend accordingly	Undertake review and amend accordingly	Undertake review and amend accordingly
	Effectiveness of this plan is to be reported to Council annually	An evaluation of the plan will also be included in Council's Annual Report.	An evaluation of the plan is to be included in Council's annual report	Annual report is included in Council's Annual Report every year	Evaluation of plan by 31st August.	Evaluation of plan by 31st August	Evaluation of plan by 31st August	Evaluation of plan by 31st August	Evaluation of plan by 31st August
Domestic Animal Management Plan (DAMP) 2022-2026	Develop New DAMP 2022-2026	New DAMP developed	New DAMP developed	New DAMP developed	2013-17 DAMP finalised	DAMP 2017-2021 developed	To be reviewed and developed in the 2020-2021 year	To be reviewed and developed in the 2020-2021 year	To be reviewed and developed in the 2020-2021 year







## 4. Appendix – Current Situation

### 4(a) Statutory Requirements

The DAMP is required to set out a method for evaluating whether the animal control services provided by Council are adequate to give effect to the requirements of the *Domestic Animals Act 1994* and the regulations.

### 4(b) Our Orders, Local Laws, Council Policies and Procedures

#### Domestic Animals Act 1994 Orders

The Greater Shepparton City Council has three orders issued by Council under the *Domestic Animals Act 1994*.

Order Name	Section	Year	Description
Cat Curfew	25	19 December 1996	Resolved that cats are prohibited from being at large outside the premise of the owner at any hour during the day or night within the municipality
Compulsory Cat Desexing	10A(1)	05 June 2006	Resolved that all cats registered with Council be desexed unless exempt under Section 10 of the Domestic Animals Act 1994.
Off Leash Dog Park	26	21 April 2015	Declared an off leash dog park at Ducat Reserve in Shepparton.

#### GREATER SHEPPARTON CITY COUNCIL Compulsory De-sexing of Cats

Pursuant to Section 10A (1) of the *Domestic (Feral and Nuisance) Animals Act 1994*, the Council, at a meeting held on 5 June 2006, resolved that all cats registered with the Council after 10 April 2006 be desexed unless exempt under Section 10B of the *Domestic (Feral and Nuisance) Animals Act 1994*.

ROBERT F. LAING  
Chief Executive Officer

#### *Domestic (Feral and Nuisance) Animals Act 1994*

#### GREATER SHEPPARTON CITY COUNCIL Order Under Section 25

Council by Order under Section 25 of the *Domestic (Feral and Nuisance) Animals Act 1994* has resolved that cats are prohibited from being at large outside the premises of the owner at any hour during the day or night within the municipality of the Greater Shepparton City Council.

This Order will come into effect the day it is printed in the Government Gazette.

BURTON  
ve Officer

#### CITY OF GREATER SHEPPARTON

#### Notice Under Domestic Animals Act 1994 Declaration of an Off Leash Dog Area in Greater Shepparton

Notice is hereby given that at its meeting on 21 April 2015, the Greater Shepparton City Council resolved, for the purposes of section 26 of the *Domestic Animals Act 1994*, to declare an Off Leash Dog Area at Ducat Reserve in Paterson Road, Shepparton, consisting of a 100 x 40 metre fully fenced area.

CHRIS TEITZEL  
Acting Chief Executive Officer

### Local Laws

Until June 2018, Council utilised the Community Living local Law No 1 2008 to regulate the number of dogs and cats kept in residential areas, to regulate the collection of dogs faces in public places and to regulate dogs on leashes in public areas.

In 2018, Council resolved to revoke Councils Community Living local Law No 1 2008 and resolved to introduce Community Living Local Law no 1, 2018. The new Local Law came into operation on 29 June 2018 and takes into consideration animal management requirements as identified in the Action Plan.

### 4(c) Council Policies and Procedures

Currently authorised officers utilise a variety of resources for guidance including legislation; *Domestic Animals Act 1994* - Maddock's Investigations Manual; DART templates; practice notes; Council bulletins; Council memos; Health Management Plan and qualifications. Council is currently developing a Community Ranger procedure manual which will be completed during the life of this DAMP. Existing policies, procedures and guidelines will be reviewed and updated as required during this time.

#### 4(d) Customer Request Statistics

The following table provides information regarding the numbers of different types of requests and complaints dealt with by Community Rangers over the last few years.

Animal Management Customer Requests	2015-16	2016-17	2017-18
<b>3.2 REGISTRATION</b>			
Complaint requiring Animal Registration compliance	455	588	490
<b>3.3 NUISANCE</b>			
Barking dog	20	35	19
Cat wandering at large	24	87	52
Dog contained for collection	**	218	287
Dog wandering at large	508	398	344
Nuisance animal	149	145	156
Ranger cat trapping program	N/A	2	4
Dead animal	98	87	99
Lost animal report	35	268	398
<b>3.4 DOG ATTACKS</b>			
Dog attack	88	89	70
Dog rush	***	15	33
<b>3.5 DANGEROUS, MENACING AND RESTRICTED</b>			
Declared dogs	*	10	14
<b>3.6 OVERPOPULATION</b>			
Excess animals at property	*	26	49
Foster Care Registration Scheme enquiry	N/A	N/A	1
<b>3.7 DOMESTIC ANIMAL BUSINESS</b>			
Domestic Animal Business inspections/complaints	4	32	42
<b>3.8 OTHER MATTERS</b>			
General complaint	118	37	58
Animal welfare or animal cruelty	143	156	170
<b>TOTAL</b>	<b>1,642</b>	<b>2,193</b>	<b>2,286</b>

\* No data available

\*\* Data included in Dog wandering at large reports

\*\*\* Data included in Dog Attack reports

N/A Legislation not introduced at this time

#### 4(e) Shepparton Animal Shelter

The Shepparton Animal Shelter has had significant improvements undertaken in 2016, 2017 and 2018. While work continues to improve the animal shelter, the highlights of the completed development include;

- media and image redesign to promote a positive image in the community;

- developed dog facilities and equipment including new impervious floor and walls to help prevent spread of disease, washing machine, beds, exercise yards, water bowls and benches;
- new safety features for animal and staff welfare;
- developed cat areas include new impervious floor and walls to help prevent spread of disease, exercise area, animal handling equipment;
- new laundry, isolation ward, vet room, grooming room, updated office and livestock yards; and
- comfort and enrichment programs, equipment and activities for the animals.

#### 4(f) Community Consultation

Over the period of 6 weeks, between 16 April 2018 and 25 May 2018, a Pet Survey was launched to the community to gain feedback on a number of animal management issues.

The survey aimed to gather impressions on a number of services, facilities and activities the Council provides with the information gathered being used to inform decisions for the coming years. Council encouraged residents to have their say and participate in the consultation and all they needed to do is simply go online and fill out the survey.

The survey was advertised via social media and a media release titled 'Residents asked to provide feedback on Pets' that appeared in Shepparton News and on Council's webpage.



#### 4(g) Community Consultation Survey results

The pet survey was completed by 202 participants, with 81% participants owning a dog and 46% owning a cat. The survey consisted of a number of questions, with Council receiving a mixed response.

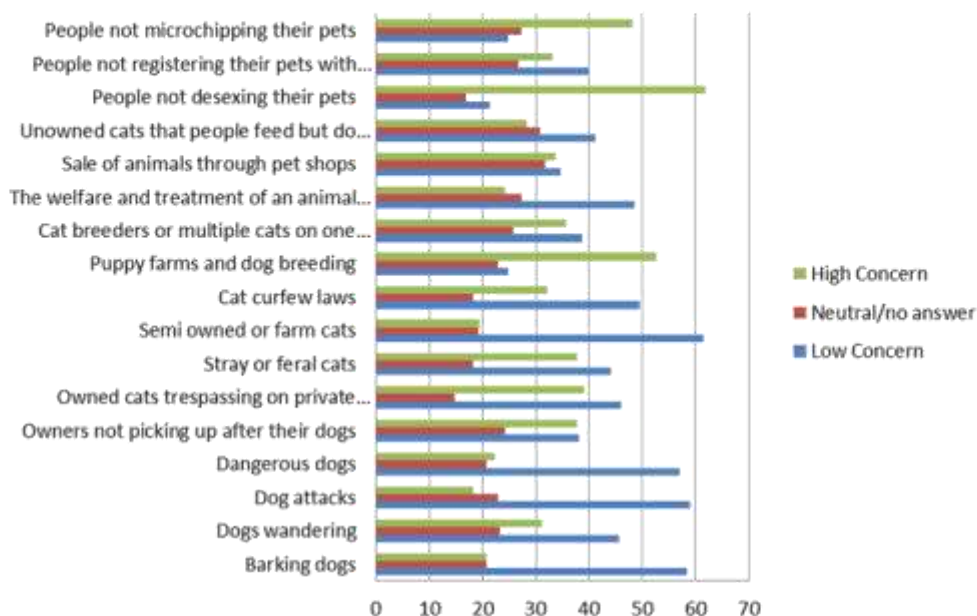
**Which of the following are an issue for you now or have been an issue in the past 12 months?**

**The participants were asked to rate the following topics from low concern to high concern (1-5)**

- Barking dogs
- Dogs wandering
- Dog attacks

- Dangerous dogs
- Owners not picking up after their dogs
- Owned cats trespassing on private property
- Stray or feral cats
- Semi owned or farm cats
- Cat curfew laws
- Puppy farms and dog breeding
- Cat breeders or multiple cats on one property
- The welfare and treatment of an animal in my neighbourhood
- Sale of animals through pet shops
- Unowned cats that people feed but do not take full responsibility for
- People not desexing their pets
- People not registering their pets with Council
- People not microchipping their pets

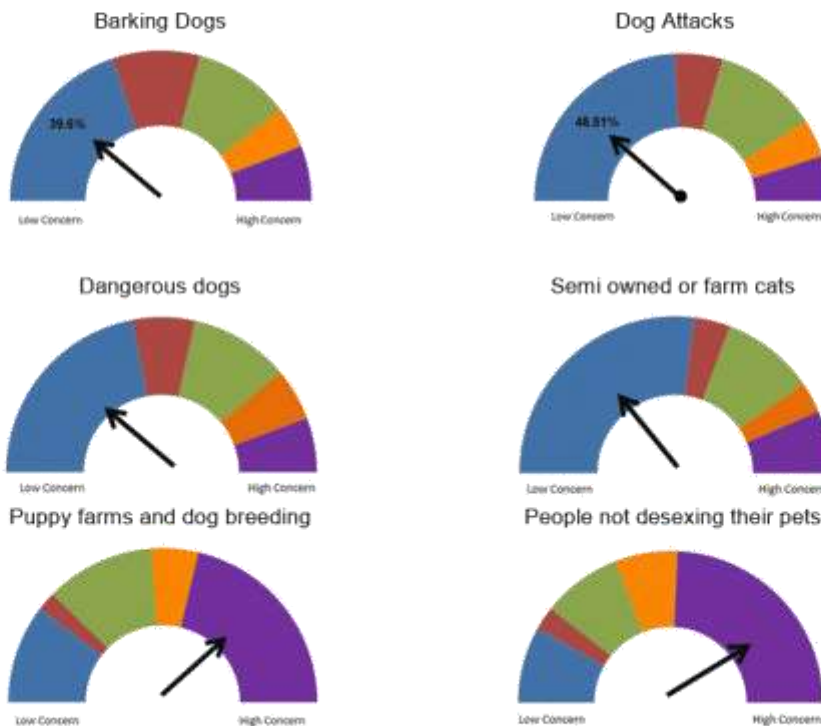
**Figure: Results from the question; which of the following are an issue for you now or have been an issue in the past twelve months?**



The more significant responses are as follows;

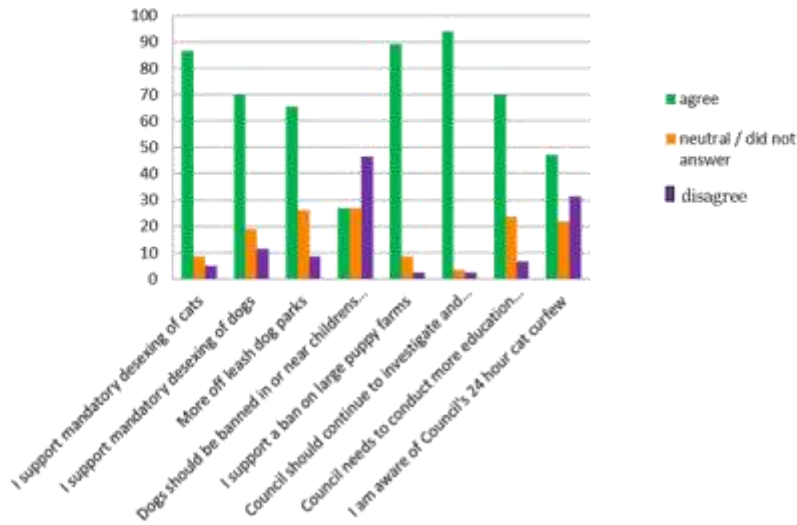
**Key**

- Low Concern (1)
- Low Concern (2)
- Neutral/no answer
- High Concern (4)
- High Concern (5)



**Please tell us if you agree or disagree with the following statements.**

- I support mandatory desexing of cats
- I support mandatory desexing of dogs
- More off leash dog parks
- Dogs should be banned in or near children’s playgrounds
- I support a ban on large puppy farms
- Council should continue to investigate and prosecute owners of dogs that attack, puppy farms and animal cruelty offences
- Council needs to conduct more education campaigns regarding responsible pet ownership
- I am aware of Council's 24 hour cat curfew

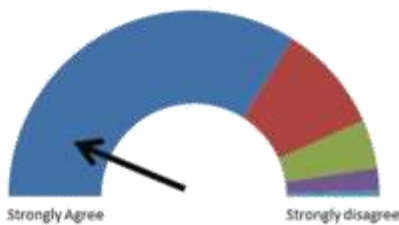


Other significant responses are as follows;

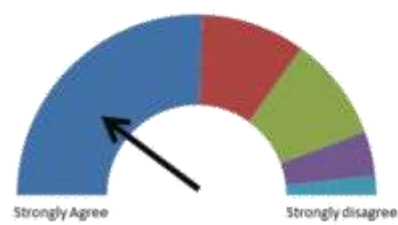
**Key**

- Strongly agree
- Agree
- Not sure / No answer
- Disagree
- Strongly disagree

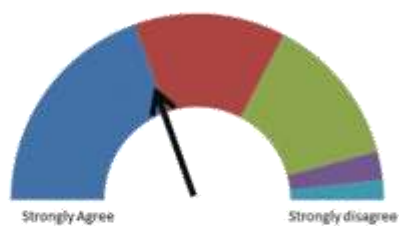
I support mandatory desexing of cats



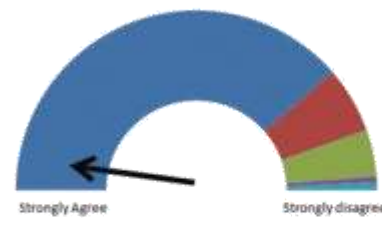
I support mandatory desexing of dogs



There should be more off leash dog parks



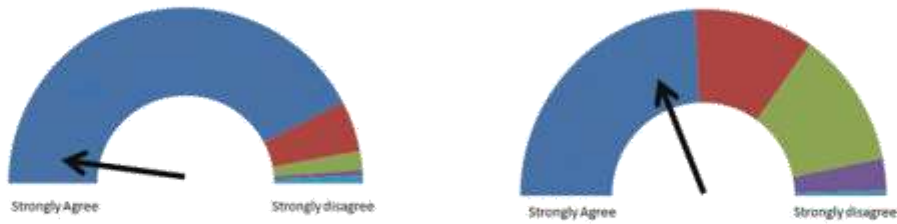
I support the ban on large puppy farms



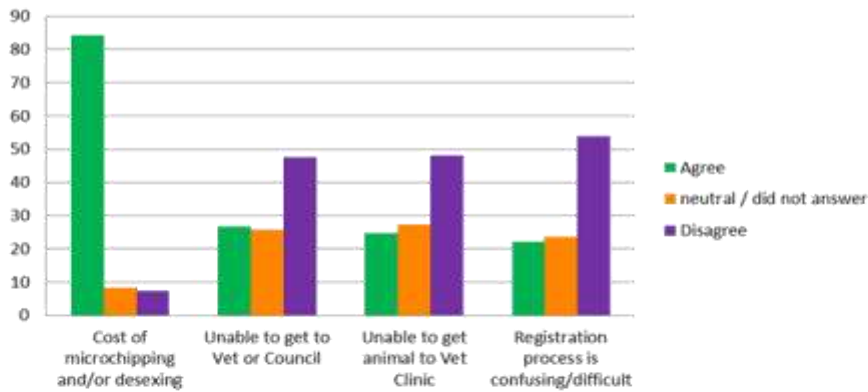
Council should continue to investigate and prosecute owners of dogs that attack, puppy farms and animal cruelty offences

Council needs to conduct more education campaigns regarding responsible pet ownership





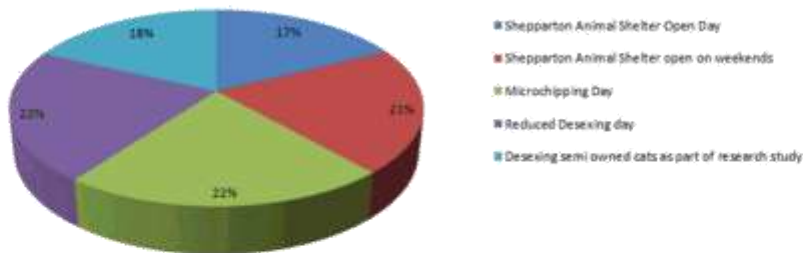
**What do you think is the reason why some people do not microchip, desex and register their animals?**



**There are a number of different campaigns and events that Council can consider in the next four years. Please indicate your preference for the following campaigns.**

- Shepparton Animal Shelter Open Day
- Shepparton Animal Shelter open on weekends
- Microchipping Day
- Reduced Desexing day
- Desexing semi owned cats as part of research study

The responses were very similar with Microchipping Day and reduced desexing day slightly preferred by the participants.



## 4.1 Authorised Officer Training

### 4.1(a) Employees

The following table outlines the current effective full time employees (EFT) dedicated to providing Animal Control and Local Law services.

Authorised Officer	Effective full time (EFT)
Coordinator Local Laws and Animal Management	1 EFT
Community Ranger	3 EFT
Compliance Officer	1 EFT
Animal Shelter Officer	3 EFT

### 4.1(b) Current and planned training

The table below outlines the current training completed by staff and the training planned to occur over the next four years.

Authorised Officer Training	Community Ranger and Compliance		Animal Shelter		Management	
	Current	Planned	Current	Planned	Current	Planned
Diploma Leadership and Management					1	
Cert IV in Animal Control and Regulation	3	1	1		1	
Cert IV Government	1					
Cert IV Frontline Management					1	
Cert IV Veterinary Nursing			2			
Cert III Animal Studies	1	0				
DJPR Animal Management seminars	All	TBA		TBA		TBA
DJPR Conducting Audits					1	
AIAM annual conference	1	2		2	1	
Getting 2 Zero	1	2		2	1	
OHS	4		1	3		
Animal handling	4		2	3	1	
Animal assessment	2	2	2			
Exceptional Investigator Series	2					
Prosecutions	1	2				
Statement taking	1	3				
Evidence gathering	1	3			1	
DNA Collection	1	3				1
Restricted Breed Dog Identification	3	1		1		
Conflict resolution	4				1	
Livestock handling and rescue	1					

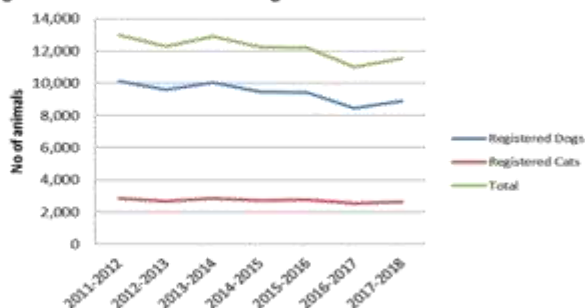
## 4.2 Registration and Identification

### 4.2(a) Animal Registration

The following are the number of animals registered with the Greater Shepparton City Council per year.

Animal Registration Period	2010-2011	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018
Registered Dogs	9,842	10,135	9,601	10,022	9,488	9,435	8,460	8,897
Registered Cats	2,932	2,864	2,683	2,871	2,750	2,764	2,536	2,660
Total	12,774	12,999	12,284	12,893	12,238	12,199	10,996	11,557

Figure: Number of Animals Registered



4.2(b) Shepparton Animal Shelter registered when admitted

The following are the number of animals that were registered with a local Council when they were admitted to the Shepparton Animal Shelter.

Information 2016-2017	Dogs	% of Total	Cats	% of Total
Registered when admitted	175	22%	19	1.4%

Figure: Dog Outcomes 2007-2017

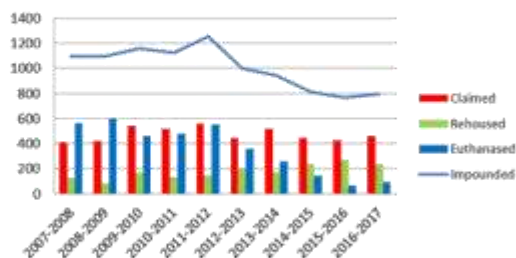
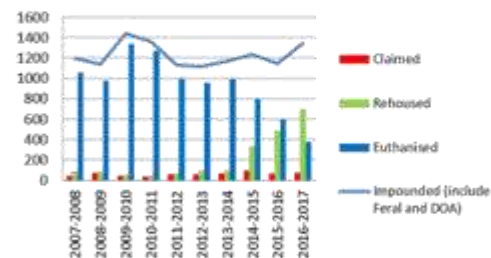


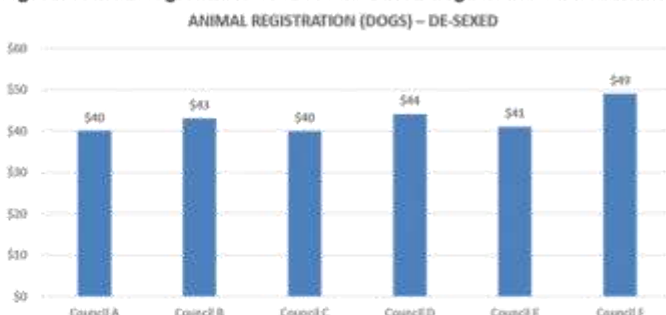
Figure: Cat Outcomes 2007-2017



4.2(c) Benchmarking Summary

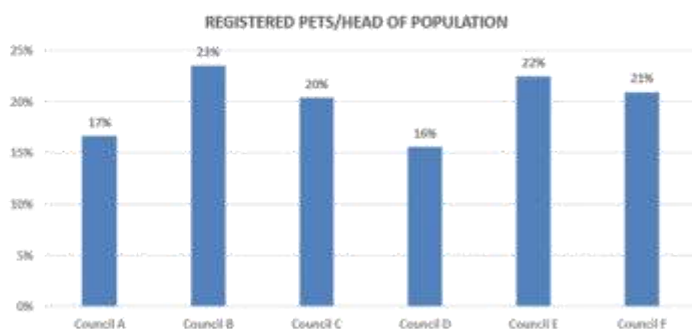
In late 2017, an independent consultant conducted a benchmarking exercise with Greater Shepparton City Council and four other regional and rural councils. The results of the exercise are shown below with Council identified as Council C.

Figure: Annual registration fees for de-sexed dogs in the 6 benchmark councils



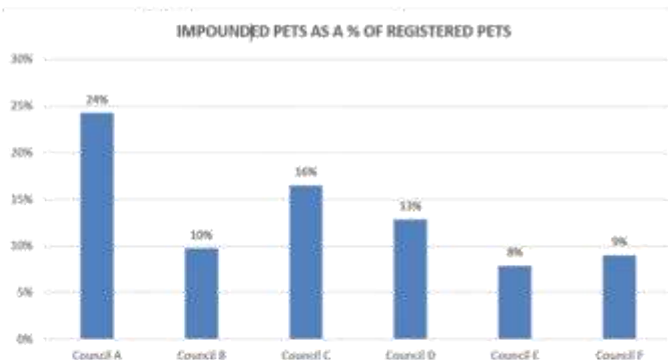
Council's animal registration fee for a de-sexed dog is equal smallest compared to other like Councils.

**Figure: Registered pet ownership rates across the 6 benchmark councils 2016**



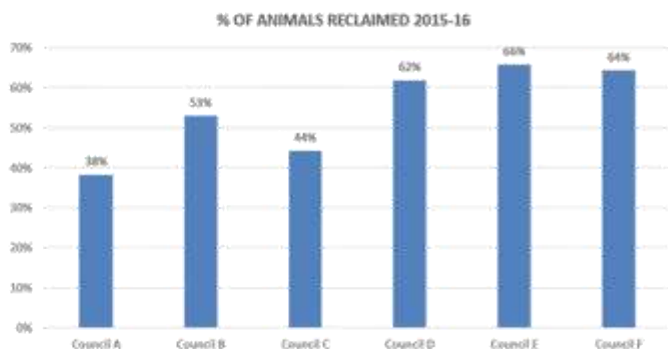
The number of registered pets per head of population is approximately average with like Councils.

**Figure: Comparative rates of impounded pets as a % of registered pets 2015-16**



The percentage of registered pets being impounded is the second highest compared to like Councils.

**Figure: Proportion of pets returned to owners 2015-16 (Know Your Council data)**



The percentage of animals being reclaimed by their owners in 2015-2016 is the second lowest percentage from like councils.

### 4.3 Nuisance

Please refer to the Current Situation in Appendix for information regarding the numbers of different types of nuisance requests and complaints dealt with by Community Rangers over the last two years. Nuisance complaints include barking dogs, cat and dogs wandering at large, dead animals and other nuisance complaints.

### 4.4 Dog Attacks

#### 4.4(a) Dog Attack and Dog Rush statistics

The following table provides information regarding the numbers of dog attack and dog rush reports and the number of dogs seized by Community Rangers over the last two years.

Year	Dog attack	Dog rush	Seized dog attack
2014-2015	54	*	7
2015-2016	88	*	13
2016-2017	89	15	15
2017-2018	70	33	

\* Data not available

#### 4.4(b) Prosecutions

The following prosecutions have been undertaken.

Year	Reference	Brief description of incident	Prosecution outcome
2014		No prosecutions.	
2015	A	Dog broke out of fence and while wandering at large, attacked and seriously injured another dog. Charged with serious dog attack, dog wandering at large and fail to register.	Proven with conviction. Fined \$5,000. Aggregate order. Costs \$8,524. Order for dog to be destroyed. Disqualified from owning or being in control of a dog for 5 years.
2016	B	Dog attacked multiple people who visited the dog's property. Charged with failure to register, dog attack causing injury, dog rush, and wandering at large.	Proven with conviction. Fined \$1,200.00. Costs \$6,263.15. Legal costs \$22,219.86. TOTAL of \$29,802.91. Order for dog to be destroyed. Disqualified from owning or being in control of a dog for 3 years.
2016	C	Dogs came out from property and attacked a dog causing serious injury. Charged with dog wandering at large, dog attack causing serious injury, dog rush and fail to register.	Guilty plea without conviction. Dog surrendered for euthanasia. Costs \$3,000.
2016	D	Two dogs wandered at large and attacked a cat causing death. Charged dog attack causing death and dog wandering at large.	Guilty plea. Good behaviour bond for 12 months. Costs \$3,980.00. Dogs surrendered for euthanasia.
2017	E	Dog attacked another dog under fence causing serious injury.	Guilty plea. \$1237 compensation order to victim. Costs of \$3,000. Dog declared dangerous.
2017	F	Two dogs wandered at large and attacked a cat causing death. Charged dog attack causing death and dog wandering at large.	Guilty plea. Costs \$7,330. Dogs surrendered for euthanasia.
2017	G	Dog wandered at large and attacked a cat causing death. Charged dog attack causing death, dog wandering at large.	Guilty plea. Costs \$6,500. Dog declared dangerous.
2017	H	Dog wandered at large and attacked a cat causing death. Charged dog attack causing death, dog wandering at large and fail to register.	Guilty Plea. Good behaviour bond for 12 months. Costs \$2,175. Dog surrendered for euthanasia.

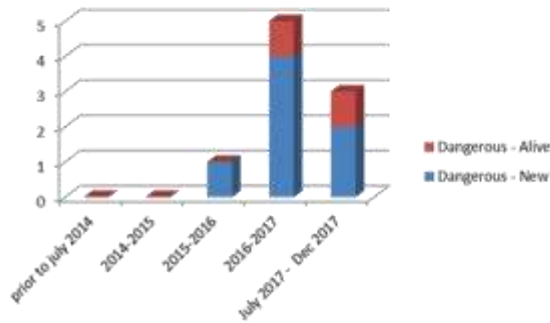
### 4.5 Dangerous, Menacing and Restricted Breed dogs

#### 4.5(a) Declared Dangerous dogs

The following is a list of dogs that have been declared a Dangerous dog between 2014 and December 2017. The Dangerous dog declaration cannot be revoked.

- Dog breeds declared;
- Bull Mastiff x Wolfhound
  - Staffy x
  - Staffy x
  - Staffy x
  - Staffy x
  - Staghound x
  - Staffordshire Bull Terrier x

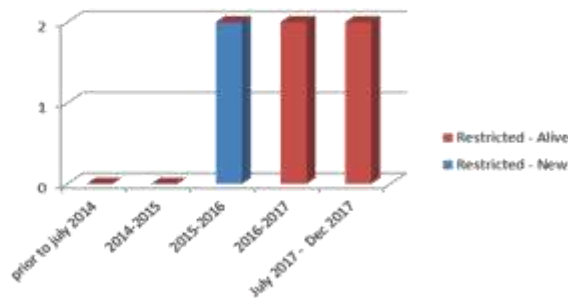
Figure: Declared Dangerous dog numbers



#### 4.5(b) Declared Restricted Breed dogs

Two dogs have been declared Restricted Breed dogs between 2014 and December 2017. The Restricted breed declaration cannot be revoked.

Figure: Declared Restricted Breed dog numbers

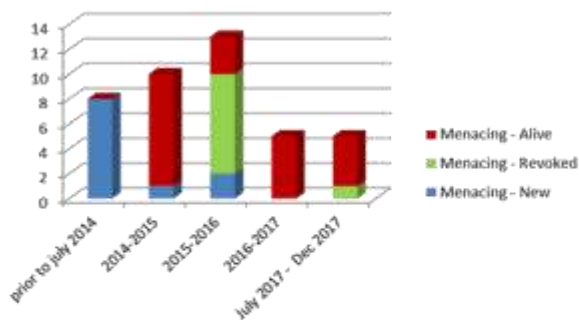


#### 4.5(c) Declared Menacing dogs

The following is a list of dogs that have been declared a Menacing dog between July 2014 and December 2017. Menacing dog declarations are able to be revoked.

- Blue Heeler
- Kelpie
- Staffordshire Bull Terrier
- Rhodesian Ridgeback
- Bull Mastiff
- Labrador x mastiff
- Dachshund
- Jack Russell
- Australian Terrier
- Blue Heeler
- Boxer x Staffy

Figure: Declared Menacing dog numbers



## 4.6 Overpopulation and high euthanasia

### 4.6(a) Desexing program

Council participates in the Australian Veterinary Association (AVA) and Municipal Association of Victoria (MAV) Desexing Scheme. Under the Scheme, a pet owner with a valid pension or concession card attends Council to request a desexing voucher. A maximum of two vouchers (for 2 dogs, 2 cats or 1 dog and 1 cat) are issued per household.

Upon presentation of a voucher, a Council approved Veterinary practice discounts their advertised fee by 25%, if the animal owner provides proof that their animal is currently vaccinated. Council then credits a set amount directly to the veterinary practice on receipt of the veterinarian's account. The pet owner pays the remaining amount to desex their animal directly to the vet, either on admission for or discharge from surgery.

Period Start	Period End	Number of vouchers issued
01/05/2016	31/12/2016	50
01/01/2017	31/05/2017	127
01/07/2017	15/11/2017	103

### 4.6(b) Animal hoarder investigations

Community Rangers investigate all reports of animal hoarders, animal welfare or animal cruelty, excess animals kept at a premises and potential domestic animal businesses.

Animal Management Customer Requests	2015-16	2016-17	2017-18
Excess animals at property	*	26	
Domestic Animal Business complaints	4	32	
General complaint	118	37	
Complaint requiring Animal Registration compliance	455	588	
Ranger cat trapping program	N/A	2	
Animal welfare or animal cruelty	143	156	

\* Data not available

### 4.6(c) Shepparton Animal Shelter statistics

The statistics below relate to the 2016-2017 financial year.

Admission Reason 2016-2017	Dogs	% of Total	Cats	% of Total
Impounded	643	81%	1098	81.8%
Seized for Dog Attack	15	1.9%	N/A	N/A
Surrendered	127	16%	210	15.6%
Dead on Arrival	8	1.1%	35	2.6%
<b>TOTAL</b>	<b>793</b>		<b>1343</b>	
Information 2016-2017	Dogs	% of Total	Cats	% of Total
Feral	N/A	N/A	161	12%
Under 6 months of age	82	10.3%	644	48%
Females	344	43.4%	614	45.7%
Desexed on entry	226	28.5%	134	9.9%
Registered when admitted	175	22%	19	1.4%
Outcome Results 2016-2017	Dogs	% of Total	Cats	% of Total
Claimed by their owners	458	57.75%	75	6%
Rehoused at the shelter	97	12.23%	239	21%

Rehoused to External Animal Shelter / Rescue groups	137	17.27%	458	40%
Total Rehoused	234	29.5%	697	61%
Euthanased (without feral and DOA)	78	9.8%	375	33%
Dog euthanased as a result of successful dog attack investigation	14	1.77%	N/A	N/A
Seized	1	0.12%	N/A	N/A
Dead on arrival	8	1%		
<b>TOTAL</b>	<b>793</b>			

N/A Not applicable

Figure: Dog admission 2016-2017

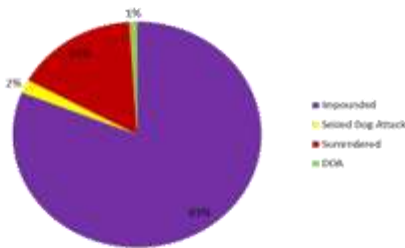


Figure: Dog outcome 2016-2017

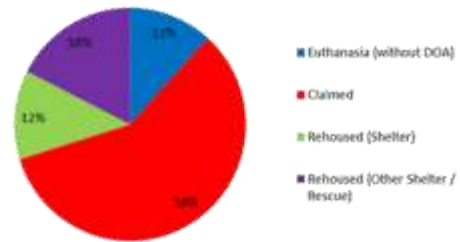


Figure: Cat admission 2016-2017

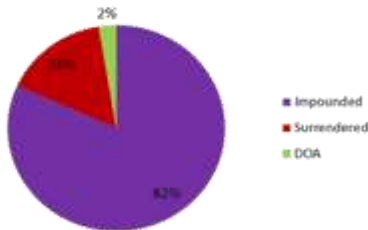
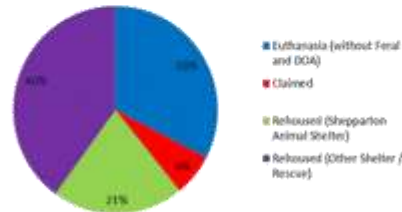


Figure: Cat outcome 2016-2017



The following statistics have been collated over a 10 year period.

Figure: Dog outcome 2007-2017

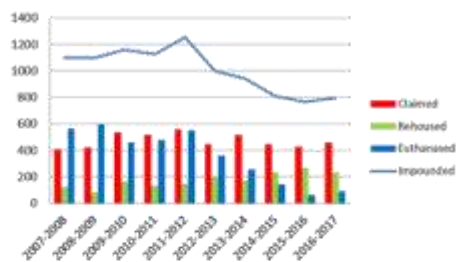
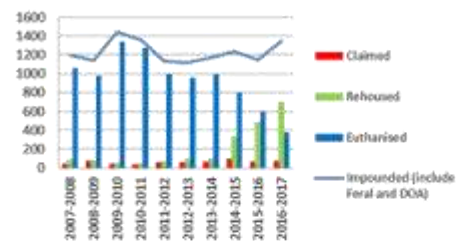


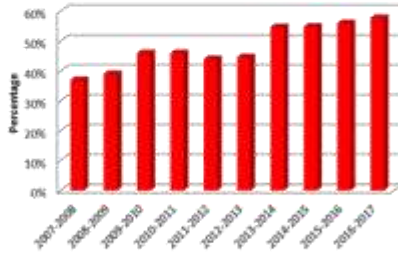
Figure: Cat outcome 2007-2017



The comparison graphs includes feral cats, dogs seized as part of serious dog attack investigations, animals surrendered for euthanasia and animals found deceased after being hit by a vehicle on local roads.

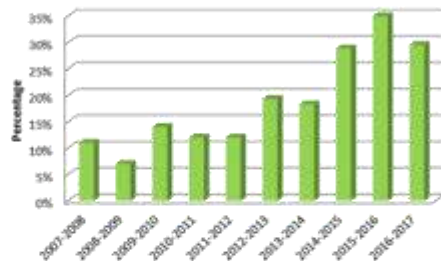


**Figure: Dogs claimed 2007-2017**



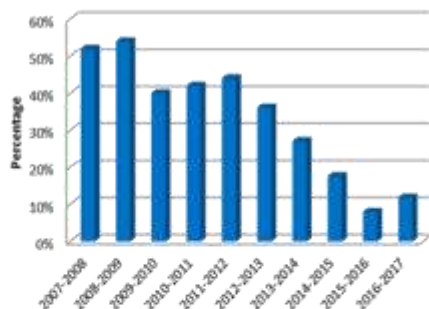
The last four years has seen a steady increase in the number of dogs claimed by their owners.

**Figure: Dogs Rehoused 2007-2017**



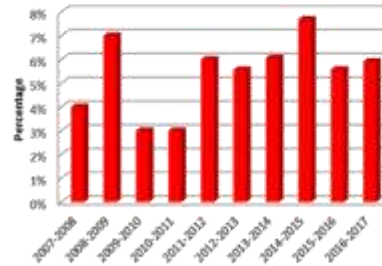
The decline in rehouse experienced in the 2016-2017 year compared to 2015-2016 was due to an increase in the number of dogs seized for serious dog attacks. These dogs have subsequently been euthanased either after being surrendered by their owners or as a result of a successful prosecution. Since the implementation of the DAMP, the number of dogs rehoused has been higher than the number of dogs' euthanased.

**Figure: Dogs euthanised 2007-2017**



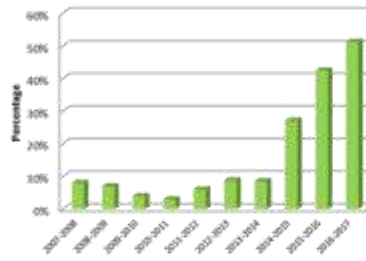
The number of dogs' euthanased has significantly reduced over the DAMP implementation period.

**Figure: Cat claimed 2016-2017 - percentage from impounded (include feral and DOA)**



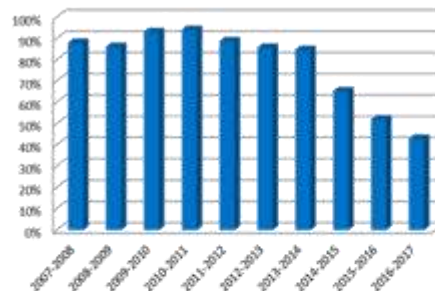
There are consistently low rates of owners claiming their cats from the shelter, which is relative to the number of cats being admitted without identification.

**Figure: Cat rehoused 2016-2017 - percentage from impounded (include feral and DOA)**



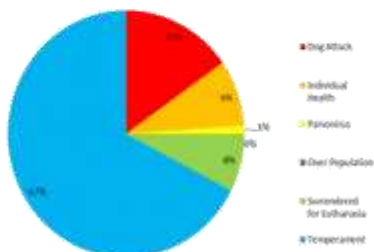
A total of 697 cats and kittens were rehoused over the 2016-2017 period, with 239 cats and kittens directly from the shelter and a further 458 being transported to an Animal Shelter in Melbourne for rehousing. In 2010-2011, the Animal Shelter rehoused 47 cats or 3% of the impounded animals. Over the last three years, initiatives and programs have resulted in an increase in the number of cats rehoused being, 100, 335 and 487 respectively. In 2016-17 the number of cats rehoused was 697.

**Figure: Cats euthanised 2016-2017 (inc. feral and DOA)**



Prior to the previous DAMP, the Shepparton Animal Shelter consistently had a cat euthanasia rate over 80%. Even with the high incidents of contagious diseases being detected in our cat population, the shelter decreased the euthanasia

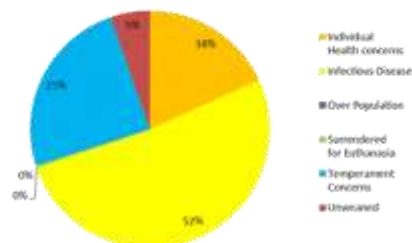
Figure: Dog euthanasia reason 2016-2017



The number of animals' euthanased due to parvovirus reduced over the last 2-3 years due to the significant building improvements and new operating procedures. 15% of dogs euthanased were as a result of successful dog attack investigations. 8% of dogs euthanased were surrendered for euthanasia by their owners due to aggression, dog attack or serious veterinary issues.

rate over the last four years.

Figure: Cat euthanasia reason 2016-2017



In 2016-17, the shelter saw a high volume of cats presenting with highly contagious and serious virus, such as cat flu, which caused 52% of the cat euthanasia rate. This year was the first year of the Shepparton Animal Shelter's records where the number of cats rehoused was significantly higher than the number of cats' euthanased.

#### 4.6(d) Shepparton Animal Shelter programs

##### Foster Carers

The Shepparton Animal Shelter continues to encourage the community to become foster carers for the Shepparton Animal Shelter. The number of foster carers continues to increase.

##### Section 84Y agreements

Council currently has an 84Y agreement with an animal shelter in Melbourne who regularly collect animals' from the shelter and transport them to Melbourne for rehoming. This process increases the chances of the animal finding a forever home, reduces the number of animals that remain at the shelter and has significantly increased the adoption rate and decreased contagious disease outbreaks.

##### Work Experience

The Shepparton Animal Shelter operates a successful work experience program, allowing those undertaking tertiary studies in animal care, veterinary nursing or statutory compliance to develop skills in animal care and animal handling in a shelter environment.

## 4.7 Domestic Animal Business

The municipality currently has the following registered Domestic Animal Businesses who are monitored and audited at least annually for compliance.

### 4.7(a) Registered Domestic Animal Businesses

The following are registered Domestic Animal Businesses with Council.

Domestic Animal Business	2017-18	2018-19
Animal Shelter	1	1
Pet Shop	3	2
Breeding and Rearing establishment	0	1
Dog Training establishment	1	2
Boarding Establishment	3	2
<b>TOTAL</b>	<b>6</b>	<b>8</b>

### 4.4(b) Prosecutions

The following prosecutions have been undertaken in relation to alleged unregistered Domestic Animal Businesses.

Year	Reference	Brief description of incident	Prosecution outcome
2018	I	Operating a domestic animal business on unregistered premises, animal cruelty and multiple unregistered dogs and cats.	Guilty plea. Fine \$5,000. Costs \$7,500
2018	J	Operating a domestic animal business on unregistered premises, animal cruelty and multiple unregistered dogs and cats.	Guilty plea. Convicted. Good Behaviour bond for 3 years. Costs \$5000.
2018	K	Multiple unregistered dog and cats.	Guilty. Convicted. Fine \$1,650. Costs \$1,467.30