

Knox City Council

Domestic Animal Management Plan 2021-2025



Executive summary

The Knox City Council Domestic Animal Management Plan (DAM Plan) has been developed in line with the legislative requirement that all councils develop a DAM Plan every four years. The DAM Plan details Council's strategies for the management of dogs and cats, including providing education to the community, promoting responsible pet ownership, and minimising problems generated by irresponsible pet owners.

Knox City Council has used a consultative approach to the development of this Plan to consider opinions and feedback from residents, local domestic animal businesses and other relevant stakeholders. Through the consultation process many Knox residents emphasised that dogs and cats are important members of their family.

Animal management is now a specialised industry that has evolved from merely collecting stray dogs and addressing compliance issues. Council plays a key role in promoting responsible animal ownership in the community, essential to maintaining sustainable communities and a healthy environment.

The Plan broadly outlines the following nine areas of focus:

- 1. Training of authorised officers;
- Responsible Pet ownership;
- 3. Registration and identification;
- 4. Nuisances;
- 5. Dog attacks;
- 6. Dangerous, menacing and restricted breed dogs;
- 7. Overpopulation and high euthanasia;
- 8. Domestic animal businesses; and
- 9. Other matters (e.g. Council Orders).

In addition to many ongoing actions that are part of Knox's daily animal management activities, this Plan introduces the following key Plan actions:

- The annual animal registration process be improved through increased public education activities and incentives to increase the numbers of animal registrations and promote the overall value proposition of animal registration.
- Provide free/discounted cat and dog desexing to eligible vulnerable and/or disadvantaged residents.
- Implementation of a cat curfew, as previously approved by Council.
- Explore the introduction of a Pet Companionship program, targeted at socially isolated and lonely older persons living alone.
- Development of an annual communication plan including alternative signage options, to assist with communicating key messages around responsible pet ownership.

The Plan also considers approaches that will aim to ensure that dog attacks and dangerous, menacing and restricted breed dog matters are promptly dealt with, in line with community expectations.

This plan introduces the development of a dog attack kit, to provide greater support and transparency of the process for all those involved (including the victim and offending dog owner).

62% of homes in Australia have a pet (exceeded only by the US and New Zealand). 3.6 million Australian homes have a dog, and 2.9 million homes have a cat.

Source: Pets in Australia: a national survey of Pets and

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Quotes published in this document were received from the Knox City Council Domestic Animal Management Plan Community Survey, July/August 2021

Introduction

Knox is a municipality located approximately 25kms from the Melbourne GPO. Knox is a populous municipality in Victoria with over 165,000 residents living in eleven localities.

Knox residents are proud of their city's leafy green image. They are protective of the nearby Foothills and other special places of biological significance. It is a community concerned for the welfare of others with the 2020 Municipal Survey showing that nine in ten Knox residents report that it is important that the environment is cared for, and nine in ten also reporting that it is important to support those most in need.

The Knox community is diverse, at the 2016 Census Knox was home to residents from 140 different countries who speak more than 120 different languages, with 30% (in excess of 46,000) born overseas and 25% (almost 39,000) speaking a language other than English at home.

Knox has an area spanning 114 square kilometres and includes the suburbs of Ferntree Gully, Upper Ferntree Gully, Boronia, The Basin, Rowville, Wantirna, Wantirna South, Lysterfield, Knoxfield, Scoresby and Bayswater. In 2019, an estimated 18% of the Knox population were children aged less than 15 years old and 28% were aged 55 years and older. 4.8% of the population in Knox require assistance in their day to day lives due to disability. The number of couple-only and lone person households in Knox is forecast to surpass the number of families with children in 2024, and it is forecast that the total population for the municipality will reach almost 179,000 by 2031.

As at September 2021, Knox had 18,233 dogs registered and 7,294 cats registered. For the 2020/2021 registration period, Knox had a total of 28 domestic animal businesses registered.

They included:

- 7 pet shops
- 10 dog training businesses
- 9 boarding facilities
- 1 animal shelter/ pound
- 1 animal breeding/rearing facility.

Council's Community Laws team is part of the City Safety and Health Department and is part of the broader City Strategy & Integrity Directorate. Community Laws is aligned to the City Safety and Health values and promotes and protects the safety, health and amenity of the community so the objectives of the Knox Vision can be realised. This will be achieved through integrated planning, community education and engagement, service provision, community capacity building, regulation and enforcement.

Community Laws delivers varied departmental roles within Council, which includes the education and enforcement of state and local legislation. The department's roles include animal management, traffic enforcement, local laws and school crossing supervision.

The Community Laws Department consists of the following authorised Animal Management Officers:

- 1 Coordinator, Community Laws
- 1 Team Leader Community Laws and Animal Management
- 1 Team Leader, Parking Management
- 6 Community Laws/ Animal Management Officers.

The department is further supported by a dedicated business support and prosecutions team.



Domestic animal statistics and data - City of Knox

The table below provides a snapshot of the domestic animal management services provided by Council in 2020-21, and as previously reported in prior Domestic Animal Management Plans:

	2012-2013	2016-2017	2020-2021
Population	>154,000	>157,000	>165,000
No. of authorised animal management officers	10	9	9
Number of Domestic Animal Businesses	22	22	28
Dogs in Knox			
No. of registered dogs (total)	18,805	18,839	18,233 at Sept 2021
No. of registered restricted breed dogs	6	3	1
No. of registered declared menacing dogs	3	1	1
No. of registered declared dangerous dogs	6	6	11
Dogs impounded at the pound	784	630	326
Dogs reclaimed from pound	579	501	275
Dogs adopted	130	71	29
Dogs reclaimed by owner or adopted %	90.4%	90.8%	93.3%
Dogs euthanised	98	39	18
Dogs euthanised %	12.5%	6.2%	5.5%
Customer requests responded to:			
Dogs - Barking	597	394	51
Dogs - Pick up	799	601	384
Dogs - Wandering at large	453	266	169
• Dog - Attacks	122	95	140
• Dog - Rush	75	47	39
Cats in Knox			
No. of registered cats (total)	5,878	6,266	7,294 at Sept 2021
Cats impounded at the pound	436	402	296
Cats reclaimed from pound	59	65	61
Cats adopted	236	215	147
Cats reclaimed by owner or adopted %	67.7%	69.7%	70.3%
Cats euthanised	142	88	76
Cats euthanised %	32.6%	21.9%	26.7%
Customer requests responded to:			
Cat cage requests	196	150	100
Cats picked up	244	199	182

The review and development of the Domestic Animal Management Plan is an initiative in the Knox City Council Plan 2021-2025, which supports the strategy to "Create, enhance and maintain places and spaces for people to live, work, play and connect". This strategy supports the key direction of "Neighbourhoods, Housing and Infrastructure", being one of five key directions outlined in the Knox Community Plan 2021-2031.

Development of this Plan

The development of this Plan was informed by community and stakeholder consultation, feedback from our Councillors, Council staff experiences, research and benchmarking. This Plan builds on the previous Plans, with the aim to deliver better animal management services for the Knox municipality for the next 4 years.

The community engagement for the development of this plan included two rounds of consultation:

- > Phase 1 consultation to gather feedback from a broad range of stakeholders on their feedback on the current 2017-2021 Plan, and ideas of the next Plan (July/ August 2021); and
- > Phase 2 consultation to gather feedback on the draft 2021-2025 Plan (October/ November 2021).

The Phase 1 engagement undertook consultation with the local community and domestic animal businesses, to hear our community's views on how cats and dogs are managed in the Knox municipality, including feedback on Council's animal management services and suggestions on what could be improved. A total of 3,317 responses were received from the community and businesses, through the following channels:

Engagement activity	Responses
Community survey	3,256
Email responses	32
One-on-one consultations (on request)	25
Domestic animal business survey	4

The engagement was promoted through a range of Council's communication channels including: a flyer distributed to over 53,000 homes in the municipality; SMS messages sent to registered cat and dog owners; coreflute signs installed in 50 key parks across the municipality; news articles in Council's newsletters and website; Facebook advertising; and direct emails to a range of stakeholders, inviting them to provide feedback.

Some of the key findings of the Phase 1 engagement were:

- High engagement in the survey from dog or cat owners (90%) demonstrates a high level of interest in animal management and a commitment to responsible pet ownership in Knox.
- Many community members supported that the animal management services are either 'very important' or 'important'.
- The need for a review of and/or increased compliance and community education regarding dog off leash rules and areas.
- Consideration of the range of support requested by the community, to assist with the introduction of a cat curfew.
- A need for solutions to address the problem of dog waste (poo) not being collected and disposed
 of properly.
- Provision of public education and communication campaigns to increase the community awareness of their responsibilities (including registration & microchipping, having your dog under effective control, etc) when owing a pet in Knox.

The Phase 2 engagement period in October/November 2021 provided the community an opportunity to provide their feedback on the draft 2021-2025 Plan. A total of 111 responses were provided, received primarily through online and email submissions.

Domestic Animal Management Plans

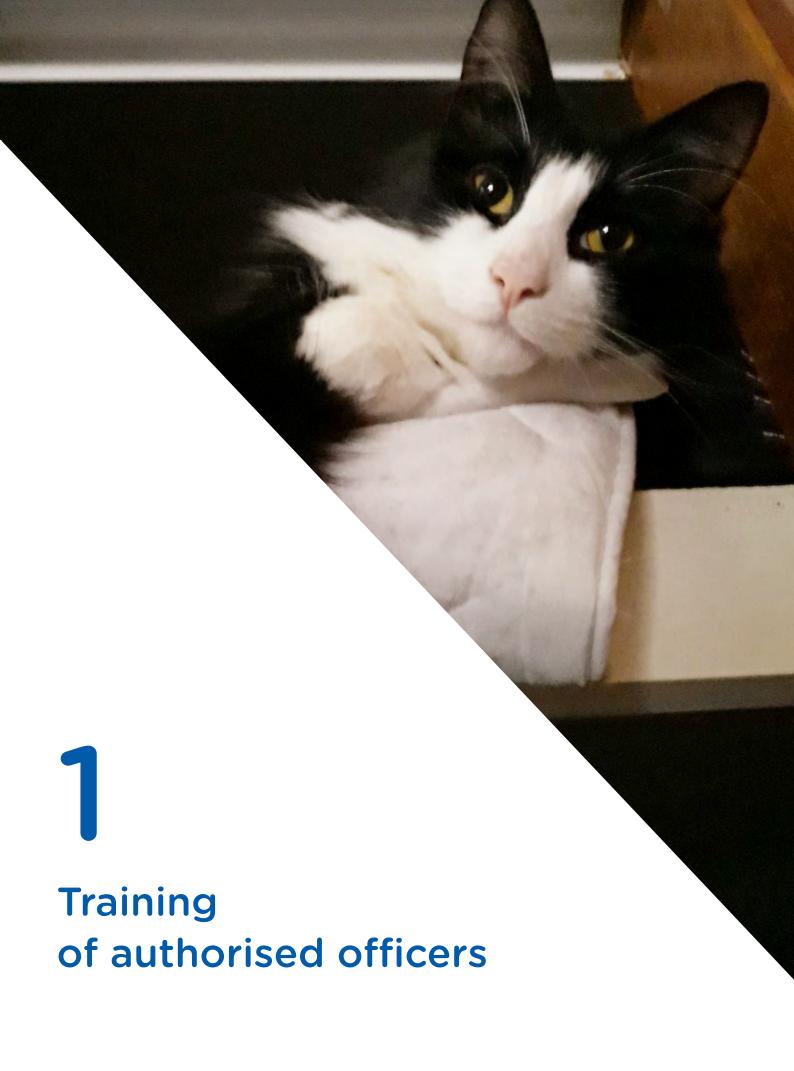
Under Section 68A of the Domestic Animals Act, every Council must prepare a domestic animal management plan, as follows:

68A Councils to prepare domestic animal management plans

- 1. Every Council must, in consultation with the Secretary (of the Department of Jobs, Precincts and Regions), prepare at 4 year intervals a Domestic Animal Management Plan.
- 2. A Domestic Animal Management Plan prepared by a Council must:
 - a. set out a method for evaluating whether the animal control services provided by the Council in its municipal district are adequate to give effect to the requirements of this Act and the regulations; and
 - outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of this Act in the Council's municipal district; and
 - c. outline programs, services and strategies which the Council intends to pursue in its municipal district:
 - to promote and encourage the responsible ownership of dogs and cats; and
 - ii. to ensure that people comply with this Act, the regulations and any related legislation; and
 - iii. to minimise the risk of attacks by dogs on people and animals; and
 - iv. to address any over-population and high euthanasia rates for dogs and cats; and
 - v. to encourage the registration and identification of dogs and cats; and
 - vi. to minimise the potential for dogs and cats to create a nuisance; and
 - vii. to effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure that those dogs are kept in compliance with this Act and the regulations; and

- d. provide for the review of existing orders made under this Act and local laws that relate to the Council's municipal district with a view to determining whether further orders or local laws dealing with the management of dogs and cats in the municipal district are desirable; and
- e. provide for the review of any other matters related to the management of dogs and cats in the Council's municipal district that it thinks necessary; and
- f. provide for the periodic evaluation of any program, service, strategy or review outlined under the Plan.
- 3. Every Council must:
 - a. review its Domestic Animal Management Plan annually and, if appropriate, amend the Plan; and
 - b. provide the Secretary with a copy of the Plan and any amendments to the Plan;
 and
 - c. publish an evaluation of its implementation of the Plan in its annual report.

My cat means everything to me, she keeps me company when I have no one to talk to.



Section 68(A)(2)(b) of the Act requires Council to outline programs for the training of authorised officers to ensure that they can properly administer and enforce the requirements of this Act in the Council's municipal district.

The animal management staff within the Community Laws team are multi-skilled, and in addition to animal management matters, administer and enforce a range of other legislative requirements.

Knox Community Laws officers undertake regular training relevant to their role, including:

- Animal handling
- Customer service
- · Conflict resolution
- Investigations
- Prosecutions.

What animal management services are important to the Knox community:

- Collect/ return stray dogs/ cats to their owners - 92.5%
- Investigation of animal cruelty matters - 98.1%
- Investigation and enforcement of dog attacks on people and other animals - 95.5%
- Investigation of illegal dog and cat breeders (ie. puppy farms) - 96.4%
- Education about responsible pet ownership - 87.6%
- Responds to reports of nuisance dogs/ cats - 85.2%
- Reduce the rate of cat and dog euthanasia through increased rehoming/ animal adoptions - 89.5%

Ref: DAMP Community Survey (Phase 1 consultation), 2021



Current & planned training

Knox City Council requires all authorised officers to possess adequate qualifications and skills, and ensure officers undergo appropriate training/re-training relevant to their role. The table below highlights authorised officer training requirements for Knox Authorised Officers.

Core capabilities (required training or equivalent experience essential)

Approved Officer Training - Basic	Current Status (2021)	Planned
Certificate IV Animal Regulation & Management Government (Statutory Compliance) Government (Investigations) Government (Court Compliance)	Six officers either have a minimum certificate IV qualification or in excess of five years' relevant experience	Training assigned as required and determined through Performance Development Review Process
Animal Management training and information days	All officers have the opportunity to attend this training	Offered regularly by the relevant State Government agency
Municipal Association of Victoria and Local Government Professionals training and Information days	All officers have the opportunity to attend this training	Offered regularly by the relevant State Government agency
Baton training	All officers have completed this training	Refresher training done annually
Situational awareness	All officers have completed this training	Refresher training done annually
Nationally accredited first aid and CPR training	All officers have the opportunity to attend this training	Training assigned as required and determined through Performance Development Review Process
Induction program for new staff, including familiarisation with work instructions and animal management tasks	All officers have completed this training	All new staff inducted upon commencement
Australian Institute of Animal Management - Annual Conference	All officers have the opportunity to attend this training	Participation when available

Approved Officer Training - Basic	Current Status (2021)	Planned	
Industry training: Animal handling Animal assessment Statement taking Prosecution Restricted breed dog identification DNA collection	Ongoing	Training assigned as required and determined through Performance Development Review Process	
OH&S - dealing with aggressive customers, dealing with aggressive animals	As required	Training assigned as required and determined through Performance Development Review Process	
Customer Service - including Conflict Resolution	As required	Training assigned as required and determined through Performance Development Review Process	

My dog provides me company and encourages me to exercise more

We love our pets and they each are a family member.

Our plans

Training of authorised officers objectives

To ensure that all staff involved in animal management have the knowledge and skills necessary to carry out their work, and to deliver services in a manner which ensures officer and animal safety and welfare.

Current/ ongoing activities:

- Seek qualifications (or equivalent) relevant to the role when recruiting new staff.
- Attendance of relevant animal management training and information days offered by the relevant State Government agency.
- Attendance of Animal Management Officers at Municipal Association of Victoria and Local Government Professionals training and information days.
- Attendance of Animal Management Officers at the Australian Institute of Animal Management annual conference.

Planned programs and initiatives:

- Provide all staff with access to Council's Corporate Learning calendar.
- All staff to complete Council's Corporate Compliance training.
- Provide the opportunity for Animal Management Officers to attend relevant animal management training and information days offered by the relevant State Government agencies.
- Municipal Association of Victoria, Local Government Professionals, RSPCA and other relevant training sessions, workshops and seminars attended by officers.
- Enhance Animal Management Officers skills in animal behaviour – including, identifying risk behaviours and managing nuisance animals.
- Enhance Animal Management Officers mediation skills and customer service training..
- Attendance by staff and involvement in relevent industry committees.



Objective 1: Ensure all Officers involved in animal management are appropriately qualified and skilled

Activity	When	Evaluation
Develop training plans for each officer	Annually	Review annually to determine training goals and identification of skill gaps, as part of the learning and development plan for each individual officer

Objective 2: Review working arrangements for all staff and associated impact on operations

Activity	When	Evaluation
Review of current working arrangements	2021/25	Review conducted annually to ensure that service delivery meets needs
Undertake ongoing workforce planning reviews, to ensure the appropriate staffing to deliver the services in the Plan	2021/25	Review conducted annually to ensure that service delivery meets needs
Review the impacts of increased Prevention of Cruelty to Animals complaints and external agency referrals (RSPCA/ DJPR) on existing workforce capacity	2021/25	Review conducted annually to ensure that this additional responsibility is able to be delivered with the existing workforce capacity
Investigate the introduction of a permanent ongoing 'Trainee Community Laws Officer' role (or similar), including detailed costbenefit analysis for consideration by the Executive	2022/23	Delivery of the new role, to meet the current shortfall of appropriately skilled applicants in this industry





Section 68A(2)(c)(i) of the Act requires Council to outline the programs, services and strategies to promote and encourage the responsible ownership of dogs and cats.

Current situation

The responsible ownership of dogs and cats encompasses a broad range of issues and stakeholders, to ensure the welfare needs of the animals are met, whilst ensuring that the animals do not pose any safety or nuisance concerns within the community.

Community consultation in the recent survey identified a need for improved communication and education regarding a range of issues regarding dog and cat ownership with:

- Over 73% of respondents did not know what parks and reserves are dog off and on-leash areas in Knox, and 23% of respondents did not know how dogs owners are required to have effective control of their dog whilst off lead
- 24.52% of respondents stated their cat was not registered, and over 21% admitted their cat was not microchipped - which are key identification means that assist Council in reuniting lost cats and reducing the high rates of euthanasia of cats who are unable to be rehomed
- 69% of respondents were not aware that Knox Council provides a free cat trap loan service to address cat nuisance issues; and
- 83% of respondents were not aware what animal management services are funded by pet registration fees in Knox.

Responsible Pet ownership programs for children

A portion of every animal registration is paid to the State Government each year as a state levy, with the registered pet owners of Knox contributing in excess of \$117,000 in the 2020/2021 financial year. This funding is used by Animal Welfare Victoria to provide a range of community and education programs, including responsible pet ownership programs for children in our municipality.

The Responsible Pet Ownership (RPO) program educates children from ages 4 to 12 on:

- · living safely with dogs; and
- responsible pet ownership.

Since 2017, the pet educators and their dogs have delivered over 327 sessions in Knox's kindergartens and primary schools to over 8,000 children - to promote the vital safety messages through animated presentations, song and role play.

Our current education/ promotion activities

Knox City Council has a number of education and promotional activities in place.

- Responsible pet ownership is promoted through Pets in the Park; an event held annually. Note COVID19 has resulted in recent cancellation of this event, but it is planned to continue during this plan.
- Participation in information sessions about responsible animal ownership for both children and the community.
- Promotion of registration and responsible pet ownership in Council's Knox News publication.
- Website: Council's website contains a wide variety of information in relation to responsible pet ownership and annual registration.
- Patrols: Proactive and complaint based park patrols are undertaken throughout the year.
- Social media: Council promotes a number of responsible pet ownership topics via social media channels including Facebook.

Objective 1: Educate and promote responsible pet ownership messaging to pet owners

Activity	When	Evaluation
Explore ways to further increase public awareness of registration and responsible pet ownership.	Ongoing	Increased number of dog and cat registrations
 Develop an annual communication plan to support animal management objectives, incorporating messaging on: The benefits of pet registration (ie. reuniting lost pets) Containing and keeping dogs under effective control Dogs on leash/off lead in Knox Desexing of cats and dogs to prevent overpopulation 	2022	Annual communication plan implemented.
 Implementation of a cat curfew, as previously approved by Council, including: The development of a communications plan to provide support and guidance to the community with the introduction of the curfew Provide information on DIY cat enclosures and cat proof fencing 	2022	Reduction of cat nuisance complaints
Investigate alternative effective signage options to assist with communicating key messages around responsible pet ownership	Ongoing	Evaluation/ feedback sought from the community
Promote responsible pet ownership through increased education, awareness and enforcement of the requirement to carry waste bags and pick up after their dog, including: • Increased education and awareness campaigns directed towards dog owners and encouraging self-regulation • Explore the installation of signage/footpath stencils and bins in problem areas.	Ongoing	Reduction of dog waste complaints
Investigate the sourcing of a supplier of pooch pouches (or similar) to provide to dog owners. Pooch pouches are small bags that hold plastic bags and can be clipped to the dog lead.	2022	Pooch pouches provided with new registrations or on request

Objective 1: Educate and promote responsible pet ownership messaging to pet owners - continued

Activity	When	Evaluation
Actively promote the Responsible Pet Ownership program conducted by Dept. of Jobs, Precincts & Regions (DJPR) to kindergartens and primary schools within Knox	Ongoing	Increased participation by Knox kindergartens and primary schools
Partner with Council's Animal Pound provider (Animal Aid) to promote initiatives including: • "Seniors for Seniors" adoption program (discounted adoption of pets over 8 years of age by Senior card holders) • Free cat microchipping • Discounted desexing programs	Ongoing	Increased participation rates in these programs Increased number of dog and cat registrations





New dedicated dog park in Knox

In July 2021, a new second designated 'destination' off leash dog park was opened at Emerson Place Reserve in Rowville. This park delivers on the plan for the development and establishment of this additional off leash dog park, included in the 2017-2021 Plan.

This new fenced dog off-lead area at Emerson Place Reserve in Rowville provided Council with a purpose-built area for residents and their dogs to exercise, socialise and interact with other dogs and their owners. The social and physical health benefits of responsible pet ownership are widely recognised and understood, and for many dog owners, exercise undertaken with their dogs is their primary form of physical activity. This park contains the following features:

- Boundary fencing 1200mm high with a sensory buffer of vegetation.
- Four double gate entry points (two along the adjacent shared trail and two from within the reserve).
- Two vehicular/maintenance access points.
- Landscape features such as rock clambers, rock and vegetation clusters, and mature trees groves.

- A formal, concrete pathway for universal access.
- A 'main enclosure' and a 'quiet dog' enclosure to cater for quieter or smaller dogs.
- Use of existing simulated dry creek bed to provide a sensory experience with different textures to that of the general surface material.
- A timber boardwalk installed over the dry creek bed, to create access between the small dog enclosure and the main enclosure.
- Bins and signage regarding fenced off -leash area rules located at all entry/access points.
- Five park benches.
- Two drinking fountains.
- Two sculptural art pieces.

Both the two and four-legged residents of Knox and surrounds are invited to come and experience this new park.







Section 68A(2)(c)(v) of the Act requires Council to outline programs, services and strategies to encourage the registration and identification of dogs and cats. - also addresses Section 68A(2) (a),(c)(i),(c)(ii),(d),(f)

Current situation

The Domestic Animals Act 1994 requires all dogs and cats to be registered with Council at 3 months of age, with renewals due annually on 10 April. When a pet is registered with Council they are required to be microchipped and are provided with a Council identification tag. Knox makes every effort to reunite lost cats and dogs with their owners that are registered and wearing their Council tag.

Animal registration fees go toward the ongoing operational costs associated with the running of Knox's animal management services which includes:

- Animal management staff to support the collection and return of stray animals to owners.
- The costs of running both an animal pound service, and an after-hours animal collection service.
- Enforcement of the Domestic Animal's Act 1994 and Prevention of Cruelty to Animals Act 1986.
- Investigation and prosecution of animal matters, including dog attacks, or the keeping of unregistered animals.
- Registration and inspection of domestic animal businesses (including pet shops, animal boarding, dog trainers and animal breeders.

- Investigation of animal complaints including barking dogs, trespassing complaints and animal welfare concerns.
- Knox's Pets in the Park festival which is a free community event promoting responsible pet ownership.
- Subsidised desexing voucher scheme for concession card holders, and discount incentive schemes for new registrations.
- Individualised registration tags for each registered dog and cat within Knox.

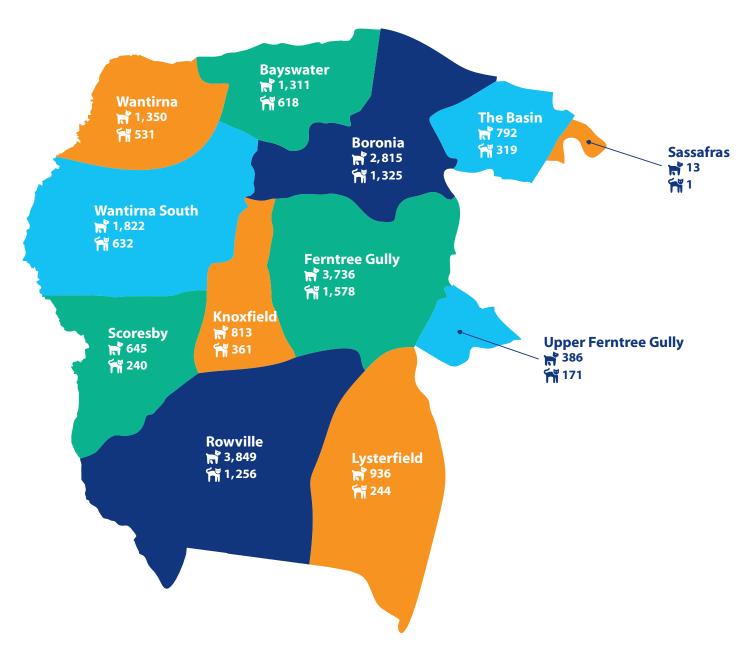
Due to COVID-19 restrictions, Councils Animal Management officers were not able to undertake the annual registration audit follow-up of unpaid registrations. The annual registration audit in previous years has been a key activity in maintaining and encouraging registration compliance.



Table 1: Animal registration comparison rates from 2016/17 to September 2021

Registrations	2016/17 registration period	2017/18 registration period	2018/19 registration period	2019/20 registration period	Registrations at September 2021
Dogs	18,839	17,576	18,312	16,765	18,233
Cats	6,266	6,164	7,309	7,402	7,294
Total	25,105	23,740	25,621	24,167	25,527

Knox dog and cat registrations by suburb



Pet registration incentive

Currently Council offers a registration incentive to encourage the registration of pets. Any dog or cat, which has been newly acquired from a registered domestic animal business, will receive free registration when registered within 28 days from the date of purchase. This program has been in place for a number of years and will continue throughout the life of this Plan.

Registration renewals

Council currently send registration renewal notices to dog and cat owners prior to their annual 10 April renewal, together with a SMS reminder and final reminder notice for those that remain unpaid.

Council has been utilising SMS messaging since 2016 as a reminder for unpaid registration renewals, in addition to posted notices to animal owners. The use of SMS messaging has resulted in a significant reduction of reminder notices being issued.

For those registration renewals that remained active in Council's database but unpaid, registration audits are undertaken and infringements are issued for any unregistered animals identified.

Our Orders, Local Laws, Council Policies and Procedures Orders

Domestic Animals Act 1994 section 10A(1) - Attachment A.

The order provides that Knox City Council will not, after 10 April 2011, accept the registration of a cat unless the cat is desexed or exempted under the Domestic Animals Act 1994 from any requirements to be desexed. Any cat that is not desexed cannot be registered. Failing to register can result in penalties under the Act.

Local laws

Knox City Council Amenity Local Law 2020

Limits on number of animals kept

4.1 An owner or occupier of private land, the area of which is less than or equal to 4,000 square metres must not, without a permit, keep or allow to be kept on that private land more than:

Type of animal Number Dogs 2

Cats 2

Our current education/ promotion activities

Knox City Council has a number of education and promotional activities in place.

- Responsible pet ownership is promoted through Pets in the Park; an event held annually. Other Council events are attended as required.
- Promotion of registration and responsible pet ownership in Council's Knox News publication.
- Engage with the community on responsible animal ownership.
- Provision of subsidised desexing scheme for concession card holders in association with the MAV and Australian Veterinary Association (AVA).
- Website: Council's website contains a wide variety of information in relation to responsible pet ownership and animal registration. Registration forms can also be downloaded from the website.
- Provision of a range of registration payment options.
- Microchipping: Discounted micro-chipping is available at the annual Pets in the Park event.
- Patrols: Proactive and complaint based park patrols are undertaken throughout the year.
- New animal registrations are provided with information on responsible pet ownership.

- Registration incentive scheme information along with general responsible pet ownership information.
- Council promotes a number of responsible pet ownership topics via traditional and social media channels.

Our current compliance activities include:

- Council will investigate and carry out enforcement action when identifying unregistered dogs or cats.
- Issuing of annual registration renewal notices and follow-up overdue notices.
- · Sending out SMS reminder messages.
- All non-renewals are followed up and reviewed by the annual registration audit.
- The issuing of infringement notices for unregistered dogs and cats or for failing to wear their registration tag.
- Animal registration database is continually updated as the status of animals change.
- Domestic Animal Business notifications: Following up on the registration of a dog or cat after the owner has been sent their new owner letter.
- Ensure all impounded or seized dogs and cats are registered prior to being released to their owner.
- All authorised officers are provided with mobile technology enabling access to animal owner details in the field.

- Act on referrals from State Government relating to Pet Exchange register and source number breaches in relation to the breeding and selling of cats and dogs.
- Review the registration fees annually.
- Council provides significantly discounted registration fees for animals that are both microchipped and desexed.
- Ensure the correct State Government Levy is charged on the animal registrations.

Summary

Animal registration has been an area of strong focus in previous Domestic Animal Management Plans, and continues to be an area of strong focus over the life of this Plan. The promotion and public education of the benefits of animal registration will be further explored in this Plan. Further to this Council will investigate incentives to provide additional benefits to pet owners for registering their pets. Knox recognises that there is currently a significant number of unregistered animals in the municipality. To address this the Plan aims to increase the awareness of the requirement to register dogs and cats, promote the benefits of their registration, and to increase the number of registrations.

My pets
played an important
role in teaching my
children about respect,
responsibility,
affection and caring
for others

Our plans - registration & identification

Objective 1: Increase the number of animal registrations within the municipality

Activity	When	Evaluation
Reconcile data contained in national microchip registries with Council's registration database to identify unregistered animals, and restricted breed dogs.	Annual	All microchipped animals within Knox are registered
Review the annual registration process to improve the timeliness and compliance of registration.	Annual	Increased number of dog and cat registrations registered by 10 April
 This would incorporate: Issuing of annual registration renewal notices and follow-up overdue notices Promoting online notification of a change of details (ie. pet has died, lost of left Knox) or address change Sending out SMS reminder messages Undertake an annual registration audit of non-renewed registrations. 		
Offer free initial registration for any dog or cat purchased from an animal shelter with an 84Y agreement with Council.	Ongoing	Increased number of dog and cat registrations
Offer discounted registration fees for newly acquired animals purchased/adopted within 4 weeks.		
 Consider additional initiatives such as: Further discounting of registration fees for those on an aged pension or on a disability pension Further expanding the current registration incentives offered by Council. 	2022-2023	
Continue the current MAV and AVA desexing voucher scheme, with existing financial support of Council, to provide financial incentives to concession card holders in the desexing of their animals.	Ongoing	Monitor community uptake of scheme

Objective 1: Increase the number of animal registrations within the municipality - continued

Activity	When	Evaluation
 Advocate to the State Government (DJPR) to: Provide a further discount to annual registration if the dog is both desexed and trained by a recognised organisation Introduction of a centralised state-wide animal registration database 	2022-2023	Provide submission to State Government
Partner with Council's Animal Pound provider (Animal Aid) to promote services including: Discounted cat and dog desexing Free cat microchipping	2022-2024	Increased number of registrations, as microchipping and cat desexing is a requirement of registration in Knox

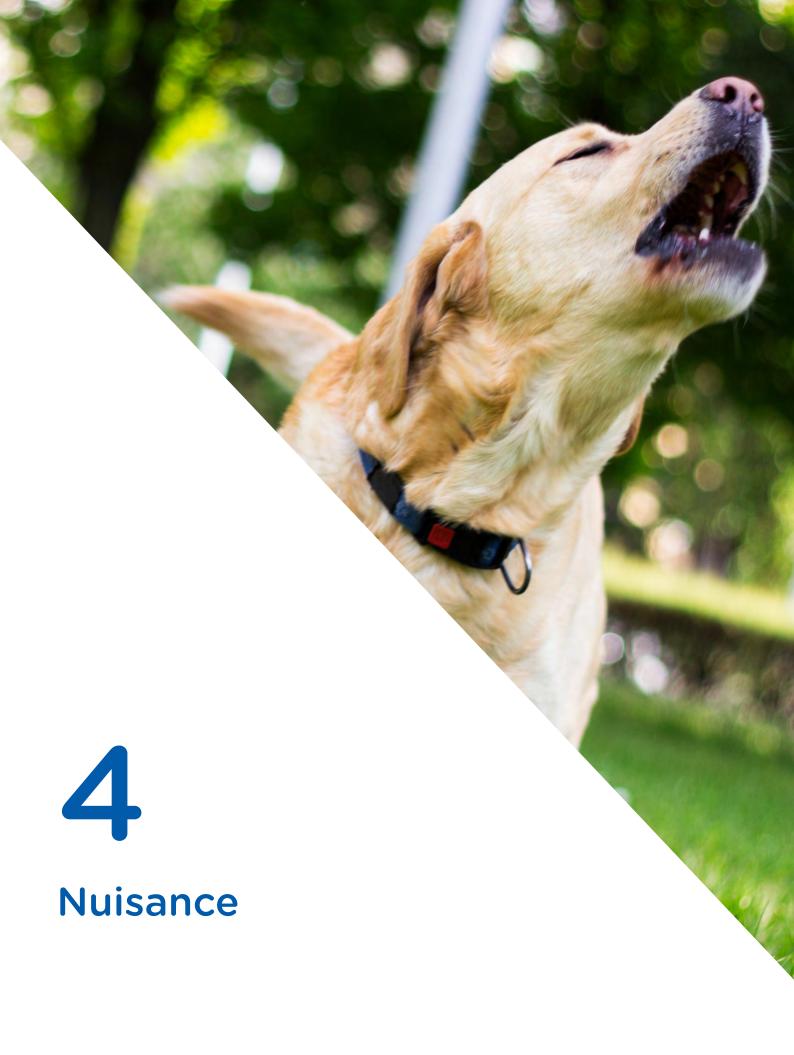
Objective 2: Educate and promote the benefits, value and opportunities of dog and cat registration to pet owners

Activity	When	Evaluation
 Develop an annual communication plan to support animal management objectives, incorporating messaging on: The benefits of pet registration (ie. reuniting lost pets) 	2022	Annual communication plan implemented Increased number of dog and cat registrations
Develop an info-graphic depicting how registration fee income is allocated and make this available to the community through communication channels including animal registration notices	2022	Reduction in the number of enquiries regarding what the registration fee pays for
Reunite registered and identifiable (wearing Knox Council tag) impounded cats and dogs with their owners.	Ongoing	Increased number of dog and cat registrations and lower the number of impounded animals
Registered animals returned to their owner will not be issued with a fine* on the first occasion, but will be provided with an official warning.		* Fines may apply when negligence is established or matters are subject to further investigation, such as a dog attack.
Installation of signs at dogs parks advising that unregistered dogs will be fined.	2022	Number of fines issued.

Objective 3: Clarify Local Law policies relating to animal registrations

Activity	When	Evaluation
 Develop and review policies for: Unregistered animals Registered animals not wearing a tag Application for registration and renewal of registration for dogs and cats Seizing and impounding of unregistered and/ or unidentified dogs and cats Others as identified 	Ongoing	Updated standard operating procedures and protocols and annual review planned





Section 68A(2)(c)(vi) of the Act requires Council to outline programs, services and strategies to minimise the potential for dogs and cats to create a nuisance. - also addresses 68A(2)(a),(c)(i),(c) (ii),(d),(f)

Current situation

Council has been successful in dealing with nuisance complaints and promoting responsible pet ownership for a number of years. This has seen a reduction in the number of nuisance related complaints received over the last five years, as outlined in the table below. With the expected population growth, pet numbers are also expected to increase over the life of this Plan.

Table 1: Number of nuisance related complaints per calendar year

Complaint	2016	2017	2018	2019	2020
Cats - Cage request	150	145	174	218	100
Cats - Cats pick up	199	223	246	277	182
Dogs - Barking	394	372	480	439	51
Dogs - Pick up	601	698	520	480	384
Dogs - Wandering at large	266	238	188	248	169

Nuisance barking

In recent years there has been a decrease in the number of complaints relating to nuisance barking. A barking dog complaint requires the complainant to submit noise log sheets, and if the matter remains unresolved statements and attendance at court is required. Council also uses noise recording equipment to assist with nuisance investigations and to establish an offence.

Barking dog investigations can be quite resource intensive taking significant time to resolve. The majority of barking dog complaints resolve simply, as in many cases the owner has not been aware that their dog was barking and then takes appropriate steps to address the issue. Ongoing barking issues that do not resolve quickly can affect the wellbeing of the individual and community.

In 2019, Council reviewed the barking dog process to move to an educative process with all parties, which has resulted in a significant reduction in the total volume of complaints and the number of matters that require enforcement.

Dog litter

The issue of dog litter and decaying pet waste can potentially pose both health and environmental risks to the community. It is a requirement under the Knox City Council Amenity Local Law 2020 to carry a plastic bag or similar to pick up after dogs and this is enforced during officer patrols.

Further to this, the Plan proposes to provide Pooch Pouches (or similar items) for dog owners. The pouch can be attached to a dog's leash and holds plastic bags for the owner to use for the collection of dog litter.

Dog play park

Regular park users meet and socialise their dogs frequently, forming their own networks and encouraging socialisation amongst themselves. While the dog play parks have been generally well received by the community, both two and four legged, dog play park usage will continue to be monitored to ensure that the setting provides the best community outcomes.

Nuisance cats

Council regularly receives complaints from residents regarding nuisance cat issues. In response to this Council has offered a cat trap hire service to residents to assist them in the management of feral and nuisance cats.

This Plan proposes to further address the issue of feral and nuisance cats by implementing a cat curfew order, as outlined in Attachment C. This order aims to keep cats safe and to prevent cats wandering and nuisances such as spraying and fighting, and to protect native wildlife.

Council promotes the use of cat enclosures and cat proof fencing as effective cat containment measures.

Our cats
give us unconditional
love and they assist
with our mental health
& well being.

Our Orders, Local Laws, Council Policies and Procedures Orders:

Compulsory desexing of cats
 (Domestic Animals Act 1994 section 10A(1) - Attachment A) This order provides that:

Knox City Council will not, after 10 April 2011, accept the registration of a cat unless the cat is desexed or exempted under the Domestic Animals Act 1994 from any requirements to be desexed.

Dogs in public places
 (Domestic Animals Act 1994 section 26 – Attachment B)

This order provides that dogs are permitted to be off lead, but under effective control in a public park or recreation reserve, subject to conditions.

Local laws:

Knox City Council Amenity Local Law 2020

Limits on number of animals kept

4.1 An owner or occupier of private land, the area of which is less than or equal to 4,000 square metres must not, without a permit, keep or allow to be kept on that private land more than:

Type of animal Number

Dogs 2 Cats 2

Removal of Animal Waste

- 4.6 A person in charge of an animal on Council land or on a road must carry a facility for the effective removal of any waste that may be deposited by that animal.
- 4.7 A person in charge of an animal on Council land or on a road must collect from the Council land or road and appropriately dispose of any waste deposited by that animal.

Animal noise and odour

- 4.8 The owner of an animal and the owner or occupier of the private land on which the animal is kept must not allow noise or odour to emanate from the animal as to interfere with the amenity of the immediate area.
- 4.9 Clause 4.8 does not apply to any class of animal where another Act or legislation applies.



Our current education/ promotion activities:

- The Community Laws team run the annual Pets in the Park event, which provides information relating to nuisance issues.
- Website: Council's website has a wide variety of information in relation to dog and cat nuisances and responsible pet ownership.
- Domestic Animal Business notifications.
 Council is notified of new pet owners by
 Domestic Animal Business's. A new owner letter is sent out providing responsible pet ownership information.
- Promote DIY cat enclosure and cat proof fencing brochures via council website and hard copies available on request.
- Provision of information in relation to barking dogs.
- Encourage desexing of pets to reduce nuisance complaints.

Our current compliance activities:

- Reactive enforcement: Addressing the issue of a nuisance dog or cat when a complaint is lodged.
- Reports of dogs wandering at large or not securely contained are investigated immediately. Fines may be issued to owners of offending dogs. If the animal is impounded the owner must also pay a reclaim fee.
- Issues of dog containment relating to inadequate fencing are investigated and the owner provided with relevant information.
- Reports of dogs off lead are investigated and the owner may be fined when they are able to be identified.
- Reports of dog owners not removing dog litter are investigated and owners may be fined when they are able to be identified.

- Noise recording devices are available for nuisance barking complaints.
- Cat traps are available to the community to assist with nuisance cat complaints.
- Issuing of a Notice to Comply to assist in resolving complaints if required and fines issued for non-compliance.
- Local Law permits required for excess animals.
- Encourage parties to seek mediation where possible to resolve nuisance issues.
- Prosecution at the Magistrates' Court for those matters that remain unresolved.
- Link all complaints to the animal's registration.

Summary

This Plan will implement a cat curfew, to assist in reducing nuisance cat problems. Council will continue to seek compliance and provide education and information to address a range of nuisance complaints.

Council is committed to supporting cat owners with the implementation of the cat curfew, through the provision of education materials and officer engagement on their specific needs.

The ongoing use of technology including noise recording devices and the regular review of processes will assist in ensuring that nuisance matters are resolved as efficiently and as soon as reasonably possible.

Council remains committed to providing more opportunities for dog play areas, as these benefit dogs and their owners, providing socialising opportunities and strengthen community connectedness.

Our plans - nuisance

Objective 1: Improved response to barking dog complaints

Activity	When	Evaluation
Review the barking assessment of barking dog complaint processes to ensure current best practice	Ongoing	Improved processes to resolve barking dog matters.
Develop an annual communication plan to support animal management objectives, incorporating messaging on: • Managing dogs and barking dog complaints	2022	Annual communication plan implemented
Use of noise recorders to assist barking dog investigations, as required	Ongoing	Increased quality of evidence gathered
Review and update information to assist owners and complainants of barking dogs	Ongoing	Review and update current material

Objective 2: Ensure dogs are adequately contained - wandering at large, not securely contained, inadequate fencing

Activity	When	Evaluation
Develop an annual communication plan to support animal management objectives, incorporating messaging on: • Securely containing dogs	2022	Annual communication plan implemented
Provide advice to pet owners on pet care during thunderstorms, fireworks and holiday periods	Ongoing	Updated information on social media and website
Impounding dogs wandering at large or not securely confined and taking enforcement action against owners	Ongoing	Number of dogs impounded and infringements issued
Identify repeat offenders for increased enforcement action	Ongoing	Increase in compliance of repeat offenders

Objective 3: Dogs off lead/ use of open spaces for dogs

Activity	When	Evaluation
Establish operational management protocols associated with Knox dog parks (for both smaller fenced dog parks and larger destination parks)	2022-2023	Criteria established for the operational management of dog parks
Develop an annual communication plan to support animal management objectives, incorporating improved messaging on: Dogs on leash/ off lead in Knox Keeping dogs under effective control	2022	Annual communication plan implemented

Objective 4: To reduce cat nuisance problems within the community

Implementation of a cat curfew, as previously approved by Council, including: The development of a communications plan to promote the introduction of the curfew Amend pet registration forms to advise of curfew requirements Update new animal letters advising of curfew requirements Provide information on DIY cat enclosures and cat proof fencing Develop an annual communication plan to support animal management objectives, incorporating messaging on: Cat nuisance issues April 2022 Reduction of cat nuisance complaints Successful media strategy in place Registration forms updated Letters updated Information provided on website and hard copies on request Annual communication plan implemented Provide residents with nuisance cat problems with loan cat traps Ongoing Review customer requests annually Reduction of cat nuisance complaints Registration forms updated Letters updated Letters updated Ongoing on request Annual communication plan implemented Provide residents with nuisance cat problems with loan cat traps Provide residents to advise neighbours of a cat nuisance issue	Activity	When	Evaluation
support animal management objectives, incorporating messaging on:	 previously approved by Council, including: The development of a communications plan to promote the introduction of the curfew Amend pet registration forms to advise of curfew requirements Update new animal letters advising of curfew requirements Provide information on DIY cat 	April 2022	Successful media strategy in place Registration forms updated Letters updated Information provided on website and
problems with loan cat traps annually Develop a letter for residents to advise 2022 Reduction of cat nuisance complaints	support animal management objectives, incorporating messaging on:	2022	·
		Ongoing	·
	•	2022	Reduction of cat nuisance complaints

Objective 5: To reduce dog waste litter problems in public spaces

Activity	When	Evaluation
Promote responsible pet ownership through increased education, awareness and enforcement of the requirement to carry waste bags and pick up after their dog, through: • Increased education and awareness campaigns directed towards dog owners and encouraging self-regulation. • Explore the installation of signage/ footpath stencils and bins in problem areas.	Ongoing	Reduction of dog waste complaints
Investigate the sourcing of a supplier of pooch pouches (or similar) to provide to dog owners. Pooch pouches are small bags that hold plastic bags and can be clipped to the dog lead	2022	Pooch pouches provided with new registrations or on request



Section 68A(2)(c)(iii) of the Act requires Council to outline programs, services and strategies to minimise the risk of attacks by dogs on people and animals.

- also addresses 68A(2)(a),(c)(i),(c)(ii),(d),(f)

Current situation

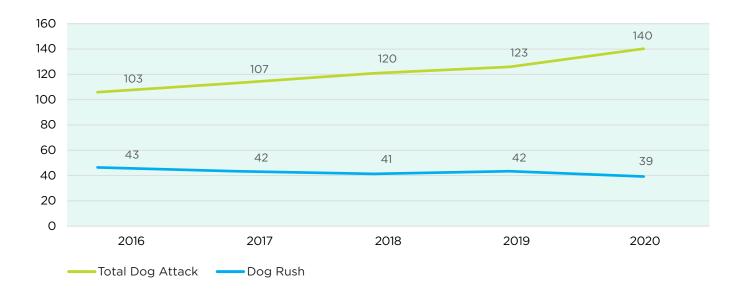
Dog attacks and dog aggression in public places represent the highest risk in animal management – both to the community, other animals and to the Animal Management Officers who must investigate and resolve these issues. Council investigates all reported dog attacks and prosecutes those of a serious nature in the Magistrates' Court. Council may seize and impound any dog suspected of being involved in a dog attack or dog rush until the outcome of the prosecution.

The following graph outlines the number of complaints received over the last five years relating to dog attacks and dog rushes (a dog that approaches a person to a distance of less than 3 metres in an aggressive manner). The majority of attacks are associated with dogs not adequately socialised that are not contained to their owners' property, at large, or not under effective control.

There are a range of reasons surrounding how and why dog attacks are reported to Council. Reports of dogs attacks are received from a range of sources including other Government agencies, other Councils, Veterinary clinics - in addition to the parties involved (ie. victim, dog owner, etc). The decision to report an attack is also motivated by a range of factors including, but not limited to: community safety, financial compensation for out-of-pocket expenses, responsibility to report, etc.

Whilst there is an upward trend in the number of reported dog attacks, this is contributed to by an increase awareness of the various ways to report a dog attack, and also due to an increase in the number of incidents occurring in the municipality.

Dog attack related complaints



Knox has experienced an increasing trend in the number of reported dog attacks over the past 5 years. This is a concern that Council will investigate further to identify what preventative measures can be implemented to address this trend. The increasing trend may have been contributed to by the increase number of dogs owned in the community particularly during the COVID pandemic,, together with the higher amounts of areas where dogs can exercise offlead within the municipality (compared to other Councils).

Our Orders, Local Laws, Council Policies and Procedures Orders:

Dogs in public places
 (Domestic Animals Act 1994 section 26 – Attachment B)

This order provides that dogs are permitted to be off lead, but under effective control in a public park or recreation reserve, subject to conditions.

Local Laws
 Knox City Council Amenity Local Law 2020

Limits on number of animals kept

4.1 An owner or occupier of private land, the area of which is less than or equal to 4,000 square metres must not, without a permit, keep or allow to be kept on that private land more than:

Type of animal Number Dogs 2

Dogs 2 Cats 2



Policies and procedures:

Dangerous dog declaration and destruction process

Council will determine at the commencement of a prosecution for a serious dog attack whether an order to destroy a dog will be sought from the Court. Any prosecution that involves the recommendation for a destruction order must be authorised by the Manager City Safety and Health or the Director City Strategy & Integrity. The dog owner will be informed of Council's position and also advised that in the event that Council is unsuccessful in obtaining a destruction order, Council will consider declaring the dog dangerous.

To determine whether a dog will be declared dangerous, the owner of the dog owner will be invited to provide written and/ or oral submissions to the decision maker (Domestic Animals Act Submissions). This will usually occur within 48 hours of the Court outcome. The submissions process is discussed with the dog owner before the Court outcome to ensure that the matter is dealt with as soon as possible and to avoid holding the dog at the pound for longer than necessary.

The decision maker on a dangerous dog declaration will be the Director, City Strategy & Integrity or the Manager Governance. The decision maker must have had no involvement with the matter during the prosecution process.

Our current education/ promotion activities:

- Provide information on dog attacks and promote responsible pet ownership at Knox Pets in the Park.
- Website: Information is available relating to the containment of dogs, the dog attack process, how to report a dog attack, investigations and potential outcomes.
- Promote dog obedience training and the importance of early socialisation of dogs.
- Promote desexing of dogs to reduce aggressive tendencies and wandering at large.

- Domestic Animal Business notifications: Council is notified of new pet owners by Domestic Animal Businesses. A new owner letter is sent out providing them with responsible pet ownership information
- · Brochures/information sheets.

Our current compliance activities:

- Reactive enforcement: Owners of dogs involved in alleged rushes or attacks are provided with information relating to the investigation process, potential outcomes and information relating to the declaration of menacing or dangerous dogs.
- Provide an immediate response to reported dog attacks or rushes.
- Reports of dogs wandering at large are addressed immediately. This includes both responses during business hours and includes after-hours reports to an on-call officer, in an attempt to reduce the number of potential attacks or rushes.
- Collect/secure dogs found wandering at large or not adequately confined to their premises.
- Seize dogs involved in a serious dog attack or has a history of being involved in an attack or a rush, pending further investigation and/ or prosecution.
- Conduct random patrols in parks and reserves where there are reported incidents or concerns about dogs off lead.

- Where appropriate request a Court Order for the destruction of offending dogs involved in a serious attack.
- Communicate with other Councils in relation to declared dogs which have moved out of or into Knox.
- Where appropriate declare offending dogs as menacing or dangerous dogs.
- Ensure the Victorian Declared Dog Registry and in house registry is kept up to date with records for all declared dogs in Knox.
- Conduct random, unannounced inspections of all properties where declared dogs are housed or where Court orders have been issued in relation to containment of offending dogs.
- Link all complaints to the animal's registration.

Summary

Dog attacks are one of the most serious matters facing the community and Animal Management Officers. As a result, Council's procedure for dealing with dog attacks is a priority and Officers respond immediately to ensure any risk or potential risk to the community is minimised. As with other key processes, the way dog attacks are investigated are regularly reviewed to ensure matters are referred for appropriate action in a timely manner.



Our plans - dog attacks

Objective 1: Reduce the incidents of dogs wandering at large and dog attacks

Activity	When	Evaluation
 Develop an annual communication plan to support animal management objectives, incorporating messaging on: Containing and keeping dogs under effective control Dogs on leash/off lead in Knox 	2022	Annual communication plan implemented
Develop a dog attack kit to be provided to the relevant parties, including a clear outline of, and role in, the investigation and enforcement processes	2022-2023	Feedback sought from users of the new kit
Review dog attack investigation process to ensure timely investigation of all dog attacks	Ongoing	Process updated and reviewed annually
Investigate the benefits of referring Court outcomes to media team to prepare media releases	Ongoing	Internal process developed to publicise Court outcomes
Enforcement - increased patrols in public areas Provide 24 hour access to an animal management officer	Ongoing	Proactive patrols at off leash and on leash parks will be scheduled as part of routine work
Investigation of all reported dog attack matters and the prosecution of those serious in nature and issuing of infringements for those minor in nature	Ongoing	Numbers of infringements issued and prosecutions undertaken for all dog attack matters with adequate evidence
Officers exercising their power to seize and impound dogs suspected of being involved in a dog attack or dog rush	Ongoing	Number of animals seized
Undertake property inspections to ensure adequate containment of problem dogs and aggressive dogs	Ongoing	Reduction in repeat offending
Advocate to State Government for statewide advertising campaigns to highlight the impact of dog attacks in the community and responsible dog ownership. This includes the importance of reporting dog attacks, dog containment, dog socialisation and training	2022-2023	Provide submission to State Government



Section 68A(2)(c)(vii) of the Act requires Council to 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 - also addresses 68A(2)(a),(c)(i),(c)(ii),(d),(f)

Current situation

Council follows up all reports of dangerous, menacing and restricted breed dogs promptly to reduce risk to the community. In addition, all declared dogs on Council's database are inspected annually to ensure that they are compliant with the relevant legislation and regulations.

Dangerous dogs can be three types of dogs:

- A dog declared dangerous by Council due to an attack
- A dog kept as a guard dog for the purposes of guarding non residential premises
- A dog trained to attack or bite any person.

Council may also declare a dog to be a dangerous dog if the dog is a menacing dog and the owner is in breach of the associated regulations or if the dog has been declared a dangerous dog under the law of another State or Territory of the Commonwealth.

Menacing dog is a dog declared menacing by Council because:

- The dog has rushed at or chased a person
- The dog bites any person or animal causing a non-serious injury
- The dog has been declared a menacing dog under a law of another State or Territory of the Commonwealth.

Restricted breed dog: is a dog that is any one of the following breeds:

- Japanese Tosa;
- Fila Brasiliero;
- Dogo Argentino;
- Perra de Presa Canario (or Presa Canario);
- American Pit Bull Terrier (or Pit Bull Terrier)

Council's authorised officers undertake the Ministerial approved Canine Anatomy Identification Training course under section 98A(4)(b) of the Act. This training assists officers in the identification of restricted breed dogs and the application of the restricted breed dog standard.

of my pet and other pets in the community is of paramount importance to me.

Table 7: Declared dogs in Knox

Declared dogs	2012/2013 registration period	2016/17 registration period	2020/21 registration period
Menacing dogs	3	1	1
Restricted breed dogs	6	3	1
Dangerous dogs	6	6	11



Our Orders, Local Laws, Council Policies and Procedures

Policies and procedures

Council will determine at the commencement of a prosecution for a serious dog attack whether an order to destroy a dog will be sought from the Court. Any prosecution that involves the recommendation for a destruction order must be authorised by the Manager City Safety and Health or the Director City Strategy and Integrity. The dog owner will be informed of Council's position and also advised that in the event that Council is unsuccessful in obtaining a destruction order, Council will consider declaring the dog dangerous.

To determine whether a dog will be declared dangerous, the owner of the dog owner will be invited to provide written and/ or oral submissions to the decision maker (Domestic Animals Act Submissions). This will usually occur within 48 hours of the Court outcome. The submissions process is discussed with the dog owner and scheduled before the Court outcome to ensure that the matter is dealt with as soon as possible and to avoid holding the dog at the pound for longer than necessary.

The decision maker on a dangerous dog declaration will be the Director, City Strategy & Integrity or the Manager Governance. The decision maker must have had no involvement with the matter during the prosecution process.

Our current education/ promotion activities:

- Promote responsible pet ownership at Council's annual Pets in the Park event.
- Brochures/information sheets.
- Ensure the owners of a declared dog are aware of their legal obligations in owning and housing the dog. They are provided with extensive information in relation to their requirements as well as information advising them of the possible outcomes should they breach the requirements.

Our current compliance activities:

- Reactive enforcement: Owners of dogs involved in alleged rushes or attacks are provided with information relating to the process involved with the investigation, potential outcomes and information relating to the declaration of menacing or dangerous dogs.
- Ensure all declared dogs are recorded on the Victorian Declared Dog Register, including any changes to details.
- All declared dogs are recorded on an in house register.
- Inspections of declared dogs are conducted on an annual basis.
- Communication with other Councils in relation to declared dogs which have moved out of or into Knox.
- Proactive inspections of industrial areas to identify undeclared guard dogs.
- Issuing of infringement notices or summons when in breach of the Domestic Animals Act or Regulations.

Summary

Authorised officers will conduct annual inspections of Council's declared and restricted breed dogs to ensure that they are kept in compliance with the relevant Regulations and to ensure community safety.

Officers will receive the Ministerial approved Canine Anatomy Identification training course when available. This training assists officers in the identification of restricted breed dogs and the application of the restricted breed dog standard.

Our plans - dangerous, menacing & restricted breed dogs

Objective 1: Identify and register all declared dogs within the municipality

Activity	When	Evaluation
Restricted breed dog identification training for all animal management officers.	Ongoing	Training completed as required
Use microchip registries to identify restricted breed dogs or potential restricted breed dogs within the municipality.	Ongoing	Ongoing review of microchip databases
Develop an annual communication plan to support animal management objectives, incorporating messaging on: Declared dogs	2022	Annual communication plan implemented
Monitor all new registrations for potential restricted breed dogs	Ongoing	Inspections of any dogs identified as potential restricted breed dogs
Review of Council animal registration data of non-residential areas to identify non-declared guard dogs	Ongoing	Six monthly audit of industrial areas and patrols where required
Ensure all declared dogs are recorded on the Victorian Declared Dog Registry	Ongoing	Register is up to date and accurate
Information relating to declared dogs provided to owners to ensure compliance	Ongoing	Information provided

Our dogs
are our life. I work
in a stressful job and
could not cope doing
this job without having
them to come
home to.

He is my best friend, he means the world to me.

Objective 2: Effectively inspect and audit all declared dog premises annually to ensure they are following containment requirements

Activity	When	Evaluation
Conduct unannounced inspections of all declared dogs to ensure compliance with the Domestic Animals Act 1994 and Regulations	Annually	Audit completed and full compliance with all legislative requirements achieved
Prosecute any significant breaches of the Domestic Animals Act 1994 or Regulations when required	Ongoing	Prosecutions completed
Refresher information provided regarding obligation of owning a declared dog when required	Ongoing	Information provided





Section 68A(2)(c)(iv) of the Act requires Council to outline programs, services and strategies to address any over-population and high euthanasia rates for dogs and cats. - also addresses 68A(2) (a),(c)(i),(c)(ii),(d),(f)

Current situation

In recent years, there has been a reduction in the number of euthanised impounded cats and dogs. This can be attributed to a range of activities, including a dedicated effort by Council's animal management officers to reunite registered animals wearing their Knox Council tag with their owners, increased levels of enforcement for dogs at large, and greater community responsibility in relationship to pet ownership.

Although the number of euthanised cats has decreased, it is still considerably higher when compared to that of dogs. Of the 296 cats impounded at Council's pound in 2020-2021, only 61 (20.6%) were reclaimed by their owner - which is an improvement on the 16% reclaim rate in 2016-2017 period. A further 147 (50%) cats found new homes through adoption, and 76 (25.7%) were euthanised in the past year. In comparison dogs are more likely to be reunited with their owner, with 275 (84%) of the 326 dogs impounded in 2020-2021 being reclaimed by their owner. A further 29 (9%) dogs were adopted and only 18 (5.5%) were euthanised in the past year.

Whilst Council's pound attempts to re-home all animals that are not reclaimed it is not always possible as the Code for Shelters and Pounds prevent animals with health and temperament issues from being re-homed. Percentages do not total to 100% as some animals were held in foster care to assist in the likelihood of the animal being adopted or were awaiting adoption as at 30 June 2021. Following is a table summarising the total number of dogs and cats admitted to Council's pound over the past 3 DAM plan reporting periods of 2012-2013, 2016-2017 and for the most recent 2020-2021 period.



50

Table 8: Impounded animals

Dogs	2012- 2013	2016- 2017	2020- 2021	Cats	2012- 2013	2016- 2017	2020- 2021
Incoming dogs (brought in by Council, strays & surrenders)	784	630	326	Incoming cats (brought in by Council, strays & surrenders)	436	402	296
Adopted	130	71	29	Adopted	236	215	147
Euthanised	98	39	18	Euthanised	142	88	76
Reclaimed	579	501	275	Reclaimed	59	65	61
Total	807	611	322	Total	437	368	284

Desexing

A Council Order requiring the compulsory desexing of cats prior to registration has been in place in Knox since April 2011. Pet owners in Knox may be eligible for a MAV/ AVA (Municipal Association of Victoria and Australian Veterinary Association) desexing voucher to assist them in the desexing of their cat or dog. This scheme provides financial assistance to concession card holders with the desexing of their animals at a reduced rate. The provision of desexing vouchers will continue in this Plan.

This plan also includes an initiative in 2022 to provide free or discounted cat and dog desexing to vulnerable and/or disadvantaged residents of Knox, funded through a \$25,000 grant from the State Government.

Semi-owned cat population

The semi-owned cat is one that someone within the community will feed, provide water or shelter to it, however they are not willing to take full responsibility for that cat by way of taking on ownership of it or having it desexed and registered. Many people don't realise that by feeding the cat they are in fact contributing to the overpopulation of un-owned or semi owned cats in the community. Feeding unowned cats keeps them healthy and strong enough to reproduce. Council's Animal Management team will help anyone who needs assistance with a semi-owned or un-owned cat in their neighbourhood. Cat traps are available to the community to assist with the trapping of feral, un-owned, semi-owned or nuisance cats.



Our Orders, Local Laws, Council Policies and Procedures Orders

Domestic Animals Act 1994 section 10A(1) The order provides that Knox City Council will not, after 10 April 2011, accept the registration of a cat unless the cat is desexed or exempted under the Domestic Animals Act 1994 from any requirements to be desexed.

Local Laws

Cats

Knox City Council Amenity Local Law 2020 provides limits on the number of animals kept

An owner or occupier of private land, the area of which is less than or equal to 4,000 square metres must not, without a permit, keep or allow to be kept on that private land more than:

> Type of animal Number Dogs 2 2

Our current education/ promotion activities

- Promote responsible pet ownership at Council's annual Pets in the Park event.
- Website -Excess animal permit forms can be downloaded from the website.
- Promote the benefits of desexing:
 - Reduction of unwanted litters
 - Fewer animals euthanised
 - Reduced aggression
 - Reduced wandering
 - Cost benefits
 - Health benefits.
- Registration audits are conducted to locate and identify unregistered pets.
- State Government initiatives at Council's Pets in the Park event and on Council's website.
- Promote impounded animals on Council's Lost Animals in Knox Facebook page.

Our current compliance activities:

- Reactive enforcement: Owners of excess numbers of pets are advised of the requirement to apply for a permit during the investigation of a complaint.
- Cat traps available from Council for residents with nuisance/ feral cat problems.
- Investigate complaints relating to excess number of animals.
- Enforcement of Local Laws in relation to numbers of animals on a property.
- Enforcement of registration and requirement to wear a registration tag.
- Significantly higher registration fees for entire animals to encourage desexing.
- Investigate reports of unauthorised backvard breeders to ensure compliance with the relevant legislation and regulations.

Summary

During the life of this Plan all cats in Knox will be required to be desexed as per the Council Order. Desexed animals with microchips will qualify for an ongoing reduction in registration fees, which is expected to provide a strong incentive for owners to have animals desexed and registered. Council works closely with its pound provider to develop business practices with an increased focus on rehousing animals and to ensure euthanasia rates are kept to a minimum. Knox also offers a desexing voucher scheme providing holders of an eligible concession card with subsidised desexing of their pet.

This plan also includes an initiative in 2022 to provide free or discounted cat and dog desexing to vulnerable and/or disadvantaged residents of Knox, funded through a \$25,000 grant from the State Government.

> **A** loyal and loving friend. I feel more secure knowing she's around.

Our plans - overpopulation & high euthanasia

Objective 1: Increase desexing rates of registered dogs and cats

Activity	When	Evaluation
Provide free/discounted cat and dog desexing to eligible vulnerable and/or disadvantaged Knox residents	2022	Increase in number of desexed animals registered
Partner with Council's Animal Pound provider (Animal Aid) to promote services including: • Discounted cat and dog desexing	Ongoing	Increase in number of desexed animals registered
Maintain Council's compulsory desexing of cats order	Ongoing	Ensure all registered cats are desexed
Reduced registration fees for desexed and microchipped animals	Ongoing	Increase in number of desexed animals registered
Promote the MAV/ AVA desexing voucher schemes	Ongoing	Audit use of vouchers
 Develop an annual communication plan to support animal management objectives, incorporating messaging on: Desexing of cats and dogs to prevent overpopulation Promotion of the benefits of desexing 	2022	Annual communication plan implemented

Objective 2: Reduce euthanasia rate at Council's pound facility

Activity	When	Evaluation
Partner with Council's Animal Pound provider (Animal Aid) to promote services including: • Free cat microchipping • Discounted cat and dog desexing	Ongoing	Reduction in the number of cats euthanised
Work closely with Council's pound provider to ensure a focus on rehousing animals and a reduction in euthanasia rates	2021-2025	Ensure pound provider has processes in place to minimise euthanasia rates
Promote unidentified and unclaimed impounded animals on Council's Lost Animal in Knox Facebook page	Ongoing	Facebook page updated regularly
Provide free initial registration for any dog or cat purchased from an animal shelter with an 84Y agreement with Council	Ongoing	Increased number of dogs and cats registered at adoption
Promote the adoption of animals at Council's pound through the Lost Animals in Knox Facebook page	Ongoing	Regular links on Council's Facebook
Promote the MAV/ AVA desexing voucher schemes	Ongoing	Audit use of vouchers
 Develop an annual communication plan to support animal management objectives, incorporating messaging on: Desexing of cats and dogs to prevent overpopulation Promotion of the benefits of desexing 	2022	Annual communication plan implemented

Objective 3: Promote the importance of up to date microchip information

Activity	When	Evaluation
Develop an annual communication plan to support animal management objectives, incorporating messaging on: Importance of up to date microchip information	2022	Annual communication plan implemented
Contracted pound facility to ensure microchip information is accurate and up to date upon the release of an impounded animal	Ongoing	Regular review of contract services

Objective 4: Manage and promote the awareness of semi-owned cat populations

Activity	When	Evaluation
 Implementation of a cat curfew, as previously approved by Council, including: The development of a communications plan to promote the introduction of the curfew Amend pet registration forms to advise of curfew requirements Update new animal letters advising of curfew requirements Provide information on DIY cat enclosures and cat proof fencing 	April 2022	Successful media strategy in place Registration forms updated Letters updated Information provided on website and hard copies on request
Support and promote State Government initiatives at Council's Pets in the Park event and on Council's website.	Ongoing	Annually review material available from State Government
 Develop an annual communication plan to support animal management objectives, incorporating messaging on: Semi-owned cat populations (ie. feeding an unowned cat) 	2022	Annual communication plan implemented
Provide residents with loan cat traps to assist in the trapping of feral, un-owned, semi-owned or nuisance cats	Ongoing	Review customer requests annually
Develop a letter for residents to advise neighbours of a cat nuisance issue	2022	Reduction of cat nuisance complaints



Section 68A(2)(c)(ii) of the Act requires Council to 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

- also addresses 68A(2)(a),(c)(i),(d),(f)

Current situation

Council ensures that all Domestic Animal Businesses (DABs) located within Knox are registered with Council. Inspections are carried out upon registration, as well as annually to ensure compliance.

Council will investigate all reports of suspected backyard breeders and follows up on all cats and dogs sold to Knox residents, ensuring that they have been microchipped and registered.

In 2021, Knox had a total of 28 domestic animal businesses registered.

They included:

- 7 pet shops
- 10 dog training businesses
- 9 boarding facilities
- 1 animal shelter/ pound
- 1 animal breeding/rearing facility.

Our Orders, Local Laws and Council Policies and Procedures:

- Inspections of all new DABs
- Annual audits of DAB premises
- Utilisation of reporting tools provided by State Government for inspections.

Our current education/ promotion activities:

 A Community Laws officer will work with each Domestic Animal Business annually to provide education regarding their legislative responsibilites and working with those who require assistance to bring align their operations with the regulations and codes of practice.

Our current compliance activities:

- All Domestic Animal Businesses must be registered with Council.
- Annual inspections are conducted at all Domestic Animal Businesses.
- Follow up on non-compliance as required.
- Enforcement action, including issuing infringements and prosecutions for repeat non-compliance.
- Proactive monitoring of the illegal sale of pets.
- Complaints from the public relating to a Domestic Animal Business are investigated.
- Follow up of all cats and dogs sold by DABs to Knox residents, ensuring that they have been microchipped and registered.

Summary

All Domestic Animal Businesses within Knox are inspected annually. Inspections are conducted regularly to ensure compliance with the relevant Code of Practice. Council will endeavour to work with the business to achieve compliance. Where this approach fails, enforcement action will be taken.

Any proposed new DAB will need to demonstrate compliance with legislative requirements of both Council's planning department and Community Laws.

Our plans - domestic animal businesses

Objective 1: Identify and register all Domestic Animal Businesses (DABs) in the municipality

Activity	When	Evaluation
Identify all businesses that should be registered as DABs in the municipality, by reviewing all relevant information sources. Follow up will determine registration requirements	Ongoing	DABs registered and compliant
Proactive monitoring of the illegal sale of pets and ensuring those identified are compliant	Ongoing	Enforcement/ education action taken where appropriate
Investigate all reports of suspected backyard breeders	Ongoing	Enforcement/ education action taken where appropriate

Objective 2: Annually inspect and audit all registered Domestic Animal Businesses to ensure compliance with relevant Codes of Practice

Activity	When	Evaluation
Annually inspect and audit all registered DABs	Ongoing	Audits completed and enforcement action taken for non-compliance

Objective 3: Inspect residential properties where excess animals are registered to determine if they should be a registered Domestic Animal Business

Activity	When	Evaluation
Identify properties where more than two dogs or more than two cats are registered to determine if they are an animal breeder requiring registration as a DAB	Ongoing	Regular audits completed by officers



Section 68A(2)(e) provides 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.

Benefits of pet ownership - encouraging a healthy community

Many studies have been undertaken which provide a wealth of knowledge supporting the benefits of pet ownership and their use in therapy. A number of different studies have found a link between better health, both physical and mental, and pet ownership.

Together with the Domestic Animal Management Plan it is envisaged that the Knox community will embrace the importance of pet ownership in providing a healthier and fitter community.

Animal welfare issues

Council's Animal Management Officers are authorised under the Prevention of Cruelty to Animals Act to deal with any animal cruelty or welfare issues. Officers work with the RSPCA for more complex matters. There are occasions where Council is called upon to assist with the collection of injured animals that are then required to be transported to seek veterinary attention. Council has a good relationship with local veterinary clinics for those injured animals requiring urgent assistance.

Animal welfare and domestic violence

Council acknowledges the impact of domestic violence in regards to pets, where the emergency accommodation is required for both the owner and the pet. Seventy percent of women fleeing domestic violence also report pet abuse, and it's another reason many victims delay leaving. They fear the animal who has provided love and support when they need it most, will be harmed¹. Council aims to increase the community's awareness and promote services that are available for women and animals exposed to domestic violence.

Council Order - dogs in public places

The Council Order stipulates the areas in which dogs can be exercised off lead. It is also a requirement for any dog to be under effective control.

The Council order identifies 9 environmentally sensitive areas where dogs are not permitted to be off lead. Dogs are also not permitted to be off lead in children's playgrounds, in an active reserve where an organised sporting event is being conducted, at an organised public meeting, or in a permanent barbeque or picnic area.

Exercising a dog in an off leash area must only be done if the owner can maintain effective voice or hand control of the dog at all times. The dog is not allowed to bother, worry or annoy another person or a dog.

Off leash areas are shared space and it is important that dog owners are respectful of other people using that space.

The Council Order will be reviewed periodically as required to ensure it is relevant and maintains safety and amenity in shared areas in the municipality.

¹Keeping your pet safe when escaping domestic violence, Kellie Scott, 9 January 2020, https://www.abc.net.au/everyday/keeping-your-pet-safe-when-escaping-domestic-violence/11751300

Current situation

Our current Council policies and procedures:

- Council Order Dogs in Public Places Domestic Animals Act 1994 s26 (Attachment B)
- Council Order Compulsory Desexing of Cats Domestic Animals Act 1994 s10A(1) (Attachment A)
- Eastern Metropolitan Region Emergency Animal Welfare Plan - this Plan defines the roles and responsibilities of Animal Management Officers and support staff during an emergency. The Plan is reviewed annually to be aligned with the Victorian Emergency Animal Welfare Plan to ensure Local Government responsibilities are addressed.

Our current education/ promotion activities:

- The message of responsible pet ownership is actively promoted at Council's Pets in the Park event.
- Council website and social media.

Our current compliance activities:

- All animal complaints are investigated.
 Serious issues such as dog attacks, rushes and injured animals are dealt with as a high priority.
- All Council's Community Laws officers are authorised under the Prevention of Cruelty to Animals Act 1986 (POCTA).
- Authorised Officers will investigate any reports of alleged animal cruelty and will enforce provisions of the Act.

Summary

While animal ownership is a benefit to the community, it is important that all animal owners are responsible and comply with relevant orders, regulations and legislation in our community.

Council is playing an increasing role in the animal welfare and prevention of animal cruelty space. This is represented in an increased number of animal cruelty matters, which have previously been handled by other agencies.

Council has a role to play with emergency planning in relation to animal management services. Council staff participate in annual training exercises in conjunction with other Council's, government and welfare agencies.



Our plans - other

Objective 1: Encourage responsible management of pets through Council Orders

Activity	When	Evaluation
Maintain Council's dogs in public places (off lead) order	Ongoing	Review the order as required to meet community needs
Maintain Council's compulsory desexing of cats order	Ongoing	Ensure all registered cats are desexed
Implement the Council Order for a cat curfew	April 2022	Reduction of cat nuisance complaints

Objective 2: Encourage pet ownership for companionship

Activity	When	Evaluation
Explore the introduction of a Pet Companionship program, targeted at socially isolated and lonely older persons living alone	2022-2023	Participation rates in this program, with a corresponding increase in animal registrations

Objective 3: Ensure the welfare of animals in the event of an emergency

Activity	When	Evaluation
Eastern Metropolitan Region Emergency Animal Welfare Plan	Ongoing	Plan up to date
Regular emergency management training is conducted which includes Knox and neighbouring Councils as well as other government and community support agencies	Ongoing	Training completed
Community education: Council website and social media Brochures/ handouts	Ongoing	Audit of website to ensure up to date information on an annual basis and social media posts when required

Objective 4: Keeping abreast of animal management matters for the Knox community

Activity	When	Evaluation
Explore the feasibility and options of establishing a regional animal pound facility in collaboration with neighbouring municipalities	2022-2025	Maintain visibility and awareness of neighbouring Council's pound arrangements, to provide Council alternate options if a change to the animal pound service was required
Explore the opportunity for a Knox domestic animal business (including veterinary clinics) forum to discuss local domestic animal issues	2022-2023	Establishment and participation levels in the forum





Section 68A(3) every Council must:

- 1. review its Domestic Animal Management Plan annually and, if appropriate, amend the plan
- 2. provide the Department of Jobs, Precincts and Regions' Secretary with a copy of the plan and any amendments to the plan
- 3. publish an evaluation of its implementation of the plan in its annual report.

Council will review this Plan annually with a full review being done in year four. Action items within the plan have time lines which will be reviewed on a regular basis throughout the life of the plan.

The relevant State Government Secretary will also be advised and provided a copy of any other amendments to the Plan which may arise during the review process.

Table 9: Evaluation of implementation of Domestic Animal Management Plan (July annually – for inclusion in annual report)

Comments

For each activity, was it completed? If no, provide an explanation for each activity not completed. Did you complete each objective successfully? If no, provide an explanation. If yes, describe level of success. Are any amendments required for the DAM Plan? If so, please describe. If DAM Plan has been amended, has a copy been provided to the Secretary?

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

Activity	When	Evaluation
Review the Plan annually and if required amend the Plan	Annually	Plan amended as required
Provide the State Secretary with a copy of the Plan and any amendments of the Plan	December 2021	Plan submitted to State Government
Publish an evaluation of the implementation of the Plan in the annual report	Annually	Evaluation published within the annual report





Attachment A

Section 10 order - compulsory desexing of cats

Victoria Government Gazette - No. G 8 Thursday 24 February 2011

Domestic Animals Act 1994

Knox City Council, by resolution dated 24 August 2010, made an Order under section 10A(1) of the Domestic Animals Act 1994. The Order provides that Knox City Council will not, after 10 April 2011, accept the registration of a cat unless the cat is desexed or exempted under the Domestic Animals Act 1994 from any requirement to be desexed.

Exemptions relevant to this Order include:

- 1. The following cats do not have to be desexed to be registered or to have their registration renewed by a Council in accordance with section 108 of the Domestic Animals Act 1994
 - a. a cat that is owned by a person or body that conducts a domestic animal business under which cats are bred and the cat is used for breeding purposes in connection with that business;
 - b. a cat that is owned by a person who is a current member of an applicable organisation and the animal is registered with that organisation;
 - c a cat that is the subject of written veterinary advice that the health of the cat is liable to be significantly prejudiced if it is desexed.
- 2. Renewal of an existing registration.
- 3. Where applicants have an objection to desexing a cat when required to be registered at three months of age, they may apply for a deferral for the first year of registration after which time proof of sterilisation must be provided to Council. Otherwise the cat will be deregistered.

This order has been made in conjunction with ongoing development and implementation of the Knox City Council Domestic Animals Management Plan.

GRAEME EMONSON Chief Executive Officer

Attachment B

Section 26 order - dogs in public places

Victoria Government Gazette - No. G 15 Thursday 13 April 2006

Notice is hereby given that Knox City Council, at its meeting on 22nd November 2005, resolved to make the following Order under Section 26 of the Domestic (Feral and Nuisance) Animals Act 1994.

This order is effective from 10 April 2006.

1. Dogs shall be kept on lead in public places.

All dogs must be restrained by means of a chain, cord or leash within:

- a. an active reserve where an organised sporting event is being conducted
- b. a children's play equipment area
- c. an organised public meeting
- d. a permanent barbecue or picnic area
- 2. Public places include footpaths, shopping center's, car parks, bike tracks, walking tracks and conservation bushland areas. Conservation bushland areas include:
 - a. Egan Lee Reserve
 - b. Flamingo Road Reserve
 - c. Gilmore Park Retarding Basin
 - d. J W Manson Reserve
 - e. Koolunga Native Reserve (except the lawn areas)
 - f. Lakewood Reserve
 - g. Wicks Reserve (east and west)
 - h. W G Morris Reserve
 - i. Tim Neville Arboretum
- 3. Dogs may be off lead but under effective control in a public park or recreation reserve, subject to the following conditions:
 - a. Dog owners must carry a chain, cord or leash sufficient to restrain the dog should it behave in a threatening manner; and
 - b. Dog owners must remain within effective voice or hand control distance of the dog at all times; and
 - c. A person in charge of the dog must not allow the dog to worry, chase or threaten another person or animal.

Attachment C

Section 25(2) order - cat curfew order

Victoria Government Gazette - No. G 41 14 October 2021

Notice is hereby given that Knox City Council, at its meeting on 23rd August 2021 resolved to make the following Order under Section 25(2) of the Domestic Animals Act 1994.

This order is effective from 10 April 2022.

- 1. All cats within the municipal district of Knox City Council must be securely confined to the owner's premises at all times.
- 2. If a cat is found at large outside the premises of the owner or not securely confined to the owner's premises, the owner is guilty of an offence.

Meaning of words in this Order:

Owner has the same meaning as in the Domestic Animals Act 1994

BRUCE DOBSON Chief Executive Officer