

ENVIRONMENTAL  
HEALTH POLICY

## COMPANION ANIMAL MANAGEMENT PLAN

Date of Adoption: 4 November 1999

Effective Date: 4 November 1999

**City of Canada Bay Council  
Companion Animal Management Plan 2000-2001**

**Prepared for Concord and Drummoyne Councils by  
Stabler Animal Management**

## Table of Contents

<b>1. Introduction - Overview .....</b>	<b>5</b>
1.1 Council Profile .....	5
1.2 Companion Animal Management Vision.....	5
1.3 Integration and Linkage.....	5
1.4 Annual Review .....	5
1.5 Financial Impact.....	5
1.6 NSW Companion Animal Act 1998 Summary.....	6
<b>2. Principal Activity - Responsible Pet Ownership.....</b>	<b>6</b>
2.1 Strategic Objective - Responsible Pet Ownership for Life.....	6
2.2 Strategic Objective - Escape-Proof Confinement.....	6
2.3 Strategic Objective - Select the Right Pet.....	7
2.4 Strategic Objective - Permanent Microchip Identification.....	7
2.5 Strategic Objective - Obedience Training .....	7
2.6 Strategic Objective - Promote Neutering/Desexing.....	7
2.7 Strategic Objective - Socialisation .....	7
2.8 Strategic Objective - Identify Behaviour Problems.....	8
2.9 Strategic Objective - Basic Health & Welfare.....	8
2.10 Strategic Objective - Lifetime Statewide Registration .....	8
2.11 Strategic Objective - Education Courses .....	8
<b>3. Principal Activity - Animal Welfare .....</b>	<b>9</b>
3.1 Strategic Objective - Animal Welfare Codes of Practice .....	9
3.2 Strategic Objective - Lost Pet Database.....	9
3.3 Strategic Objectives - Minimise Dumping of Unwanted Pets .....	9
3.4 Strategic Objective - Best Practice Pound Management .....	9
3.5 Strategic Objectives - Medium Density Housing Acceptance of Pets.....	10
3.6 Strategic Objective - Assistance for Disadvantaged Residents.....	10
<b>4. Principal Activity - Customer Services.....</b>	<b>10</b>
4.1 Strategic Objective - Community Consultation .....	10
4.2 Strategic Objective - Benefits of Pet Ownership .....	10

4.3 Strategic Objective - Education Resource Distribution.....	10
4.4 Strategic Objective - Marketing & Media Release.....	11
4.5 Strategic Objective - Community Information Brochures .....	11
4.6 Strategic Objective - New Pet Information Package .....	11
4.7 Strategic Objective - Pet Event Calendar .....	11
4.8 Strategic Objective - Customer Request Response Protocols .....	11
4.9 Strategic Objective - Staff Development and Training .....	12
<b>5. Principal Activity - Open Space and Recreation.....</b>	<b>12</b>
5.1 Strategic Objective - Public Health - Safety .....	12
5.2 Strategic Objectives - Public Health - Pet Faeces .....	12
5.3 Strategic Objective - Clear Signage.....	12
5.4 Strategic Objective - Equitable Open Space Usage .....	12
5.5 Strategic Objective - Off-Leash Areas .....	13
5.6 Strategic Objective - Open Space Dog Friendly Design .....	13
5.7 Strategic Objective - Prohibited Places for Pets .....	13
<b>6. Principal Activity - Waste &amp; Environmental Management.....</b>	<b>13</b>
6.1 Strategic Objective - Minimise Pet Droppings in Stormwater Run-Off.....	13
6.2 Strategic Objectives - Preservation of Sensitive Environmental Areas .....	13
6.3 Strategic Objectives - Dung Beetles.....	14
6.4 Strategic Objective - Barking Dog Response Protocol.....	14
6.5 Strategic Objective - School Education Program.....	14
<b>7. Principal Activity - Development and Regulatory Services .....</b>	<b>15</b>
7.1 Strategic Objective - Efficient Animal Control Service.....	15
7.2 Strategic Objective - Cat Trapping Protocol.....	15
7.3 Strategic Objective - Minimise Companion Animal Nuisance.....	15
7.4 Strategic Objective - Disaster Planning .....	15
7.5 Strategic Objective - Multi-Reader Microchip Scanners.....	15
7.6 Strategic Objective - Safe Equipment for Animals and Handlers .....	16
<b>8. Principal Activity - Financial Resources .....</b>	<b>16</b>
8.1 Strategic Objective - Self-Funding Companion Animal Management.....	16

9. Appendix..... 17

9.1 Local Stakeholders..... 17

9.2 Companion Animal Awareness Network..... 17

9.3 Community Consultation Timeframe ..... 17

9.4 Statistics..... 17

9.5 Financial Statements..... 17

9.6 Registration Fees ..... 18

9.7 Penalty Fees ..... 18

9.8 Dog Off-Leash Areas..... 20

9.9 Implementation Timeframe..... 22

9.10 Glossary..... 23

9.11 References..... 23

9.12 Information Resources ..... 24

## 1. Introduction - Overview

### 1.1 Council Profile

Concord Local Government Area is 10.95 square kilometres in area and located centrally in the Sydney basin. A north to south ridge, in close alignment to Concord Road, creates a natural east to west drainage pattern to the southern bank of the Parramatta River (a 14km long river frontage) and to Homebush Bay.

Drummoyne Local Government Area comprises eight suburbs in the inner western Sydney - Abbotsford, Canada Bay, Chiswick, Five Dock, Rodd Point, Russell Lea and Wareemba. It is situated on a peninsula that extends north into the Parramatta River, is bounded on three sides by water and Parramatta Road to the south.

The Drummoyne Council population was 30264 in the 1996 census and Concord Council was 23644. In both areas, the 20-49 age group is the largest population group. In both areas, one third of the population were born overseas. In Drummoyne the majority were originally from Italy, and in Concord, from the former USSR and European countries. New housing tends to be mostly medium density, although the majority of current housing is in separate houses (55%).

### 1.2 Companion Animal Management Vision

To balance community amenity, animal welfare and environmental preservation while promoting the benefits of responsible pet ownership

To provide effective companion animal management through accessible and equitable use of community facilities in a manner safe and amenable for all

### 1.3 Integration and Linkage

The principal activities within the management plan have been linked to council's departmental structure to ensure ease of understanding and areas of responsibility. Adapting to cultural and community changes requires efficient communication within council. Council's role, as described in the Council's Social Plan, is one of 'Co-ordination, Facilitation, Advocacy and Service Provision - Ensuring that Council leads the community in terms of its own policies and strategies promoting access and equity to all members of the community.'

Providing pet educational information at every available outlet maximises responsible pet ownership (customer service management). If dogs have access to suitable open space in which to exercise, boredom-reduced barking is reduced (open space planning). An animal's welfare is intrinsically linked to its owner's welfare (social planning). Owner's awareness of the environmental impact of their pets may save a threatened species from extinction (environmental planning). Designing new estates with pets in mind minimises nuisance complaints (urban design).

Throughout the plan, the latest 'best practice' principles in companion animal management are applied. An integrated, strategic, cooperative approach is used. These principles need to be applied on an inter-departmental basis as well as incorporated into Council's existing and future management planning.

### 1.4 Annual Review

Baseline data provides the performance indicators necessary to assess a successful management plan. Although a large number of external factors affect these statistics, they will still give vital indicators of success or of developing problem areas. Current statistics for both local government areas are provided in the Appendix. Annual reviews will provide adaptability to implement future pet management trends. This needs to be done at the start of each year prior to Council's budget framework discussions.

### 1.5 Financial Impact

The cost of companion animal management to the majority of councils across Australia far outweighs the income. This community service is funded by council rates and often presents many difficulties for council staff. Although extra funds may be initially produced by the higher one-off lifetime registration cost, this effect will be temporary. The pro-active

management approach of this plan should help to reduce the funding shortfall and involves the community in the resolution of the problem areas.

## 1.6 NSW Companion Animal Act 1998 Summary

(Courtesy of Local Government & Shires Association)

- Permanent microchip identification at 3 months of age or at point of sale for companion animals.
- Compulsory one-off life time registration at 6 months of age or at point of sale for companion animals.
- Cats have the same legal status as dogs.
- Codes of responsible care for companion animals.
- Separate categories and management requirements for 'nuisance' and 'dangerous' animals.
- Higher penalties for dog attacks.
- Staged introduction of the law for cat owners & three-year compliance period for existing dogs owners.
- Establishment of a NSW Companion Animal Advisory Board & NSW Companion Animal Fund, administered by Department of Local Government, to oversee legislation & provide resources for councils.
- More funding for councils to provide community education, develop local companion animal management plans, establish complaint and mediation procedures, improve impounding facilities, and enforce the legislation.
- Environmental safeguards for the keeping of companion animals in building developments in or near areas of sensitive native habitat.
- Greater powers for authorised persons (which will include council officers) to secure or remove a dog which escapes from its owner's property, attacks or threatens a person or animal & returns to its home.
- Extended powers for authorised persons to secure or remove a dog that attacks a person who is on the dog's owner's property by legal right.
- Stronger conditions of management for dogs of 'restricted breeds' (those breeds now required to be muzzled in public).
- Increased penalties for offences by restricted breeds and dogs declared as dangerous dogs.
- On-the-spot fines for offences by nuisance animals.
- Increased penalty for failure to pick up dog faeces.
- A fee scale that encourages the desexing (lower fees) of companion animals not used for breeding.
- Extended exemptions for assistance animals used by people with a disability or medical condition.
- The development of standards and accreditation of assistance animals.

## 2. Principal Activity - Responsible Pet Ownership

### 2.1 Strategic Objective - Responsible Pet Ownership for Life

#### Issues

Networking with the local community stakeholders and promoting individual responsibility for one's own actions, and those of one's pet, can bring about a change in community attitude and expectation (Murray 1997). Pets are often surrendered to animal shelters when people move house (Upton 1991). Ownership for the term of its 'natural life' is the aim.

**Action Plan** Develop 'Responsible Pet Ownership' brochure

**Performance Indicator** March 2000

### 2.2 Strategic Objective - Escape-Proof Confinement

#### Issues

Public safety, animal safety and environmental protection are the benefits of pet confinement. Cats can be happily confined inside the house for their entire life, providing appropriate environmental enrichment is available (Holmes 1997).

Alternatively, fully contained, modular, cage systems in the backyard, can provide them with a safe 'outside' experience.

Likewise, dogs can happily survive being confined to the backyard, as long as appropriate exercise and owner interaction time is provided. Cyclists are particularly at risk from roaming dogs. The success of the Concord Bike Plan is partially dependent on responsible dog owners confining their dogs.

**Action Plan** Develop a 'Why keep your pet confined' brochure by September 2000

**Performance Indicator** Aim for 10% reduction in stray dog complaints annually by September 2001

### 2.3 Strategic Objective - Select the Right Pet

#### Issues

Unrealistic owner expectations contribute not only to animal behaviour problems, but disturbance of community amenity (e.g. a working dog in a small suburban backyard with limited exercise). Matching the right pet with the right owner (and their lifestyle) is the vital first step towards responsible pet ownership. This program is most needed leading up to Christmas, when cute and cuddly puppies and kittens seem so attractive, but unfortunately, little thought is given to the consequences of this impulse purchase.

**Action Plan** Promote Appropriate Pet Selection by distributing PIAS  
'Select A Pet' brochures & advising pre-pet-purchase advice from local stakeholders

**Performance Indicator** June 2001

### 2.4 Strategic Objective - Permanent Microchip Identification

#### Issues

The NSW Animal Welfare League (AWL) estimates that 90% of animals in pounds are unidentified - collar, tag, registration or microchip. Permanent lifetime identification with microchips will enable prompt return of lost and wandering animals to their owners. Currently authorised identifiers are veterinarians or those who have completed a NSW TAFE, NSW Canine Council or NSW AWL accredited microchipping course.

**Action Plan** Develop a local microchipping service database

**Performance Indicator** May 2000

### 2.5 Strategic Objective - Obedience Training

#### Issues

Lack of obedience training is one of the risk factors that predispose a dog to being surrendered to an animal shelter (Patronek 1996). There are many good local dog obedience training programs, e.g. Sydney All Breeds Dog Club and the Delta Society's 'Canine Good Citizen' program.

**Action Plan** Develop a local dog obedience training database

**Performance Indicator** June 2001

### 2.6 Strategic Objective - Promote Neutering/Desexing

#### Issues

Entire pets are more likely to have behavioural problems, create a nuisance and contribute to over-breeding. Promotion of early desexing helps to minimise the adverse impact of irresponsible pet ownership on society. The discounted lifetime registration fee for desexed companion animals offers a significant incentive for owners.

**Action Plan** Develop an 'Advantages of Desexing' brochure

**Performance Indicator** April 2001

### 2.7 Strategic Objective - Socialisation

#### Issues

Dogs and cats need to be 'socialised' or 'used to' a wide variety of strange situations early in life. 'Puppy Preschool' and 'Kitty Kinder' education programs provide 4-6 weeks of socialisation and training opportunities in a well-supervised environment - local veterinary clinics already offer this service. Dog bite injuries occurred in the family home in 62% of cases, and involved children under the age of 15 years, in 34% of cases presented at hospital emergency wards (Ashby 1998). Companion animals need to be supervised at all times when children (especially under the age of ten years) are present and they need to be accustomed to children's sometimes irregular movements.

**Action Plan** Develop a local 'Puppy Preschool' & 'Kitty Kinder' database

**Performance Indicator** April 2001

## 2.8 Strategic Objective - Identify Behaviour Problems

### Issues

Pets under one year of age are mostly surrendered to an animal shelter for behaviour problems (Seksel 1997). The estimated lifespan of a cat in Australia is four years and for a dog five years (Petcare Information Advisory Service Web-site (PIAS)). If people who have trouble with their pets could be directed to local, qualified pet behaviour counsellor, they would be able to identify and treat problem behaviour much earlier.

**Action Plan** Develop a local, qualified pet behaviour counsellor database

**Performance Indicator** May 2001

## 2.9 Strategic Objective - Basic Health & Welfare

### Issues

Veterinarians and local animal welfare groups can provide advice and education about preventative health care and animal welfare. Encouraging prompt treatment of pets with health difficulties is vitally important.

**Action Plan** Develop a local veterinarian & animal welfare group database

**Performance Indicator** November 2001

## 2.10 Strategic Objective - Lifetime Statewide Registration

### Issues

Lifetime registration will improve compliance rates by simplifying the registration to 'once-in-a-lifetime'. A phase-in period of three years (2002) to change from annual to lifetime registration will hopefully assist pet owners to cope with these legislative requirements. For those animals on the annual registration system, the reminder notices may be sent out in August 2000 and the payment period will be extended to the end of October 2000, to avoid conflict with the influx of Olympic visitors.

**Action Plan** Institute council-wide, variable 'on-the-spot' identification, registration & confinement checks after appropriate media campaign by June 2000

**Performance Indicator** Aim for 20% lifetime registrations by October 2000

## 2.11 Strategic Objective - Education Courses

### Issues

Animal behaviour relies on displays of appropriate body language to avoid confrontation, as opposed to people relying more on verbal communication. Unfortunately with the urbanisation of society, less people have animal handling experience. Education courses need to be available to fill this information gap.

**Action Plan** Encourage development of local animal behaviour & handling courses

**Performance Indicator** Ongoing

### 3. Principal Activity - Animal Welfare

#### 3.1 Strategic Objective - Animal Welfare Codes of Practice

##### Issues

The NSW Agriculture Animal Welfare Unit has developed Animal Welfare Codes of Practice for the Prevention of Cruelty to Animals Act, Animal Trades Regulation 1997. The relevant categories are Care and Management of Animals by companion animal transport agencies; pet shops; dog and cat boarding establishments; breeding dogs; breeding cats; pet grooming establishments and security dogs.

**Action Plan** Distribute animal welfare codes of practice to all relevant stakeholders

**Performance Indicator** February 2000

#### 3.2 Strategic Objective - Lost Pet Database

##### Issues

Pets can escape after gates are accidentally left open or when frightened during thunderstorms. 'Theft by finding' is another common problem when people adopt what appears to be a stray without contacting appropriate authorities. The owners of the lost pet may try all the usual means of return to no avail. Council can assist worried pet owners by maintaining a lost pet database.

**Action Plan** Develop a lost pet database

**Performance Indicator** November 2001

#### 3.3 Strategic Objectives - Minimise Dumping of Unwanted Pets

##### Issues

Minimising the inadvertent flow from the companion animal population to a pest or feral population is a high priority. Industrial and harbour-side areas are often homes to cat colonies, started by but a few dumped animals (Tabor 1987). Some people feel unwanted litters or older pets should be 'set free' (dumped) in parks or bushland, while others don't like to surrender their unwanted pet to the pound in person. Or, people forget to arrange holiday accommodation for their pet and dump them at the pound at the last minute. Strategically located surrender cages help to encourage the community to surrender, rather than dump, their unwanted pets. Strict animal welfare operational protocols are necessary to ensure council sets a good example to the community. With Council's pound at Blacktown being 25 minutes drive away, local placement is a priority. Also, if a database of local pet boarding or pet-minding services was maintained, dumping of pets may be averted.

**Action Plan** Investigate surrender cage placement and operational protocol

Develop a pet-boarding and pet-minding services database

**Performance Indicator** March 2001

#### 3.4 Strategic Objective - Best Practice Pound Management

##### Issues

Council has renegotiated its pound services contract in October 1999 to include cat impounding facilities. As part of this contract, regular reviews will ensure best practice pound management is applied. The NSW Companion Animal Advisory Board has released 'Operational guidelines for the management of Council Pounds' which will provide the benchmark for animal welfare and management.

**Action Plan** Review pound contract to incorporate best practice management principles

**Performance Indicator** November 2000

### 3.5 Strategic Objectives - Medium Density Housing Acceptance of Pets

#### Issues

Approximately 34% of households in the Council area reside in flats or apartments. The Australian Companion Animal Council (ACAC) has produced two informative brochures, 'Renting with Pets' and 'Tenants with Pets', to address the low pet ownership rate of 17% in rental accommodation, compared to 57% in the general community (ACAC 1998). Banning of pets from medium density housing is not necessary. If the body corporate implements basic responsible pet ownership rules, there would be far less problem pets.

**Action Plan** Distribute 'Renting with Pets and 'Tenants with Pets' brochures

**Performance Indicator** July 2001

### 3.6 Strategic Objective - Assistance for Disadvantaged Residents

#### Issues

Companionship is an important reason why the elderly and single people acquire a pet (Newby 1997). In Drummoyne one out of every ten people live alone (11.2%) and up to 17% of residents could have a disability of some kind. Drummoyne Council Social Plan has as an objective. 'To raise community awareness and encouraging greater sensitivity to needs of older people, and those with disabilities, and people who are culturally and linguistically diverse'. Every effort needs to be made to assist the disadvantaged in our society to maintain the welfare of their companion animal by reasonable and equitable planning.

**Action Plan** Investigate ways to minimise the adverse impact of the NSW Companion Animals Act on the welfare of pets owned by disadvantaged residents

**Performance Indicator** May 2000

## 4. Principal Activity - Customer Services

### 4.1 Strategic Objective - Community Consultation

#### Issues

The overall management of companion animals is reliant on a fully informed community and adequate community consultation. This communication can provide strong direction and policy guidance to facilitate efficient planning and is vital for accountability.

**Action Plan** Facilitate a community meeting as part of the annual review process

**Performance Indicator** February 2001

### 4.2 Strategic Objective - Benefits of Pet Ownership

#### Issues

57% households in Australia own a pet (PIAS 1998). Some of the benefits of the human animal bond include psychological (reduced depression), social (increased social contact) and physical (lower blood pressure, lower triglyceride) (Avanzino 1996).

**Action Plan** Incorporate the benefits of pet ownership into all education material

**Performance Indicator** Ongoing

### 4.3 Strategic Objective - Education Resource Distribution

#### Issues

A wide variety of outlets (see Appendix) can be used to distribute community education and responsible pet ownership information. Pet education could also be included in such events as Seniors Week, Children's Week, Youth Week, Local Government Week, and in the Over 45s Recreation, Health and Fitness Program. The Concord-Drummoyne community is culturally and linguistically diverse and every means of information dissemination should be utilised.

**Action Plan** Establish a Companion Animal Awareness Network by March 2000

Include Pet Services in the Council Community Directory

**Performance Indicator** May 2001

#### 4.4 Strategic Objective - Marketing & Media Release

##### Issues

The NSW Companion Animals Board is preparing a state-wide awareness program. Until that time, the implementation timeframe has been formulated to improve community awareness of particular problems at the time of year when they are most evident from the baseline statistics available. Council Newsletters are an ideal medium. Also, Council's local media contacts can be utilised to disseminate information, e.g. local newspapers such as Drummoyne-Five Dock and District News and the Glebe and Inner Western Weekly.

**Action Plan** Promote community awareness via Council's newsletters and media outlets

**Performance Indicator** April 2000

#### 4.5 Strategic Objective - Community Information Brochures

##### Issues

Customer service's main key objective is to provide timely, accurate advice and information to the customer. Council has a good range of community information brochures. They will be progressively updated and improved, as new information becomes available, e.g. the new Environment Protection Authority 'Barking dog' brochure and the Department of Local Government 'Chip In' brochure

**Action Plan** Maintain an up-to-date display of community information brochures

**Performance Indicator** Ongoing

#### 4.6 Strategic Objective - New Pet Information Package

##### Issues

Similar to the new resident kits provided by council to people moving into the area, new pet owners are most receptive to education initiatives when they first bring their new pet home. Collating available information to give to all new pet registrations would show council wishes to take a pro-active role in companion animal management. The animal control officer can also use these packages 'in the field'. Small samples of dry food provided by pet food manufacturers would be an additional incentive.

**Action Plan** Prepare a New Pet Information Package

**Performance Indicator** August 2000

#### 4.7 Strategic Objective - Pet Event Calendar

##### Issues

Drummoyne's Dog Day Afternoon in October each year seeks to highlight a number of important education objectives within this management plan. There is a lot of good information available at dog and cat shows as well, but often people don't know about these events. Local stakeholders can provide relevant information about coming events and a pet event calendar is an excellent way of improving awareness.

**Action Plan** Produce an annual Pet Event Calendar

**Performance Indicator** October 2000

#### 4.8 Strategic Objective - Customer Request Response Protocols

##### Issues

The three most common companion animal complaints to council involve barking dogs, roaming dogs and dog faeces. Developing an effective protocol for dealing with each type of request streamlines and standardises council's response, thus directing customers quickly and efficiently to an effective resolution.

**Action Plan** Develop effective customer request response protocols

Monitor Residents Requests System for effective resolution of requests

**Performance Indicator** Ongoing

## 4.9 Strategic Objective - Staff Development and Training

### Issues

Timely, accurate advice, information and response to community requests are the aims of customer service. Customer service call centre staff and animal control officers need to be appropriately trained in the latest companion animal management techniques and protocols. Education about animal behaviour, dealing with customer requests and Occupational Health and Safety issues are all important. They also need to be kept up to date with the evolution of the NSW Companion Animals Act 1998.

**Action Plan** Regular staff training program - behaviour and handling

**Performance Indicator** December 2000

## 5. Principal Activity - Open Space and Recreation

### 5.1 Strategic Objective - Public Health - Safety

#### Issues

It is reasonable to expect to walk down the street without having to be threatened by a roaming dog. Although only 16% of dog bite cases occurred in a street or public place as recorded at Victorian Hospital Emergency Departments (Ashby 1998), public safety is still paramount. The NSW CAA 1998 has strong penalties for dogs just for threatening to attack. Council has aimed to achieve a response time of two hours a dog attack.

**Action Plan** Review Dangerous Dog Protocol

**Performance Indicator** April 2000

### 5.2 Strategic Objectives - Public Health - Pet Faeces

#### Issues

Pet faeces deposited on sporting fields or near children's playgrounds present a significant health hazard. Especially when dog roundworm eggs can lay dormant in the environment for up to one year (Giesecke 1992). Council has dog waste bins at all off-leash areas and dog owners are encouraged to dispose of their pet's faeces appropriately.

**Action Plan** Monitor customer request systems for pet faeces problems

**Performance Indicator** Ongoing

### 5.3 Strategic Objective - Clear Signage

#### Issues

With a high use of council parks by residents as well as visitors, it is vital that clear, succinct companion animal signage is displayed prominently. This means that pet management needs to have a very public profile and an excellent information distribution network to educate visitors, as well as local residents. It would also be advantageous to have signage to remind dog owners to dispose of their dog's faeces appropriately, through out Council's open space network.

**Action Plan** Review signage relevant to companion animals in all public open space

**Performance Indicator** July 2000

### 5.4 Strategic Objective - Equitable Open Space Usage

#### Issues

The State government's objective of urban consolidation implies diminishing space at home and so a large potential for increased demand for public open space. Balancing the needs of council, the needs of immediate neighbours, the needs of users and the needs of dog owners presents a significant challenge. Research undertaken by Mandis Roberts Consultants for Concord Parks Management Plan revealed that 50% of Council's residents visited one of the locality's parks in the past year, with walking / walking the dog, picnicing and children's play being the most popular activities. With the aging population of the area, it is important that the 'peace and quiet' parks provide is not spoiled by irresponsible pet owners disregarding the needs of other park users.

**Action Plan** Monitor Customer Request Systems for equitable open space usage

**Performance Indicator** Ongoing

## 5.5 Strategic Objective - Off-Leash Areas

### Issues

As part of the NSW Companion Animals Act 1998, council is required to have at least one off-leash area. After amalgamation of the councils, there will in fact be seven off-leash areas (Appendix). Public safety and amenity are important considerations with regard to off-leash areas. 'Left-over-land' that is not suitable for other uses may not be safe for animal use either and so appropriate safety criteria need to be developed.

**Action Plan** Develop off-leash area safety criteria and review annually

**Performance Indicators** January 2001

## 5.6 Strategic Objective - Open Space Dog Friendly Design

### Issues

Multi-use open space is a priority. Council has Plans of Management for a number of its neighbourhood parks, associated playgrounds and local sportsgrounds. Excellent advances have been made in the design of parks to separate dogs from playgrounds, sporting fields and cyclists, e.g. strategically placed landscaping mounds, hedges or use of topography (Jackson 1998). Families would like to take their children and their dog to the park, but access and opportunities are limited. Safety is a vital issue, but so too, are social interactions, which are actually enhanced by the presence of a companion dog (Rogers 1993).

**Action Plan** Incorporate dog-friendly design in open space planning

**Performance Indicator** September 2001

## 5.7 Strategic Objective - Prohibited Places for Pets

### Issues

Under the new act, dogs will be prohibited in children's play areas, food preparation / consumption areas, recreation areas, public bathing areas, school grounds, child care centres, shopping areas and wildlife protection areas. Likewise, cats will be prohibited from food preparation / consumption areas and wildlife protection areas.

**Action Plan** Develop 'Prohibited Places for Pets' brochure

**Performance Indicator** August 2000

## 6. Principal Activity - Waste & Environmental Management

### 6.1 Strategic Objective - Minimise Pet Droppings in Stormwater Run-Off

#### Issues

Pet droppings contribute to the high levels of phosphorous and other potentially harmful nutrients in our waterways. An estimated 1000 tonnes of animal waste is produced in Sydney every day (CSIRO Dung Beetle Information Brochure). Aquatic systems include waterways, intertidal and riparian areas.

These systems are interconnected with the Stormwater systems, which include creeks, canals and other surface water flow and groundwater. Drummoyne for example has 160 stormwater outlet points.

Catchment Management Committees and Council's Stormwater Management Plans need to use as many educational opportunities as possible to emphasise the importance of appropriate pet faeces disposal.

**Action Plan** Review appropriate pet faeces disposal education programs

**Performance Indicator** August 2001

### 6.2 Strategic Objectives - Preservation of Sensitive Environmental Areas

#### Issues

Biodiversity refers to the variety of all life forms, the different plants, animals, micro-organisms, the genes they contain and the ecosystems they form. A study in September 1996 found the Native Water rat; *Hydromys chrysogaster* had a preferred habitat in Sisters Bay. Migratory water birds need the mangroves that line the river. With very few wildlife corridors in the Council area, remanent bushland preservation is a high priority, but so too is the management of roaming pets and feral / pest animals.

With the co-operation and education of such groups as Sisters Bay Volunteer Bush Regeneration group and Wareemba Beach Residents group to report wandering animals and with effective management, what limited biodiversity remains can be protected. Concord has installed ten possum boxes in parks around Concord in addition to dead trees being left in situ to assist in this area. Drummoyne has installed provocative signage along Henley Marine Drive, e.g. 'Bushland or Weedland?' to prompt residents to preserve native bushland and care for their environment.

**Action Plan** Develop animal reporting protocols for resident environmental groups  
**Performance Indicators** October 2001

### 6.3 Strategic Objectives - Dung Beetles

#### Issues

Concord Council released 500 dung beetles into Powells Creek Reserve and Majors Bay Reserve in late 1998. Dung beetles bury animal droppings in underground tunnels, thus reducing nutrient run-off, aerating the soil, reducing fly populations, and reducing health risks to people, and other animals. This is a great environmentally friendly initiative - reusing and recycling and reducing waste. These sites will be assessed regularly to ascertain dung beetle breeding success and for adequate disposal of pet faeces.

**Action Plan** Assess spread of dung beetles and investigate further release sites  
**Performance Indicator** December 2000

### 6.4 Strategic Objective - Barking Dog Response Protocol

#### Issues

While aircraft and motor vehicle noise are a constant reminder of inner city life, barking dogs still represent a major source of nuisance. Over half of the complaints to Council about dogs concern barking dogs and they are often one of the most difficult complaints to resolve effectively. Citronella anti-barking collars have been purchased by Council and are hired out to residents with a barking dog problem. The collars are harmless, environmentally friendly and supported by the Australian Veterinary Association and RSPCA. While they have been successful, this customer service requires a lengthy explanation and the damage rate is high. The barking dog complaint package includes a diary and educational brochures. Surrounding residents are also asked to keep diaries to ascertain the relevant facts in each case.

**Action Plan** Review barking dog protocol annually - September 2000  
**Performance Indicators** Record success rate and repair rate for anti-barking collars - November 2001

### 6.5 Strategic Objective - School Education Program

#### Issues

Both councils have a strong children services network. Integrating pet education into council environmental education programs would be advantageous, e.g. environmental monitoring programs, such as Streamwatch program (Domreny College), Beachwatch and Harbourwatch in Concord. Drummoyne Council and the NSW Environmental Protection Authority have produced a CD-ROM 'Solutions to Pollution - an interactive journey' which is in libraries and local schools. School children are very interested in pets and retain pet-related information very well (Anon). There are a number of good pet education programs available, including the Australian Veterinary Association 'Pets and People Education Program' and PIAS 'Dogs N Kids'.

**Action Plan** Incorporate pet education into current council environmental awareness programs  
**Performance Indicator** November 2000

## 7. Principal Activity - Development and Regulatory Services

### 7.1 Strategic Objective - Efficient Animal Control Service

#### Issues

Council has entered into a Service Activity Agreement with Canada Bay Local Government Business Enterprise (TS&O) for the provision of animal control. Initially, this involves one animal control officer and one vehicle (four cages and a four cage trailer) to service customer requests, enforce the legislation, patrol the area, impound companion animals and deliver /collect cat traps and anti-barking collars. Other regulatory staff provide additional back-up, as necessary. Regular communication within Council and with the customers will help to streamline service provision and enable review of companion animal management protocols.

**Action Plan** Collation and review monthly data - Ongoing

**Performance Indicator** Monitor response times to specific protocols - Ongoing

### 7.2 Strategic Objective - Cat Trapping Protocol

#### Issues

The animal control officer delivers the cat trap, places food and sets the trap and removes the trapped cats. If the cat is identified (microchip or collar and tag), it is returned to its owner or released. If it is unidentified the cat is taken to the Council pound. Although time consuming, Council can standardise the procedure to ensure strict animal welfare guidelines are followed. Misuse of the new legislation by people who don't like cats, or who have a vendetta against a neighbour and their cat, is thus prevented. Approximately one third of Australian households own a cat, and these people need to have their fears for their cat's safety, allayed. The NSW Companion Animal Advisory Board is developing a cat trapping protocol.

**Action Plan** Review current Cat Trapping Protocol

**Performance Indicator** July 2000- prior to cat breeding season

### 7.3 Strategic Objective - Minimise Companion Animal Nuisance

#### Issues

Neighbourhood disputes can escalate due to nuisance cats or dogs. Mediation protocols that address both animal welfare and community amenity need to be fair and detail step-by-step procedure to help to resolve complaints to the satisfaction of both parties. Since the introduction of personal visits by animal control officers, nuisance complaints are being resolved more efficiently.

**Action Plan** Review Nuisance Cat and Nuisance Dog Protocols

**Performance Indicator** June 2000

### 7.4 Strategic Objective - Disaster Planning

#### Issues

During emergency situations people's pets are often the last thing rescuers think about. But as has been shown graphically recently, people refuse to be rescued until their beloved pet is safe. The wide variety of pets presents a challenge to the organisational strengths of the State Emergency Services. Maintaining a list of potential boarding places for pets should a disaster occur is an essential part of this process.

**Action Plan** Ensure planning for pets is incorporated into disaster planning

**Performance Indicator** July 2001

### 7.5 Strategic Objective - Multi-Reader Microchip Scanners

#### Issues

The animal control officer currently has one multi-reader microchip scanner. The scanner needs to be able to read the new International Standard Organisation (ISO) microchips as well as the microchips that have been available for 15 years. As the staged introduction of microchipping progresses a second scanner will be necessary.

**Action Plan** Purchase multi-reader microchip scanner

**Performance Indicator** August 2001

## 7.6 Strategic Objective - Safe Equipment for Animals and Handlers

### Issues

Safety for the animal control officer and regard for the animal's welfare and safety are both high priorities. All equipment (vehicles, cages, catching poles) need to conform to Occupational Health and Safety guidelines. As in the customer service section, appropriate training in safe handling and understanding animals, as well as their owners, is necessary.

**Action Plan** Regular staff training program - behaviour and handling

**Performance Indicators** December 2000

## 8. Principal Activity - Financial Resources

### 8.1 Strategic Objective - Self-Funding Companion Animal Management

#### Issues

Income for companion animal management is from registration, penalty fees, hire of anti-barking collars and cat traps and impounding fees (Appendix). Council retains 85% of the registration fee and 15% goes to the NSW Companion Animals Fund to finance state-wide education initiatives and for support for councils. The registration and penalty fee amounts are set by the state (Appendix). The Goods and Services Tax will apply to all the above services. The aim is to reduce reliance on council consolidated revenue and community subsidy of Companion Animal Management and work towards full cost recovery. This has to be tempered with relief for genuinely disadvantaged customers as under the animal welfare section. Currently, council rates subsidise two thirds of companion animal management in Council.

**Action Plan** Review pricing of services to reflect full cost recovery - January 2001

**Performance Indicators** Aim for 25 % increase in cost recovery annually

## 9. Appendix

### 9.1 Local Stakeholders

Australian Veterinary Association, Ethnic Community Groups, Inner West Aged and Disabled Services, National Parks & Wildlife Service, NSW Cat Fanciers Inc., NSW Police, Pet Industry Joint Advisory Committee (pet shops), RSPCA, Senior Citizens Association, Sydney All Breeds Dog Club

### 9.2 Companion Animal Awareness Network

In addition to the above organisations - Drummoyne and Concord Council Community Centres & Libraries, Department of Housing, Early Childhood Centres, Five Dock Leisure Centre, Real Estate Institute, Retirement Villages, Schools, Sporting groups, TAFE, Tourist Information Centre, media outlets

### 9.3 Community Consultation Timeframe

Staff consultation and comment	October 1999
Draft to Council	November 1999
Exposure draft on public exhibition	December 1999
Review of public comments	January 2000
Final draft to Council	February 2000

### 9.4 Statistics

	1999 C	1999 D	1998 C	1998 D
Dog Registrations - Annual	1300	1459	1600	1303
Dog Registrations - Lifetime	150	210	0	0
Percentage of Total Customer Complaints	4	4	3	4
Barking Dog complaints	47	39	38	40
Stray complaints	17	28	22	30
Dog Attacks complaints	12	13	13	16
Number Dangerous Dogs	2			
Number dogs impounded	35	40	30	43
No. returned to owner, not impounded	15	30	10	25
Pound reclaim rate				50%
Dog rehome rate				23%
Cat traps for hire	4	0	2	0
Number of Off-leash areas	3	4	3	4

### 9.5 Financial Statements

INCOME	Concord	Drummoyne
Dog (and cat) Registration	\$7000	\$11000
Impounding	\$1200	\$1000
Fines and Penalties	\$2500	0
Hire of anti-barking collars	\$700	\$1500
<b>TOTAL</b>	<b>\$11400</b>	<b>\$13500</b>

EXPENDITURE	Concord	Drummoyne
RSPCA Contract	\$4000	\$10500
Dog tags	0	\$3000
Leaflets / Rego forms	\$6500	\$1000
Sundry	\$12450	\$1500
Salary (part of total time)	\$10000	\$15000
<b>TOTAL</b>	<b>\$32950</b>	<b>\$34000</b>

## 9.6 Registration Fees

New Lifetime State-wide Registration Fees	
Animal Category	Fee
Entire (undesexed) cat or dog	\$188
Entire cat or dog owned by a registered breeder	\$51
Desexed cat or dog	\$51
Desexed cat or dog owned by a pensioner	\$20
Assistance animal	no fee
Farm working dog	Exempt
Greyhound	Exempt
Police dog	Exempt

## 9.7 Penalty Fees

NSW Companion Animals Act 1998 penalty notice offences and short descriptions:

Section	Offence	Amount
Section 8 (3) (a)	Not identify companion animal - not dangerous dog	\$165
Section 8 (3) (b)	Not identify companion animal - dangerous/ restricted dog	\$1320
Section 8 (4) (a)	Sell unidentified companion animal - not dangerous dog	\$165
Section 8 (4) (b)	Sell unidentified companion animal - dangerous/ restricted dog	\$1320
Section 9 (1) (a)	Not register 6 month old companion animal - not dangerous dog	\$165
Section 9 (1) (b)	Not register 6 month old companion animal - dangerous/ restricted dog	\$1320
Section 10 (a)	Companion animal not registered (section 10)	\$165
Section 10 (b)	Dangerous/ restricted dog not registered (section 10)	\$1320
Section 10A	Owner have unregistered companion animal in public place - dangerous/ restricted dog	\$550
Section 10A	Owner have unregistered companion animal in public place - not dangerous dog	\$165
Section 10B (2)	Not comply with notice to register animal - dangerous/ restricted dog	\$1320
Section 10B (2)	Not comply with notice to register animal - not dangerous dog	\$165
Section 11 (1) (a) (a)	Not notify change in registration/ identification information - not dangerous dog	\$165
Section 11 (1) (a) (b)	Not notify change in registration/ identification information - dangerous/ restricted dog	\$1320
Section 11 (4)	Give false/ misleading information to Director - General	\$165

Section 12 (2) (a)	Dog without collar/ name tag - not dangerous dog	\$165
Section 12 (2) (b)	Dangerous/ restricted dog without collar/ name tag	\$1320
Section 12A (1) (a)	Owner not prevent dog escaping - not dangerous/ restricted dog	\$220
Section 12A (1) (b)	Owner not prevent dangerous/ restricted dog from escaping	\$220
Section 13 (2) (a)	Own dog uncontrolled in public place - dangerous/ restricted dog	\$1760
Section 13 (2) (b)	Own dog uncontrolled in public place - not dangerous dog	\$220
Section 13 (2) (b)	In charge of dog uncontrolled in public place - dangerous/ restricted dog	\$1760
Section 13 (2) (b)	In charge of dog uncontrolled in public place - not dangerous dog	\$220
Section 14 (2) (a)	Owner have dog in prohibited place - not dangerous dog	\$330
Section 14 (2) (b)	Owner have dog in prohibited place - dangerous/ restricted dog	\$1760
Section 15 (2)	Own/ in charge of unmuzzled greyhound/ other applicable breed	\$165
Section 16 (1) (a)	Own dog that rushes at/ attack/ harasses/ chases person or animal	\$550
Section 16 (1) (b)	In charge of dog that rushes at/ attack/ bites/ harasses/ chases person or animal	\$550
Section 20 (1)	Not immediately remove dog faeces from public place	\$275
Section 21 (5)	Fail to comply with nuisance dog order	\$275
Section 29 (3)	Cat not wear identification	\$110
Section 30 (2)	Owner/ person in charge of cat found in a prohibited place	\$110
Section 31 (5)	Fail to comply with nuisance cat order	\$165
Section 36 (1) (a) (i)	Owner not ensure dog to be declared dangerous is controlled	\$1320
Section 36 (1) (a) (ii)	Owner not ensure dog to be declared dangerous is muzzled	\$1320
Section 51 (2)	Owner not comply with dangerous dog control requirements	\$1320
Section 52A (1)	Sell/ advertise sale of dangerous/ proposed dangerous dog	\$1320
Section 52A (1)	Accept ownership of dangerous dog or proposed dangerous dog	\$1320
Section 56 (2)	Owner not comply with restricted dog control requirements	\$1320
Section 57A (1)	Sell/ advertise for sale restricted/ proposed restricted dog	\$1320
Section 57B (1)	Accept ownership of restricted/ proposed restricted dog	\$1320
Section 57C (a)	Cause/ permit restricted dog to breed with any other dog	\$1320
Section 57C (b)	Advertise restricted/ proposed restricted dog for breeding	\$1320
Section 60 (1)	Deny an assistance animal entry to public building/ place/ transport	\$165
Section 61 (1)	Charge for entry of assistance animal to public building/ place/ transport	\$165
Section 62 (1)	Not deliver seized animal to owner/ council/ approved premises	\$550
Section 69G (2) (a)	Fail to state full name/ residential address	\$275
Section 69G (2) (b)	Furnish false name/ residential address	\$275
Section 69H	Wilfully obstruct authorised officer in exercise of function	\$165

Section 71 (4)	Give false/ misleading information in registration application	\$165
Section 76 (1)	Interfere with identification of companion animal	\$165

NSW Companion Animals Regulation 1999 Schedule 1 Penalty notice offences and short descriptions (Clauses 35 and 36):

Section	Offence	Amount
Section 7 (1)	Unauthorised implantation	\$275
Section 7 (2)	Unauthorised identified advertise/ represent capacity to identify	\$165
Section 30 (3) (a)	Owner of dog contravene subclause (2)	\$220
Section 30 (3) (b)	Person in charge of dog contravene subclause (2)	\$220

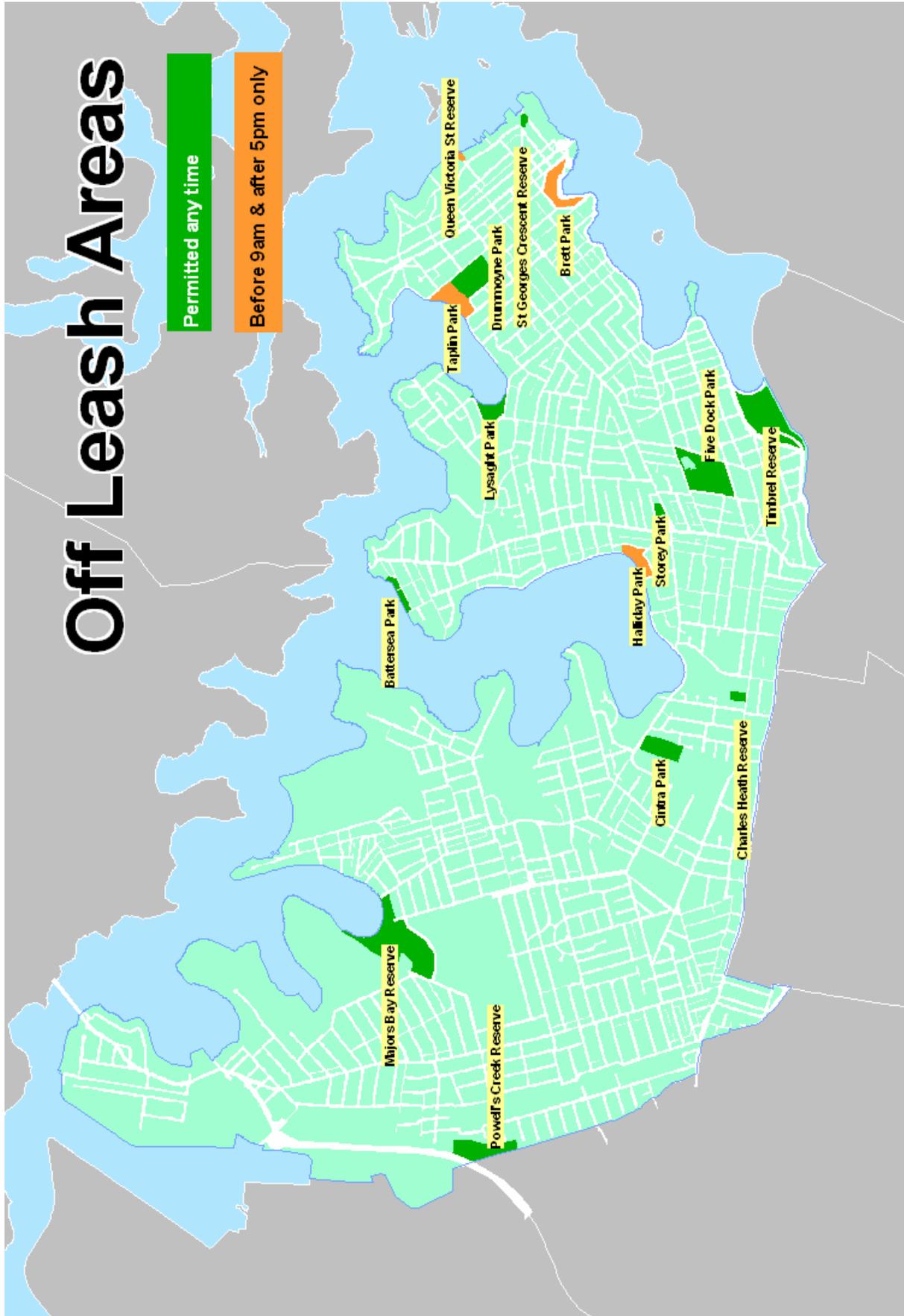
## 9.8 Dog Off-Leash Areas

### Concord Council

- Powells Creek Reserve
- Cintra Park
- Majors Bay Reserve

### Drummoyne Council - (first three before 9am & after 5pm)

- Drummoyne Park, Bayswater St Drummoyne
- Lysaght Park, Byrne Ave, Chiswick
- Halliday Park, Udall Ave, Five Dock
- Five Dock Park, Cnr Ingham Ave and Barnstaple Rd Five Dock



## 9.9 Implementation Timeframe

Animal Welfare Codes of Practice	Feb 2000
Responsible Pet Ownership brochure	March 2000
Establish Companion Animal Awareness Network	March 2000
Promote awareness via Council's newsletters and media outlets	April 2000
Review Dangerous Dog Protocol	April 2000
Develop a local microchipping service database	May 2000
Assistance for disadvantaged residents	May 2000
Review Nuisance Cat and Nuisance Dog Protocols	June 2000
Institute variable 'on-the-spot' identification & registration checks	June 2000
Review Public Open Space Signage	July 2000
Cat Trapping Protocol	July 2000
New Pet Information Package	Aug 2000
Develop Prohibited Places for Pets brochure	Aug 2000
Why keep your pet confined' brochure	Sept 2000
Review Barking Dog Protocol annually	Sept 2000
Aim for 20% lifetime registrations	Oct 2000
Pet Event Calendar	Oct 2000
Incorporate pet education into council environmental awareness programs	Nov 2000
Review pound contract to incorporate best practice management principles	Nov 2000
Assess spread of dung beetles and investigate further release sites	Dec 2000
Regular staff training program – behaviour and handling	Dec 2000
Review pricing of services to reflect full cost recovery	Jan 2001
Develop off-leash area safety criteria and review annually	Jan 2001
Facilitate a community meeting as part of the annual review process	Feb 2001
Annual Plan Review	Feb 2001
Investigate Surrender Cage placement and operational protocols	March 2001
Develop a pet-boarding and pet-minding services database	March 2001
Develop an 'Advantages of Desexing' brochure	April 2001
Develop a local 'Puppy Preschool' and 'Kitty Kinder' database	April 2001
Develop a local, qualified pet behaviour counsellor database	May 2001
Include Pet Services in the Council Community Directory	May 2001
Develop a local dog obedience training database	June 2001
Promote Appropriate Pet Selection	June 2001
Ensure planning for pets is incorporated into disaster planning	July 2001
Distribute 'Renting with Pets' and 'Tenants with Pets' brochures	July 2001
Purchase of second microchip multi-reader scanner	August 2001
Review appropriate pet faeces disposal education programs	August 2001
Aim for 10% reduction in stray dog complaints annually	Sept 2001
Incorporate dog-friendly design in open space planning	Sept 2001
Develop animal reporting protocols for resident environmental groups	Oct 2001
Record success rate and repair rate for anti-barking collars	Oct 2001
Develop a local veterinarian and animal welfare group database	Nov 2001
Maintain a lost pet database	Nov 2001

Incorporate the benefits of pet ownership into all education material	Ongoing
Encourage local animal behaviour and handling courses	Ongoing
Develop effective customer request response protocols	Ongoing
Maintain an up-to-date display of community information brochures	Ongoing
Monitor Customer Request Systems for equitable open space usage	Ongoing
Monitor customer request requests systems for pet faeces problems	Ongoing
Collate and review monthly statistics	Ongoing
Monitor response times to specific protocols	Ongoing

## 9.10 Glossary

<b>TS&amp;O</b>	Canada Bay Local Government Enterprise Centre - provision of Law Enforcement Officers
<b>Community amenity</b>	The general surroundings in an area that make it an acceptable place to live i.e. no unpleasant noise or odours and public safety
<b>Companion Animal</b>	Dog or cat (or any other pet prescribed by the NSW Companion Animal Act 1998)
<b>Companion Animal Management</b>	Strategic planning to control nuisance to the environment and to people from, and improve the welfare of, dogs and cats in council areas
<b>Dangerous Dog or Cat</b>	As defined under the NSW Companion Animal Act 1998
<b>Desexing</b>	Removal of testicles in the male or ovaries & uterus in the female
<b>Nuisance Dog or Cat</b>	As defined under the NSW Companion Animal Act 1998
<b>Re-homing</b>	Finding a new suitable home for an animal that is surrendered or lost
<b>Surrender Cage</b>	Secure, sheltered animal cages in which residents can place an animal that they don't want any more to minimise the chance of dumping animals in the bush or council area
<b>Welfare</b>	Basic physical needs of an animal - food, water, shelter, physical exercise, control, supervision and companionship

## 9.11 References

- Ability Research (November 1998) Facts and Figures on Drummoyne - An analysis of the 1996 Census for the Drummoyne Council
- Animal Welfare Codes of Practice (1996) Animal Welfare Unit, NSW Agriculture
- Anon. 'PetPEP: independent evaluation endorses landmark school education program' Australian Veterinary Journal Vol.75, No.4, April 1997, p 240.
- Ashby K. (March 1998) 'Enforcing legislative and regulatory injury prevention strategies.' Hazard No. 34. Victorian Injury Surveillance System. Monash University Accident Research Centre.
- Australian Companion Animal Council (ACAC) No.4 October 1998 Newsletter
- Avanzino, R. 1996 'The importance of companion animals to society' In Ed. Hassett, S., Proceedings of the Fifth National Conference on Urban Animal Management in Australia. Sydney, Australia. 1996. Publ. Australian Veterinary Association Ltd.
- Deece, K., (Dec 1996), The Discovery of the Water Rat, Hydromys chrysogaster, at Sisters Bay, Sydney Harbour and Development of criteria for searching Homebush Bay'
- Dickman C. (1996) 'Overview of the impacts of feral cats on Australian Native Fauna' Australian Nature Conservation Agency, Canberra.
- Concord Community Land Plan of Management
- Concord Council Management Plan 1999-2002 and Budget Incorporating Fees and Charges 1999-2000
- Concord Council State of the Environment Report (Supplementary) July 1995-June 1996 & 1997/1998
- Drummoyne Council Management Plan 1999-2000 to 2001/2002

- Drummoyne Council Plan of Management Neighbourhood Parks August 1996
- Drummoyne Council Draft Social Plan, September 1999
- Drummoyne Council State of the Environment Supplementary Reports, 1997, 1998
- Giesecke R. (May 1992) 'Zoonoses' Post Graduate Foundation in Veterinary Science, Sydney.
- Holmes R.J. (1997) 'Boredom by Dogs and Cats' 10th FAVA Congress 1997 Animal Behaviour and Management Proceedings, International Association of Human Animal Interaction Organisations.
- Jackson V. (1998) 'Companion Animals in the City' Petcare Information & Advisory Service, South Yarra.
- Mandis Roberts Consultants (Jan. 1999) Concord Council Plan of Management for Concord's Parks
- Murray, D. and Penridge H. (1997) 'Dogs and Cats in the Urban Environment' Published by Chiron Media, Mooloolah.
- National Parks & Wildlife Service, Draft Biodiversity Strategy, February 1997
- Newby J. (1997) 'The Pact for Survival' ABC Books, Sydney
- NSW Companion Animal Page - Chip In. <http://www.dlg.nsw.gov.au/cawelcome>
- NSW Prevention of Cruelty to Animals Act (1979) and Animal Trades Regulations (1997)
- Patronek G.J., Glickman L.T., Beck A.M., McCabe G.P., (1996) 'Risk factors for relinquishment of dogs to an animal shelter' Journal of the American Veterinary Medical Association, 209 (3): 572-581
- Petcare Information & Advisory Service website <http://www.petnet.com.au>
- Rogers J., Hart L.A., & Boltz R.P., (1993) 'The role of pet dogs in casual conversations of elderly adults'. The Journal of Social Psychology, 133, p265-277
- Tabor R., (1987) 'The Wildlife of the Domestic Cat' Arrow Books, London.
- Seksel K. (1994) 'Animal Behaviour Time Out Seminar' Post Graduate Foundation in Veterinary Science, Sydney.
- Threatened Species Conservation Act 1995
- Upton, B. (1992) 'Animal shelter management, animal control and animal welfare' In Ed. Murray, R.W., Proceedings of the First National Conference on Urban Animal Management in Australia. Brisbane, Australia. 1992. Publ. Australian Veterinary Association Ltd., Sydney.

## 9.12 Information Resources

'Animal Welfare Code of Practice'

Animal Welfare Unit

NSW Agriculture

Locked Bag 21

Orange NSW 2800

'Canine Good Citizen'

Delta Society Australia

PO Box 13

West Hoxton NSW 2171

'Dogs 'N Kids'

NSW Health

Better Health Centre

Ph: 02 9391 9010

'Pets and People Education Program'

Australian Veterinary Association NSW Division

134-136 Hampden Rd

Artarmon NSW 2064

Companion Animal Management Plan

'Renting with Pets' and 'Tenants with Pets'

Australian Companion Animal Council

PO Box 371

Artarmon NSW 2064

'Selectapet'

Petcare Information & Advisory Service

Level 13, Como,

644 Chapel St

South Yarra Vic 3141

<http://www.petnet.com.au>