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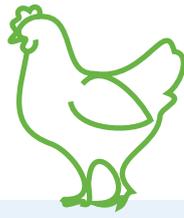
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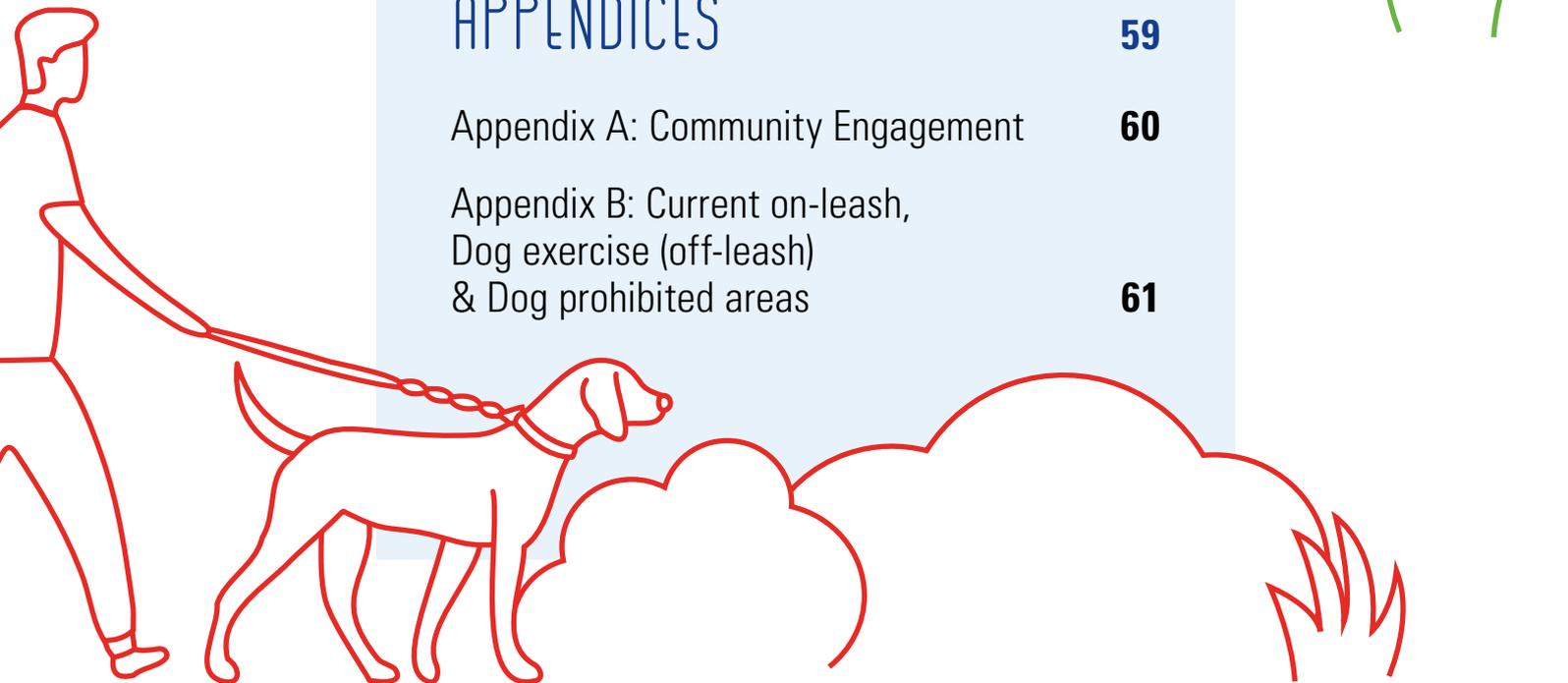
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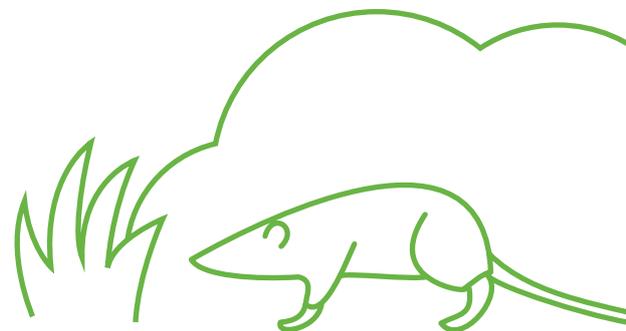
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EXECUTIVE SUMMARY

The *Dog and Cat Management Act 1995* (the Act) provides for the management of dogs and cats in South Australia. Under the Act, all Councils in SA are required to prepare an animal management plan or dog and cat management plan every five years.





This Animal Management Plan will guide the direction of dogs and cats in the City of Unley over the next five years. This Plan focuses on the management of dogs and cats; however, it also covers the management of a range of other animals that Council deals with such as bees, poultry, roosters, birds, farm animals and wildlife. These animals are not subject to the same statutory requirements as dogs and cats; therefore, they are addressed separately in Part C of this Plan.

The directions contained in this Plan have been informed by Council's dog and cat data, the requirements under the Act, including recent changes to the Act which took effect from 1 July 2018. The significant changes to the Act that are relevant to this Plan include compulsory de-sexing of all new generations of dogs and cats born after 1 July 2018 and compulsory microchipping of all dogs and cats.

Preparing this Plan involved comprehensive community engagement, including two community surveys, staff meetings and consultation with

Elected Members. Over 500 community members provided valuable feedback over the community engagement period.

Key priorities to emerge from the community engagement include the following:

Dog and cat management:

- » Community education and compliance
- » Dogs in public places
- » Effective control
- » Dog faeces
- » Nuisance barking
- » Wandering dogs

- » Cat management
- » Compulsory microchipping of dogs and cats
- » Compulsory de-sexing of dogs and cats
- » Compulsory dog registration
- » Animal management team

Animals other than dogs and cats:

- » Other animals

This Animal Management Plan 2021–2026 will come into effect 1 July 2021, following approval by the Dog and Cat Management Board.



PART A: CONTEXT & BACKGROUND



1. INTRODUCTION

PURPOSE OF THIS PLAN

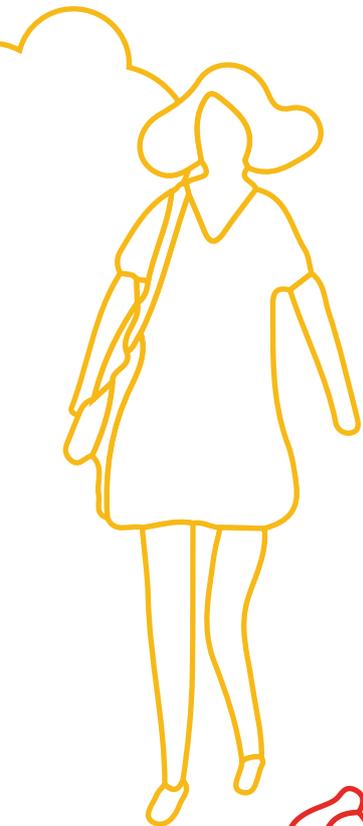
All Councils in SA are required to prepare a plan of management relating to dogs and cats every five years under section 26A of the Act.

This Animal Management Plan will guide the City of Unley's management of animals for the next five financial years 2021–2026. This Plan provides Council with an opportunity to consider animal management at a strategic level, identify priority and emerging issues and set actions to address the recent changes to the *Dog and Cat Management Act 1995*.

The majority of this Plan focuses on the management of domestic dogs and cats; however, Council also deals with other animals such as bees, poultry, roosters, birds, farm animals and native wildlife. These other animals are not subject to the same legislative requirements as dogs and cats; therefore, they are addressed separately in Part C of this Plan.

This Plan aligns with several strategic directions contained in the City of Unley's *Community Plan 2033*, *Active Ageing Strategy* and *Community Land Management Plans*. Companion animals, particularly dogs can have an influence on these plans through planning and management of community land, providing safe environments and supporting pet ownership for healthy ageing.

The preparation of this Plan involved two community surveys, staff workshops and consultation with Elected Members. Over 500 community members provided valuable feedback and insights during the community engagement period. Details of the community engagement are provided in Appendix A.



APPROACH

The following key steps were undertaken in the preparation of this Animal Management Plan.

STEPS	DESCRIPTION
Community and geographic profiles	Understanding of the profiles and unique characteristics of the City.
Strategic context	Review of key plans including the <i>Community Plan 2033</i> , <i>Active Ageing Strategy</i> and <i>Community Land Management Plans</i> .
Legislation	Review of the <i>Dog and Cat Management Act 1995</i> and recent amendments to the Act introduced in 2018. Review of other Acts relating to animals and nuisance including the <i>Local Nuisance and Litter Control Act 2016</i> .
Council by-law	Review of the City of Unley's Dog by-law No. 5 (effective from Jan 2016).
Existing animal management services	Identification of existing animal management services provided by Council.
Review of existing dog controls	Review of current on-leash, off-leash and dog prohibited areas to inform this Plan.
Records and data	Review of dog and cat data to identify any significant changes, and key complaints.
Community engagement	Engagement with the community via online surveys and public exhibition of the draft Plan.
Research and industry best practices	Review of best practices in animal management relevant to local councils.

2. STRATEGIC CONTEXT

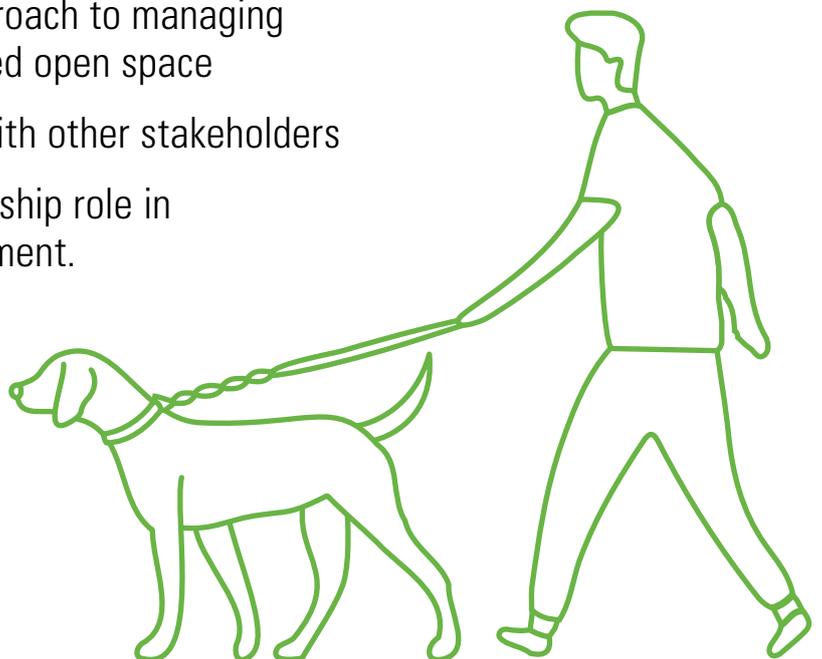
The following principles will guide the Animal Management Plan 2021–2026.

- » A belief that pets contribute to peoples' quality of life
- » A requirement to balance the needs of pet and non-pet owners
- » Valuing and encouraging responsible pet ownership
- » Proactive animal management and education
- » Protecting the natural environment from negative impacts of dogs and cats
- » A balanced approach to managing the use of limited open space
- » Collaboration with other stakeholders
- » Playing a leadership role in animal management.

COUNCIL PLANS AND STRATEGIES

The Animal Management Plan complements the following plans and strategies:

- » *City of Unley Community Plan 2033 and 4-year Delivery Plan*
- » *City of Unley Active Ageing Strategy*
- » *City of Unley Community Land Management Plans.*





COMMUNITY PLAN 2033 + 4 YEAR DELIVERY PLAN

The *Community Plan 2033* is the overriding strategic document that determines the City of Unley's commitments and priorities. This Animal Management Plan supports the theme of Community Living.

Theme

Community Living

Goal

People value our City with its enviable lifestyle, activities, facilities and services.

Objective

1.1 Our Community is active, healthy and feels safe.

The 4 Year Delivery Plan is currently being revised and it is proposed to reinforce the animal management function within the plan.



ACTIVE AGEING STRATEGY

This strategy promotes active and healthy ageing and pet ownership among older people and complements the Animal Management Plan. Pets have shown to increase the quality of life for older people including reduced isolation, increased activity levels and providing companionship for people living alone.

Focus Area

Focus Area 4: Social Participation

Goal

Our residents are encouraged and have opportunities to participate in the community throughout their lives.

Strategy 4: Reduce isolation

Pet ownership is embraced as an effective method of mitigating loneliness, with 'Pets as Companions' partnership programs focused on pet care explored.



COMMUNITY LAND MANAGEMENT PLANS

The *Community Land Management Plans* describe how Council manages community land and refers specifically to off-leash parks and reserves, and signage.

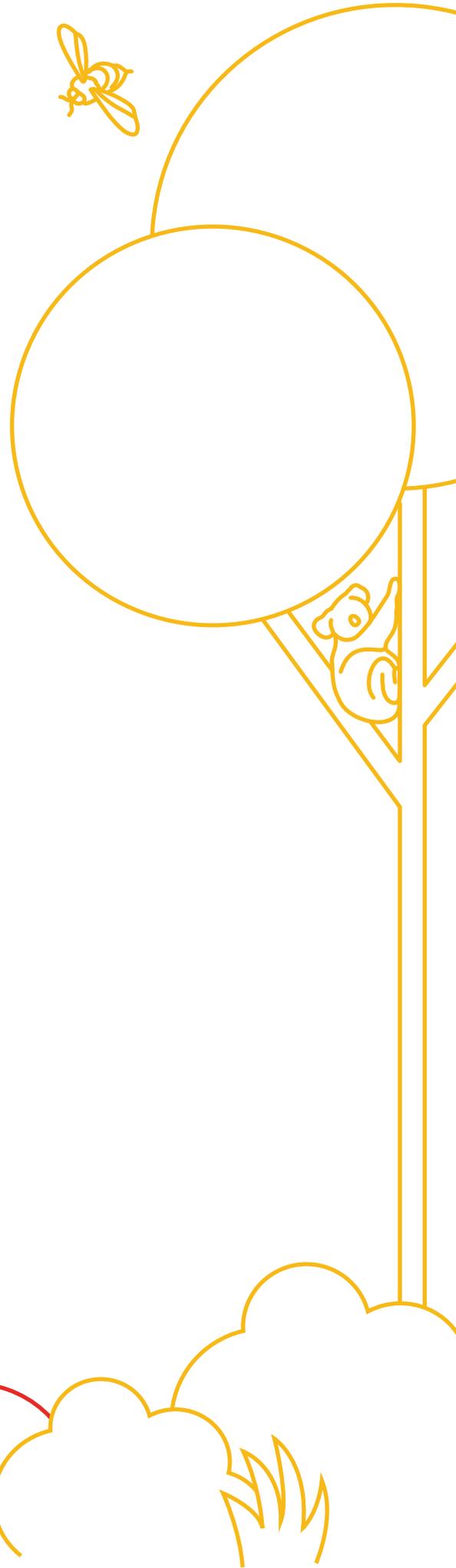
OTHER COUNCIL POLICY AND BY-LAWS RELEVANT TO ANIMAL MANAGEMENT

- » City of Unley, Compliance Policy
- » City of Unley, Dog By-law 2015 (No. 5)

ACHIEVEMENTS IN THE LAST ANIMAL MANAGEMENT PLAN 2016–2020

Highlights from the *2016–2020 Animal Management Plan* and service achievements from the last five years include:

- » Success in transitioning to the new state-wide registration system known as Dogs and Cats Online or DACO
- » 'Return to Owner' practice, reuniting wandering dogs with their owner rather than taking the animals to the pound
- » Contribution of funds to the City of Adelaide towards the development of Marshmallow Dog Park in the Southern Park Lands
- » Poo Fairy campaign at Unley Oval and Goodwood Oval to remind dog owners to pick up after their dogs, which involved new signage and increased patrols at the oval
- » Decrease in the total number of dog complaints.



3. RELEVANT LEGISLATION

The objectives of the Act are to:

- » Encourage responsible dog and cat ownership;
- » Reduce public and environmental nuisance caused by dogs and cats;
- » Promote the effective management of dogs and cats.



COUNCIL RESPONSIBILITIES

The responsibilities delegated to councils under the Act (S26) that are relevant to the preparation of this Plan are outlined below.

Dog Registration

- » Maintain a register of dogs (S26 (1) (a))
- » Appoint a suitable person to be the Registrar (S26b (1) (b))
- » Make satisfactory arrangements for issuing and replacing certificates of registration and registration discs (S26 (1) (c))
- » Appoint at least one full-time authorised person or make other satisfactory arrangements for the exercise of the functions and powers of authorised persons (S26 (1) (d))

- » Make satisfactory arrangements for the detention of dogs seized under this Act; (and may make such arrangements for cats seized under this Act) (S26 (1) (e))
- » Make satisfactory arrangements for fulfilling other obligations under this Act (S26 (1) (f))

Money Received

- » Money received by a council under this Act must be expended in the administration or enforcement of the provisions of this Act relating to dogs and cats (S26 (3))

Payment into Fund

- » Council must pay into the Fund the percentage fixed by regulation of the dog registration fees received by the council (S26 (5))

Setting of Fees

- » Council has the responsibility for setting registration fees (S26 (5))

Establishing By-laws

- » Council can pass a by-law for the control and management of dog and cats within their area (S90)

Dog and Cat Plans of Management

- » Under the Act, each Council must prepare a plan relating to the management of dogs and cats within its area (S26A (1))
- » These plans must include provisions for parks where dogs may be exercised off-leash and for parks where dogs must be under effective control by using physical restraint, and may include provisions for parks where dogs are prohibited (S26A (2))
- » The Board must approve the plan of management before it takes effect

DOG AND CAT REFORM

The Act underwent a major review with significant changes taking effect from 1 July 2018. These changes included the following:

Mandatory Microchipping and De-sexing

- » All dogs and cats to be microchipped by 12 weeks of age
- » All new generations of dogs and cats (born after 1 July 2018) to be de-sexed. Exemptions apply for working dogs and registered breeders.

Breeder and Seller Registration

- » Breeders and sellers who breed dogs and cats for sale must register with the Dog and Cat Management Board of SA as a breeder





- » Sellers of dogs and cats are required to provide specific information including:
 - › breeder registration number
 - › breeder details
 - › details of vaccinations, microchipping, de-sexing and any medical conditions known to the seller at the point of sale
 - › details of any dog control order.
- » Any person who breeds or trades companion animals must also abide by the *South Australian Standards and Guidelines for Breeding and Trading Companion Animals 2017*.

CHANGES TO DOG AND CAT REGISTRATION

A new state-wide registration system known as 'Dogs and Cats Online' (DACO) was introduced to replace the individual dog registration system of each Council. This new centralised system is managed by the Dog and Cat Management Board of SA and combines several existing databases including dog and cat registrations, and microchip and breeder information.

Therefore, dog registration fees are now paid online through the DACO website. This central database is available to dog and cat owners 24/7 and owners have the responsibility to keep their details up to date. The Dog and Cat Management Board is responsible for issuing dog and cat registration renewals and registration discs.

Changes to Dog Registration Categories

As of 1 July 2018, the dog registration categories in South Australia were simplified to the following two categories:

- » Standard dog – a dog that is both microchipped and de-sexed
- » Non-standard dog – all other dogs.

OTHER LEGISLATION RELEVANT TO ANIMAL MANAGEMENT

- » *Local Government Act 1999*
- » *Local Nuisance and Litter Control Act 2016*
- » *Animal Welfare Act 1985*



4. PLANNING FOR PETS



In Australia, it is estimated that more than 62% of households own a pet: 38% owning a dog and 29% owning a cat.¹

BENEFITS OF PET OWNERSHIP

Companion animals such as dogs and cats play a significant role in the lives of many Australians. Pets can enrich people's lives, provide physical and mental health benefits, companionship and facilitate social interactions.

There is much research (ACAC, 2009²; PIAS, 2010³) that demonstrates the benefits of pet ownership including:

Pets are good for general health and well-being

- » People with dogs and cats make fewer visits to the doctor
- » People with pets are at lower risk of cardiovascular disease than non-pet owners

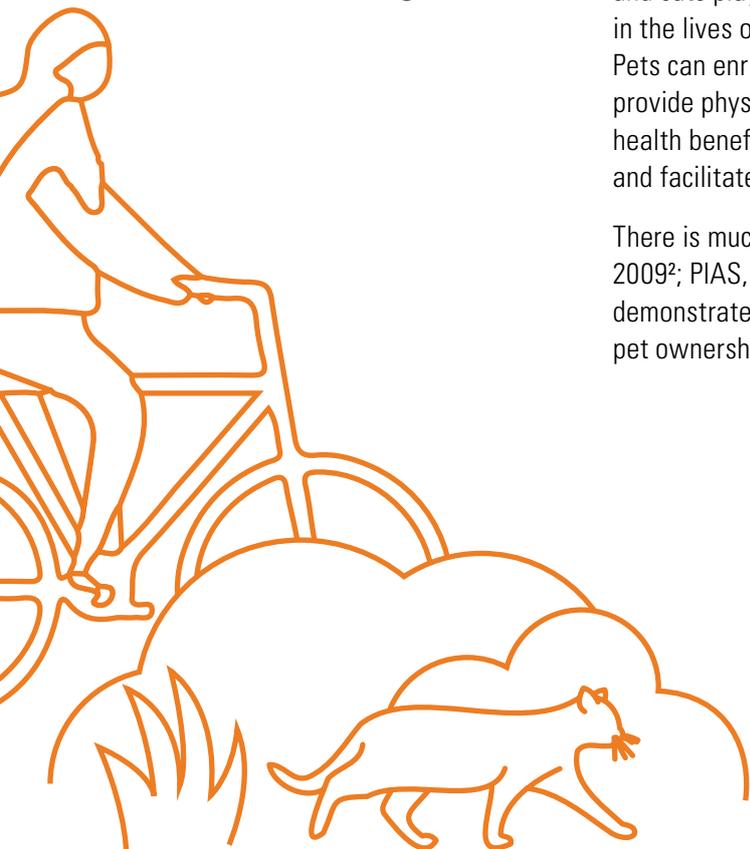
Pets are good for an ageing population

- » Pets can increase the quality of life for older people including reduced isolation and increased feelings of interest
- » Pets can boost activity levels in older people, helping to improve overall health
- » Pets can provide companionship for older people living alone

1. Pet Industry Association of Australia, 2018. piaa.net.au/australian-pet-ownership-statistics/

2. ACAC, 2009, The Power of Pets – the benefits of companion animal ownership

3. PIAS, 2010, parliament.vic.gov.au/images/stories/committees/osisdv/Liveability_Options/Sub_60_Petcare_Information_Advisory_Service_6.05.2011_LiveabilityOptions_OSISDC.pdf



Pets are good for children

- » Children with pets are more likely to exercise
- » Children or adolescents with pets have shown to have higher self-esteem

Pets are good for social facilitation

- » Pets can help people build social bridges
- » Pet owners are more likely to have conversations with other people.

PETS AND HIGHER DENSITY LIVING

Almost a quarter of Australians live in medium to high-density housing.

“Between 1991 and 2001 the number of separate houses in Australia increased by 18% while the number of higher density dwellings increased by 37%.”
(PIAS, 2010:5)

The City of Unley has identified pockets of higher-density housing along major transport corridors such as Goodwood, Fullarton, Unley, and Cross Roads, and this may lead to greater demand and competing uses of public open space.

The development of higher-density living may also need to consider the design of pet-friendly apartments including indoor and outdoor spaces.

BEST PRACTICES IN ANIMAL MANAGEMENT

Best practices in animal management relevant to local councils include the following:

Positive reinforcement training and handling techniques

- » The Australian Veterinary Association (AVA) recommends the use of positive reinforcement dog training methods as the preferred method of training.

“the use of positive reinforcement is the most humane and effective training method as it avoids undesirable behavioural side effects. Positive reinforcement makes training more enjoyable and helps improve the bond between the trainer and the pet.”
(AVA website)

- » The Dog and Cat Management Board *“believes a commitment to positive reinforcement training is an aspect of being a responsible dog owner. The Board does not condone training methods that cause a dog to feel pain, fear, aggression or anxiety.”*
(DCMB 2017)
- » The RSPCA of South Australia promotes the use of Force-Free dog training methods and have a list of qualified Force-Free Dog Trainers in SA (RSPCA, rspcasa.org.au/the-issues/force-free-dog-trainers, 2020).

Non-use of citronella collars

- » The City of Unley does not support the use of citronella collars as a management tool for barking. This supports the RSPCA and AVA position.

Effective control of dogs in exercise (off-leash) areas

It is a key responsibility of all dog owners to manage their dogs while out in public places.

Dogs must be under effective control at all times to ensure the safety of others including children, adults and other animals. Having a dog under effective control is a sign of respect to others that may be sharing the same space.

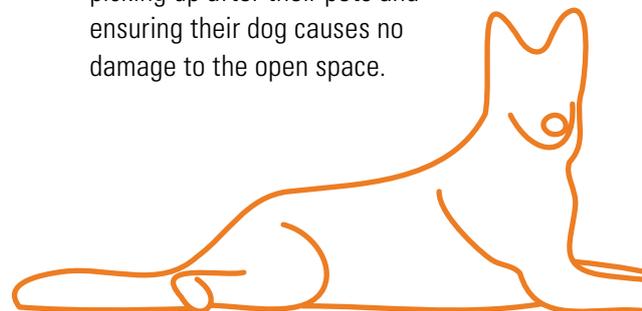
Effective control is a statutory requirement under the Act.

This means the person responsible for the dog must:

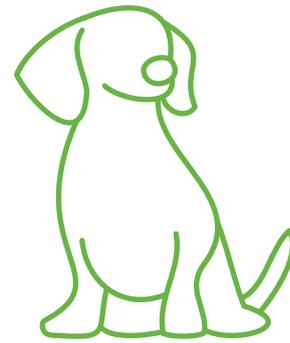
- » have the dog under voice control e.g. being able to have a reliable recall so the dog comes back
- » have the dog close at all times so the owner/handler can see the dog and recall the dog when needed.

Dog owners who cannot demonstrate effective control should keep their dogs on a leash.

Good dog etiquette in public places also includes owners picking up after their pets and ensuring their dog causes no damage to the open space.



5. DOGS & CATS IN THE CITY OF UNLEY



The City of Unley is an inner metropolitan Council in Adelaide, located immediately south of the City of Adelaide, a few kilometres from the CBD.

The City is bounded by the City of Adelaide in the north, the City of Burnside in the east, the City of Mitcham in the south and the Cities of Marion and West Torrens in the west.

The City includes the suburbs of Black Forest, Clarence Park, Everard Park, Forestville, Fullarton, Goodwood, Highgate, Hyde Park, Kings Park, Malvern, Millswood, Myrtle Bank, Parkside, Unley, Unley Park and Wayville.

It has a total land area of 14 square kilometres and an estimated resident population of 39,208 living in 15,200 households (City of Unley, Community Profile, 2019).

OVERVIEW OF DOGS

In 2019/2020, there were 4,768 registered dogs in the City of Unley. The number of registered dogs per suburb is shown to the right.

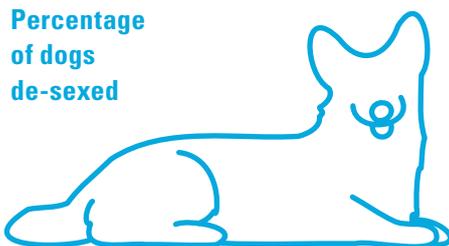
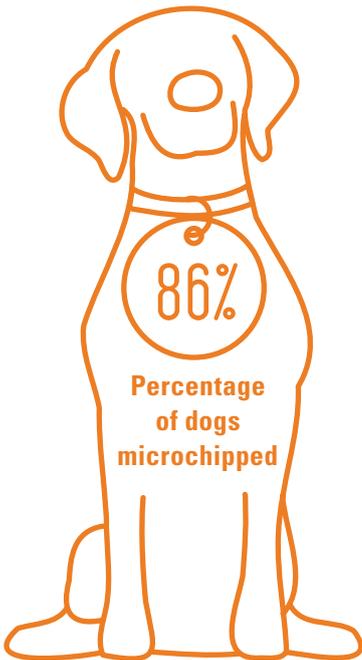
Table 1: Dog registrations by suburb

SUBURB	NO. OF REGISTERED DOGS
Parkside	670
Unley	424
Fullarton	424
Malvern	406
Myrtle Bank	370
Goodwood	350
Millswood	345
Clarence Park	320
Unley Park	241
Black Forest	228
Forestville	221
Hyde Park	214
Highgate	185
Wayville	179
Everard Park	91
Kings Park	67

SNAPSHOT OF DOGS & CATS

The following is a snapshot of Council's dog and cat statistics for 2019/20.

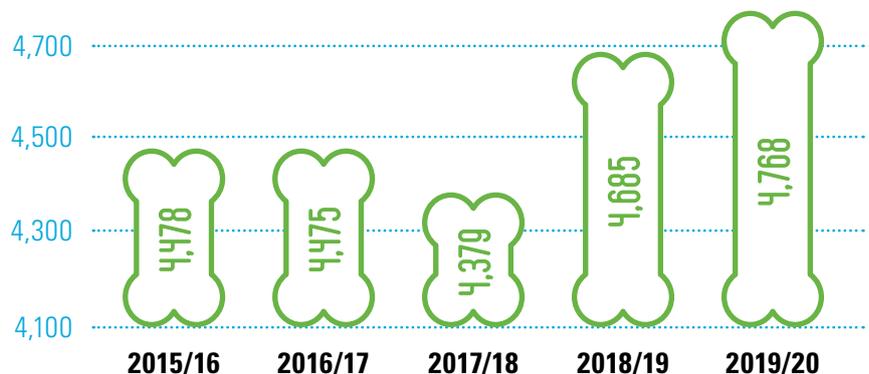
DOGS



TOP 5 DOG BREEDS IN THE CITY OF UNLEY:

1. Labrador Retriever
2. Cavalier King Charles Spaniel
3. Maltese
4. Golden Retriever
5. Poodle

Table 2: Total number of registered dogs



In 2019/20, the total number of registered dogs was 4,768. Over the five-year period, the number of dogs has increased (+290), which is consistent with fluctuations over previous time periods.

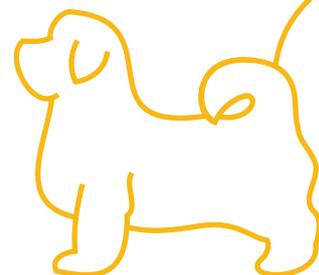
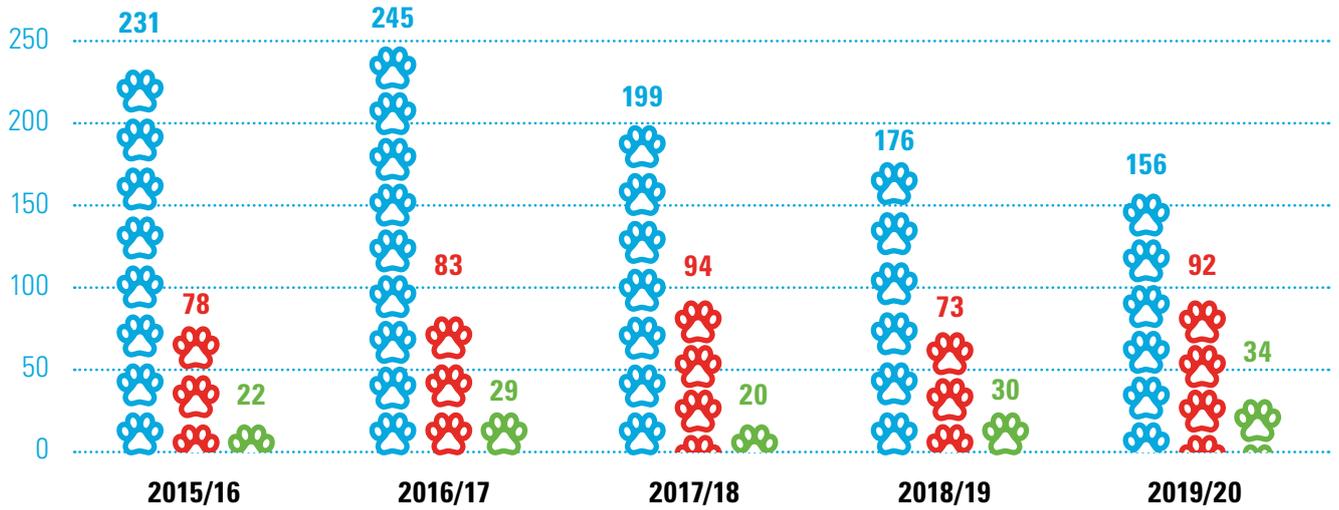


Table 3: Dog complaints



 Wandering
  Nuisance
  Harrassment

In 2019/20, there were 282 dog complaints with wandering dogs accounting for 57% followed by nuisance barking at 30% and dog attacks/harassment at 13%.

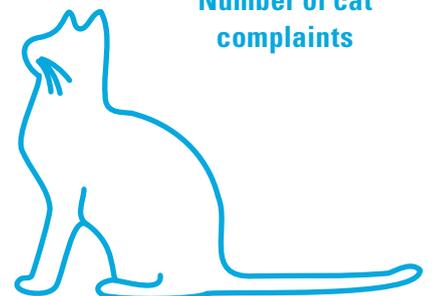
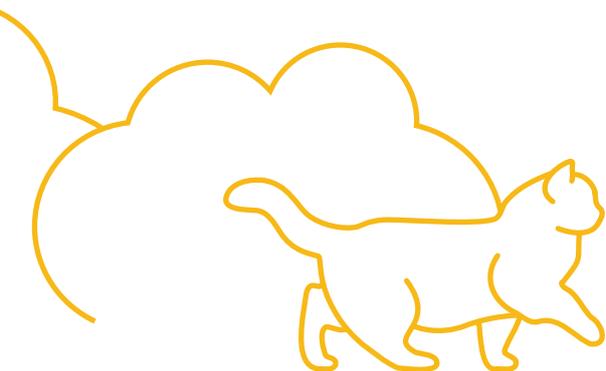


108 Dogs collected and returned to the owner before impoundment

CATS

8

Number of cat complaints



**Table 4: Dogs collected**

DOGS COLLECTED	2015/16	2016/17	2017/18	2018/19	2019/20
Total number of dogs impounded by council (i.e. dogs that cannot be identified or the owner cannot be located and dogs are officially impounded)	38	49	28	14	18
Number of dogs returned to the owner (i.e. dogs that are impounded and subsequently returned to owner)	36	48	27	12	18
Number of dogs collected and returned to owner (i.e. dogs that are wandering at large, collected by council and returned to owner before impounded)	152	199	125	162	108

Council makes every effort to reunite wandering or roaming dogs as soon as possible with their owner. If a dog can be identified via a microchip or registration disk every effort is made to ensure that the animal is taken home, or collected, the same day rather than be transported to the short-term (72-hour) detention facility at the Animal Welfare League (AWL) Edinburgh North.

If the dog is not claimed within 72 hours, the animal is handed over to the Animal Welfare League for rehoming, where possible.

Please note, at the time of preparing this Plan, changes are being considered to the *Animal Welfare Act 1985* that may impact on Council's approach to dog collection.

CURRENT DOG MANAGEMENT SERVICES

The responsibility for the management of dogs and cats within the City of Unley rests with City Services. The Team Leader of Regulatory Services is the appointed Registrar as per the requirement under S26 of the Act. Council has two full-time Authorised Persons (also known as Rangers) who are authorised to carry out specific functions and powers under the *Dog and Cat Management Act 1995*. They are supported by a Team Leader and support staff.



Council's dog management services are funded by a combination of general rate revenue, dog registrations, and expiation fees and fines for breaches of the *Dog and Cat Management Act 1995*.

Dog registration fees collected in 2019/20 totalled \$215,757.50. Twenty-four percent (24%) of these fees are transferred to the Dog and Cat Management Board, with the remaining funds allocated to dog management services within the City of Unley including:

- » Reuniting lost dogs with their owners
- » Providing after-hours callout services
- » Investigating incidences of dog harassment, attacks and nuisance barking
- » Providing funds to support impounded animals at the nominated detention facility
- » Liaising and educating pet owners about responsible pet ownership
- » Patrolling parks and reserves.

Council has developed standard operating procedures for the management of dogs including:

- » Dog attack and harassment
- » Dog wandering
- » Dog waste bag dispensers
- » Dog barking and noisy animals
- » Destruction and control orders
- » Prosecution and enforcement.

These procedures are reviewed every five (5) years in line with the Animal Management Plan.

DOG BY-LAW (NO. 5)

In 2015, Council passed a Dog by-law (No. 5)⁴ for the control and management of dogs including:

- » A limit on the number of dogs per household
 - › Two (2) dogs per household unless permission granted by Council
- » Dog controls regarding exercise area (off-leash), on-leash and dog prohibited areas
- » Management of dog faeces in a public place or on local government land
 - › This requires the person responsible for the dog to carry a bag or suitable container to clean up after their dog.

ON-LEASH, EXERCISE (OFF-LEASH) AND DOG PROHIBITED AREAS

The City of Unley provides a range of public open spaces that dogs and their owners can use including sporting ovals, parks and reserves, and linear walking trails.

4. Read more about the Dog By-law No. 5 at www.unley.sa.gov.au/Council/About-the-Council/Policies/By-Laws

The existing dog controls include:

On-leash areas at all times

- » In designated parks and reserves
- » On roads, footpaths, nature strips, public parking areas and shopping centres as per the requirements of the Act
- » On linear walking trails and shared bike/pedestrian paths within the Council area.

Exercise (Off-leash) areas

- » At all times, except during sporting activities in designated parks and reserves
- » Daily between 5pm – 10am in designated parks and reserves (i.e. time-share arrangement)

Dog prohibited areas

Dogs are prohibited in designated parks and reserves including:

- » Within fenced children's playgrounds
- » Within 3 metres of children's play equipment at all times.



OVERVIEW OF CATS

Unlike dogs, which are required to be registered every year under the Act, cat registration is determined by individual Councils in South Australia. Under section 90 of the Act, local Councils have the power to implement a by-law for the control or management of cats.

At this point, cat registration is not required within the City of Unley; however, all cat owners are required by law to microchip their cat and de-sex new generations born after 1 July 2018.

All cat owners must register the microchip and owner details in Dogs and Cats Online (DACO).

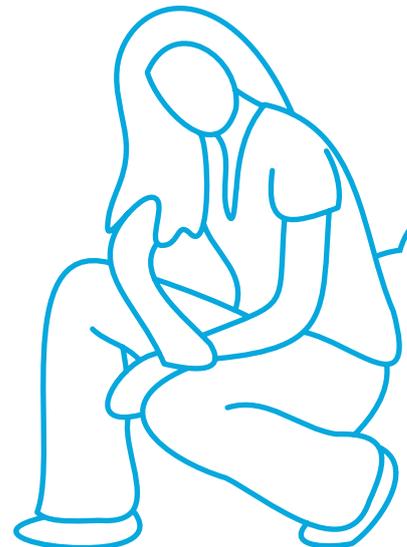
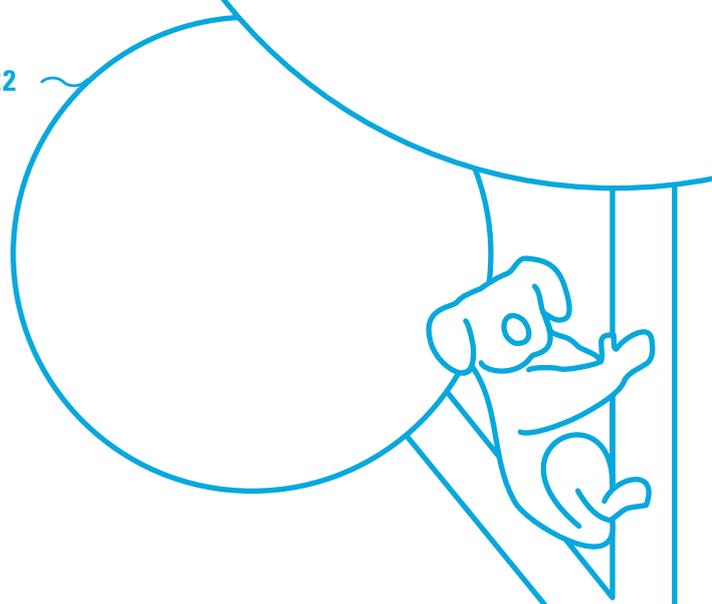
In 2019/20, there were eight (8) cat complaints including nuisance noise, wandering cats and defecation.

Table 5: Cat Complaints

YEAR	CAT COMPLAINTS
2015/16	1
2016/17	8
2017/18	6
2018/19	6
2019/20	8

In 2019/20, Council hired ten (10) cat cages to the community. If the trapped cat is:

- » Identifiable via a microchip, collar or tag with contact details then the cat must be returned to the owner by the resident
- » Un-identifiable then the cat must be taken to the Animal Welfare League or the RSPCA within 12 hours by the person who trapped the cat.



6. COMMUNITY & COMPLIANCE



Council is responsible for promoting compliance and enforcing a range of laws and regulations regarding dog and cat management, such as the *Dog and Cat Management Act 1995* and the City of Unley's dog by-law.

Owning a dog or cat comes with legal obligations such as dog registration, microchipping and de-sexing of dogs and cats and keeping dogs under 'effective control' in a public place. The key statutory obligations for pet owners are summarised in Table 6.

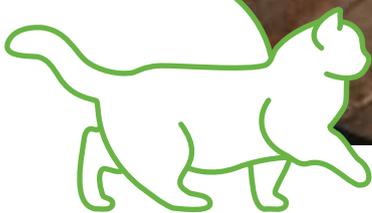
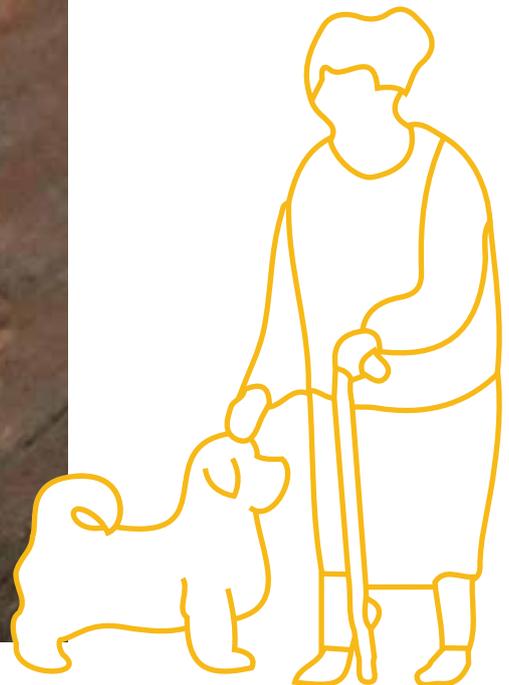


Table 6: Legal responsibilities as a dog and cat owner

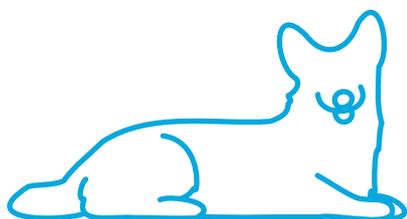
CATEGORY	LEGAL RESPONSIBILITIES AND PENALTIES FOR NON-COMPLIANCE	RELEVANT LEGISLATION
Registration of dogs	<ul style="list-style-type: none"> » Dogs to be registered annually » Penalty \$170 	<i>Dog and Cat Management Act 1995</i>
Registration of cats	<ul style="list-style-type: none"> » Registration of microchip and owner details must be registered in DACO 	<i>Dog and Cat Management Act 1995</i>
Number of dogs per household	<ul style="list-style-type: none"> » No more than 2 dogs per household » A permit is required from Council to keep more than 2 dogs » Penalty \$187.50 	City of Unley Dog by-law (No. 5)
Dogs in public places	<ul style="list-style-type: none"> » If you are walking your dog, he/she must be on-leash on local streets, and in shopping centre car parks. » Penalty \$210.00 	<i>Dog and Cat Management Act 1995</i>
	<ul style="list-style-type: none"> » There are some designated areas for dog exercise (off-leash), and in these areas, you must still carry a leash and have your dog under effective control at all times. » Penalty \$187.50 	City of Unley Dog by-law (No. 5)
	<ul style="list-style-type: none"> » Dogs are not permitted whether restrained or otherwise within three (3) metres of children's playgrounds. » Penalty \$187.50 	City of Unley Dog by-law (No. 5)
Faeces management	<ul style="list-style-type: none"> » In a public place, dog owners must carry a bag or other suitable container for the collection and lawful disposal of any faeces that the dog may deposit. 	City of Unley Dog by-law (No. 5)
	<ul style="list-style-type: none"> » If the dog defecates in a public place and the person responsible for the control of the dog does not immediately remove the faeces and dispose in a lawful and suitable manner a penalty may apply. » Penalty \$210 	<i>Dog and Cat Management Act 1995</i>
De-sexing/ microchipping of dogs and cats	<ul style="list-style-type: none"> » All dogs and cats must be microchipped » Dogs and cats over the aged of 6 months must be de-sexed, unless there is an exemption. » Penalty \$170 	<i>Dog and Cat Management Act 1995</i>
Dog containment	<ul style="list-style-type: none"> » Dogs to remain on their property, and not wander onto the streets. » Penalty \$210 	<i>Dog and Cat Management Act 1995</i>

Failure to comply with the statutory requirements may result in an expiation being issued by Council.

The City of Unley approaches compliance in the following ways:

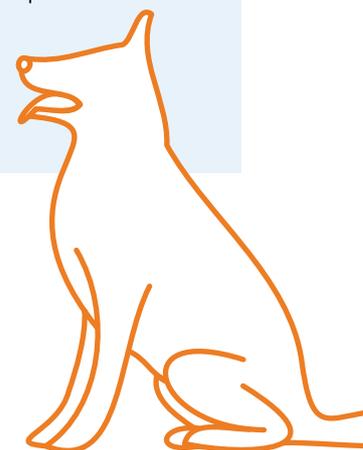
- » **Educate** – providing the community with educational information such as signage, fact sheets and targeted communication campaigns to assist pet owners to comply and deter those who don't.
- » **Monitor** – undertaking activities to encourage compliance such as patrolling parks and reserves, inspecting properties and responding to animal complaints and enquires from members of the public.
- » **Enforce** – issuing an expiation for failing to comply with statutory requirements.

Promoting compliance and responding to community complaints is a key responsibility for Council's Rangers. Some complaints are resolved fairly easily whilst others can be challenging, highly emotive and time-consuming for all parties. Council has well-established processes designed to resolve issues in a manner that takes into account the needs, rights, and responsibilities of all parties involved including the collection of evidence to support claims of non-compliance. An example of the complaint investigation process is summarised here:



SO, YOU WANT TO MAKE A COMPLAINT? NUISANCE BARKING

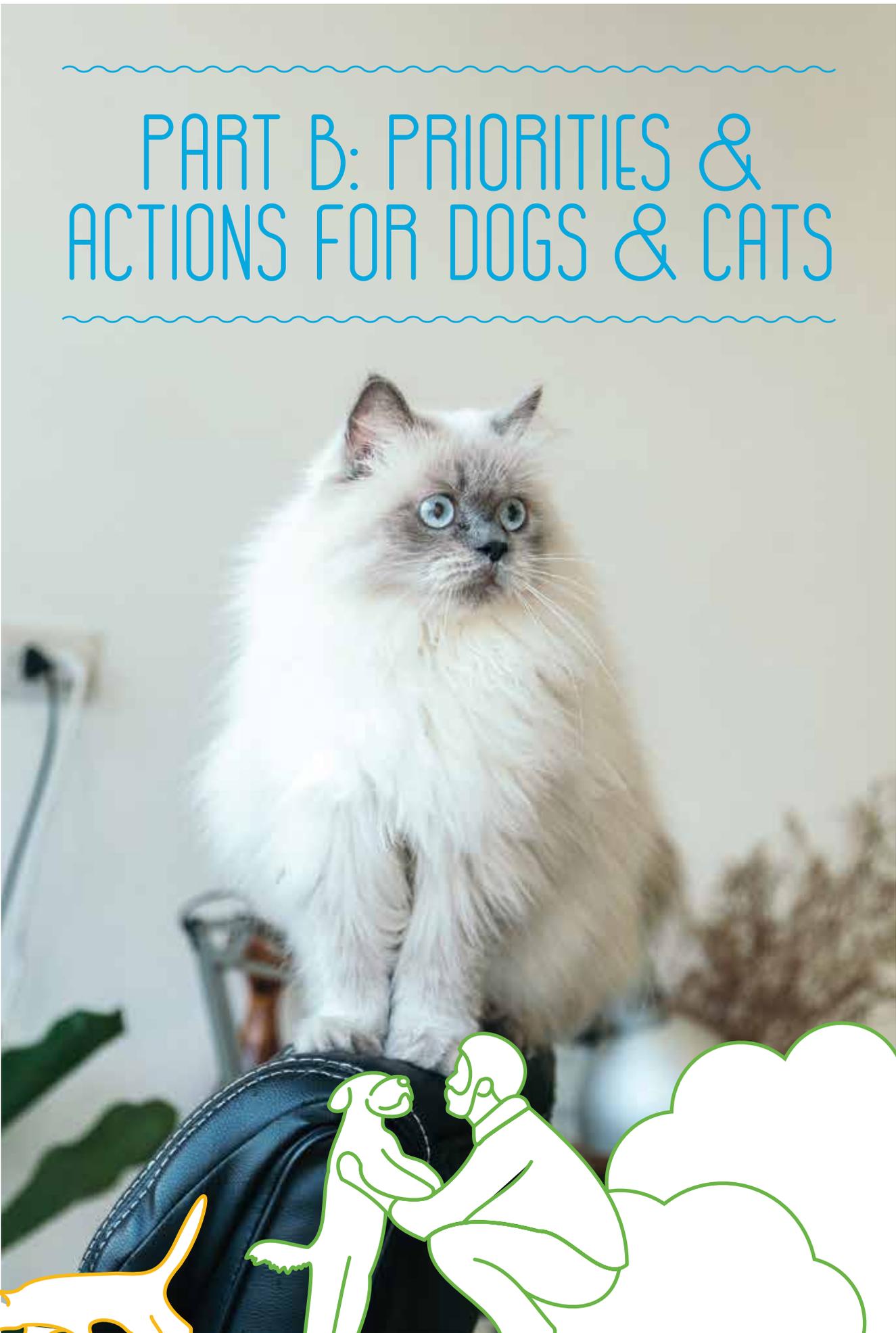
1. You will be required to lodge a formal request with Council either by phone, email or in person.
 2. Council will send you a Resource Kit 'Dealing with a Barking Dog' containing:
 - » Barking Dog Complaint form
 - » 'Dear Neighbour' letter and
 - » 7-day barking diary.
- Tip:** At this stage, you may prefer to negotiate directly with your neighbour or through a mediation service such as Uniting Communities.
3. You will need to keep a diary of the dog's barking habits for an initial period of 7 days, noting the date, time, weather conditions, number of barks, duration of barking, the reason for the barking if known and the effect the barking is having on you.
 4. You will need to forward the completed Barking Diary and Complaint Form to Council. If you don't return the complaint form and barking diary the investigation will not proceed.
 5. Council will assess the diary to establish barking patterns and determine the likely reasons for the dog's barking. At this stage, Council will ascertain if other residents are being affected by the dog's barking.
 6. Council will advise the dog owner of the complaint and their responsibilities. The Ranger will work with the owner to identify strategies to manage the barking.
 7. If the barking stops the case is closed.
 8. If the barking continues, more evidence may be required before any further action can be taken. This may include statements from the complainant, audio or visual recordings.



WHY A DIARY?

The diary is a way of collecting evidence on the nuisance barking, and may be presented in court. It helps to establish barking patterns and determine the likely reasons for the dog's barking.

PART B: PRIORITIES & ACTIONS FOR DOGS & CATS



7. PRIORITIES IN DETAIL

Priority areas contained in this Plan are:

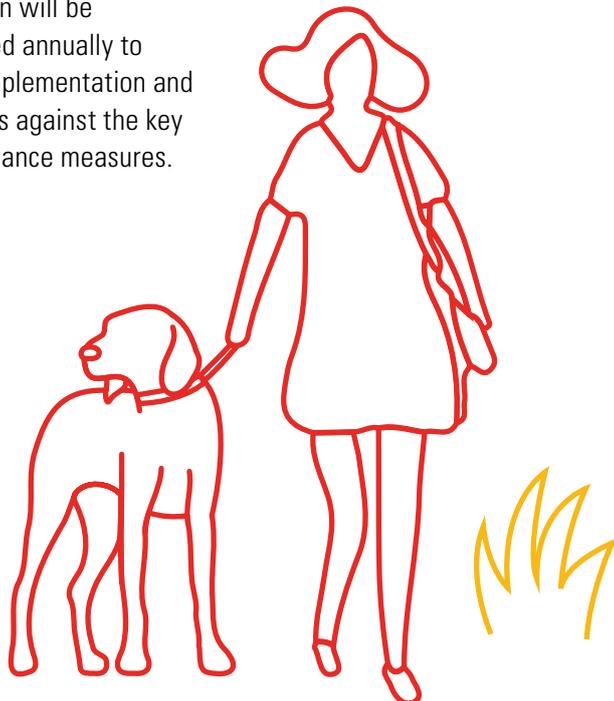
- » Community education and compliance
- » Dogs in public places
- » Effective control
- » Dog faeces
- » Nuisance barking
- » Wandering dogs
- » Cat management
- » Compulsory microchipping of dogs and cats
- » Compulsory de-sexing of dogs and cats
- » Compulsory dog registration
- » Animal management team

Each priority area includes:

- » Goal
- » Actions
- » Key performance measures. These are a combination of qualitative and quantitative measures.

MONITORING PROGRESS

This Plan will be reviewed annually to track implementation and progress against the key performance measures.



1. COMMUNITY EDUCATION AND COMPLIANCE

Did you know? Dog and cat owners are required to comply with the legal obligations in the Act and Council's Dog By-law.

Council recognises that community education is an ongoing commitment that includes educating existing pet owners, prospective pet owners, children, and the broader community. Community education is a tool to promote compliance and the enforcement of legislation plays a key role in ensuring responsible animal management by owners.

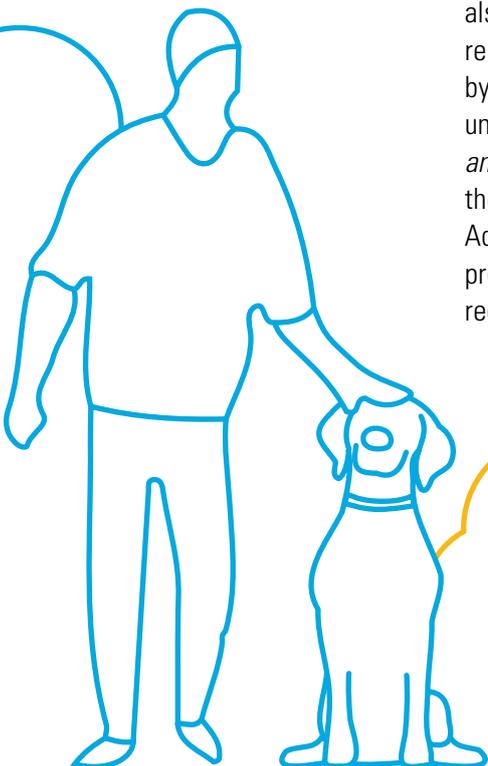
Education can take a variety of forms including online information, seminars, and workshops on topics such as statutory obligations for pet owners, responsible pet ownership, effective control of dogs, dog bite prevention, and nuisance barking. Council also recognises the importance of working with other stakeholders such as dog trainers, vet clinics and other animal agencies to educate pet owners and the broader community on responsible pet ownership.

Council's compliance approach also includes the issuing of relevant expiations related to the by-law and statutory offences under the Act, the *Local Nuisance and Litter Control Act 2016* and the *Local Government Act 1999*. Additionally, Council may opt to prosecute individuals in breach of regulations and requirements.

Promoting compliance and responding to complaints is a key role for Council's Rangers and this involves patrolling parks and reserves, inspecting properties and issuing warnings for minor non-compliance. These duties can be very time consuming as they involve both field and office work.

Why this priority?

This priority underpins the objectives of the Act, the City of Unley's Compliance Policy, and aims to promote behavioural change towards responsible pet ownership.



NO.	GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
1	Pet owners to gain a better understanding of their legal obligations and of responsible pet ownership.	<p>Develop a targeted education program on the legal obligations of owning a dog and/or cat (New).</p> <p>This program could include online materials (e.g. interviews, videos, tips) and practical sessions on:</p> <ul style="list-style-type: none"> » Legal responsibilities of pet ownership » Unpacking effective control » Importance of dog training and socialisation » Understanding your dog’s body language and capabilities » Managing nuisance barking. <p>The practical sessions could include collaborating with professional dog trainers/behaviourists to give out advice around responsible dog ownership and control at popular locations i.e. Big 4 ovals.</p>	<p>Program developed and delivered over the life of this Plan.</p> <p>Greater compliance over the life of this Plan observed through a reduction in compliance for dog offences.</p>	Year 1 & ongoing	Internal/ External
		<p>Develop a ‘Welcome to Unley’ pet owners kit for new dog owners. (New)</p> <ul style="list-style-type: none"> » This kit could include: » Laws and responsibilities » List of parks and associated dog controls » Practical application of effective control. 	<p>Information kit prepared and accessible in electronic format.</p> <p>Greater awareness of legal responsibilities and compliance observed through a reduction in compliance for dog offences.</p>	Year 2	Internal
2	Improve communication process and procedures.	<p>Review and improve communication processes and systems regarding dog and cat complaints and enquires. (New)</p>	<p>Review completed and recommendations presented for consideration.</p> <p>Improved customer service experience observed through customer satisfaction results.</p>	Year 2	Internal
		<p>Review and update Standard Operating Procedures for the management of dogs.</p>	<p>Review undertaken. Procedures updated.</p>	Year 1	Internal

2. DOGS IN PUBLIC PLACES

Did you know? Council contributed funds towards the development of Marshmallow Fenced Dog Park in the Southern Park Lands as part of the last *Animal Management Plan 2016–2020*.

Research shows that pets can bring benefits to individual pet owners such as providing companionship, boosting activity levels as well as facilitating community connections and social interactions with other people.

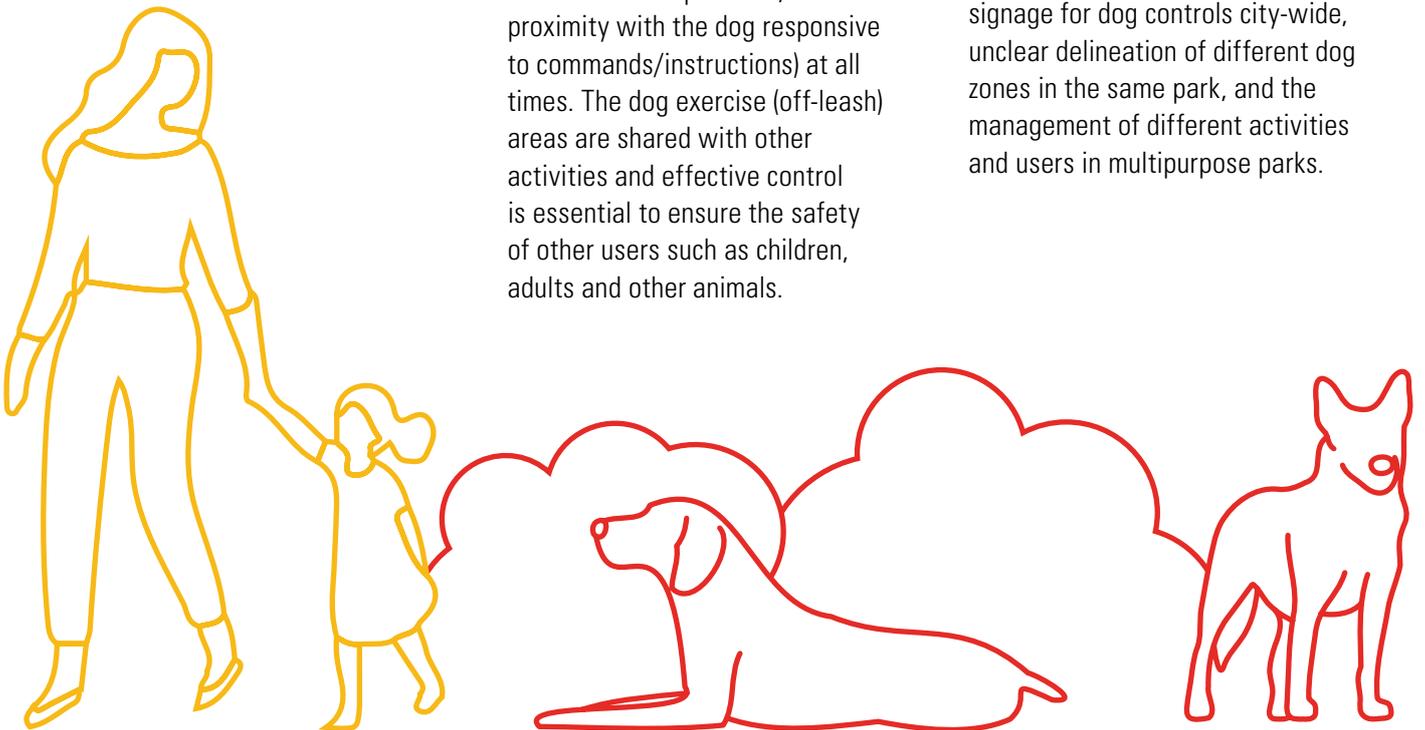
Council provides a range of public open space where dogs can be exercised (off-leash), on-leash and areas where dogs are prohibited. If dogs are off-leash in designated parks and reserves they must be under 'effective control' (i.e. off-leash and supervised, in close proximity with the dog responsive to commands/instructions) at all times. The dog exercise (off-leash) areas are shared with other activities and effective control is essential to ensure the safety of other users such as children, adults and other animals.

While there is currently no designated 'fenced dog park' in the City of Unley, Council contributed funds towards establishing the Marshmallow Dog Park as part of the last *Animal Management Plan 2016–2020*.

This dog park is in the South Parklands which can be easily accessed by Unley residents. Council also provides supporting amenities for dog walkers such as dog water bowls, dog bag dispensers and bins in numerous parks and reserves.

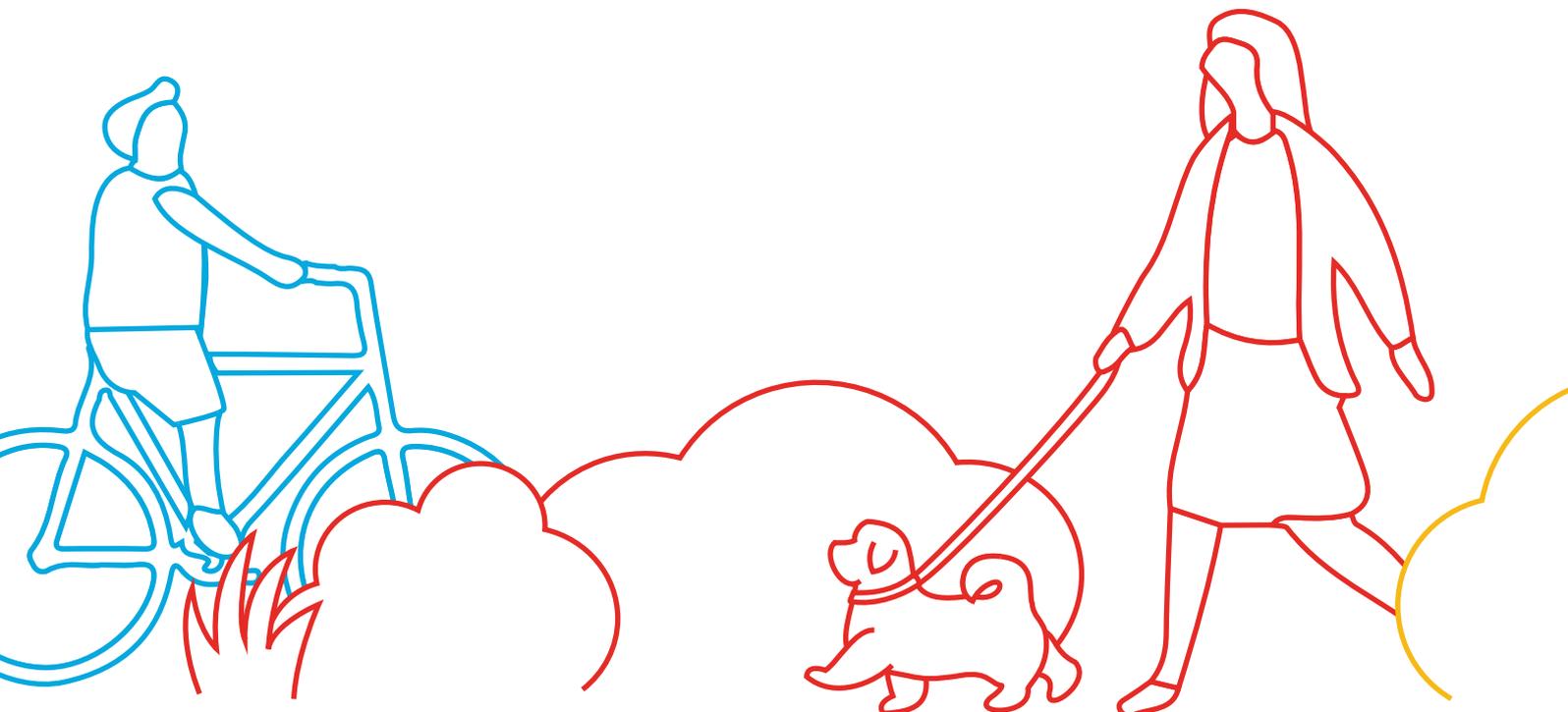
Why this priority?

This priority underpins the objectives of the Act. It addresses key issues arising from the review of dogs in public places and the community engagement findings which included: inconsistent signage for dog controls city-wide, unclear delineation of different dog zones in the same park, and the management of different activities and users in multipurpose parks.



NO.	GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
3	Consistent, clear information and signage for dog controls.	Update the <i>'Unley Parks and Playgrounds'</i> map to include all parks/reserves/walking trails and amend any incorrect information. (New)	Information updated and published online and in hard copy.	Year 1	Internal
			Increased community awareness of on-leash and off-leash areas in the Council area observed through a reduction in offences for dogs being off-leash.		
		Develop and implement a standard suite of signs for dog controls that are consistent across the City. (New)	Signage suite developed and installed in parks/reserves.	Year 2	Internal / External
		<p>The signage needs to be:</p> <ul style="list-style-type: none"> » Simple, and easy to understand » Located in highly visible locations. 			
		Provide signage and/or elements to clearly delineate different zones and dog controls in Heywood, Orphanage and Soutar Parks.	Increased community awareness.	Year 5	External
		<ul style="list-style-type: none"> » This could include natural elements such as mounding, planting of gardening beds, or establishing a row of trees to act as a significant marker. 			
4	Promote responsible pet ownership and control.	Promote the use of Marshmallow Dog Park in the South Parklands for community use. (New)	Promotional campaign conducted over the life of this Plan.	Year 1 & ongoing	Internal
		Investigate the use of the electronic scoreboards at sporting ovals to promote key messages on responsible dog ownership and control. (New)	Investigation completed and recommendations presented for consideration.	Year 1	Internal

NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
5 Determine the mix of activities in shared/multipurpose parks.	<p>Review shared use arrangements for Page Park to assess future needs, potential conflict, appropriate mix of activities, park parameters and solutions. (New)</p> <p>This process could be used as a template for other targeted parks and reserves.</p>	<p>Review undertaken and recommendations presented for consideration.</p>	<p>Year 1</p>	<p>External</p>
	<p>Develop criteria to assess and determine the appropriate location of outdoor gym equipment in parks and reserves. (New)</p> <p>Criteria could include:</p> <ul style="list-style-type: none"> » Park size (large parks are preferred as smaller parks concentrate conflicting activities) » Location of adjacent activities and potential conflict. 	<p>Criteria established and implemented.</p>	<p>Year 3</p>	<p>External</p>



3. EFFECTIVE CONTROL OF DOGS

Did you know? All dog owners are required to have their dog under effective control at all times in dog exercise (off-leash) areas.

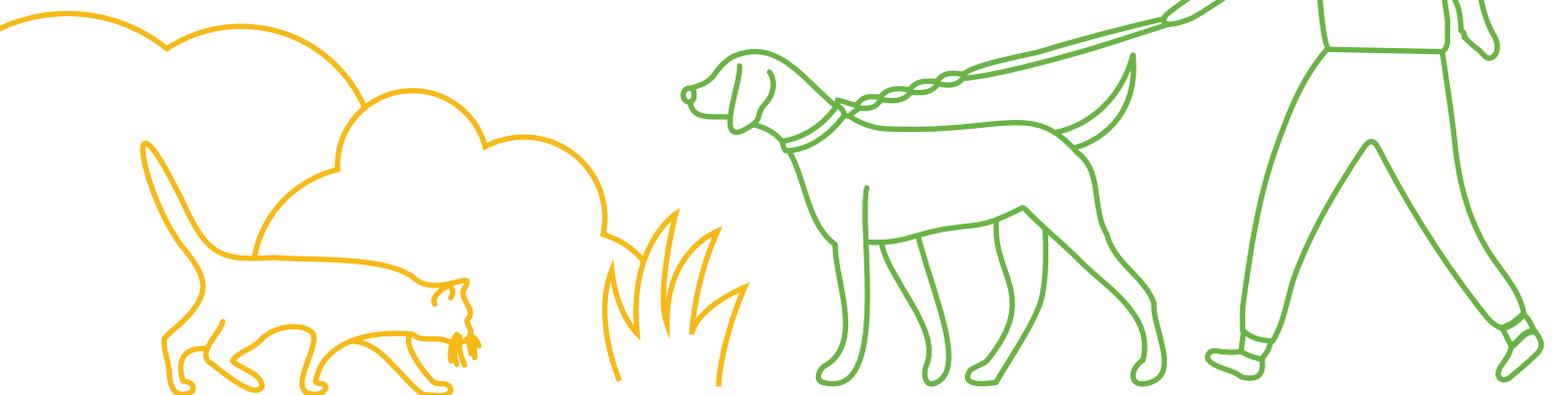
It is a statutory requirement under the Act to have dogs under effective control at all times. For dogs off-leash, effective control refers to the dog owner having their dog under voice command, and in close proximity at all times, so the owner can see the dog and recall the dog when needed.

Having your dog under effective control in a public place is not only a statutory requirement, but also respects the rights and safety of other users in the shared space. Other users in the space include those that like dogs and those people who don't like dogs and there is a need to respect all users. It is not appropriate to allow a dog to rush up to children, adults, and other animals in a public place unless you have permission for your dog to approach. Dog owners who cannot demonstrate effective control should keep their dogs on a leash.

It is also a legal requirement to have dogs on leash when walking along streets and verges. A penalty of \$210 may apply to dog owners who do not have their dogs under effective control in a public place.

Why this priority?

This priority supports the objectives of the Act. It addresses the common issue of some owners having poor control over their dogs which was raised in the results from the community engagement survey. Not everyone appreciates un-invited attention from dogs.



NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
6 Greater understanding of what effective control means.	<p>Develop an ongoing communication and education campaign on the practical application of effective control in dog exercise (off-leash) areas for dog owners. (New)</p> <p>This could include guidelines or a code of conduct on responsible and respectful off-leash etiquette, and dog etiquette webinar series (partnering with a local vet and/ or dog trainer on key aspects of responsible dog ownership).</p>	<p>Education campaign implemented over the life of this Plan.</p>	<p>Year 1 & ongoing</p>	<p>Internal</p>
	<p>Promote the statutory requirement for dogs to be on-leash on all footpaths and shared use trails. (New)</p>	<p>Promotional campaign implemented over the life of this Plan.</p>	<p>Year 1 & ongoing</p>	<p>Internal</p>
7 Greater compliance among dog owners.	<p>Increase compliance approach on main sporting ovals. (New)</p>	<p>Reduction in the number of complaints regarding lack of effective control.</p>	<p>Year 1 & ongoing</p>	<p>Internal</p>
		<p>Feedback from patrols.</p>		



4. DOG FAECES

Did you know? Dog owners are required under Council's dog by-law to carry a bag or other suitable object to pick up after their dog's faeces and dispose of it correctly.

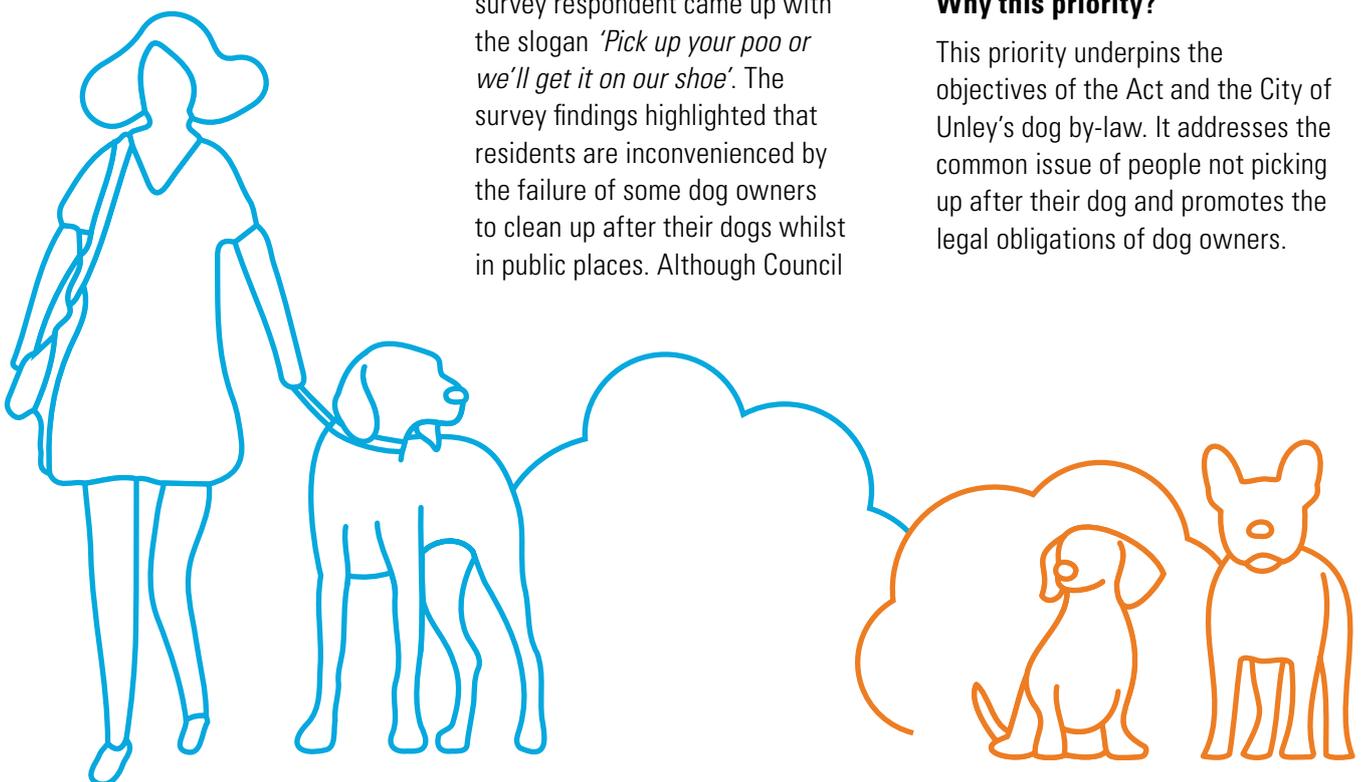
Council provides dog bag dispensers and bins in most parks and reserves as a way to encourage dog owners to do the right thing. In 2019/20, Council implemented the Dog Poo Fairy campaign at Unley Oval to remind dog owners to pick up after their dogs. This campaign involved new signage and increased patrols at Unley Oval.

The issue of people not picking up after their dog in parks/reserves and along streets was a common response identified in the community survey. One survey respondent came up with the slogan '*Pick up your poo or we'll get it on our shoe*'. The survey findings highlighted that residents are inconvenienced by the failure of some dog owners to clean up after their dogs whilst in public places. Although Council

has programs in place there was a strong call in the survey for continued education, increased patrols, greater visibility of Rangers and increased enforcement. When dogs are exercising in public places, owners are required to clean up after them. This can easily be done using a scooper and a plastic bag to remove and dispose of the faeces. The penalty for failing to clean up after a dog is \$210 (on the spot fine). This issue is commonly linked to dog owners not monitoring their dogs when off-leash in public places.

Why this priority?

This priority underpins the objectives of the Act and the City of Unley's dog by-law. It addresses the common issue of people not picking up after their dog and promotes the legal obligations of dog owners.



NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
8 Promote and support responsible management of dog faeces.	Continue the Dog Poo Fairy campaign or similar educational campaign to educate dog owners on their responsibilities. This could include promoting the campaign of <i>'picking up your poo or we'll get it on our shoe'</i> via schools, library, community groups and community houses.	Increased community awareness of legal responsibilities, with reduction in faeces being observed in public spaces.	Year 1 & ongoing	Internal
	Investigate establishing a formal volunteer program to assist with dog poo along popular dog walking locations.	Investigation completed and recommendations presented for consideration	Year 3	Internal
	Investigate the provision of additional bins and poo bags along popular walking routes and at entry/exit of parks and reserves. (New)	Investigation completed and recommendations presented for consideration.	Year 2	External
	Investigate stencilling signs or stickers on pathways including shared walkways to inform dog owners of their legal obligations. (New)	Investigation completed and recommendations presented for consideration.	Year 3	External
	Further explore open space maintenance team members as Authorised Officers.	Business case provided and presented for consideration.	Year 1	Internal

5. NUISANCE BARKING

Did you know? Barking is a normal dog behaviour; however, when excessive it's often considered unacceptable behaviour particularly to surrounding residents.

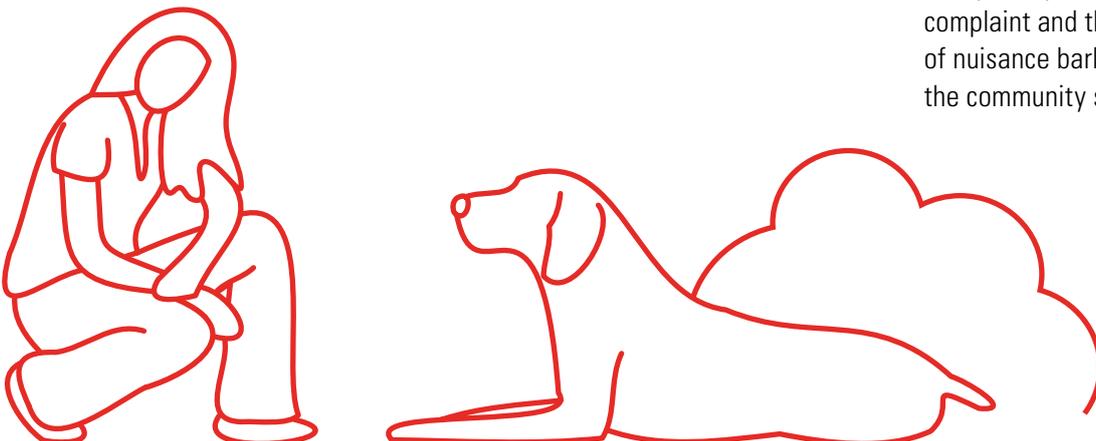


In 2019/20, nuisance barking was a key complaint lodged with Council, accounting for 30% of all dog complaints. There are various reasons why a dog may bark excessively including boredom, loneliness, ill health, or reacting to something in the environment such as a bird, cat, or people walking past the property. Some dog owners may not be aware that their dog is barking and creating a nuisance as the dog tends to bark when they are not at home.

Enforcing compliance and responding to nuisance barking complaints is a key responsibility of Council Rangers. Some complaints are resolved fairly easily whilst others can be challenging, and time consuming for all parties involved.

Why this priority?

This priority addresses a key complaint and the common issue of nuisance barking identified in the community survey results.



NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED	
9	Review operating procedures for dogs.	Review Standard Operating Procedure for barking dogs and noisy animals. (New)	Review undertaken.	Year 2	Internal
10	Support dog owners in the management of barking dogs.	Develop a business case and options paper for the use of a qualified dog behaviour trainer or equivalent expert to assist with long standing barking complaints (fee for service). (New)	Business case and options paper developed, and recommendations presented for consideration.	Year 3	Internal/ External
		Actively promote the RSPCA Force-Free Trainers list as a resource for residents. (New)	RSPCA Force-free list promoted to the community.	Year 1 & ongoing	Internal
		Facilitate seminars/workshops on how to manage barking dogs. (New) These sessions could be undertaken in collaboration with a qualified dog behaviour trainer or animal behaviourist. ⁵	Conduct at least one seminar/workshop per year. Reduced issues and complaints relating to dogs barking.	Year 2	External
		Investigate digital options and alternatives to the barking diary. (New) This may include barking apps to record nuisance barking.	Investigation completed and recommendations presented for consideration. Improve data collection.	Year 4	Internal/ External



5. Refer to the RSPCA Force free list.

6. WANDERING OR ROAMING DOGS

Did you know? Council makes every effort to reunite dogs as soon as possible with their owner. In 2019/20, Council returned 108 roaming dogs to their owners, avoiding impoundment.



Dogs that wander or roam from their property can “cause a nuisance, are often distressed and may attack or harass people or other animals. In some cases, they cause road accidents resulting in injury to the dog and on occasion to vehicle occupants and may cause property damage – all of which becomes the responsibility of the owner of the dog” (DCMB, 2014).

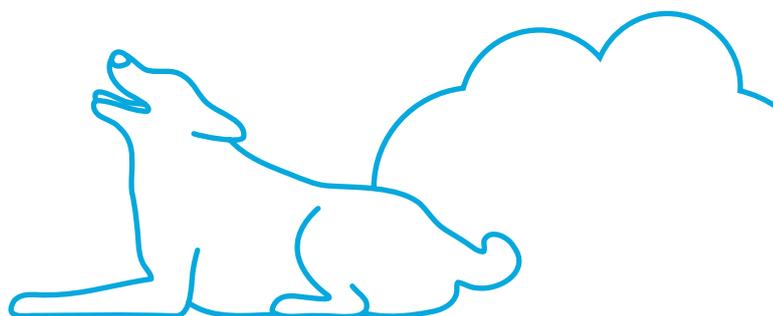
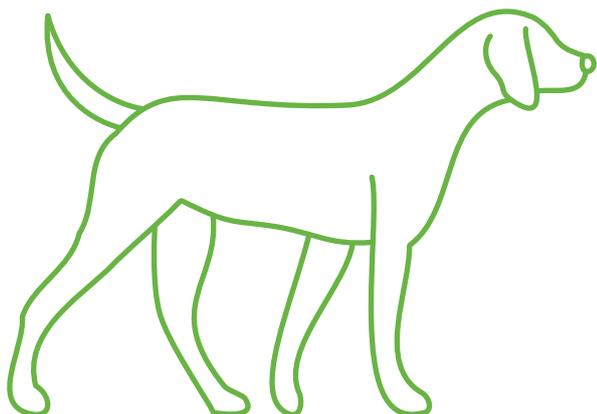
In 2019/20, wandering dogs was the top complaint accounting for 57% of all dog related complaints. Losing a pet can be a distressing time for both the dog and the owner. Council makes every effort to reunite dogs as soon as possible with their owners.

If a dog can be identified via a microchip or registration disc the animal is taken home the same day rather than transported to the Animal Welfare League, Edinburgh North. If a dog is not claimed by the owners within 72 hours, the animal is handed over to the Animal Welfare League for rehoming, if suitable.

The previous 72-hour holding facility (i.e. All Pets Boarding Village) is no longer available for use, therefore, Council is currently transporting dogs to the AWL at Edinburgh North, which means both Council Rangers and residents have to travel much longer distances to drop off/pick up dogs.

Why this priority?

This priority supports Council’s requirements under the Act. It addresses the need for an appropriate and convenient 72-hour detention facility for dogs.



NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
11 Find a permanent holding facility for dogs and cats.	Investigate options for a short-term holding facility (up to 72 hours) with neighbouring councils or other nearby operators. (New)	Investigation undertaken and recommendations presented for consideration.	Year 2	Internal
12 Educate dog owners on the importance of secure premises and ramifications for owners should the dog be found wandering at large.	Develop a communication and education campaign to reduce the number of dogs escaping their yards and wandering at large. (New) This could include a SMS alert to dog owners about events and/or conditions that may cause dogs to escape e.g. fireworks and storms.	Education campaign implemented over the life of this Plan. Reduction in the number of complaints received relating to dogs wandering at large.	Year 1	Internal
Incorporate changes resulting from the amendments to the <i>Animal Welfare Act 1985</i>.	Incorporate changes from amendments to the Act as required. (New)	Changes incorporated into relevant policy and practice.	As required	Internal



7. CAT MANAGEMENT

Did you know? In 2019/20, Council had eight (8) cat complaints including nuisance noise, wandering cats and cats defecating in the neighbour's yard.

Unlike dogs, which are required to be registered every year under the Act, cat by-laws such as paid registration are determined by individual Councils in South Australia. Under section 90 of the Act, local councils have the power to implement a by-law for the control or management of cats. Currently, there are no cat by-laws within the City of Unley. The Dog and Cat Management Board's publication *A Guide to Preparing a Cat By-Law* identifies the type of provisions a Council may address in a cat by-law including cat registration, limits on the number of cats per property, curfews, confinement and wandering at large.

In 2019, the RSPCA and Animal Welfare League (AWL) released a *Cat Management Plan* for South Australia with a state-wide

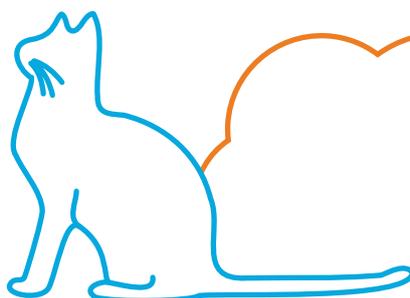
strategy. This Plan is under consideration by the Dog and Cat Management Board.

Currently, cat owners are mandated by law to have their cats microchipped and de-sexed. All cat owners must register the microchip and owner details in Dogs and Cats Online (DACO).

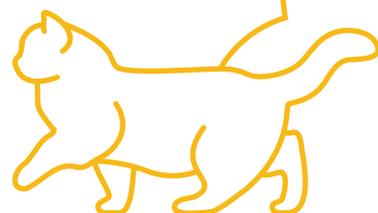
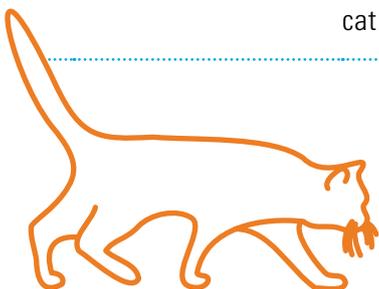
Council provides cat cages for hire to the community for nuisance cats, and an annual grant to Cats Assistance to Sterilise (CATS) Inc. for low-cost de-sexing.

Why this priority?

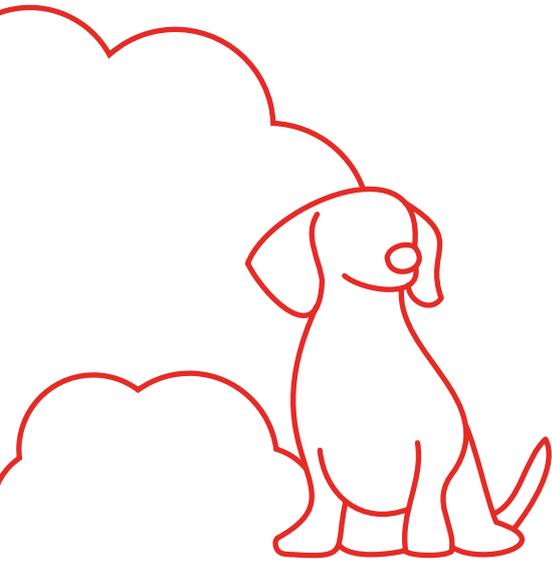
This priority addresses the responsible management of cats including the compulsory de-sexing and microchipping of cats.



NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
13 Greater understanding of legal responsibilities for cats.	Develop an educational pack on responsible pet ownership. (New) This could include topics such as: » Cats and wildlife » Mandatory de-sexing/ microchipping » Examples of cat confinement (cat condos, cat runs, spinning paddles on fence).	Information pack developed. Promoted over the life of this Plan.	Year 2	Internal
	Continue to promote the state-wide statutory requirements for mandatory de-sexing and microchipping of cats.	Information disseminated over the life of this Plan.	Year 1 & ongoing	Internal
14 Determine future direction for cat management.	Investigate cat management approaches and by-laws in other local councils, in line with the Dog and Cat Management Board Review. This may include their effectiveness, establishment, and ongoing costs. (New)	Investigation conducted and recommendations presented for the consideration or not of a cat by-law.	Year 2	Internal
	Review arrangements with service providers for cat management services. (New)	Review undertaken and recommendations presented for consideration.	Year 3	Internal
	Incorporate any changes resulting from the DCMB advice regarding the AWL/RSPCA <i>Cat Management Plan</i> for South Australia. (New)	Changes incorporated into practice.	As required	Internal
	Lobby the Local Government Association (LGA) to advocate the State Government for state-wide cat management. (New)	Ongoing advocacy undertaken.	Year 1 & ongoing	Internal



8. COMPULSORY MICROCHIPPING OF DOGS AND CATS



Did you know? As of 1 July 2018, all dogs and cats in South Australia must be microchipped by 12 weeks of age or at the point of sale.

In 2019/20, 86% of registered dogs were microchipped.⁶ A microchip is permanent and providing it meets the required standards and has been inserted correctly, it will function safely for the life of a dog. Compulsory microchipping enables a dog or cat to be linked to its owner, so if he/she is lost or stolen, both dog/cat and owner can be identified and reunited.

If an animal is not microchipped and recorded on DACO, the animal may be impounded rather than returned to the owner given the animal cannot be identified.

Why this priority?

This priority supports the statutory requirements under the *Dog and Cat Management Act 1995* and Council has a key role to play in educating and supporting compliance.



NO.	GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
15	Support compliance of mandatory microchipping of dogs and cats.	Continue to promote the Dog and Cat Management Board’s information on compulsory microchipping for dogs and cats.	Promotional campaign implemented over the life of this Plan.	Year 1 & ongoing	Internal
		Reintroduce a microchipping voucher system to provide residents with an accessible service all year round. (New)	Increase percentage of microchipped dogs and cats over the life of this Plan.	Year 2 & ongoing	Internal
16	Promote the benefits of microchipping.	Continue to promote the benefits of microchipping and the implications of having an un-microchipped dog or cat.	Promotional campaign implemented over the life of this Plan.	Year 1 & ongoing	Internal
		Discount in fees and charges.	Continue to provide a discount off the registration fee for dogs that have been desexed and microchipped.	Increase percentage of microchipped dogs over the life of this Plan.	Year 1 & ongoing

6. No figures are available for cats.

9. COMPULSORY DE-SEXING OF DOGS AND CATS

Did you know? It is a statutory requirement for all dogs and cats born after 1 July 2018 to be de-sexed by six months of age by a registered veterinary surgeon.

This current state-wide requirement was introduced by the Dog and Cat Management Board to reduce the number of unwanted litters of puppies and kittens, and to minimise backyard breeding. De-sexing has a number of benefits including:

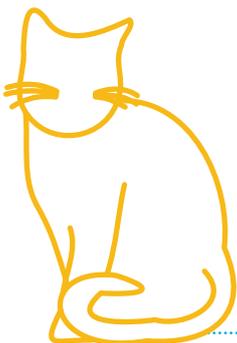
- » Dogs: reduces anti-social behaviours such as leg mounting and urine marking in male dogs, reduces territorial behaviour and helps control the dogs urge to wander
- » Cats: reduces the problem and costs of unwanted pets in the community and reduces undesirable behaviours, such as spraying, marking, fighting and yowling (DCMB website, 2020).

In 2019/20, 89% of registered dogs were de-sexed within the City of Unley. A vet may exempt a dog/cat on health and wellbeing grounds, or provide an extension of time. Dogs and cats can be sold entire if they are under 6 months of age; born before 1 July 2018; or owned by breeders registered with Dogs and Cats Online.

Why this priority?

This priority supports the statutory requirements under the Act, and Council has a key role to play in educating and supporting compliance.

NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
17 Support de-sexing of dogs and cats.	Continue to promote the Dog and Cat Management Board’s information about mandatory de-sexing of dogs and cats.	Promotional campaign implemented over the life of this Plan.	Year 1 & ongoing	Internal
	Continue to review DACO database to identify un-desexed dogs and cats for follow up.	Increase percentage of de-sexed dogs and cats over the life of this Plan.	Year 1 & ongoing	Internal
	Continue to promote low-cost de-sexing programs for dogs and cats.	Promotional campaign implemented over the life of this Plan.	Year 1 & ongoing	Internal
	Continue to provide a discount off the registration fee for desexed and microchipped dogs.	Increase percentage of de-sexed dogs over the life of this Plan.	Year 1 & ongoing	Internal



10. COMPULSORY DOG REGISTRATION

Did you know?

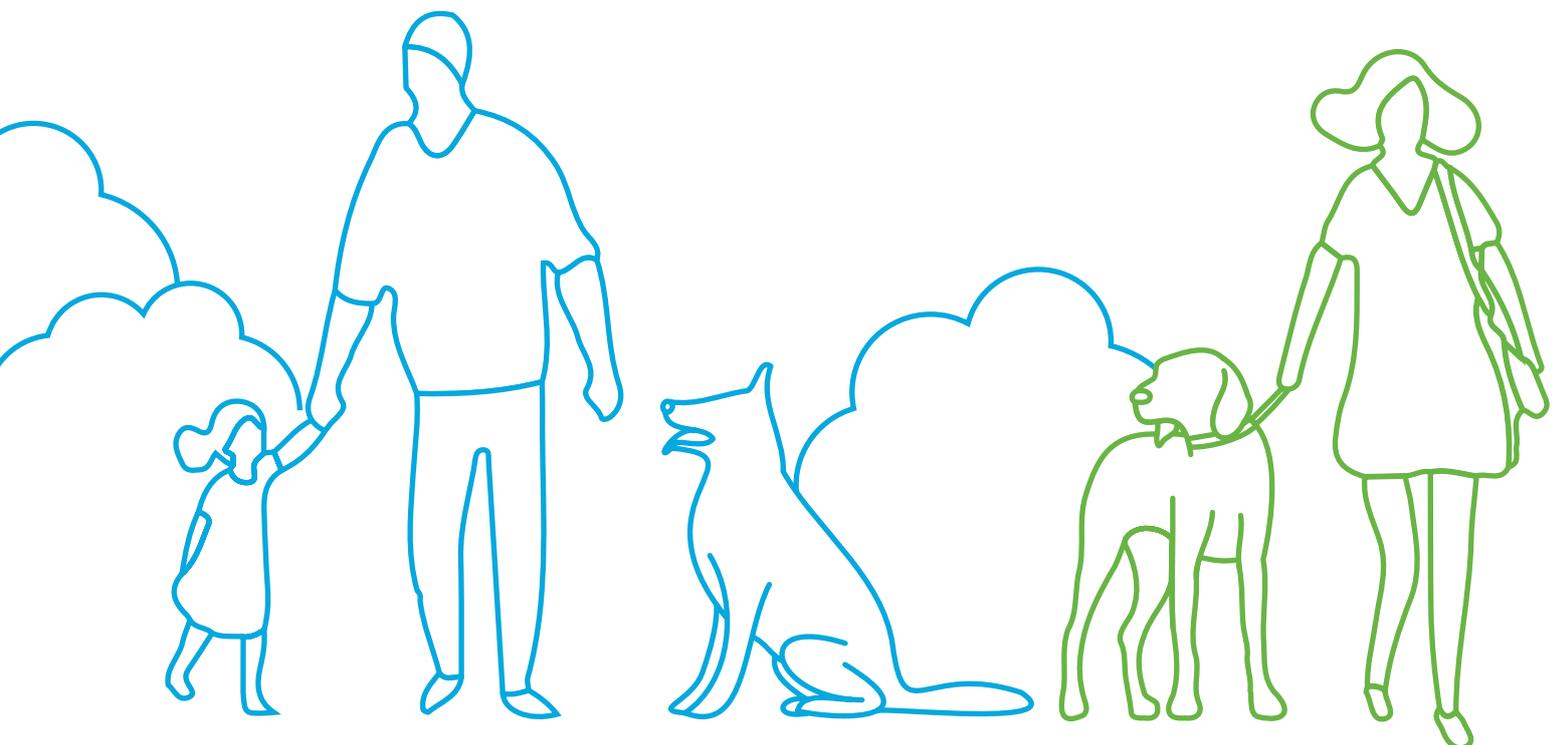
Dogs are to be registered annually by the 31 August.

As of 1 July 2018, a new state-wide registration system known as DACO was introduced to replace the individual Council registration system. This means the Dog and Cat Management Board of SA is now responsible for issuing dog and cat registration renewals and registration discs. However, the pet owner is responsible for keeping their pet's information up to date on DACO, including microchipping details, change of address, or if their dog becomes deceased. Pet owners can access DACO online 24/7.

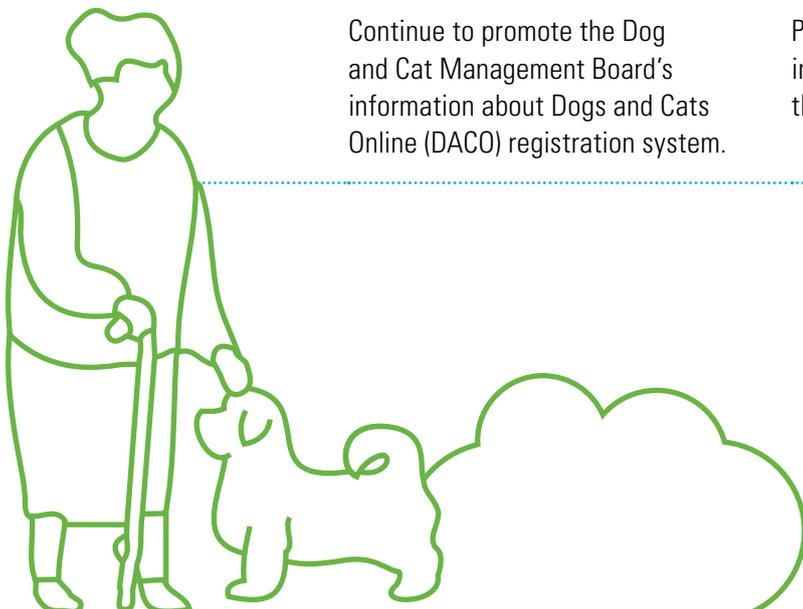
In 2019/20, there were 4,768 registered dogs within the City of Unley. Part of the registration fees are allocated towards animal management services including investigations, monitoring and resolution of dog issues, patrols of public places to protect public safety and enforcement, and provision of professional advice to the community.

Why this priority?

This priority supports the statutory requirements under the Act.



NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
18 Maximise dog registrations.	Review DACO database annually to identify unregistered and un-microchipped dogs and follow up. (New)	Number of dog registrations and microchipping uptakes. Increase in dog registrations over the life of this Plan.	Year 1 & annually	Internal/ External
	Investigate a door knock campaign to follow up on unregistered, un-microchipped and un-de-sexed dogs across the City of Unley. (New)	Investigation undertaken and recommendations presented for consideration.	Year 1	Internal/ External
19 Incentives for dog registration.	Continue to review dog registration concessions and discounts annually.	Review undertaken annually.	Annually	Internal
	Investigate a first-year free registration for all dogs adopted from the RSPCA or Animal Welfare League. (New) This is to encourage people to adopt rather than shop for a pet.	Investigation undertaken and recommendations presented for consideration.	Year 3	Internal
20 Promote responsible dog ownership.	Continue to promote the benefits of dog registration and the implications of having an unregistered dog.	Ongoing promotional campaign implemented over the life of this Plan.	Year 1 & ongoing	Internal
	Continue to promote the Dog and Cat Management Board's information about Dogs and Cats Online (DACO) registration system.	Promotional campaign implemented over the life of this Plan.	Year 1 & ongoing	Internal



11. ANIMAL MANAGEMENT TEAM

Did you know?

There are two Rangers in the City of Unley who are authorised to carry out specific functions with powers authorised under the *Dog and Cat Management Act 1995*.

This priority seeks to raise the public profile of the Authorised Officers or Rangers and the significant role they play in educating and supporting the community to meet their statutory requirements. It also identifies the resources required for the Rangers to undertake their role in an efficient manner.

Why this priority?

This priority supports Council's responsibilities under the *Dog and Cat Management Act 1995*. It aims to improve the image of Rangers within the community and provide new resources to ensure efficient work practices.

NO.	GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
21	Raise the profile/ image of the Rangers role in the community.	<p>Develop a campaign to raise the profile of Rangers in the community. (New)</p> <p>This may include branding of vehicles, uniforms, creation of videos around the positive roles Rangers play in the community 'Day in the life of a Ranger'.</p>	Campaign developed and implemented over the life of this Plan.	Year 4	Internal
22	Improve work practices and procedures.	<p>Purchase three (3) new microchip readers. (New)</p> <p>Explore technology and systems opportunities for increased mobility by field staff. (New)</p> <p>Review all Standard Operating Procedures over the life of this Plan.</p>	<p>Improved response rate for lost dogs.</p> <p>Increase efficiency of work practices</p> <p>Review undertaken during the life of this Plan.</p>	<p>Year 1</p> <p>Year 4</p> <p>Year 2</p>	<p>External</p> <p>Internal/ External</p> <p>Internal</p>

PART C: ANIMALS OTHER
THAN DOGS & CATS





8. OTHER ANIMALS

The City of Unley deals mainly with the management of dogs and cats, although at times staff respond to and address issues regarding other animals including:

- » Bees (recreational beekeeping)
- » Poultry, roosters and birds
- » Farm animals
- » Native wildlife.

Depending on the type of issue, Council may be required to provide:

- » Advice
- » Information
- » Service, or
- » Referral to another organisation.



BEEHIVES IN BACKYARDS

Bees are a vital part of the natural environment – they pollinate plants, and help plants reproduce. Keeping beehives in residential backyards is becoming a popular hobby, but there are a number of legislative requirements that must be followed. These requirements are outlined in the Department of Primary Industries and Regions SA (PIRSA) guidelines *Recreational Beekeeping – A guide to beekeeping in South Australia*.

PIRSA

In South Australia, any person who keeps honeybees must register as a beekeeper with PIRSA every 12 months. Registration applies regardless of the:

- » Number of hives
- » Location or reason for keeping honeybees (i.e. you must register even if only keeping one hive in the backyard for interest)
- » Type of hives.

For further information contact PIRSA on 8226 0995.

City of Unley

Council permits the keeping of bee hives in residential backyards with the provision that the required registration and permit is obtained from PIRSA.

Tip: Residents who wish to keep bee hives in their backyards should first consult with PIRSA.

Tip: Talk to your neighbours before placing hives in the backyard. Let them know how you plan to manage the hives and avoid bees becoming a nuisance.

Nuisance

Bee hives in backyards may cause a nuisance e.g. swarming bees and bee stings. If a nuisance complaint is lodged, Council may help negotiate a satisfactory outcome through discussions with the owner of the hive.

Swarming bees on Council land and property

Council will respond to enquiries regarding swarming bees on Council land and property.

POULTRY

People keep poultry such as chickens, fowls, geese, turkeys and ducks for a number of reasons e.g. as a hobby, living a more sustainable lifestyle and the provision of fresh eggs.

City of Unley

Council allows the keeping of poultry in residential backyards without consent.

Council recommends that poultry be kept in a location, structure and condition that ensures the welfare of the animal and does not cause a nuisance to neighbours or be harmful to a person's health.

Nuisance

Poultry keeping may cause a nuisance to some neighbours e.g. when a rooster is kept creating a noise, when birds are kept in dirty conditions and bird droppings accumulate causing an odour. If a nuisance complaint is lodged, Council may help negotiate a satisfactory outcome.

You can read more about the poultry guidelines on Council's website.



BIRDS

City of Unley

Residents may keep birds as long as they adhere to State and Local Government guidelines, which outline the location and materials for an enclosure or aviary, sanitary conditions and storage of bird food.

Nuisance

Keeping birds may result in a nuisance if certain conditions are not met or maintained. Council may investigate and take appropriate action if birds are found to be unreasonably interfering with a person's enjoyment of their area.

You can read more about the bird guidelines on Council's website.

FARM ANIMALS

City of Unley

The keeping of farm animals (non-domestic animals) such as sheep, goats, cattle, pigs and donkeys will in most instances require a development application (DA) to be submitted to Council.

Nuisance

Keeping farm animals may result in a nuisance if certain conditions are not met or maintained. This is dealt with through the *Development Act* (incoming *PDI Act*) as any animal kept in accordance with a Development Approval is exempt from the *Local Nuisance and Litter Control Act*.

WASP NESTS ON PRIVATE PROPERTY

City of Unley

The City of Unley will undertake the eradication of European wasp nests on private property when reported.

NATIVE WILDLIFE

The City of Unley is home to various native wildlife and this environment can present some hazards to animals. As a resident or visitor to the area, you may find injured fauna in private gardens and/or in the larger community such as koalas, kangaroos, possums and snakes.

If you find injured animals, please contact the relevant organisation who can assist with rescuing and caring for the animal.

Rescue groups/organisations

- » Fauna Rescue of SA Inc. (kangaroos, koalas, possums, flying foxes/bats, lizards and birds): 8289 0896
- » Bird Care and Conservation Society (birds): 8390 3254
- » Koala Rescue (koalas): 1300 562 529

At times, there may be wildlife causing significant problems to your private property e.g. possums living in your roof. For possum related issues contact the Department for Environment and Water on 8204 1910.

City of Unley

The City of Unley provides advice and supports native wildlife through the artificial wildlife box program for possums, micro bats and birds and provides shallow watering bowls along some shared paths.

For a full list of organisations to contact regarding other animals, please refer to Table 7.

HOW TO DEAL WITH NUISANCE?

Animal noise can be a confronting nuisance to surrounding residents. At times the owner of the animal may be unaware of the distress it is causing.

The City of Unley's complaint process was established to ensure that any complaints received are substantiated, all parties involved are well informed, and any animal owners are supported to attempt to reduce the impacts of the nuisance.

Upon completion of a 7-day diary, the information will be assessed to establish whether a pattern of behaviour exists to substantiate an offence under the *Local Nuisance and Litter Control Act 2016*.

If Council is unable to substantiate an offence, you will be informed of the decision and the matter will be closed, unless substantial new evidence that affects the decision or outcome is provided. The key steps in the complaints process are summarised next.

SO, YOU WANT TO MAKE A COMPLAINT? ANIMAL NUISANCE

1. Lodge a complaint with Council.
2. The Ranger will contact and visit the complainant. Is it potentially a nuisance?
 - ✓ **Yes** The Ranger contacts the animal owner makes them aware of the alleged nuisance, the requirements of the legislation, and requests that they monitor the situation and take any necessary action to ensure that their animal(s) comply with the requirements of the legislation.
 - ✓ **No** If No, the case is closed and complainant advised.
3. If the nuisance persists, the Ranger asks the complainant to complete a 7-day diary.
4. Diary returned?
 - ✓ **Yes** The evidence is reviewed.
 - ✓ **No** If No, the case is closed and animal owner is advised
5. The evidence is reviewed. Is it a nuisance?
 - ✓ **Yes** The Ranger supports the owner to reduce the nuisance impact and surveys the neighbours.
 - ✓ **No** If No, the case is closed and both parties are notified.
6. The Ranger supports the owner to reduce the nuisance impact and surveys the neighbours.
7. All evidence is reviewed.
8. Council determines an appropriate action under the *Local Nuisance and Litter Control Act 2016*.
 - › Expiation
 - › Nuisance abatement notice.

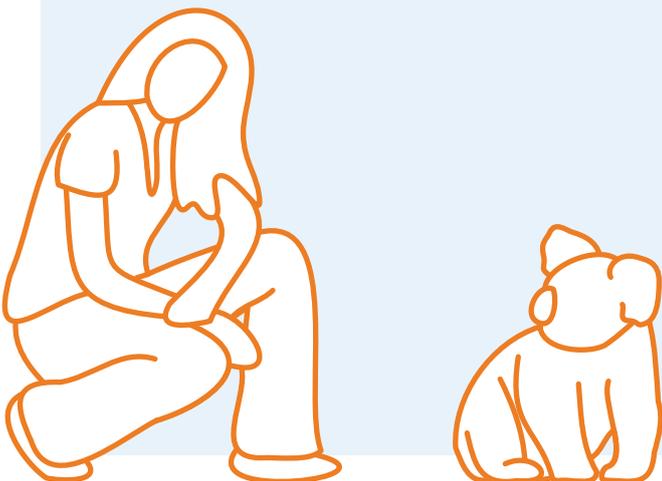


Table 7: Contact list

ANIMALS	ORGANISATIONS	PHONE (CURRENT AS OF 29/06/2020)	WEBSITE
Recreational beekeeping	Department of Primary Industries & Regions SA (PIRSA)	8226 0995	www.pir.sa.gov.au/biosecurity/animal_ health/bees/beekeeper_ registration
	Adelaide Bee Sanctuary	0412 967 991	www.adelaidebeesanctuary.com.au/ how-you-can-help/become-a-volunteer
Koalas	Department for Environment & Water	8204 1910	www.environment.sa.gov.au/topics/plants- and-animals/Living_with_wildlife/Koalas
Possums	Department for Environment & Water	8204 1910	www.environment.sa.gov.au/topics/plants- and-animals/Living_with_wildlife/Possums
Bats	SA Health	8226 6000	www.sahealth.sa.gov.au/wps/wcm/ connect/public+content/sa+health+internet/ conditions/bites+stings+and+pests/ bats+and+staying+safe+around+them
Foxes	Department of Primary Industries & Regions SA (PIRSA)	8226 0995	www.pir.sa.gov.au/biosecurity/ weeds_and_pest_animals/animal_ pests_in_south_australia/established_ pest_animals/european_red_fox
	Natural Resources Adelaide & Mt Lofty Ranges	8273 9100	www.naturalresources.sa.gov.au/ adalaidemtloftyranges/plants-and-animals/ pest-plants-and-animals/pest-animals
Fruit fly	Department of Primary Industries & Regions SA (PIRSA)	8226 0995	www.pir.sa.gov.au/biosecurity/fruit_fly_in_sa
Feral pigeons	SA Health	8226 6000	www.sahealth.sa.gov.au/wps/wcm/ connect/public+content/sa+health+internet/ conditions/bites+stings+and+pests/ feral+pigeons+management+and+control
Rats, mosquitoes & poultry	Eastern Health Authority	8132 3600	www.eha.sa.gov.au/public-health/ pests-and-vermin
Snakes	Snake-Away Services	0413 511 335	www.snake-away-services.websyete.com.au
	Snake Catchers Adelaide	0413 511 440	snakecatchersadelaide.com.au
Koala rescue	Adelaide & Hills Koala Rescue	1300 562 529	www.1300koalaz.com
Kangaroos, koalas, possums, lizards & birds	Fauna Rescue SA	8289 0896	www.faunarescue.org.au
Birds	Bird Care & Conservation Society	8390 3254	www.birdcare.asn.au
Animal rescue and cruelty	RSPCA SA 24-hour Hotline	1300 477 722	www.rspcasa.org.au/services/rescue



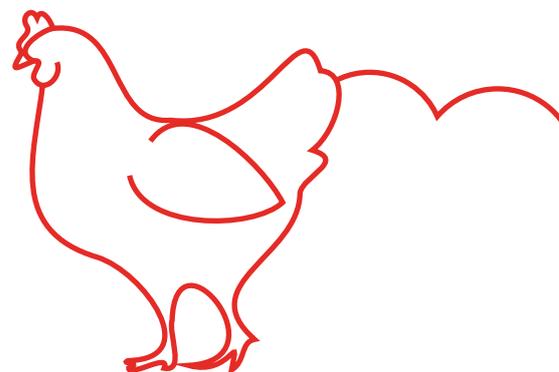
12. OTHER ANIMALS

Did you know?

In 2019/20, there were 10 complaints relating to other animals including:

- » 4 roosters (noise)
- » 2 chicken (noise)
- » 2 beehives
- » 1 bird (noise)
- » 1 general noise.

NO. GOAL	ACTIONS	KEY PERFORMANCE MEASURES	WHEN	RESOURCES REQUIRED
23 Greater public awareness of bee keeping requirements	Promote existing guidelines for beekeeping in residential backyards developed by licenced apiarist organisations.	Guidelines promoted to community.	Year 1 & ongoing	Internal
	Promote City of Unley hosted bee hives at Unley Community Centre as a positive example of good bee keeping.		Year 1 & ongoing	Internal
	Widely promote the legal requirements to register beehives with PIRSA.	Promotional campaign over the life of this Plan.	Year 1 & ongoing	Internal



9. RESOURCES

Some free downloads, posters and handouts are included to educate the community on good dog etiquette and dog body language. These resources may be used on Council's webpage, as a handout, on social media platforms and/or as a part of education campaign.



DOG BODY LANGUAGE

Lili Chin has produced a poster on basic dog body language.

Download poster here:
doggiedrawings.net/freeposters

Other great resources by Lili Chin available on her website at doggiedrawings.net.

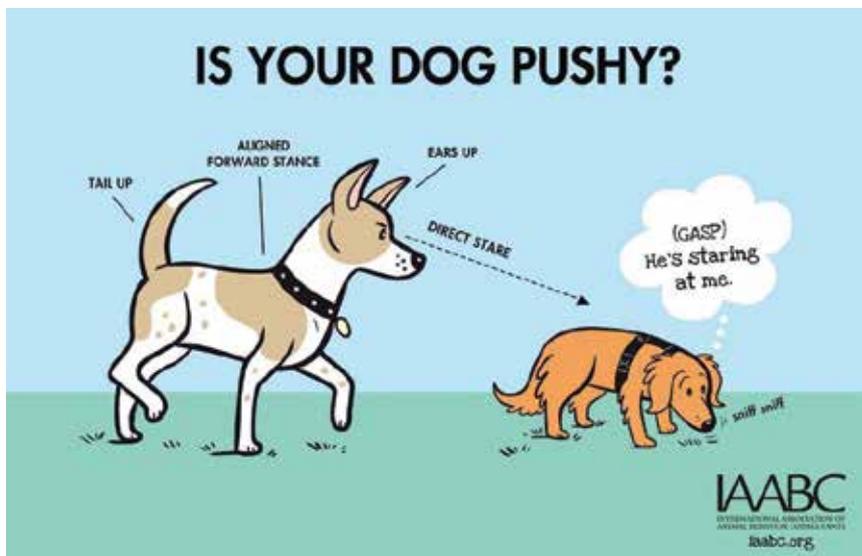


DOG PARK SAFETY PROJECT

This project is by The International Association of Animal Behaviour Consultants (IAABC)

The Dog Park Safety Project provides a series of posters to promote safety in dog parks and in dog play. The posters (JPEG format) can be download from IAABC's Facebook site. Drawings by Lili Chin.

Download poster here:
www.facebook.com/iaabcorp/photos/?tab=album&album_id=10154607479924126



DOGS IN NEED OF SPACE (DINOS)

The poster below has been produced by Jessica Dolce and Dogs in Need of Space. The Dino's website also provides some great messages about responsible and respectful dog etiquette for off-leash dogs.

Here is an excerpt from the DINOS webpage:

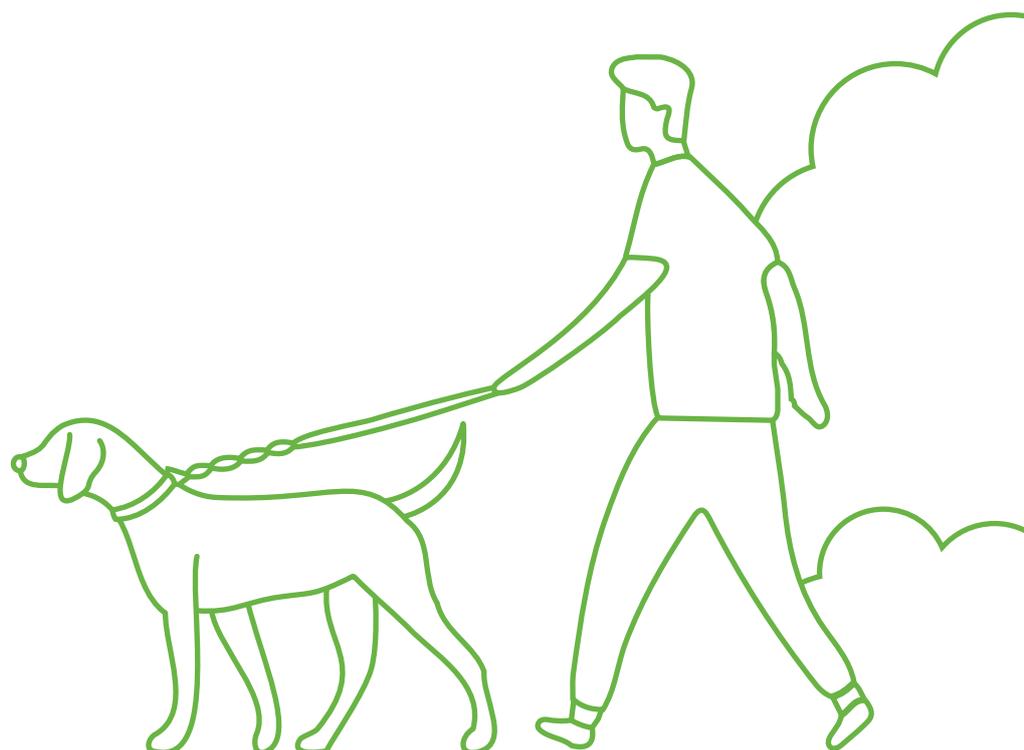
"The best way to approach any unfamiliar dog is by following these easy steps:

- » Obey Leash Laws and Have Your Dog Under Control (even if your dog is friendly!)
- » Always Ask Permission Before Approaching an Unfamiliar Dog
- » Wait for a Response
- » Allow Dogs Enough Space to Pass.

By having your dogs under control and asking permission first, you'll be responsible, respectful, and safe!

Together we can create safe, compassionate communities for people and their pets to enjoy. Responsible dog owners do not leave dogs unattended, allow them to roam loose (unless they are at a designated off leash area), and they abide by leash laws in order to properly manage their dogs while out in public. Responsible dog ownership allows everyone, including children and senior citizens, to have safe, equal access to public spaces."

(DINOS website, 2020).



APPENDICES



APPENDIX A: COMMUNITY ENGAGEMENT

Comprehensive community engagement was undertaken in the preparation of this Plan. The community engagement sought input from the general community on a range of animal management issues.

The community engagement opportunities included:

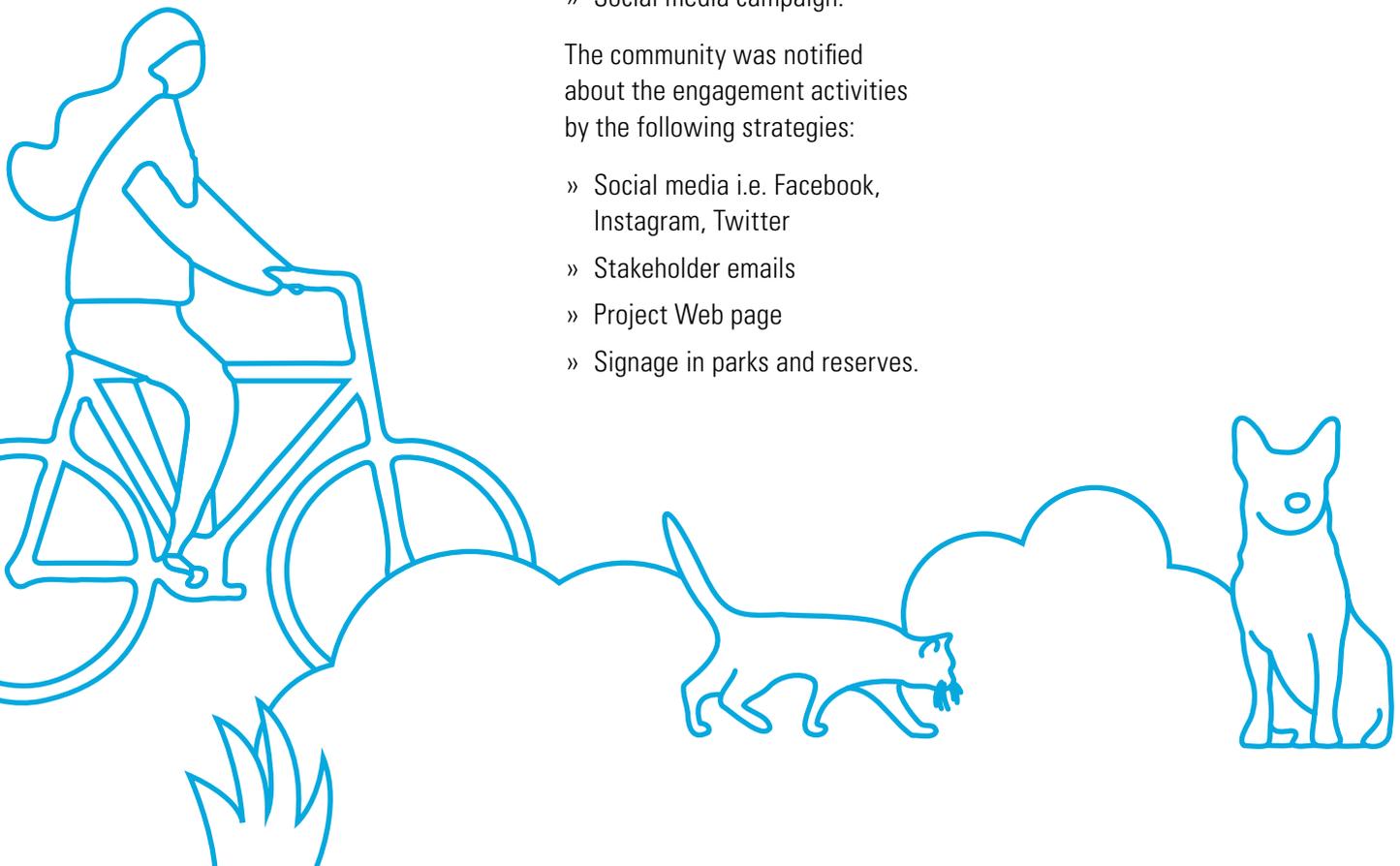
- » Survey #1: Online community survey on dog and cat management topics (14 April – 5 May 2020)
- » Survey #2: Online community survey on dog access in parks and reserves (14 July – 18 August 2020)
- » Staff workshops
- » Elected Member briefing
- » Social media campaign.

The community was notified about the engagement activities by the following strategies:

- » Social media i.e. Facebook, Instagram, Twitter
- » Stakeholder emails
- » Project Web page
- » Signage in parks and reserves.

The following interactions were recorded during the preparation of this Plan:

- » 223: Survey #1: April-May 2020, completed surveys
- » 326: Survey #2: July – August 2020, completed surveys
- » 1: Formal submission from Cats Inc.

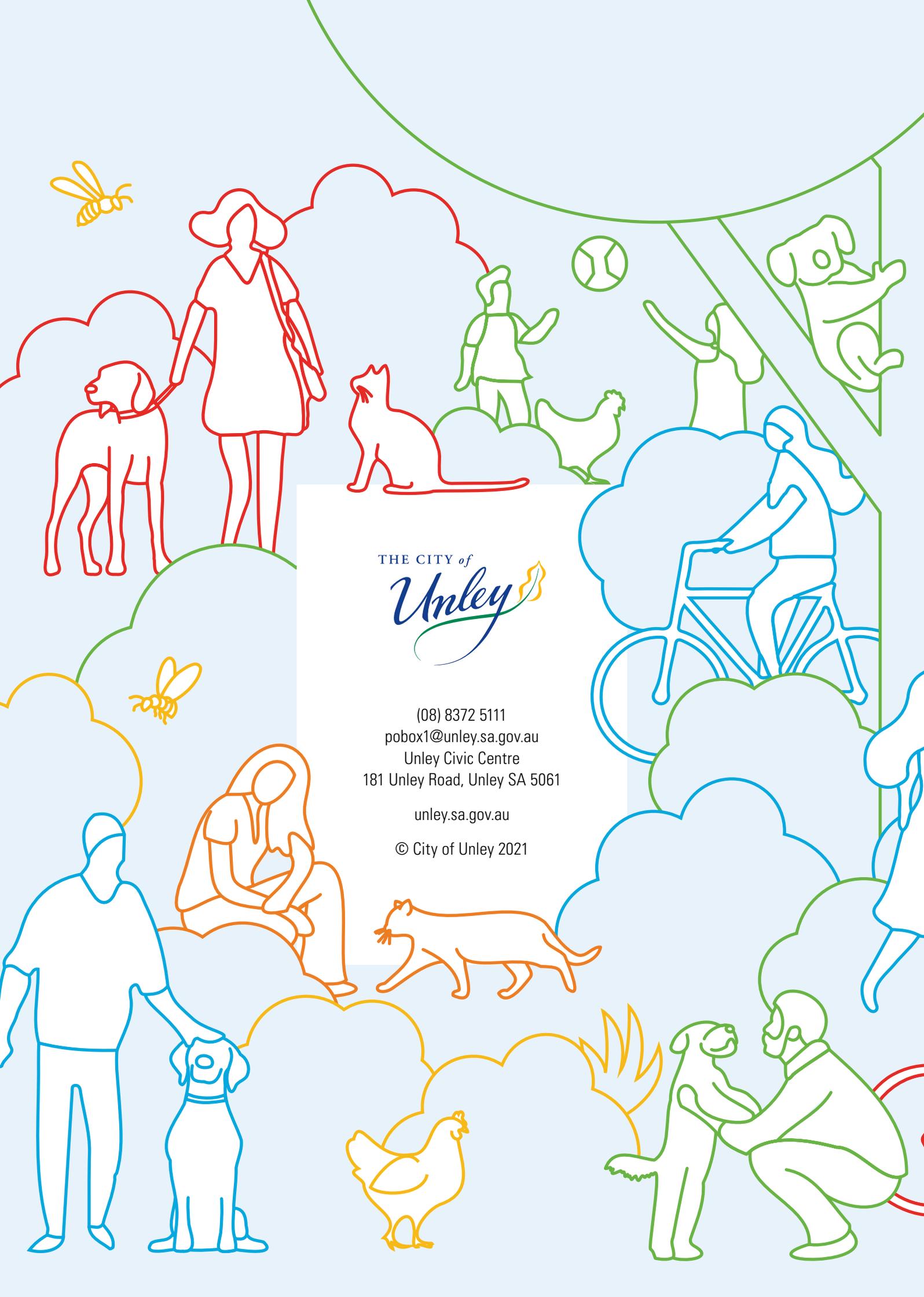


APPENDIX B: CURRENT ON-LEASH, DOG EXERCISE (OFF-LEASH) & DOG PROHIBITED AREAS



DOG PROVISION	PARK/RESERVE	SUBURB
Dog Exercise (Off-leash) at all times (with no restrictions at all)	None	N/A
Dog Exercise (Off-leash) at all times (except during organised sport activities) Time-share arrangement	Goodwood Oval	Millswood
	Orphanage Park	Millswood
	Unley Oval	Unley
	Ridge Park	Myrtle Bank
Dog Exercise (Off-leash) between 5 pm – 10 am Daily Time-share arrangement	Everard Park Reserve	Everard Park
	Page Park	Clarence Park
	Forestville Reserve (Unley swimming centre)	Forestville
	Village Green	Unley
	Fullarton Park (Community Centre)	Fullarton
	McLeay Park	Parkside
	Howard Florey Reserve	Parkside
	Fraser Reserve	Myrtle Bank
	Wayville Reserve	Wayville
	North Unley Play Park	Goodwood
Dog Exercise (Off-leash) daily between 5 pm – 10 am Daily and on-leash at all other times Different zones in one park	Soutar Park	Goodwood
	Heywood Park	Unley Park
	Scammell Reserve	Myrtle Bank
Dog Exercise (Off-leash) at all times (except during organised sport activities and no dogs allowed) Different zones in one park	Millswood Park & Millswood Sporting Complex	Millswood

DOG PROVISION	PARK/RESERVE	SUBURB
On-leash at all times	Charles Lane/Walk (linear trail)	Parkside
	Morrie Harrell Playground	Unley
	Soldiers Memorial Gardens	Unley
	Haslop Reserve	Malvern
	Leicester St Playground	Parkside
	Henry Codd Reserve	Parkside
	Windsor St Linear Park	Unley
	Ron Praise Walk & Culvert St (linear trail)	Unley
	Fern Ave Reserve	Fullarton
	Katherine St Reserve	Fullarton
	Hackett Reserve	Parkside
	Yeo Ave Reserve (Highgate Tennis Courts)	Highgate
	Albert Street Corner	Goodwood
	Simpson Parade Reserve (linear Trail)	Goodwood
	Palmer Ave Reserve	Myrtle Bank
	Ferguson Ave Reserve (linear Trail).	Myrtle Bank
Dogs prohibited at all times	Wilberforce Walk (linear trail between Third Ave and Leah St)	Everard Park
	Kings Park Reserve	Kings Parks
	Princess Margaret Playground	Black Forest
	Dora Gild Play Park	Clarence Park
Goodwood Community Centre	Goodwood	
Unley Park Sports Complex	Unley Park	



THE CITY of
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