

Domestic Animal Management Plan Progress Report November 2016

The tasks outlined in the Action Plan respond to the issues and opportunities identified in developing this Plan.

Timelines may be affected by changing community, council, state and federal government service priorities, and the availability of council and external funding.

	Action	Yr of the Plan				Resp ¹	Evaluation Measures	Progress Comment
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Training of Authorised Officers Objective: To ensure staff have the necessary technical and interpersonal skills to carry out their role.								
1.	Implement an annual staff training and education calendar to maintain best practice technical skills, customer service skills and information programs/briefings, including: <ul style="list-style-type: none"> ▪ Attendance at the annual AIAM conference ▪ Training in <ul style="list-style-type: none"> ▪ Canine DNA evidence collection ▪ Breed identification ▪ Micro chip implanting 	√	√	√	√	Int. A	All Animal Management Officers attend training. Attendance at conferences, seminars, training in line with reviewed education/training program (Action 2)	Achieved. Training calendar for Animal Management courses/seminars/workshops reviewed each year. Animal Management Officers have undertaken training pertaining to animal management and customer service each year to enhance their technical and interpersonal skills. All Animal Management Officers hold a current Certificate IV in Animal Control and Regulation as a minimum requirement.

¹ Int.=Internal departments, Ext.=External groups, agencies, A=Amenity Protection, AD=Aged and Disability, C=City works, DPI=Department of Primary Industries, EOS=Environment & Open Space, F=Family Services, G=Governance, IT=Information Services, LGAs=Local Government Authorities, PIAS=Pet Industry Advisory Service, R=Recreation. **Bold** highlights lead department, groups

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Registration and identification Objective: To increase and maintain high levels of pet registration and permanent identification.								
2.	Introduce an online process for pet owners to provide <i>updated pet information</i> held by Council e.g. pet no longer at that address.		√	√	√	Int. A, IT	Annual increase in number of people registering their pets online Evaluation and improvements implemented.	Achieved. All pet owners are able to register their pets on line. A new on line registration process has been introduced for owners of new pets. 35% of new pets were registered online in 2015/16. The customer satisfaction survey results for the new pet registration process indicates that 84% of pet owners are satisfied with the application process and assistance provided by staff. Pet owners are able to email Council with changes to their pet registration details. Council's website has recently been upgraded and opportunities to make it easier for pet owners to update information online are being explored.
3.	Continue to improve reclaim rates for animals impounded. Yr 1 – Identify and implement initiatives, Yr 2+ implement and enhance	√	√	√	√	Int. A Ext. Pound contract or, welfare groups, vets	Improve reclaim rates by 2%.	Achieved. Council actively works to make contact with pet owners to collect their pets and provides a day stay facility for lost pets which reduces the number of animals sent to the pound. This has increased the percentage of registered animals reunited with their owners with

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								99.3% of pets returned to their owners in the 2015/16 financial year.
4.	Cross-reference Council's database of registered animals with microchip registries to identify unregistered animals.		√		√	Int. A Ext. DPI	Cross reference every 2 years Number of pets identified and registered increased.	In progress. Animal Management Officers randomly audit all impounded dogs by cross referencing all details in Council's database against microchip registries to ensure details are correct and animals are registered. All dogs seized are check against the microchip registries for correct details and registered on release. In 2016 (year 4) dogs on Council's will be audited and cross referenced with the microchip registries database to ensure pets are registered with Council.
5.	Develop and/or review guidelines and procedures relating to: <ul style="list-style-type: none"> ▪ Registration of dangerous and restricted breed dogs. (Develop-D) ▪ Seizure and impounding of unregistered and/or unidentified dogs and cats. (Review-R) ▪ Compliance with Council's desexing requirements for cats. (Formalise/detail) 	√(D)	√(R)		√(R)	Int. A	Guidelines and procedures implemented.	Achieved. All procedures have been reviewed and updated, including the following: <ul style="list-style-type: none"> • The Animal Standard Operating Procedure which provides guidance on registration of dangerous and restricted breed dogs. Council accepts registration for dangerous and restricted breed dogs (providing they are currently registered) providing they comply with the Domestic Animal Act legislation.

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	<ul style="list-style-type: none"> Compliance with registration and identification requirements for dogs and cats. (Review-R) 		√(R)					<p>(Parliamentary inquiry into restricted breed dog legislation is under review).</p> <ul style="list-style-type: none"> A new 'Protecting your cat in Bayside' brochure has been developed to educate the community on desexing, registering and keeping your cat confined overnight. Procedure for Seizure of Unregistered Animals has been developed and reviewed. Guidelines developed for registration and identification for dogs and cats.
<p>Dealing with nuisance issues</p> <p>Objective: To decrease complaints relating to pets.</p>								
6.	*Explore the development of a pet consultation group to assist Council to develop and implement strategies to address pet related issues.		√	√	√	Int. A, EOS, R, F, A Ext. Pet liaison network, sport clubs, vets, dog clubs, pet owners	Recruitment process completed Group consulted on significant new initiatives and strategies and post implementation to obtain feedback on success.	<p>In progress.</p> <p>Council developed a Community Engagement Framework which is used to undertake consultation with the community on new policies or pet activities/initiatives such as a new dog off leash park.</p> <p>A specific pet consultation group has not been established. This will be reviewed this year.</p>

* Referred from Dog Off-leash Policy Review

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7.	<p>*Review the provision of litter bag dispensers at parks with dog off-leash areas to determine their effectiveness in supporting responsible dog ownership.</p>	√	√	√	√	<p>Int. A, EOS, R</p> <p>Ext. Pet liaison network, sport clubs, vets, dog clubs, pet owners</p>	<p>Develop policy and strategy and implement.</p> <p>Monitor utilisation rates.</p>	<p>Achieved.</p> <p>Litter bag dispensers for pets have been reviewed in 50 locations throughout Bayside with 75 dispensers in use.</p> <p>Approximately 3600 rolls used per year. Utilisation is high and community feedback is positive indicating that they are effective towards supporting responsible pet ownership.</p> <p>Council supports the use of bag dispensers in Dog off Leash (DOL) areas. A litter bag dispenser has been introduced in a new DOL area at Wishart Reserve, Hampton East.</p>
8.	<p>*Provide a community education and awareness program to:</p> <ul style="list-style-type: none"> ▪ reinforce Council's local law that requires dog walkers to carry a device for picking up dog litter, and to pick up after their dog ▪ develop strategies to address dog litter issues (with the support of dog walkers and owners). 		√	√	√	<p>Int. A, IT, EOS, R</p> <p>Ext. Pet liaison network, sport clubs, vets, dog clubs, pet owners</p>	<p>Decrease in dog litter complaints received by Council compared to previous years.</p>	<p>Achieved.</p> <p>Community education regarding responsible pet ownership and picking up after your dog provided:</p> <ul style="list-style-type: none"> • at an annual Pet Expo & Registration Day); • in education articles included in the annual Bayside Pets Newsletter and Bayside's Let's Talk news publication; and • by Animal Management Officers patrolling local parks. <p>Number of complaints regarding dog litter from residents has</p>

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								decreased with 18 in 2013/14, 19 in 2014/15 and 14 in 2015/16. Animal Management Officers hand-out litter devices during their daily park patrols to assist dog owners in their obligation to clean up after their dogs.
9.	*Liaise with the management of the Cheltenham Golf Course, and local dog walkers to ensure the responsible behaviour of dog owners.	√				Int. A, R, OES Ext. Chelt. Golf Course, pet network, residents	Strategies implemented to improve compliance and the safety of Cheltenham Golf Course users and pet walkers.	Achieved. After consultation with the management of the Cheltenham Golf Club, more dog signs were introduced along the perimeter fence and park patrols were increased. This has resulted in a reduction in complaints/concerns raised by the golf course, with zero complaints regarding dog issues received over the previous two years.
10.	Development of dog owner / dog etiquette guidelines. This will consider strategies to address possible conflicts between dogs and children, cyclists, older/frail/disabled people, sporting surfaces, native flora and fauna and dogs.			√	√	Int. A, R, ES Ext. pet network, dog owners, residents	Guidelines developed and promoted. Review of dog off leash areas (e.g. dog parks) including site selection/option analysis, design and procedures	Achieved. Developed a new DL flyer "Bayside Pets - A Guide for Owners". The flyer is promoted by Animal Management Officers during Pets in the Park drop in sessions and hand out during park patrols. The new resource will be posted on Council's website.

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							Yr 3+ - installation of dedicated dog off-lead areas – Resources requirements determined as part of analysis	Dog off leash areas reviewed and a new Dog off Leash area has been introduced in Hampton East (2015).
11.	Develop/review procedures for: <ul style="list-style-type: none"> ▪ dealing with cats that trespass on premises without permission (s.23) (Review) ▪ dealing noise nuisance complaints for dogs and/or cats (s.32) (Review) ▪ dogs in conservation zones (Develop) ▪ attending the VCAT to hear appeals of dog and/or cat owners (Part 7D) (Develop) 	√(R) √(D) √(D)	√(R)	√(R) √(R)		Int. A Ext. DPI	Policies developed and reviewed every three years, or as required.	Achieved. The following procedures have been reviewed and/or developed: <ul style="list-style-type: none"> • Procedure for cat trapping/nuisance complaints has been reviewed and updated. • Barking dog standard operating procedure reviewed. • Procedures for dogs in conservation zones will be incorporated in the Animal standard operating procedure. • Council Officers comply with VCAT procedures when attending appeals related to dogs and cats. A procedure is not required.
12.	Promote the benefits of dog training and encourage attendance at dog obedience training.	√	√	√	√	Int. A, IT, R Ext. Pet liaison network, sport clubs, vets, dog	Information prepared for website and hard copy Targeted promotion program developed and implemented	Achieved. Council promotes the benefits of animal welfare and dog training on Council's website and dog training demonstrations are provided at the annual Bayside Pet Expo.

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						clubs, pet owners		
13.	Targeted education and enforcement campaigns implemented in conjunction with local sporting clubs, committees of management and local communities to reduce nuisance behaviours.		√	√	√	Int. A, R Ext. Pet liaison network, sport clubs, pet owners	Targeted promotion program developed and implemented. Information provided on Council's website and in hard copy as required.	In progress. Drop in sessions were introduced at several sporting grounds last summer to educate dog owners on their responsibilities. Enforcement action completed as required. Community consultation with sports clubs members identified the need for new portable A frame dog signs to be introduced and displayed by clubs during practice and sporting matches to discourage dogs off leash impacting on local sporting events. A frames will be provided.
14.	Work with café proprietors to develop information on managing your pet when dining at footpath cafés and monitoring safety.		√	√	√	Int. A, Ext. Pet liaison network, café owners, pet owners	Targeted promotion flyer developed, implemented and promoted.	Achieved. Community consultation with local business proprietors indicated that a flyer would not be successful. A new coaster that includes the following educational message: 'Please make sure your dog is on a leash and by your side at all times so we can all enjoy our café experience' was developed and distributed to cafes with outdoor seating. Educational information including the coaster is provided to café proprietors annually with the annual footpath trading permit.

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Managing dangerous, menacing and restricted breed dogs Objective: To effectively manage dogs classified as dangerous, menacing, or of a restricted breed.								
15.	Flag certain breeds on registration database for assessment.	√	√	√	√	Int. A	Database developed and maintained for dangerous dogs.	Achieved. Dangerous/menacing and restricted breed dogs are flagged on Council animal registration database. Approximately 35 Staffordshire Bullterriers were assessed and no dogs were identified as restricted breeds.
16.	Cross-reference microchip database information with current council registration database for potential restricted breed dogs.	√	√	√	√	Int. A, IT	Annual cross reference undertaken.	Achieved. Cross referencing of impounded dogs on the microchipping database with council's registration database has not identified restricted breed dogs.
17.	Develop procedures/checklist for when/how to 'declare a dog' dangerous/restricted/menacing .	√	√			Int. A Ext. DPI, microchip registers	Procedure developed and implemented.	Achieved. Dog declaration matrix has been developed to determine if a dog needs to be declared. Animal Management Officers use the restricted breed matrix developed by the Department of Economic Development, Jobs, Transport and Resources.

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Attacks and rushing by dogs Objective: To minimise the incidence of dog attacks and rushes in the home and in public places								
18.	Define categories of dog 'attack' (e.g. rush, physical injury) and document more detailed information about the attack and environment/circumstances to enable targeted education programs.	√	√	√	√	Int. A	Yr 1-prepare records information/data collection checklist Review recording procedures and provide relevant training Yr 2+ Collection and reporting of data as per checklist	Achieved. Dog 'attack' information is recorded on Council's database and results reviewed to identify trends and opportunities to reduce the incidence of attacks. Education provided to the community on responsible pet ownership and regular patrols have been undertaken of locations where incidents have increased.
19.	Inform community of outcomes of dog attack court cases and provide community education.	√	√	√	√	Int. A Ext. DPI , microchip registers	Number of publications and reduction in dog attacks in comparison to previous years.	Achieved. Decision made not to publish dog attacks details as this can encourage negative views by the public towards dogs. The incidence of dog attacks and education information is published in Bayside Pets newsletter which is distributed to dog owners annually.
20.	Develop dog attack standard operating procedure.	√	√	√	√	Int. A	Procedure developed, implemented and reduction in dog attacks in comparison to previous years.	In progress. A dog attack procedure has been developed and implemented. Community patrols and additional

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								<p>education has been required as the number of dog attacks has increased slightly in the past three years with:</p> <ul style="list-style-type: none"> • 78 serious and non-serious attacks reported and 8 dog rushes in 2013/14; • 89 serious and non-serious attacks reported and 24 dog rushes in 2014-15; and • 91 serious and non-serious attacks reported and 15 dog rushes in 2015-16.
<p>Overpopulation and euthanasia</p> <p>Objective: To minimise the number of pets surrendered, animals without homes, and animals euthanised.</p>								
21.	Investigate on-going discount desexing program options with shelters, veterinarians for low socio-economic groups.		√			Int. A Ext. DPI, vets, shelters, pound contract or	Investigated and any discount desexing programs promoted.	<p>Achieved.</p> <p>Council is a participant in the AVA/MAV desexing scheme. Discount vouchers provided to residents who are concession card holders or disadvantaged.</p>
22.	Identify reasons for pets being euthanised from pet owners and provide education as required e.g. behavior, ill health, unwanted.	√	√	√	√	Int. A Ext. Pound contract or	Information obtained and education campaigns implemented to address issues identified.	<p>In Progress</p> <p>For the past three years 7 dogs (0.9% of those collected) and 55 cats (31.6% of those collected) were euthanised. The dogs and cats were unregistered and Council was not able to identify the owners.</p>

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								Council will continue with its current programs to reduce stray/part owned pets.
23.	Participation in the 'Whose for Cats Campaign', or similar state government program, with local strategies where required in relation to stray cats, partly owned cats and undesexed cats (including kitten 'give aways').	√	√	√	√	Int. A, Ext. DPI, vets, shelters	Promotion of campaign in conjunction with local media and key stakeholders Local strategies implemented	Achieved. 'Whose for Cats Campaign' is not currently being offered by DEDJTR. Council offered and promoted a Cat awareness week in 2012 targeting part owned and unregistered (which includes undesexed cats). Daily patrols, pet events, enforcement and ongoing education programs including the cat trapping program, has assisted Council to identify strays, feral and unregistered cats. Compulsory desexing order was introduced for cats in accordance with section 25 of the Domestic Animals Act in 2011.
Domestic Animal Businesses								
Objective: To work in partnership with domestic animal businesses to ensure positive outcomes for animals and business operators.								
24.	Conduct a desktop search for commercial dog training and other Domestic Animal Business that are not registered with council.		√		√	Int. A,	Research and door knock conducted and registration enforced as required.	In progress. Completed in year 2 (2013) and all businesses were registered. A desk top search will be completed this year to identify any business that are operating without registration.

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25.	Develop procedures for the following: <ul style="list-style-type: none"> ▪ the seizure of documents (s.75) ▪ attendance at VCAT to hear appeals of proprietors of domestic animal businesses (Part 7D) 			√	√	Int. A	Refer Action 28	In progress. Council has not needed to seize documents. The development of a procedure has been postponed until the restricted breed dog legislation has been completed. Council Officers comply with VCAT procedures when attending appeals related to dogs and cats. A procedure is not required.
Provision for dogs off leash Objective: To plan and manage provision for dogs off-leash in consideration of other park and foreshore activity needs.								
26.	*Review provision of dog off-leash areas, in Hampton East and Highett.	√	√	√		Int. A, R, OES, F, AD, Ext. dog owners, residents	Consult with community and Council department staff to identify options Implement findings of review to improve access	Achieved. Community consultation was completed to identify an off lease area in Hampton East and Highett. A suitable dog off leash (DOL) area was identified at Wishart Reserve, Hampton East and endorsed by Council in 2015. Dog off leash opportunities are provided at local reserves in Highett and another suitable location was not identified or required.
27.	*Explore opportunity to trial early morning dog off leash access at 1-2 parks prior to 9.00 am. (Protocols and community based education	√	√	√		Int. A, R, OES, F, AD, Ext. dog owners, pet liaison	Identify options for trial sites, promote and review. Introduce additional sites if feasible.	In progress. No suitable locations have been identified. Further scoping to be completed in 2016/17.

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	program to be developed as part of this trial.)					network, residents		
28.	*Review dog off leash options in the Castlefield easement adjacent to Castlefield Reserve.	√	√			Int. R, OES Ext. sporting clubs	Review use and condition of Castlefield Reserve and options for dog off-leash activity. Implement recommendations.	Achieved. The Castlefield easement is not suitable for dog off leash activities as it is too narrow an area with heavy pedestrian traffic. Use as a dog off leash area would be unsafe for dogs and pedestrians.
29.	*Review access of dogs to sensitive bushland areas, marine sanctuary and in particular Foreshore Precinct No:3.		√			Int. R, OES, A,	Policy/guidelines developed, implemented and promoted.	In progress. Initially internal review completed. New signs to be installed at Ricketts point foreshore and Dendy Beach (Precinct No.3) for dogs on/off leash to encourage responsible pet ownership . Further work to be undertaken in year four, 2016/17.
30.	*Engage with the community to establish protocols and education strategies relating to dog off-leash activities on sports grounds.	√	√	√	√	Int. A, R, OES, F, AD, Ext. pet liaison network sporting clubs, pet owners,	Yr 1 – Form group and develop strategies relating to sporting grounds Yr2+ - Role out strategies/promotion re sports grounds Yrs 3+ Identify additional pet education strategies	Achieved. Animal management staff meet with sporting club members and Council's Recreation Department staff to discuss any concerns regarding dogs. Issues identified by sporting clubs and concerns raised are reviewed and addressed as required. A-frames dog off leash signs are being developed for use by clubs on sporting grounds to discourage

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								<p>dogs off leash during sporting events.</p> <p>Pets in the park drop in sessions held at several sporting grounds to educate the community on responsible pet ownership.</p> <p>Education material continues to be handed out by Animal Management Officers.</p>
31.	*Examine the level of use by commercial dog walkers of open space areas, particularly sports grounds, assess the impact and prepare guidelines/policy to manage future access.	√				Int. A, R, OES, F, AD, Ext. pet liaison network sporting clubs, dog owners,	Discussions with dog owners Guidelines/policy developed and implemented	<p>Achieved.</p> <p>Minimal complaints received about commercial dog walkers. Review completed of commercial dog walkers and it was determined that a policy was not required as there are sufficient controls in place.</p> <p>Councils order under section 26 of the Domestic Animals Act 1994, limits the number of dogs that can be walked at any one time, a maximum of 4 dogs.</p>
32.	*Explore options to provide consistent zones and/or consolidate zones on beaches.	√	√	√		Int. A, R, OES, F, AD, Ext. pet liaison network, dog owners, residents	Zones reviewed and changes implemented accordingly	<p>Achieved.</p> <p>Dog on and dog prohibited zones have been reviewed and meet dog owner's needs. Zones are consistent with Kingston Council.</p> <p>Foreshore signs have been improved to reduce/remove confusion with the different zones</p>

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								along the foreshore (refer to item 33).
33.	*Review and improve dog off-leash signage	√	√	√	√	Int. A, R, OES, F, AD, Ext. pet liaison network, dog owners	Signage upgrades to meet community need.	Achieved. Dogs off leash signage in Council's reserves and along the foreshore was reviewed and replaced with new signage where required. A new standard sign design has been developed to improve the clarity of information on the signs and ensure a consistent approach is adopted throughout Bayside reserves. In total, 110 existing signs were repaired at 44 locations and 147 new signs were erected, to replace outdated/damaged signage at 36 Reserves/along the Foreshore.
34.	*Develop dog off-leash area 'fencing' guidelines (involving signage or landscaping treatments) for inland parks and reserves. (Ideally this could be undertaken through the Australian Institute of Animal Management and/or Parks and Leisure Australia and to develop and implement a universal approach.)	√	√			Int. R, OES, A	Guidelines developed and implemented.	Achieved. Sustainable natural materials are used in line with the character of the area and can comprise of timber, wire, signs, hedges or landscaping treatments. Standard fencing guidelines have not been developed as the fence type is dependent upon the location and the other user of the park/reserve (for example children accessing a playground or a lake with wildlife may require a sturdier fence).

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35.	*Update the dog off-leash brochure and include an online version suitable for download.		√	√		Int. A, R, I, OES, F, AD Ext. pet liaison network	Brochure published and hard copies distributed.	Achieved. New dog off leash brochure developed and posted on Council's website. Hard copies available and distributed at Council's corporate centre office.
Service enhancements Objective: To enhance animal management services in response to community needs and service management imperatives.								
36.	Provide more accessible information for inclusion on Council's website, in the pet newsletter, pet expos and community events, and local media. Information will be provided on: <ul style="list-style-type: none"> ▪ selection of pets suitable to different households and family types ▪ cat containment information e.g. indoor and outdoor enclosure, purchase and construction options, educational information about cats and confinement ▪ dog confinement, barking dogs, providing enrichment environments and activities 	√	√	√	√	Int. A, I, OES, R, F, AD Ext. pet liaison network, vets, pound contractor, shelters, DPI, PIAS	Information and promotional plan to be developed that determines: <ul style="list-style-type: none"> - target groups e.g. children, pet owners - type and format of information - timelines for production and rollout of information - key performance/ achievement measures 	In progress. Information and promotional plan developed. Council collect and publish Animal Management data, for "Know your Council" website and in the Council's annual report. New programs/materials that have been developed include the following: <ul style="list-style-type: none"> • Developed a new DL flyer "Bayside Pets - A Guide for Owners";; • Café coaster developed and distributed to business owners with footpath dining permits; • Children Pets Activity book developed – educational booklet on pet ownership; • "Walking your Dog in Bayside" map, with dates and times for seasonal dog off leash and access

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	<ul style="list-style-type: none"> ▪ pet support (including commercial) and interest groups e.g. trainers, community groups, pet businesses, wildlife carers, and animal welfare groups ▪ how to find or return a lost pet, including strategies for returning with minimal stress and without the need for intervention by council or the pound operator ▪ dog off-leash areas including relevant times and locations ▪ health and wellbeing tips ▪ how to address pet behaviour issues and pet education ▪ regulations, including litter laws ▪ information on the management and registration of 'restricted breed' or 'dangerous' ▪ information of the management of dogs declared as 'menacing' ▪ strategies to address cat over-population and associated campaigns 						<p>changes along the foreshore; and</p> <ul style="list-style-type: none"> • Regular pet related articles were published in Council's Let's Talk Bayside newsletter. <p>Annual programs offered including the following:</p> <ul style="list-style-type: none"> • Pet events • Pets in the Park, (Drop in information sessions) • Park patrols • Pooch Pouch bags • Cat tag upgrades • Animal registration audit • Registration renewal/reminder SMS 	

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	e.g. 'Whose for Cats' campaign <ul style="list-style-type: none"> profiling of lost and found pets on council's website 							
37.	Work with the community to optimise involvement in the planning and running of the pet expo (annual).	√	√	√	√	Int. A, I, OES, R, F, AD Ext. pet liaison network, vets, pound contractor, shelters, DPI, PIAS	Annual Expo held and attendance increase by 10%.	Achieved. Pet Expo held annual and attendance increased from approximately 1,000 in year 1 to 2,000 in year 3. It is difficult to determine exact attendance as it is a free community event. Bayside Pet Expo provides families with an exciting day of entertainment and pet information ranging from, displays, demonstrations, interactive events and children's activities. There is exhibitors featuring pet related products and services to try and buy as well as free Reptile Handling and Pony Rides.
38.	Review the pound service contract to optimise pet returns to their owner.		√			Int. A Ext. Pound contractor, DPI, other LGAs	Pound service review (internal and with contractor) undertaken and contract awarded to pound operator.	Achieved. New pound tender developed and contract awarded to the Lost Dogs Home. 99.3% of pets returned to their owners in the 2015/16 financial year

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								Bayside has a higher return rate than neighbouring Councils (LGPRF data).
39.	Work with Maternal Child Health Nurses and early childhood staff to optimise the distribution of DPI education booklet 'We are Family' ²	√	√	√	√	Int. A, F, I Ext. parents groups, shelters, vets, pet owners	Education booklet distributed to families by Maternal and Child Health Nurses and early childhood staff.	Achieved. Education booklet 'We are Family' distributed in year one and two to families accessing the Maternal and Child Health Service. A new Pets Activity Book has been designed and distributed to local children. The booklet has enjoyable activities that young children can complete whilst at the same time learn about pet care and the responsibility of pet owners.
40.	Review procedures and resources for supporting pet owners and their pets in an emergency and update the Municipal Emergency Management Plan		√		√	Int. A, DPI	Municipal Emergency Plan updated.	Achieved. Council Municipal Emergency Management Plan (Part A3 & Part C8) supports pet owners and pets that may need to attend relief centers during an emergency. The animals may require housing, containment, supplementary feed or water, and veterinary treatment.

² We Are Family; A guide to nurturing the child and pet relationship from pregnancy to pre-school