



Fraser Coast Regional Council

DOMESTIC ANIMAL MANAGEMENT STRATEGY

COMMUNITY ENGAGEMENT & EVALUATION

REPORT – Stage 1

November-December 2022





Remit: provide residents with opportunity to be involved in the process of setting a strategy that will align with community expectations and Council needs in the coming 10 years.



Council is developing an Animal Management Strategy to provide a framework for the delivery of animal management services and initiatives over the next 10 years, and to help achieve the purposes of the Animal Management (Cats and Dogs) Act 2008 and FCRC Local Laws. The Strategy is a living document and will be reviewed annually.

Council will draft the strategy and has engaged with our community to ensure it meets the strategic and operational environment of Council and has a cultural fit within community expectations. The engagement component of the strategy development was conducted by Council's Community Development & Engagement staff, with assistance from the Community Rangers and Animal Facilities team members undertaking field work.

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1 EXECUTIVE SUMMARY

1.1 OVERVIEW – STAGE 1 ENGAGEMENT

Under the Animal Management (Cats and Dogs) Act 2008, Local Law No.2 (Animal Management) 2011 and Subordinate Local Law No.2 (Animal Management) 2011, Council has an obligation to work with the community to promote and encourage responsible pet ownership through information, education and investigation.

Consequentially as part of effective animal management and to be responsive to the ongoing needs and wants of residents an animal management strategy has been developed. This is the first time Council has developed a comprehensive domestic animal management strategy, and it is expected to generate considerable interest from residents. To help inform direction our community were provided with the opportunity to be involved in the process of setting a strategy.

This is stage 1 of the engagement process. The second stage will occur when the strategy is drafted, and it will be made available for feedback to the community. The objective of the engagement strategy was to ensure the action plans will align with community and Council needs.

1.2 KEY STAGE 1 ENGAGEMENT FINDINGS

This project received a high engagement rate, with residents being offered many opportunities to provide their feedback and have their views captured for consideration. The sample size of the survey response of 573 was significant enough to more than adequately provide a 95% confidence level and a 5% margin of error that this sample represents the views of the Fraser Coast residents¹.

The services which residents identified as being most important are seeking “a strong enforcement approach to irresponsible pet ownership” (462, or 81%) and equally “response, prevention and reduction of dog attacks” (461, also 81%). Barking was of significant concern and residents have identified the need for more resourcing and more after-hours response. A preference for cat registrations was indicated (436 or 78% stated they supported the implementation of cat registration, 431 or 75% said it was important to have a consistent approach to the keeping of cats and dogs, and 415 or 73% requested a reduction in roaming cats). The need for more off-leash facilities was off-set by a request for fewer off-leash facilities (35 people requested more dog parks, 42 requested fewer). However, many people asked for better facilities at the existing dog parks (42 people).

From the social media engagement and high survey participation, it became apparent that this is a highly emotive issue for many residents, and in particular those aged over 55 years. On some topics, responses were fairly universal – residents wish to feel safe when dealing with domestic animals, whether or not they own one. However, the interpretation of how this would be best achieved was quite varied.

Of the communication channels used, the Facebook posts resulted in the most engagement and the highest number of surveys being filled in, followed by a Council newsletter or email.

The Community Engagement team will continue to test different communication channels and methodologies to obtain feedback, and assess each channel’s effectiveness.

¹ Confidence level tells you how confident or certain you can be that your data is representative of the entire population. Most researchers strive for a 95% confidence level, meaning that you can be 95% certain that the results reflect the opinions of the entire population. The margin of error is a statistic expressing the amount of random sampling error in the results of a survey. The larger the margin of error, the less confidence one should have that a poll result would reflect the result of a survey of the entire population. For a population of 108,000, 385 people are required for a valid sample.



For Round Two, when seeking feedback on the draft strategy, it is recommended that other communication channels be considered such as corflutes and one-on-one focus groups with individual stakeholder groups.

The survey itself was considered complicated by a number of respondents, and in Stage Two, the questionnaire will be simplified to make it easier to respond on a mobile device.



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2 INTRODUCTION

2.1 ENGAGEMENT STRATEGY OUTLINE

Council is developing an Animal Management Strategy to provide a framework for the delivery of animal management services and initiatives over the next 10 years, and to help achieve the purposes of the Animal Management (Cats and Dogs) Act 2008 and FCRC Local Laws. The Strategy is a living document and will be reviewed annually.

Under the Animal Management (Cats and Dogs) Act 2008, Local Law No.2 (Animal Management) 2011 and Subordinate Local Law No.2 (Animal Management) 2011, Council has an obligation to work with the community to promote and encourage responsible pet ownership through information, education and investigation.

The engagement component of the strategy development is being conducted by Council's Community Development & Engagement staff and covers area such as:

- Education
- Enforcement
- Community Facilities/Off leash Areas
- Animal Facilities (Pound)
- Responsible Pet Ownership
- Officers Development

2.2 ENGAGEMENT OVERVIEW

Remit: Provide residents with opportunity to be involved in the process of setting a strategy that will align with community expectations and Council needs over the next 10 years

The purpose of the engagement is to ensure residents living in the FCRC region whether animal owners or not, have an opportunity to provide feedback on what they believe is important in a domestic animal management strategy; services Council provides versus services wanted or needed; within the constraints of the Animal Management (Cats & Dogs) Act 2008 and Council's Local Laws.

Council's objective is to provide residents with opportunity to be involved in the process of setting a strategy that will align with community expectations and Council needs in the coming 10 years.

2.2.1 Engagement Scope

Inclusions:

All matters relating to animal management in the Fraser Coast region incl:

- * Responsible Pet Ownership
- * Service delivery expectations
- * Officer standards -Training and qualifications
- * Management of Animals in Public Spaces
- * Protecting the Environment
- * Community Education (e.g. how do residents report wandering dog; barking dog etc; locate their own lost animals; responsible ownership; dog parks; off leash areas; beaches)
- * Fees & charges



- * Pound & adoption centre facilities
- * Reporting; systems & procedural improvements (departmental efficiencies & effectiveness)

Exclusions:

Anything already covered by the Local Laws Review recently conducted (noting that any information gathered as part of the local laws review which is relevant to this project will be considered as part of the overall engagement).

2.2.2 Engagement Timeline

Engagement process began on Friday 12 November 2021 when the Engagement Hub page was published and the survey opened. The process was launched via media releases and on Council's Facebook, and concluded on Sunday 12 December 2021 when the survey closed.

- Phase One: planning and pre-engagement – November 2021
- Phase Two – Engagement Stage one (seeking input into the strategy) November – December 2021
- Phase Three – Post engagement – analysis of responses to survey and feedback via other mechanisms – December 2021
- Draft Strategy – completed February 2022
- Phase Four – Engagement Stage Two – February-March 2022
- Phase Five – final engagement report, and final draft for approval by Council – March-April 2022

2.3 BACKGROUND AND CONTEXT

As the community of the Fraser Coast region continues to grow and evolve, so too, does the diversity of lifestyles and the ways in which pets engage in our daily lives.

Pets play an important role and contribute to the wellbeing of many people within our region. Increasingly, pets are becoming more than 'just a pet' – they offer companionship and are part of the family. Council understands however, that pets may not be for everyone. People have different experiences, connections and views with regard to pets and are impacted by them in different ways. Some people prefer the ability to venture into and enjoy public places that are completely pet free, whereas others would prefer to immerse themselves completely in the 'pet friendly', all-inclusive lifestyle. For these reasons, Fraser Coast Regional Council considers animal management to be vital in ensuring a harmonious co-existence between people, pets and places.

Fraser Coast Regional council, as a local government body, plays an important leadership role in supporting and promoting responsible pet ownership, community safety and healthy living through a well-informed community. We recognise that as the entity at the forefront of this responsibility, that effective animal management is key. Effective animal management, that contributes to harmonious co-existence between people, pets and places begins with responsible pet ownership.

Under the *Animal Management (Cats and Dogs) Act 2008*, *Local Law No.2 (Animal Management) 2011* and *Subordinate Local Law No.2 (Animal Management) 2011*, Council has an obligation to work with the community to promote and encourage responsible pet ownership through information, education and investigation. Consequentially as part of effective animal management and in order to be responsive to the needs and wants of our community, Council is developing a Domestic Animal Management Strategy.

3 METHODOLOGY

3.1 THEMES AND CATEGORISATION

The Council Regulatory Services team identified a number of themes which were important to collect data around in drafting the Domestic Animal management Strategy (Cats and Dogs) to meet the requirements of the Act and the Council's local laws.



These were summarised and included in the Community Engagement survey:

- What types of domestic pets do people own, in what numbers and what percentage are registered;
- The seven guiding principles of the service provision of the animal management team, how important are they to members of the community, and what aspects of each are more important than others:
- Customer Service
- Education
- Enforcement
- Community Facilities/Off-leash Areas
- Animal Management Facilities (Pound)
- Responsible Pet Ownership
- Training of Authorised Officers

Key messages included:

- Council provides a range of animal management services, including investigating reports of dog attacks and wandering animals, housing impounded animals, and responsible pet care programs.
- We are developing the region's first comprehensive domestic animal management strategy, and we want the community's input and feedback.
- Residents can help shape the new strategy by completing a survey or speaking to Council officers, who will be at markets and shopping centres throughout the region over the next month.
- The new strategy will provide a framework for how we deliver animal management services over the next decade and help us balance community expectations with the available financial resources.
- Council will review the strategy every 12 months.

3.2 LIMITATIONS

In Q15 of the survey, one question was repeated instead of a different question. The different question which did not appear at all was: **I support the current Local Law provisions in relation to animal keeping numbers on particular allotment sizes and classifications (urban/rural residential/multi res).**

The question which appeared twice was: **I am satisfied that an appropriate regulatory enforcement response to domestic animal issues within the community is provided by Council.**

The responses to the repeated question have been disregarded; however, there is no way to allocate any type of response to the question that was missed.



3.3 COMMUNICATION CHANNELS

3.3.1 Engagement Results – Summary



3.4 ENGAGEMENT ACTIVITIES

3.4.1 Communication Channels

COMMUNICATION CHANNELS





3.4.2 Survey

There were 572 surveys successfully submitted, and 490 started but not submitted, giving a ratio of 53.8% completion rate. Reminders were sent to 310 of these to complete their survey.

This ratio is similar to a previous survey run for the Hervey Bay City Centre which was a similar length although had fewer complex questions such as matrix and scales. That survey had no negative feedback about the difficulty in filling it in, that we are aware of.

See **Appendix One** for detailed analysis of the survey.

3.4.3 Submissions

No official submissions were received from representative organisations. However, 17 direct Contact Forms were sent to the Engagement Hub page, and one postcard from a person who does not live in the region was sent to a councillor.

For details of these submissions and the responses, see **Appendix Two**. There was an additional submission from an individual who wrote a lengthy list of items for consideration in a general comment format. This is included in Appendix Two.

3.4.4 Social media

Council shared the survey link to its main Facebook page three times, and to its other 27 social media accounts over the period of the four-week engagement.

Approx 6,530 people “engaged” with the Facebook posts, meaning they reacted, commented or shared the post. Approx 55,000 people were reached during the four-week period, meaning they saw the post on their feed.

The social media responses have not been included in this report for privacy concerns, but have been analysed for common themes.

3.4.5 Other Feedback

There were a number of comments relating other animals than cats and dogs, as well as some relating to Local Laws and caravan parks. Where these were submitted via the Contact Form, they were responded to directly, and the comments within the survey or social media feed were noted.

3.4.6 Pop up kiosks at markets and shopping centres

The Community Rangers and Animal Facilities team, with the Community Engagement Officer (only to three) attended eight pop-up kiosks at markets and two shopping centres over the four-week engagement period. In addition, there were displays in the community and municipal libraires and the Customer Service Centres.

More than 800 postcards were personally handed out, with a considerable amount of merchandise such leads, small rubber balls, pop-up water bowls and pens.

3.4.7 Emails, eNews from the Council and the Engagement Hub

Notifications of the survey were sent to 6,700 emails on the Council’s eNews list, and 1500 on the Engagement Hub list. The newsletters were sent once to the Council email list and three times to the Engagement Hub list.



3.4.8 Media release with the Mayor

A media release was distributed on the day the Engagement Hub was Hub and the survey made available to the public. However, it was raining heavily that day and the planned event with the Mayor was changed to a quick photo which was then distributed through the Communications media distribution list.

3.5 CONSTRAINTS AND ISSUES

3.5.1 Too complicated, too long, unable to complete:

There were five complaints made on the main Facebook account and three made to the Contact form that the survey was too complicated, too long or “glitched out” prior to successfully submitting it. The Engagement Officer has taken note of this and will reduce or eliminate matrix questions in future as these do not present well on a mobile device.

Additionally, 15-20 questions is the ideal limit for a questionnaire, and any additional questions will result in increased incomplete submissions. However, if presented simply, up to 30 can be asked for meaningful results (sample size), by avoiding matrixes and rating scales. This survey had 23 questions, but eight were in matrix format.

3.5.2 Notification of successful submission:

Approx 10 people asked if their survey had successfully submitted as they were not notified by email. Unfortunately, the Engagement Hub does not offer a confirmation email service unless you are registered on the Hub as a user. A disclaimer advising about this will be added to future surveys.

3.5.3 The political environment:

In response to the third social media post, the comments became very heated and emotional, with examples such as “waste of money”, the council won’t listen anyway” . They appeared at the same time other engagement was occurring for other major projects.

4 ENGAGEMENT FINDINGS

4.1 SOCIAL MEDIA

There were 410 comments on the three Facebook posts. Comments to the Facebook page were wide-ranging. The first two posts garnered mostly positive comments about ways the Council could improve services. These included comments about keeping cats restrained, dog attacks, off-leash facilities (too many/not enough) and the cost of registration. These are also reflected within the survey responses; there were no comments apart from the irrelevant ones which did not appear in the comments within the survey.

There were also five posts about how lengthy the survey was and that it had “glitched out” prior to submitting it. Several people made the same comment a number of times, making it appear there were more negative comments than there were in reality.

Approx 6,530 people “engaged” with the Facebook posts, meaning they reacted, commented or shared the post. Approx 55,000 people were reached during the four-week period, meaning they saw the post on their feed.

The report of findings from the social media posts has not been included in this report for privacy reasons.



Accounts



Fraser Coast Regional Council
Facebook page



Fraser Coast Disaster Coordination Centre
Facebook page



Fraser Coast Animal Pound
Facebook page



Maryborough Aquatic Centre
Facebook page



Our Fraser Coast
Facebook page



Fraser Coast Council
Twitter



Maryborough Open House
Facebook page



Hervey Bay Regional Gallery
Facebook page



Maryborough Showgrounds & Equestrian Park
Facebook page



Fraser Coast Adoption Centre
Facebook page



Fraser Coast Libraries
Facebook page



Brolga Theatre and Convention Centre
Facebook page



Hervey Bay Aquatic Centre
Facebook page



Wetside Water Park
Facebook page



Fraser Coast Regional Council Business and Investment Team
Facebook page



Hervey Bay Botanic Gardens
Facebook page



Gatakers Artspace
Facebook page



The Story Bank Maryborough
Facebook page



Fraser Coast Beachfront Tourist Parks
Facebook page



Hervey Bay Regional Gallery
Instagram



Bond Store Maryborough
Facebook page



Wetside Water Park
Instagram



The Story Bank Maryborough
Instagram



Fraser Coast Regional Council
YouTube



Fraser Coast Regional Council
Instagram



Fraser Coast Regional Council
LinkedIn



Fraser Coast Discovery Sphere
Facebook page



Hervey Bay Aquatic Centre
Instagram



4.2 SURVEY

For a comprehensive report, a copy of the questionnaire and list of specific comments, see **Appendix One**.

4.2.1 Who participated

The most common respondent was aged between 55 and 74 years, lived in Point Vernon, Urangan or Maryborough, and has lived on the Fraser Coast for more than 10 years.

Almost 78% (447) of the respondents own a pet, and 389 of the respondents have registered their pet with Council (86%). Of those who told us what type of pets they owned (394), 67% were dog owners (264).



"Having just lost our two little dogs over the past year I found the council staff empathetic."
"Service is fine but people flaunt the rules when there is limited enforcement."

4.2.3 Summary of answers:

1. The most important* domestic animal management services are:

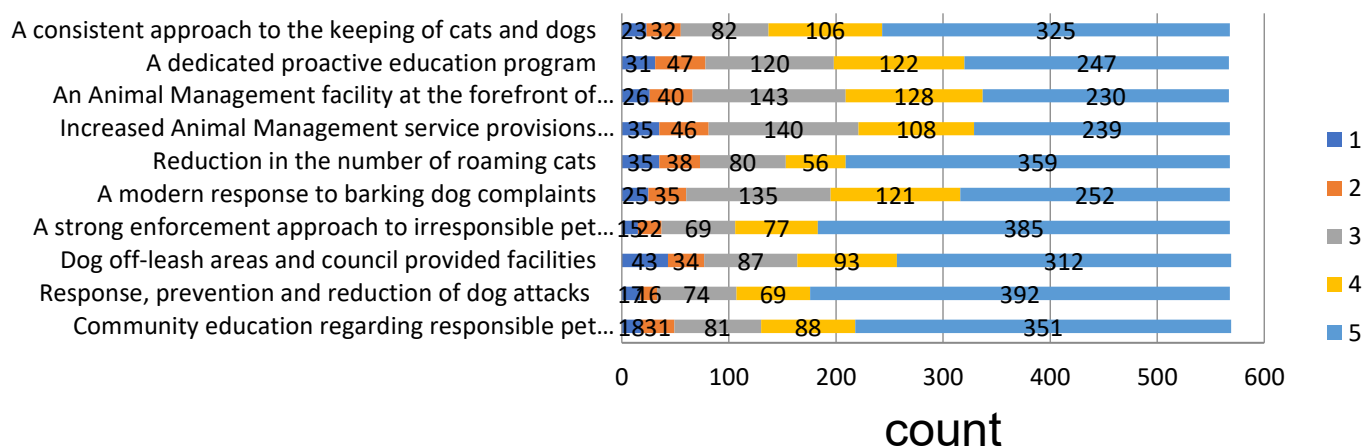
- A strong enforcement approach to irresponsible pet ownership (most important and quite important = 462)
- Response, prevention and reduction of dog attacks = 461

Least important are:

- Increased Animal Management service provisions outside standard working hours = 347
- An Animal Management facility at the forefront of shelter operations and animal welfare = 358

*Scale = 1 most important to 5 least important

Rate the following domestic animal management services as a the level of importance to you





2. Our Seven Guiding Principles as the key areas of focus for improvement of our service delivery:

- Most important to respondents is Responsible Pet Ownership (39%)
- Least important is Training of Authorised Officers (2%)

3. Customer service rating*:

- Most strongly agree: I am satisfied that my dog registration renewal is independent from my property rates notice (63%)
- Most strongly disagree: I am satisfied that Council's Animal Management Team are appropriately resourced to respond to community needs and expectations in a timely and effective manner (40%)

*scale = 1 strongly agree to 5 strongly disagree

4. Education:

- Mostly strongly agree: I am satisfied that Council provides relevant information and education on the benefits of microchipping our domestic animals (34%)
- Most strongly disagree: I have observed Council rangers engaging with community members and are actively identified to be patrolling (37%)

5. Enforcement:

- Most strongly agree: I have a clear understanding of the requirements of me as a pet owner (83%)
- Most strongly disagree: Councils enforcement response to matters of domestic animal nuisance are unreasonable and unjustified (42%)

6. Community facilities/Off-leash areas

- Most strongly agree: Off-leash areas and facilities for my pets are important (68%)
- Most strongly disagree: Council off-leash areas are clearly identifiable and provide adequate separation between all users of public spaces (27%)

7. Animal Management Facilities

- Most strongly agree: I am satisfied that the current Animal Management Facilities promote best practice in operations (54%)
- Most strongly disagree: I would like to see Council's Animal Management facilities being a "one stop shop" for animal services (i.e grooming, veterinary, retail) (24%)

8. Responsible pet ownership

- Most strongly agree: I am currently satisfied that I have adequate knowledge on my responsibilities as a pet owner (83%)
- Most strongly disagree: Council's registration fees are appropriate and set to a level that reflects the cost of running and providing the animal management program (20%)

9. Training of Authorised Officers

- Most strongly agree: I am satisfied that Council officers are competent and knowledgeable in the function of domestic animal management (44%)
- Most strongly disagree: I am satisfied that Council officers are experienced in the investigation of matters such as dog attacks (16%)

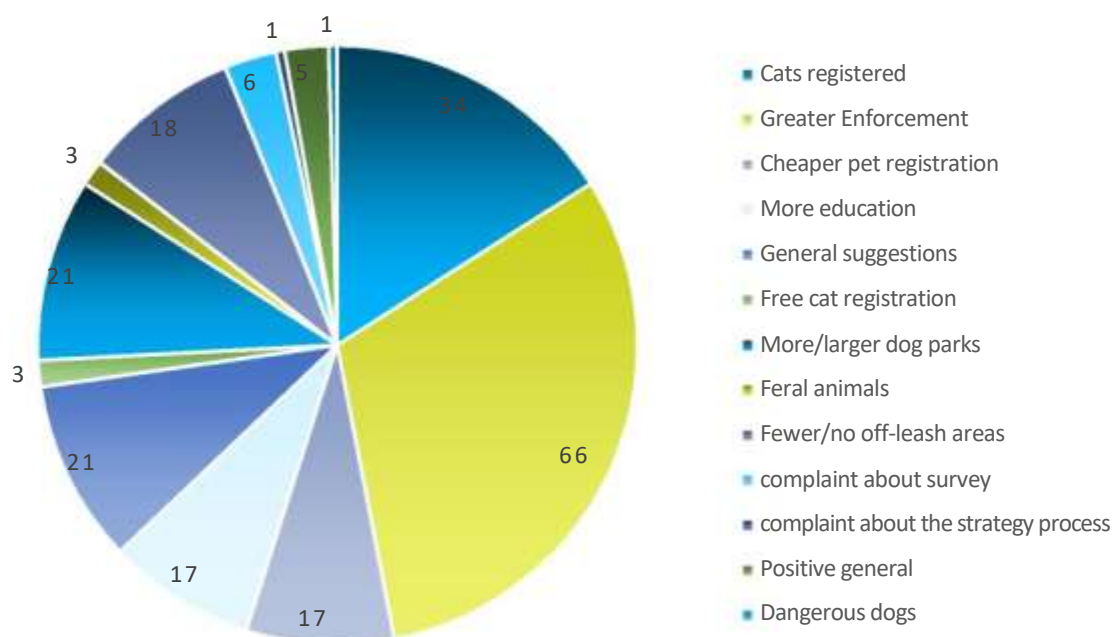
10. General Comments

Cats registered	Greater Enforcement	Cheaper pet registration	More education	General suggestions	Free cat registration	More/larger dog parks	Feral animals	Fewer/no off-leash areas	complaint about survey	complaint about the strategy process	Positive general	Dangerous dogs
34	66	17	17	21	3	21	3	18	6	1	5	1

Greater enforcement was the stand-out concern in the general comments section. This was followed by a significant support for cat registration. An almost equal portion of people wanted more/larger dog parks (10%) as wanted fewer off-leash areas (8%).



Q25 General comments



4.3 SUBMISSIONS

4.3.1 Who contributed

There were no formal submissions received. However, there were 18 individual forms set through the Contact Us form on the Engagement Hub page. See **Appendix Two** for full details.

4.3.2 Submission Feedback

Below is a summary of the submission responses including comment examples.

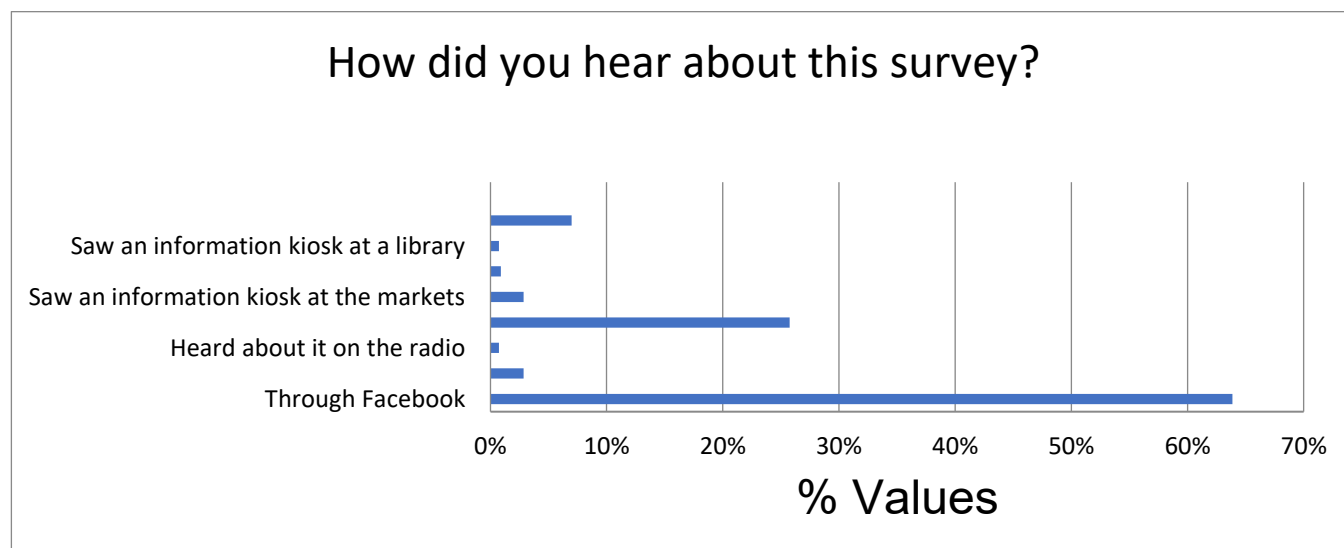
Comments Summary	
More off leash areas	1
More dog parks	3
More off-leash areas	1
Need for cat registration	1
Safety of humans first	1
Dog attacks	2
Extensive commentary on various topics (see Appendix Three)	1

4.4 POP-UP KIOSKS AT MARKETS AND SHOPPING CENTRES

The Community Rangers and Animal Facilities team embarked on an ambitious round of pop-up kiosks over a period of three weeks, visiting five markets, the Food & Groove at Pialba three times, and two shopping centre displays. The libraries were provided with postcards, posters and hard copies of the survey. The team organised a roster for team members, and made the bookings. The Community Engagement Officer attended three of these to assist with handing out postcards and the gauge the sentiment of the public towards participating in the survey.



It is important to note that although the largest number so people who responded said they saw it on Facebook (64%), followed by an alert from the Council eNews (26%), 5% of respondents said they heard about it at a kiosk, making these kiosks more effective than the news story and on the radio combined (4%).



4.4.1 Who participated

More than 800 postcards were distributed through the pop-up kiosks, the libraries and the Customer Service Centres. A wide variety of people were spoken to, and many opinions voiced. These were not recorded, and everyone was encouraged to fill in the survey.

4.5 FEEDBACK RESULTS SUMMARY

The sample size of the survey response of 572 was significant enough to more than adequately provide a 95% confidence level and a 5% margin of error that this sample represents the views of the Fraser Coast residents.²

The services which residents identified as being most important are seeking “a strong enforcement approach to irresponsible pet ownership” (462, or 81%) and equally “response, prevention and reduction of dog attacks” (461, also 81%). Barking was of significant concern and residents have identified the need for more resourcing and more after-hours response. A preference for cat registrations was indicated, and the need for more off-leash facilities was almost off-set by a request for fewer off-leash facilities.

From the social media engagement and high survey participation, it became apparent that this is a highly emotive issue for many residents, and in particular those aged over 55 years. On some topics, responses were fairly universal – residents wish to feel safe when walking the street, with or without their dogs. However, the interpretation of how this would be best achieved was quite varied. Some emphasised the need for after hours, and faster, response rates, and placing the onus back on the Council to investigate complaints, rather than the complainant being required to prove the incident. Others emphasised the need for enforcing dog lead requirements in non-off-leash areas such as beach, parks and streets generally.

² Confidence level tells you how confident or certain you can be that your data is representative of the entire population. Most researchers strive for a 95% confidence level, meaning that you can be 95% certain that the results reflect the opinions of the entire population. The margin of error is a statistic expressing the amount of random sampling error in the results of a survey. The larger the margin of error, the less confidence one should have that a poll result would reflect the result of a survey of the entire population. For a population of 108,000, 385 people are required for a valid sample.



Noise and barking associated with dog ownership was of equal concern, with similar variations in suggested solutions. Although there was some support for reduced or no pet registration, most felt the fee were acceptable and many felt these should be extended to cats.

5 ENGAGEMENT CONCLUSIONS

This project received a high engagement rate, with residents being offered many opportunities to provide their views and have their views captured for consideration.

Of the communication channels used, the Facebook posts resulted in the most engagement and the highest number of surveys being filled in, followed by a Council newsletter or email.

The Community Engagement team will continue to test different communication channels and methodologies to obtain feedback, and the assess each channel's effectiveness.

For Round Two, when seeking feedback on the draft strategy, it is recommended that other communication channels be considered such as corflutes and one-on-one focus groups with individual stakeholder groups.

6 FUTURE STEPS

This is Stage One of the engagement process, and the results will feed into the drafting of the Fraser Coast Domestic Animal Management Strategy (cats and dogs). Council officers will draft the strategy and will seek external expert review to ensure it meets best practice and governance standards. This draft is expected to be submitted to Council for consideration in February, and for public consultation in late February 2022 – early March 2022.

Final feedback will be considered and any changes required made the draft prior to finalisation in March – April 2022.

7 ENGAGEMENT EVALUATION OVERVIEW

IAP2 CORE VALUES

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.

This is evident through the community engagement commitments of this project (particularly the community's input via the survey seeking input into the Seven Guiding Principles of the Animal Management Team) and commitment for the future phases, as well as Council's overall commitment through Council's Community Engagement Policy and Framework.

2. Public participation includes the promise that the public's contribution will influence the decision.

This has been displayed through the community engagement processes and activities, highlighted by inclusion of the community's ideas, feedback and concerns in the detailed report from the survey. This will be continued in the future phases of this project in developing the strategy.



3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.

The needs and interests of all stakeholders (including Council) were considered during the project thus far and this approach will be continued in all future phases. Analysis was also performed during the planning phase to make sure that all key stakeholders continue to be identified and engaged.

4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.

This has been highlighted through the process in engaging with key stakeholders and the wider community. This commitment will be carried out as part of all phases in developing the strategy.

5. Public participation seeks input from participants in designing how they participate.

Council utilised a variety of community engagement activities through the process, which enabled the community to choose how they wanted to be involved in the process and which activities they wanted to participate in. This included social media and a survey, as well a direct submission via a Contact Us form, and comments to Rangers during the pop-up kiosks. This will be continued in all future phases of this project in developing the strategy, and enhanced to include one-on-one workshops.

6. Public participation provides participants with the information they need to participate in a meaningful way.

The community were provided with various pieces of information throughout the engagement to enable them to participate in the process in a meaningful way. For example, for the engagement the community had access to (but not limited to) websites, factsheets, images and posters etc in relation to information about animal management on the Fraser Coast. There were six comments received about the complexity of the survey, and this will be taken into consideration in Stage Two of the consultation.

7. Public participation communicates to participants how their input affected the decision.

This initial engagement report indicates how the community's input has been an important part of the development of the strategy. It is also important to note that the intention is to communicate the findings from this process with the community once endorsed by Council. This commitment will be carried out as part of all phases in developing the strategy.



8 APPENDICES

8.1 SURVEY

8.1.1 Questionnaire

Domestic Animal Management Strategy (Cats & Dogs)

Community Consultation Survey

Fraser Coast Regional Council (FCRC) is developing a Domestic Animal Management Strategy (Dogs & Cats) to provide a framework for the delivery of animal management services and initiatives over the next 10 years, and to help achieve the purposes of the Animal Management (Cats and Dogs) Act 2008 and FCRC Local Laws. The Strategy is a living document and will be reviewed annually.

It's important to Council that residents living in the Fraser Coast region, whether animal owners or not, have an opportunity to provide feedback on what they believe is important in an animal management strategy.

Section One: Firstly, tell us a bit about you.

1. How did you hear about this survey? (tick as many as you wish)

- ☐ Through Facebook
- ☐ Read a news story
- ☐ Heard about it on the radio
- ☐ Was alerted by a Council newsletter or email
- ☐ Saw an information kiosk at the markets
- ☐ Saw an information kiosk at a shopping centre
- ☐ Saw an information kiosk at a library
- ☐ A friend or colleague told me
- ☐ Other (comment)

2. What is your age? (Tick the appropriate box)

- ☐ 15-24
- ☐ 25-39
- ☐ 40-54
- ☐ 55-74
- ☐ Above 74
- ☐ I'd prefer not to say

3. **Where do you live?**

Please write the suburb you live in: _____

If outside the region, please write your suburb or town and state and advise your interest in this survey:

4. **How long have you lived in the Fraser Coast region? Length of Residency (Years)**

- ☐ Less than 1 year
- ☐ 1 year to less than 3 years
- ☐ 3 years to less than 5 years
- ☐ 5 years to less than 10 years
- ☐ 10 years plus
- ☐ N/A



5. Do you own a domestic pet? Please circle Yes No

6. Are your pets registered with Council? Please circle:

1. Yes 2. No 3. Some are 4. N/A 5. Prefer not to answer

7. What pets do you own?

Pet Type	Tick Appropriate	Number
Cat		
Dog		
Other Please list		

8. What would you categorise your MAIN animal keeping as (select one)?

Category	Tick One
Domestic Only	
Domestic and Foster Care	
Foster Care only (Individual)	
Breeder	
Working Dogs Only	
Hobby Farm	
Rescue/Refuge (Group)	

Section Two: Now, please tell us your thoughts on how Fraser Coast Regional Council can develop a Domestic Animal Management Strategy (Cats & Dogs).

9. Rate the level of importance to you, the following domestic animal management services: Please write the number of the scale beside the statement. Scale of 1-5, 1 not important, 5 very important)

- ☐ Community education regarding responsible pet ownership
- ☐ Response, prevention and reduction of dog attacks
- ☐ Dog off-leash areas and Council provided facilities
- ☐ A strong enforcement approach to irresponsible pet ownership
- ☐ A modern response to barking dog complaints
- ☐ Reduction in the number of roaming cats
- ☐ Increased Animal Management service provisions outside standard working hours
- ☐ An Animal Management facility at the forefront of shelter operations and animal welfare
- ☐ A dedicated proactive education program
- ☐ A consistent approach to the keeping of cats and dogs

10. The Animal Management Team have identified 7 guiding principles as the key areas of focus for improvement of our service delivery –

Which one of the below principles is MOST important to you? (Choose one, circle or tick)



- ☐ Customer Service
- ☐ Education
- ☐ Enforcement
- ☐ Community Facilities/Off-leash Areas
- ☐ Animal Management Facilities (Pound)
- ☐ Responsible Pet Ownership
- ☐ Training of Authorised Officers

Please give us your opinion on how well we are currently delivering on each of our objectives:

11. Customer service

Objective 1 - Customer Service - Council seeks to provide a high level of customer service interactions and offer alternative service delivery options where appropriate.	Strongly Agree	Some-what Agree	Neither Agree nor Disagree	Some-what Disagree	Strongly Disagree
I am generally satisfied with the service Council currently provides in relation to animal related issues					
I am satisfied with the service Council provides me in relation to specific animal matters that I report					
I am satisfied that Council's Animal Management Team are appropriately resourced to respond to community needs and expectations in a timely and effective manner.					
I am satisfied that Council's Animal Management Team are informative and knowledgeable					
I am satisfied that Council's website has relevant information regarding the Local Law requirements for the keeping of animals					
Council's website is accessible, user friendly and readily provides the information and services I require					
Council's fees and charges are appropriate and reasonable in relation to animal registrations					
Council's fees and charges are appropriate and reasonable in relation to animal permits and approvals (excess animals, breeders etc)					
I am satisfied that my dog registration renewal is independent from my property rates notice					
Council officers are readily accessible and available to assist me in animal matters requiring urgent response					

12. Comments on customer service

13. EDUCATION (question continues overleaf)

Objective 2 - Education - Council strives to ensure animal owners are educated and aware of the principles of responsible domestic animal ownership. Council further seeks to provide a proactive education program with a high level of community engagement and participation.	Strongly Agree	Somewh at Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am satisfied that Council provides adequate education and information to the community in relation to domestic animal management issues and responsible pet ownership					
I am satisfied that Council provides relevant information and education on the benefits of microchipping our domestic animals					
I am satisfied that Council provides relevant information and education on the importance and benefits of desexing our pets					
I am satisfied that Council officers engage with the community to contribute to proactive domestic animal-related education					



I am satisfied that Council effectively promotes responsible pet ownership within the community					
Council should take a more "Educate Then Enforce" approach to animal management issues					
I have observed Council rangers engaging with community members and are actively identified to be patrolling.					

14. Comments on education

15. ENFORCEMENT (question continues overleaf)

Objective 3- Enforcement - Council seeks to utilise enforcement action to bring about attitude and behaviour changes of owners in instances where more traditional or education approaches have been unsuccessful. Council further seeks to apply increased and proportionate enforcement response to matters of continued non-compliance.	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am satisfied that an appropriate regulatory enforcement response to domestic animal issues within the community is provided by Council					
I am satisfied that Council's local laws foster and provide a sound legislative framework for the investigation, enforcement and resolution of domestic animal related compliance matters					
I am confident in Council's response to matters of domestic animal nuisance					
I am satisfied that Council's regulatory response promotes the importance of responsible pet ownership within the community					
Council's enforcement response to matters of domestic animal nuisance are unreasonable and unjustified.					
I observe that generally most animal owners comply with the laws in relation to domestic animal keeping.					
I observe that generally most domestic animal owners comply with the laws in relation to animals in public places (i.e parks, beaches etc)					
I have a clear understanding of the requirements of me as a pet owner.					
I support Council taking a consistent approach in enforcement to all domestic animal types					
I support the administration of the Local Laws being consistent in application across the entire Local Government Area					
I support the current Local Law provisions in relation to animal keeping numbers on particular allotment sizes and classifications (urban/rural residential/multi res).					

16. Comments on enforcement

17. Community facilities/off-leash areas

Objective 4 - Community Facilities/Off-leash Areas - Council seeks to improve and increase community-based facilities for dog owners.	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
Council provides facilities/off-leash areas that are accessible reliable and sustainable					
Off-leash areas and facilities for my pets are important					
Council provides a sufficient number of off-leash parks/facilities across the local government area					
Off-leash areas/facilities provided currently meet the needs of pet owners in our community					
Council provides a good balance of dog-friendly and dog restricted/prohibited areas					



Council off-leash areas require more presence from Council animal management staff					
Council off-leash areas are clearly identifiable and provide adequate separation between all users of public spaces					
I am prepared to travel a reasonable distance to off-leash areas/facilities that suit the needs of my pet and me.					

18. Comments on community facilities/off-leash areas

19. Animal management facilities

Objective 4 - Animal management facilities - Council seeks to provide an animal management facility appropriate for the housing and reclaim of impounded animals.	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The Adoption/Rehoming component appropriately sits as a Council function					
The current animal facilities are accessible and located appropriately					
The current operational hours of Animal Management Facilities are adequate					
The fees associated with reclaiming an impounded animal from the facility encourages responsible pet ownership					
Council sufficiently provides for the welfare of all animals in their care					
I am satisfied with the level of service the current Animal Management Facilities provide					
I am satisfied that the current Animal Management Facilities promote best practice in operations					
I am satisfied the Animal Facilities staff are informative and knowledgeable					
I would like to see Council offer microchipping free or at a subsidised rate to the community					
I would like to see Council's Animal Management facilities being a "one stop shop" for animal services (i.e grooming, veterinary, retail)					
I would like to see Council's Animal Management facilities incorporate an education and training centre.					
I would like to see Council provide a nature-based community pet cemetery					
I would like to see a regional Animal Management Facility that is centrally located between Maryborough and Hervey Bay.					

20. Comment on animal management facilities

21. Responsible pet ownership

Objective 5 - Responsible Pet Ownership - Council seeks to encourage animal owners to embrace responsible pet ownership with respect to registration, microchipping and desexing with a focus of improvement animal identification and reunite in cases where animals are wandering or lost.	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am satisfied that Council's current registration process is accessible and easy to complete					
I am currently satisfied that I have adequate knowledge on my responsibilities as a pet owner					
Councils registration fees are appropriate and set to a level that reflects the cost of running and providing the animal management program					
I support the implementation of cat registration					
Proactive registration, desexing and microchipping audits are an appropriate and welcomed measure of educating the public and improving compliance					
I am confident in Council's "reunite" process for animals who are wearing/have the appropriate identification					
I support the regulation of breeding animals within the community					
I support the requirement for mandatory desexing within the local government area					
Council should consider the introduction of initiatives for responsible pet owners (e.g free microchipping of dogs, dog wash vouchers etc)					



Council should consider the implementation of community education programs/workshops in relation to animal behaviour.

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22. Comments on responsible pet ownership

23 Training of authorised officers

Objective 5 - Training of Authorised Officers - Council seeks to provide staff to respond to matters of domestic animal management of whom are competent, knowledgeable and experienced in investigating matters brought to the attention of Council	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
I am satisfied that Council officers are competent and knowledgeable in the function of domestic animal management					
I am satisfied that Council officers are experienced in the investigation of matters such as dog attacks					
I am confident in the consistency of information and education Council officers provide					

24. Comments on training of authorised officers

25. Please add any further comments you would like made which council should take into consideration when developing the Fraser Coast Domestic Animal Strategy (Cats & Dogs).



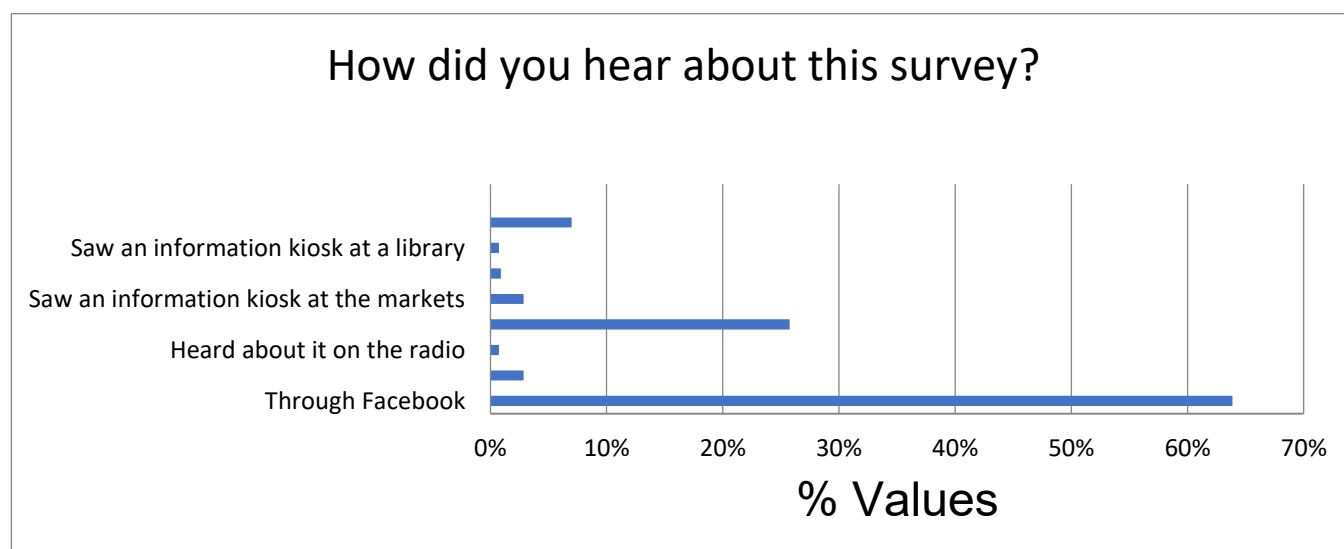
8.1.2 Summary of findings

The most common respondent was aged between 55 and 74 years, lived in Point Vernon, Urangan or Maryborough, and has lived on the Fraser Coast for more than 10 years. Almost 78% (447) of the respondents own a pet, and 389 of the respondents have registered their pet with Council (86%).

A wide range of comments and ratings were received. The majority were positive, with suggestions on how services could be improved. The largest support was for a stronger enforcement approach, and prevention and reduction of dog attacks.

In the general comments section, 213 out of the 572 respondents left additional comments. A significant portion support cat registration (34%). There is an almost even split between those wanting more off-leash facilities (10%) and those wanting fewer off-leash dog facilities (8%). Detailed responses have been grouped together into themes and tabulated.

Q1. How did you hear about this survey? (tick as many as you wish)

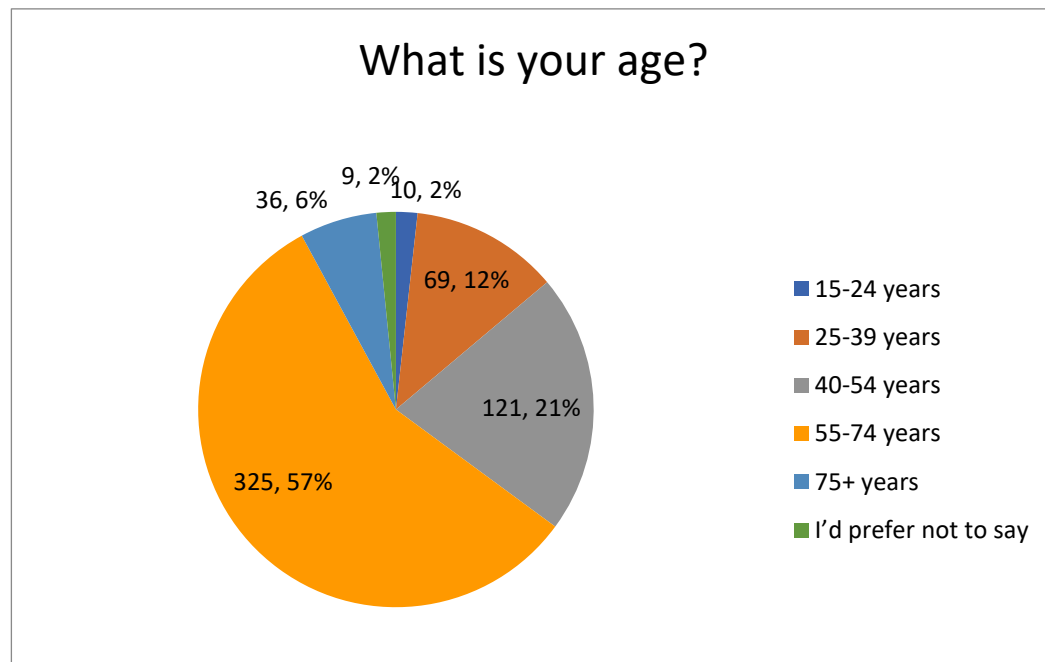


It is important to note that although the largest number of people who responded said they saw it on Facebook (64%), followed by an alert from the Council eNews (26%), 5% of respondents said they heard about it at a kiosk, making these kiosks more effective than the news story and on the radio combined (4%).



Q2 . What is your age? (Tick the appropriate box)

The most common respondent was aged between 55 and 74 years. The 55+ age group make up 41.6% of the Fraser Coast population, compared to 26.9% in Queensland generally (Australian Census 2011).



Q3. Where do you live?

Highest number of people responding were from:

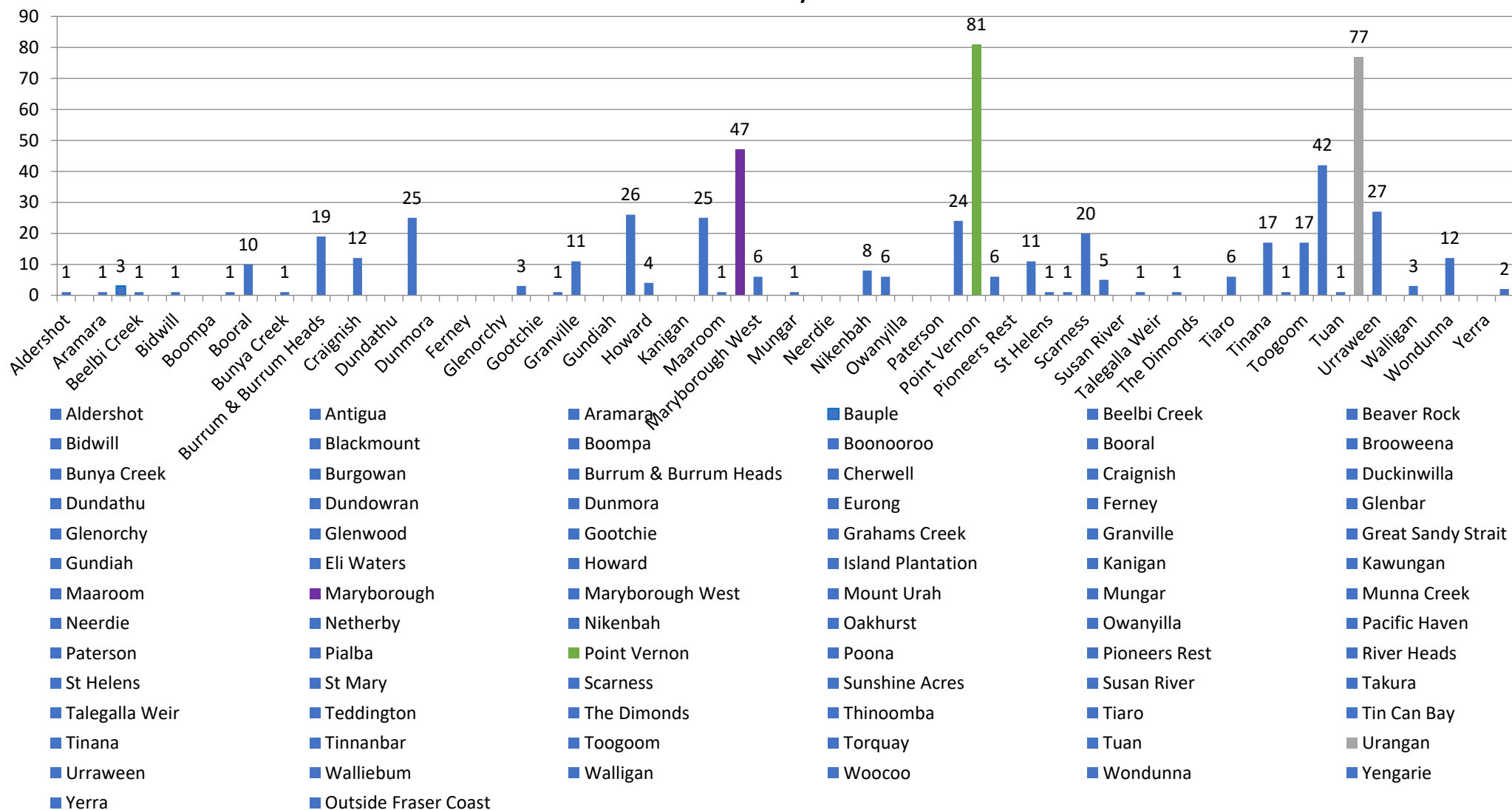
- Point Vernon (14%)
- Urangan (14%)
- Maryborough (8%)

This response is skewed more heavily toward Hervey Bay than Maryborough, although Maryborough residents were provided the same opportunity to respond. Point Vernon has a population of 5699 or 5.2% of the Fraser Coast, Urangan has a population 9764 (or 9% of the Fraser Coast) and Maryborough suburb has 15406 (14% of the Fraser Coast).

See table on next page.

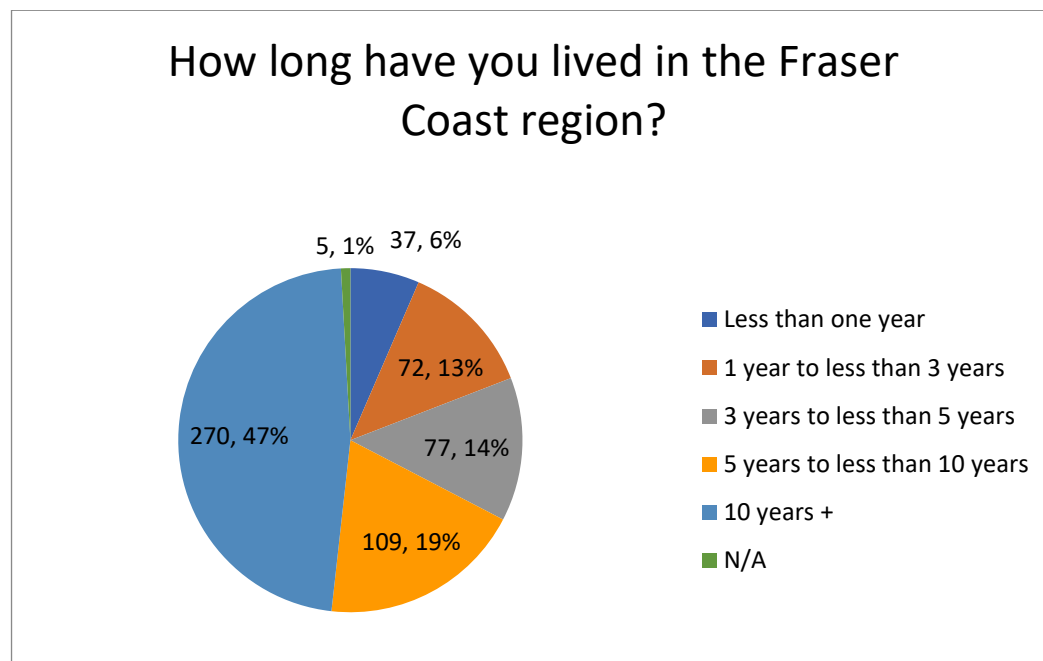


Where do you live?



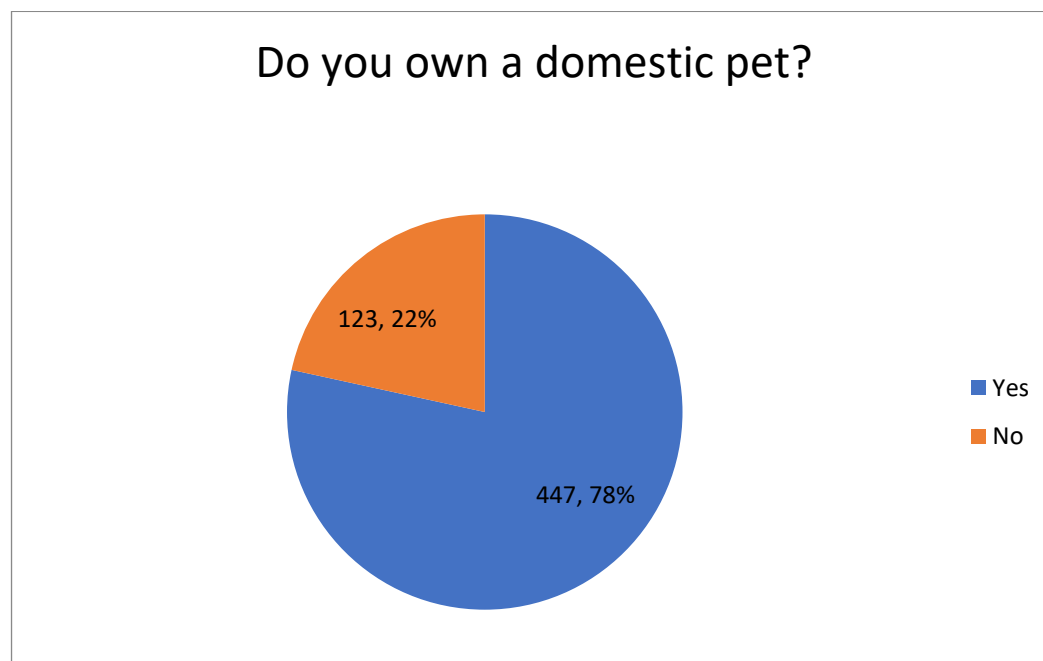


Q4. How long have you lived in the Fraser Coast region? (Length of Residency in Years)



The highest portion of respondents have lived on the Fraser Coast for more than 10 years.

Q5. Do you own a domestic pet?

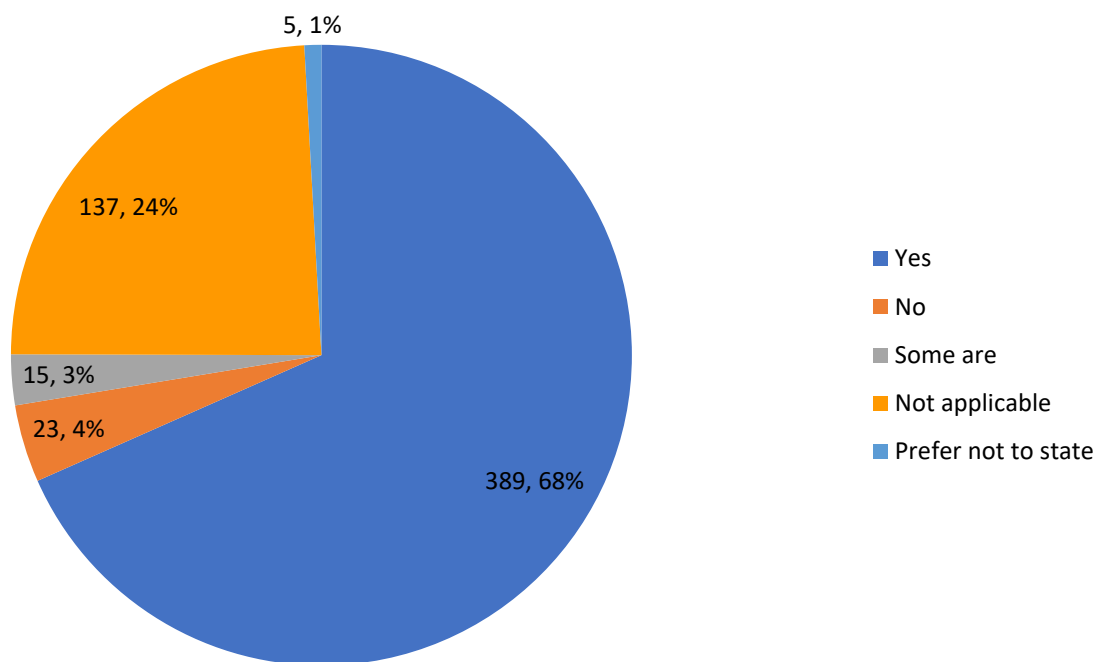


The majority were pet owners (447, 72%). Of those who told us what type of pets they owned (394), 67% were dog owners (264).



Q6. Are your pets registered with Council?

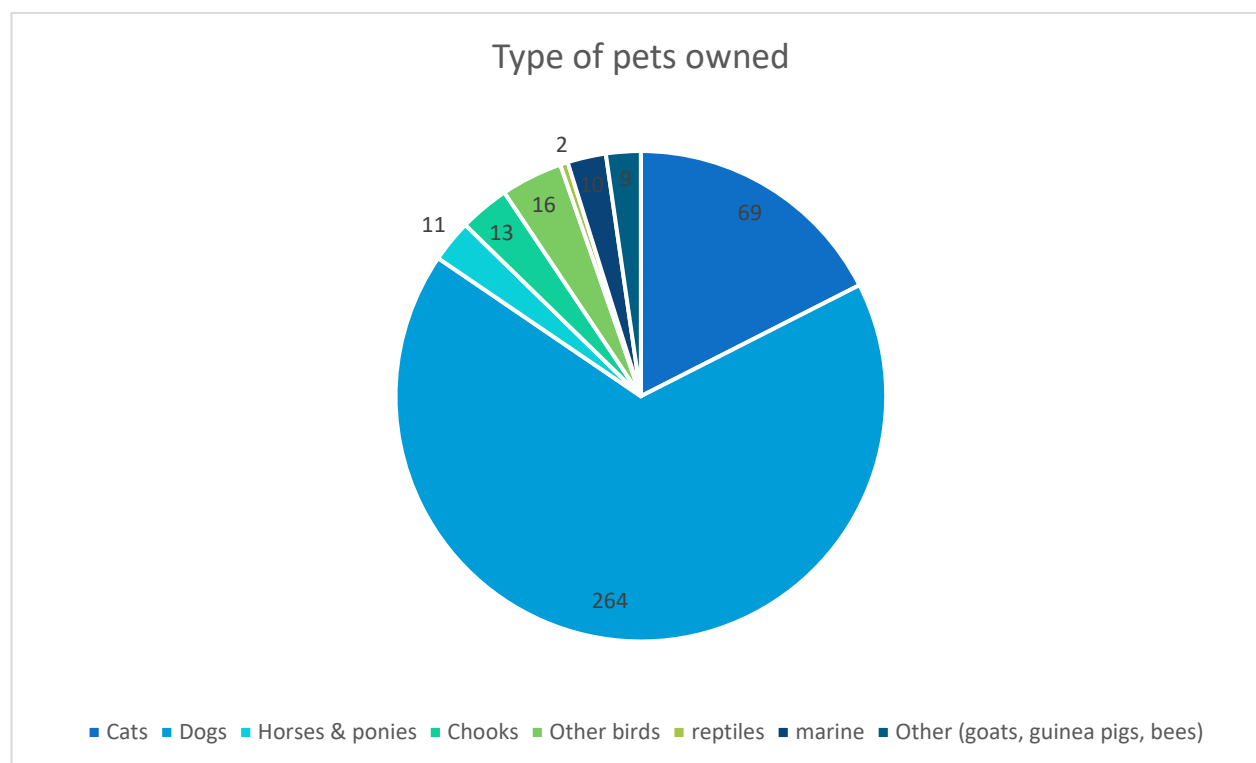
Are your pets registered with Council (Please note, all questions are in strict confidence and will only be shared with Council's Regulatory Services as aggregated responses.)



The highest proportion of respondents have their pets registered with Council (68%).

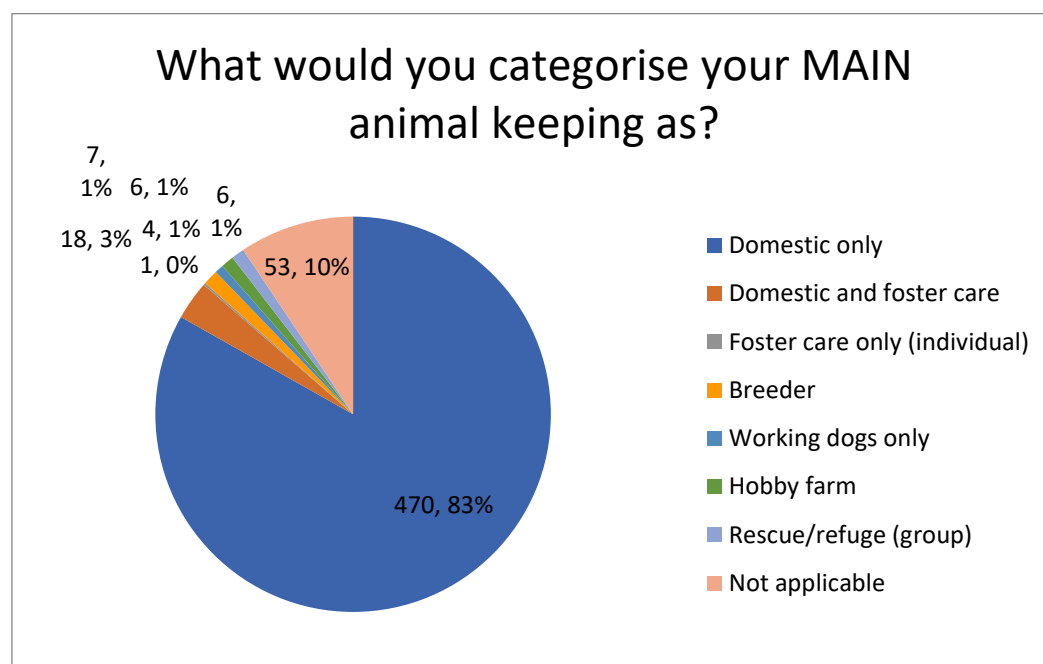


Q7. What pets do you own?



More than 53% of pet owners who responded own dogs, almost 15% own cats, and there was a wide variety of “other” pets, the highest being “other birds” (other than chickens) (1.2%).

Q8. What would you categorise your MAIN animal keeping as (select one)?



The majority of respondents categorised themselves as domestic pet owners.



9. Rate the level of importance to you, the following domestic animal management services: Please write the number of the scale beside the statement. Scale of 1-5, 1 not important, 5 very important)

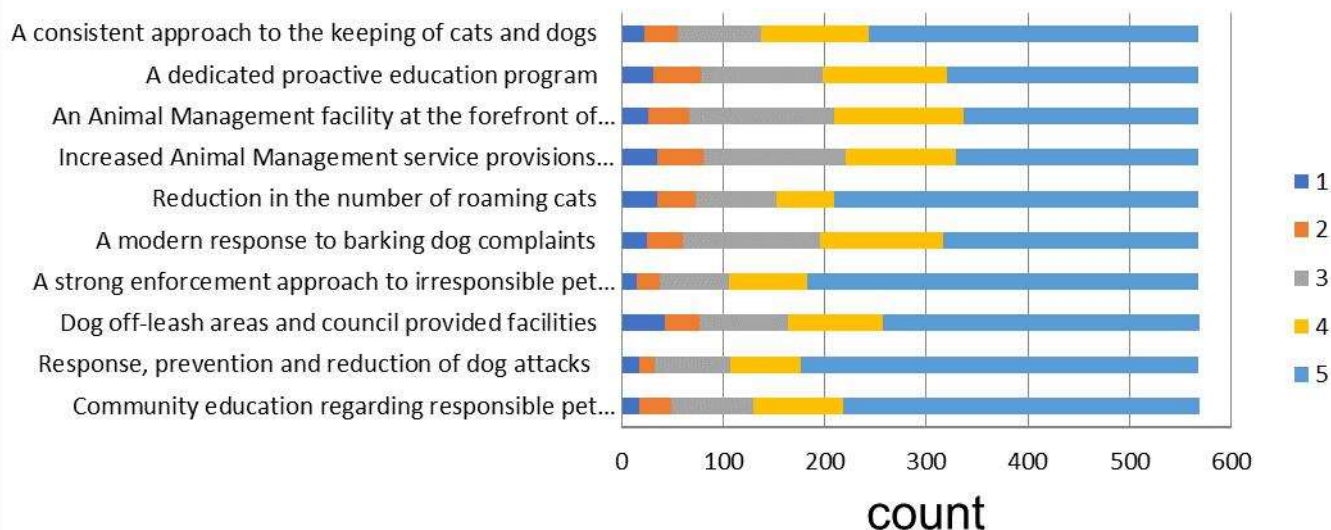
Most important:

- A strong enforcement approach to irresponsible pet ownership (most important and quite important = 462)
- Response, prevention and reduction of dog attacks = 461

Least important are:

- Increased Animal Management service provisions outside standard working hours = 347
- An Animal Management facility at the forefront of shelter operations and animal welfare = 358

Rate the following domestic animal management services as a the level of importance to you



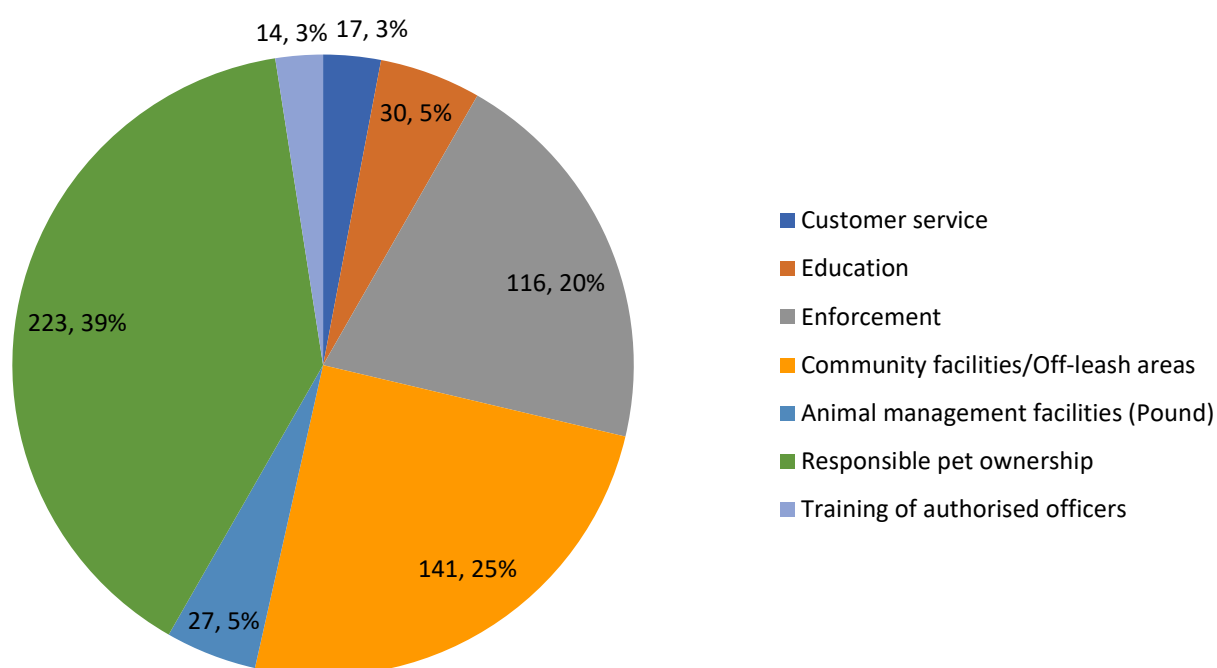


10. **Most important of our Seven guiding principles** as the key areas of focus for improvement of our service delivery is Responsible Pet Ownership (39%)

Least important is Training of Authorised Officers (2%)

The Animal Management Team have identified 7 guiding principles as the key areas of focus for improvement of our service delivery.

Which one of the below principles is MOST important to you? (Choose one)



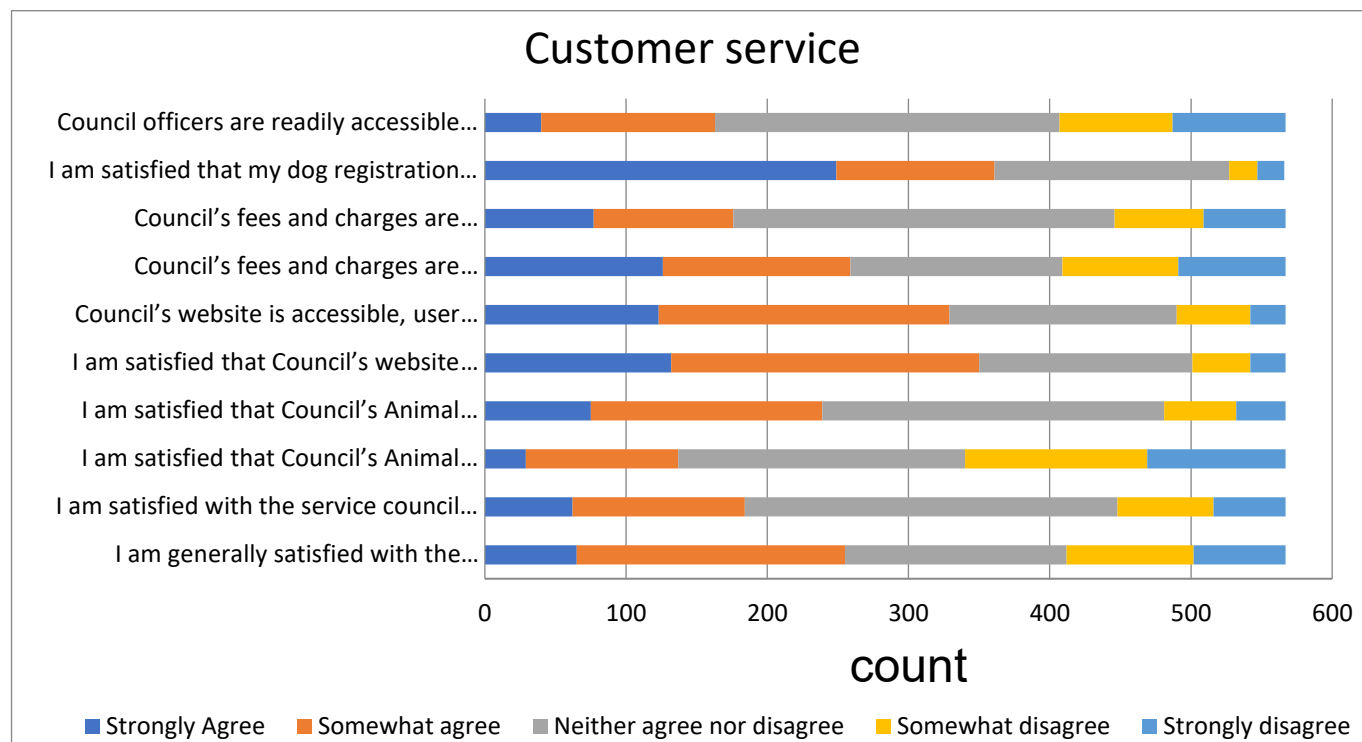


Section Two:

Please give us your opinion on how well we are currently delivering on each of our objectives:

11. Customer service rating:

- **Most strongly agree:** I am satisfied that my dog registration renewal is independent from my property rates notice (63%)
- **Most strongly disagree:** I am satisfied that Council's Animal Management Team are appropriately resourced to respond to community needs and expectations in a timely and effective manner (40%)

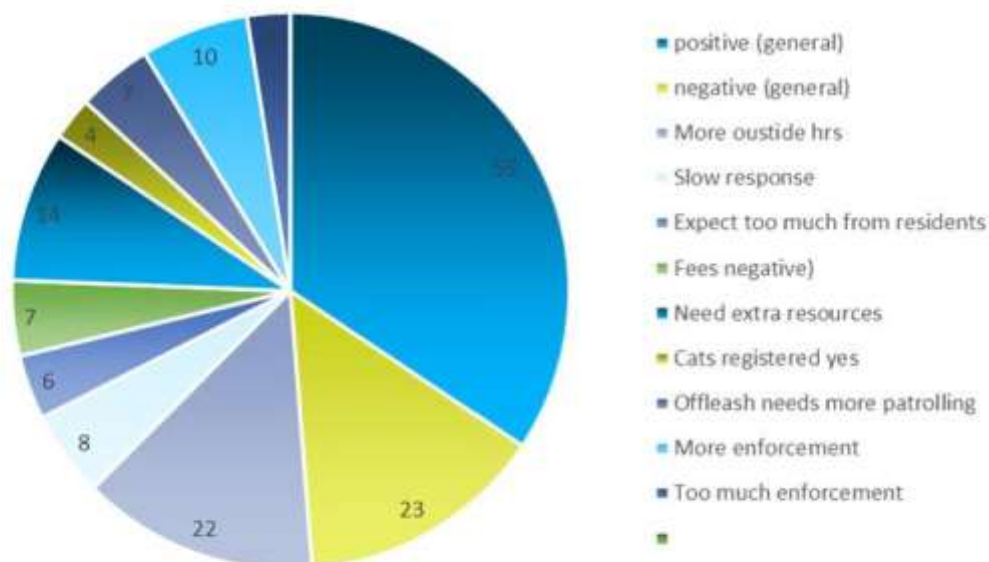


12. Comments on Customer Service

Positive general	negative general	More outside hrs	Slow response	Expect too much from residents	Fees negative	Need extra resources	Cats registered yes	Offleash needs more patrolling	More enforcement	Too much enforcement
56	22	22	7	6	7	14	4	7	10	4



Comments Q12



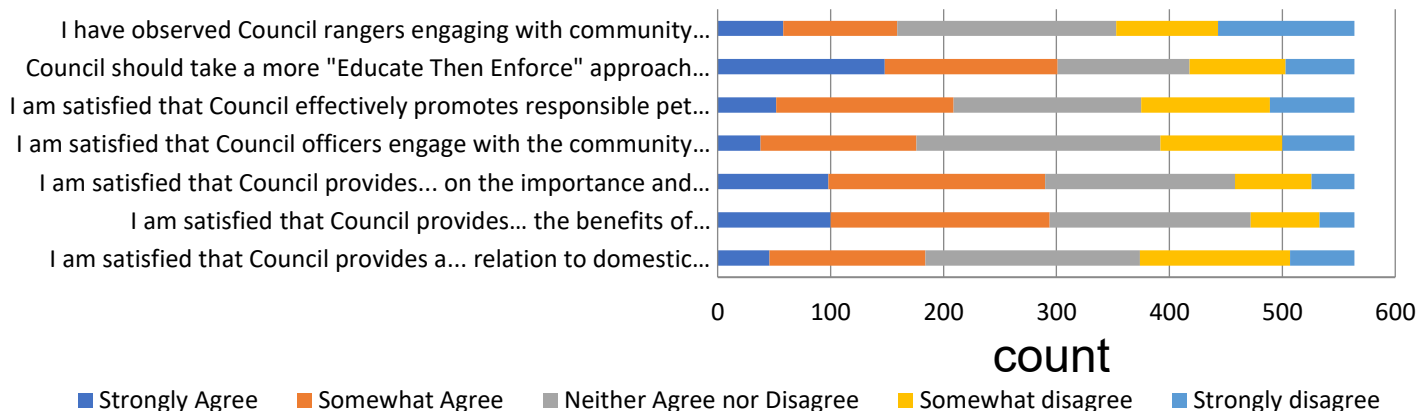
“When our little dog was savagely attacked Council very quick to act..”

“Can’t get to speak with anybody concerning animal problems.”

13. Education:

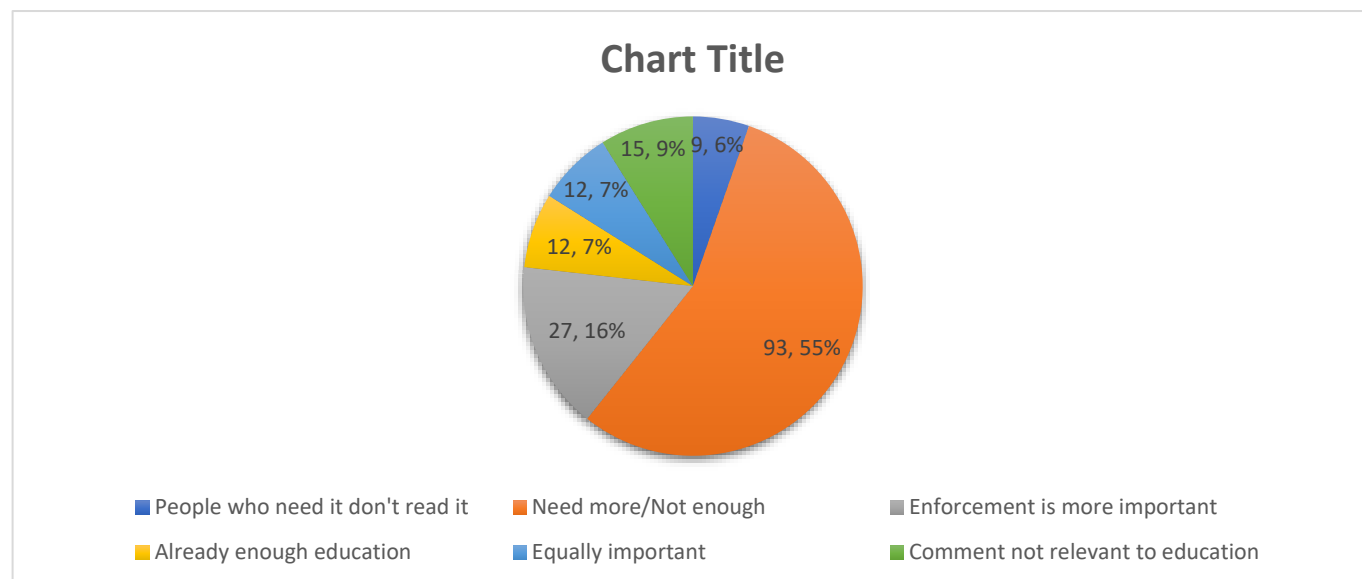
- **Mostly strongly agree:** I am satisfied that Council provides relevant information and education on the benefits of microchipping our domestic animals (34%)
- **Most strongly disagree:** I have observed Council rangers engaging with community members and are actively identified to be patrolling (37%)

Education





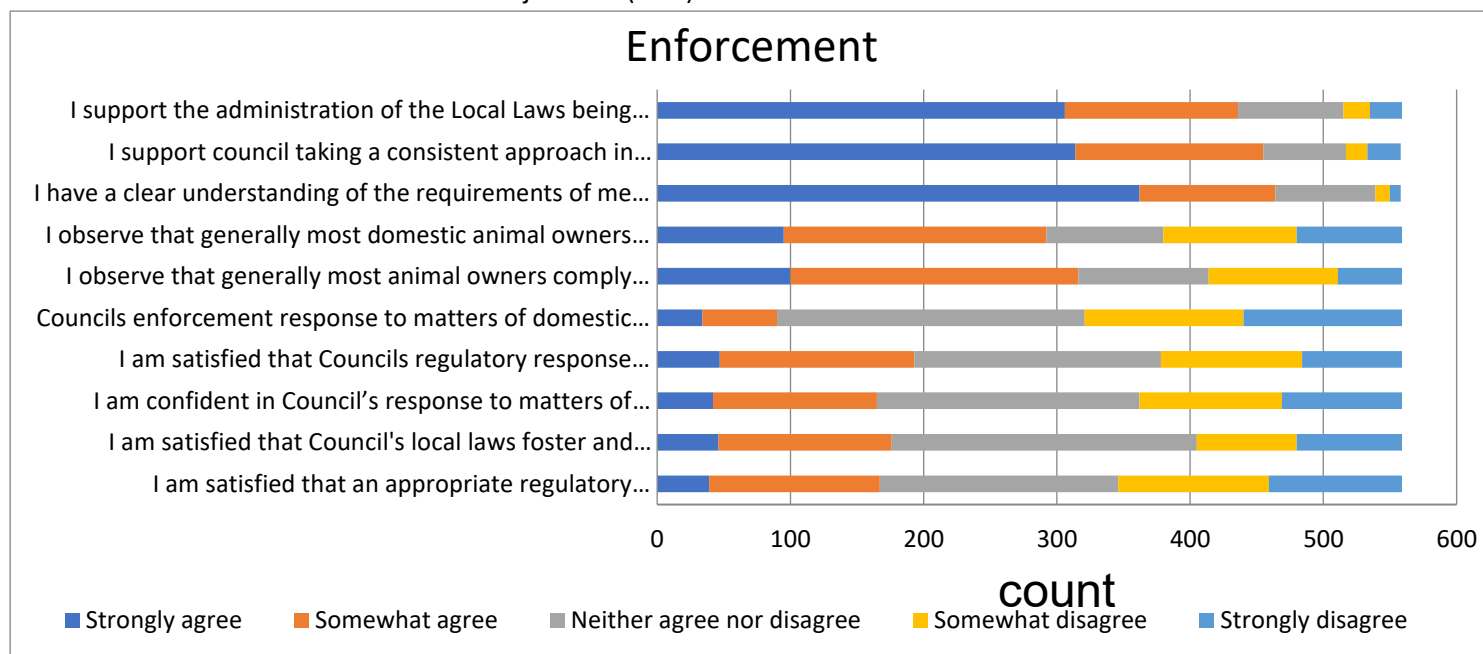
14 Comments on Education



There was a majority support for more education services

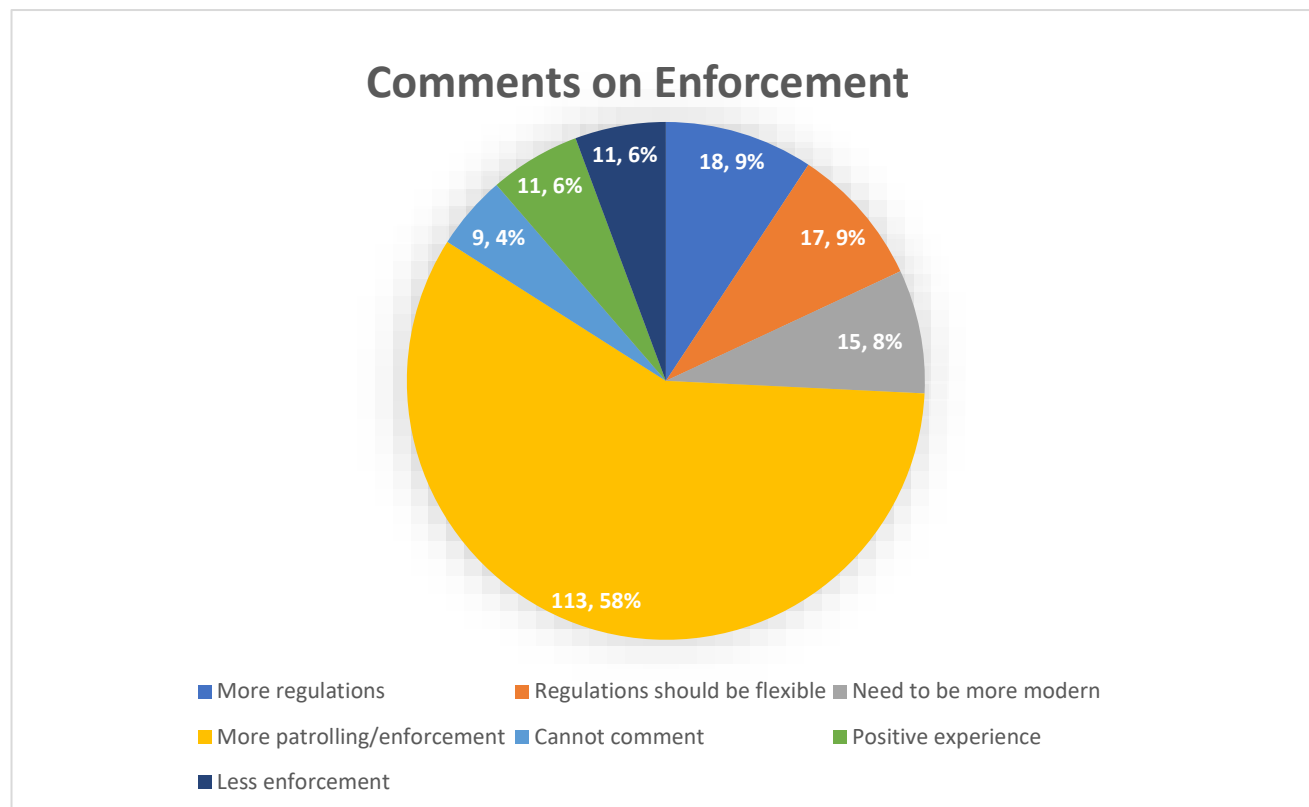
15. Enforcement:

- **Most strongly agree:** I have a clear understanding of the requirements of me as a pet owner (83%)
- **Most strongly disagree:** Councils enforcement response to matters of domestic animal nuisance are unreasonable and unjustified (42%)





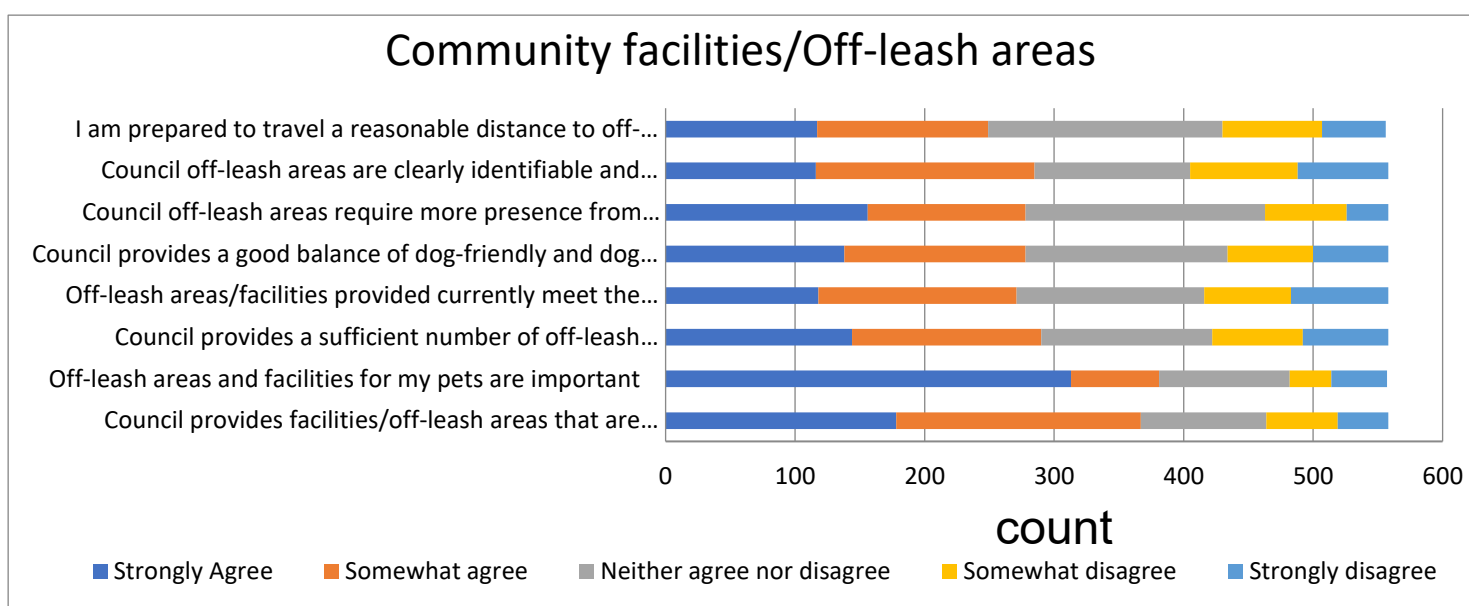
16 Comments on Enforcement



The most comments related to requesting a stronger, more consistent approach to enforcement. Almost all of the “more regulations” related to requesting cat registration.

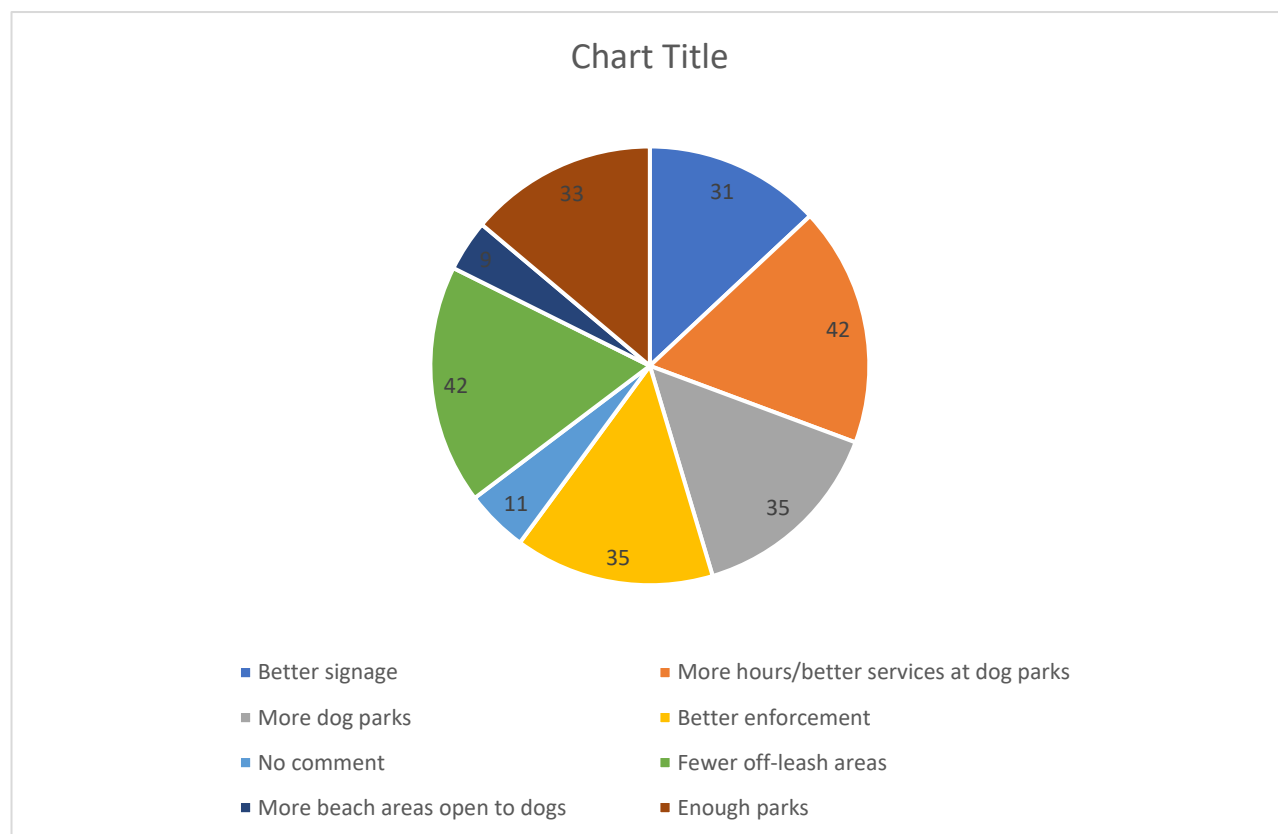
17. Community facilities/Off-leash areas

- **Most strongly agree:** Off-leash areas and facilities for my pets are important (68%)
- **Most strongly disagree:** Council off-leash areas are clearly identifiable and provide adequate separation between all users of public spaces (27%)



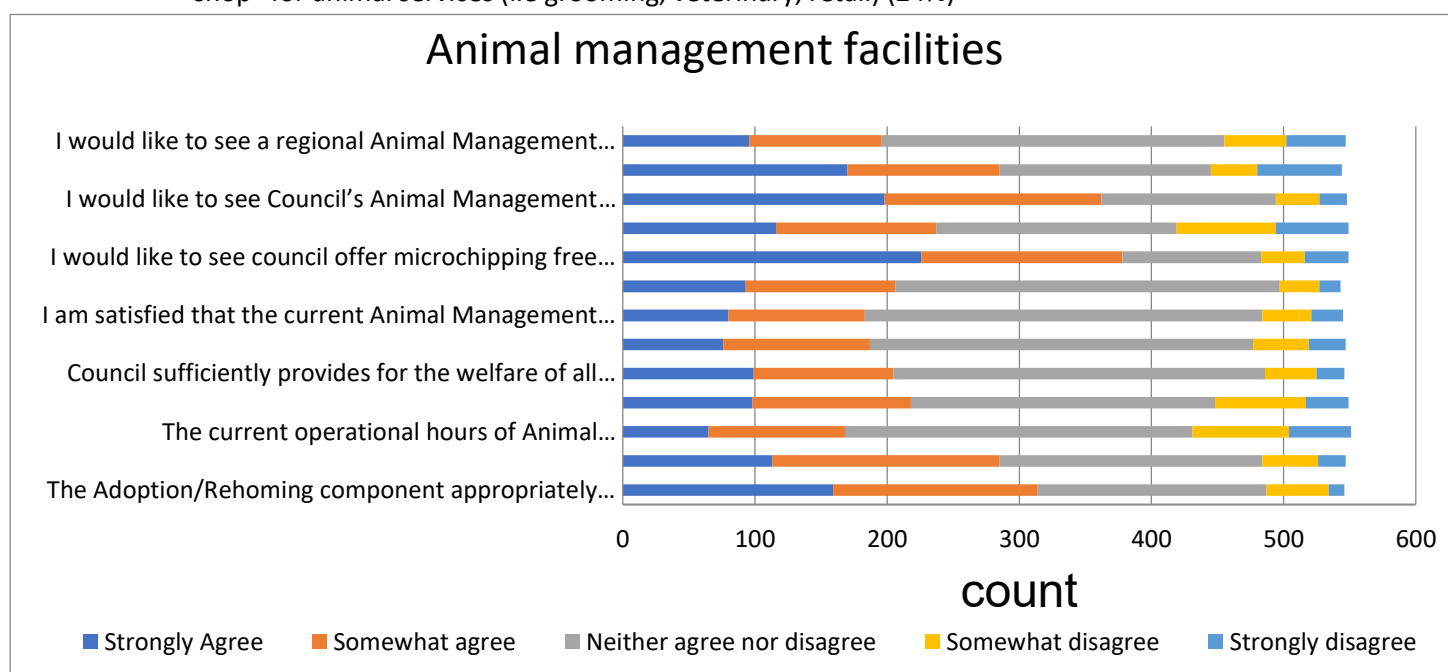


18 Comments on Community facilities/Off-leash areas



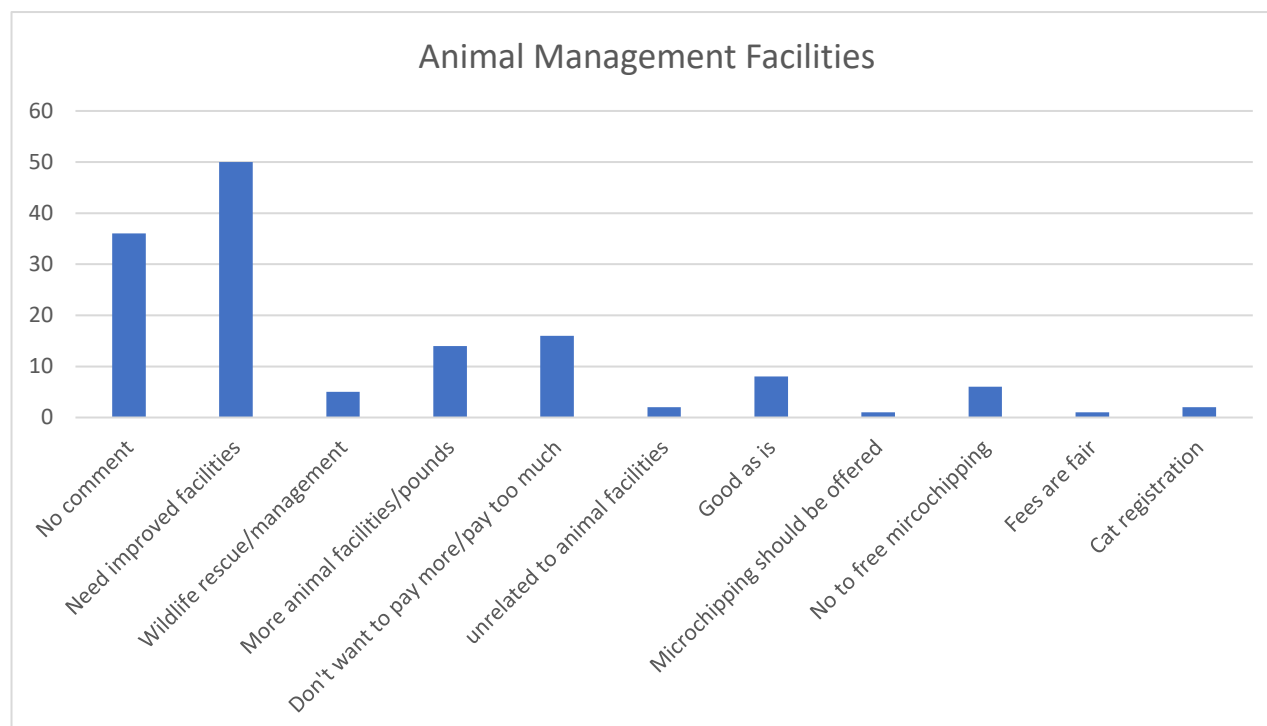
19. Animal Management Facilities

- **Most strongly agree:** I am satisfied that the current Animal Management Facilities promote best practice in operations (54%)
- **Most strongly disagree:** I would like to see Council's Animal Management facilities being a "one stop shop" for animal services (i.e grooming, veterinary, retail) (24%)





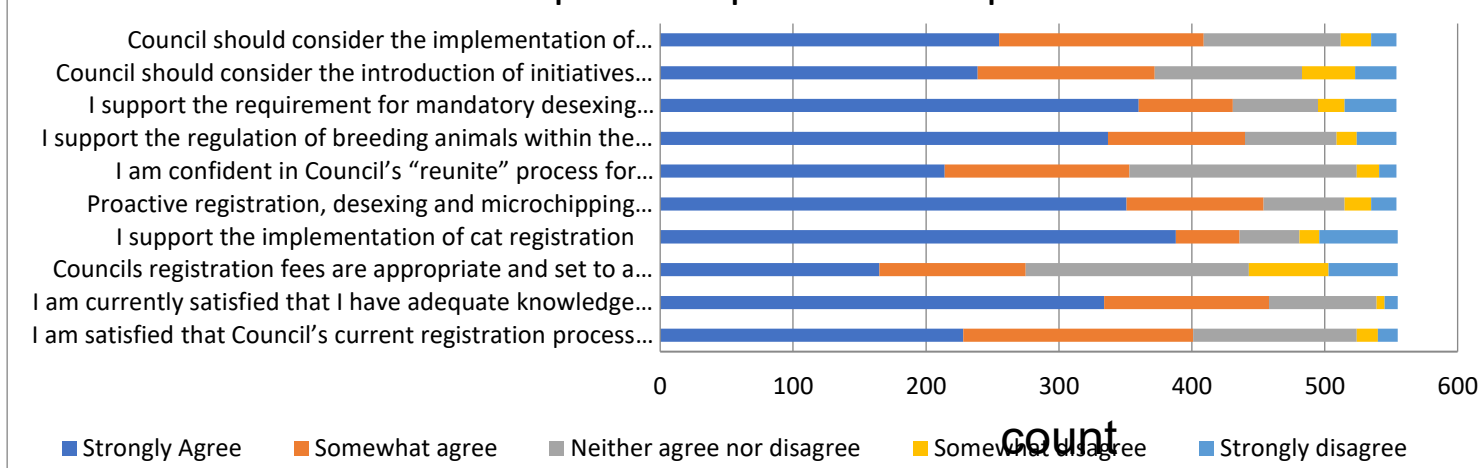
20 Comments on Animal Management Facilities



21. Responsible pet ownership

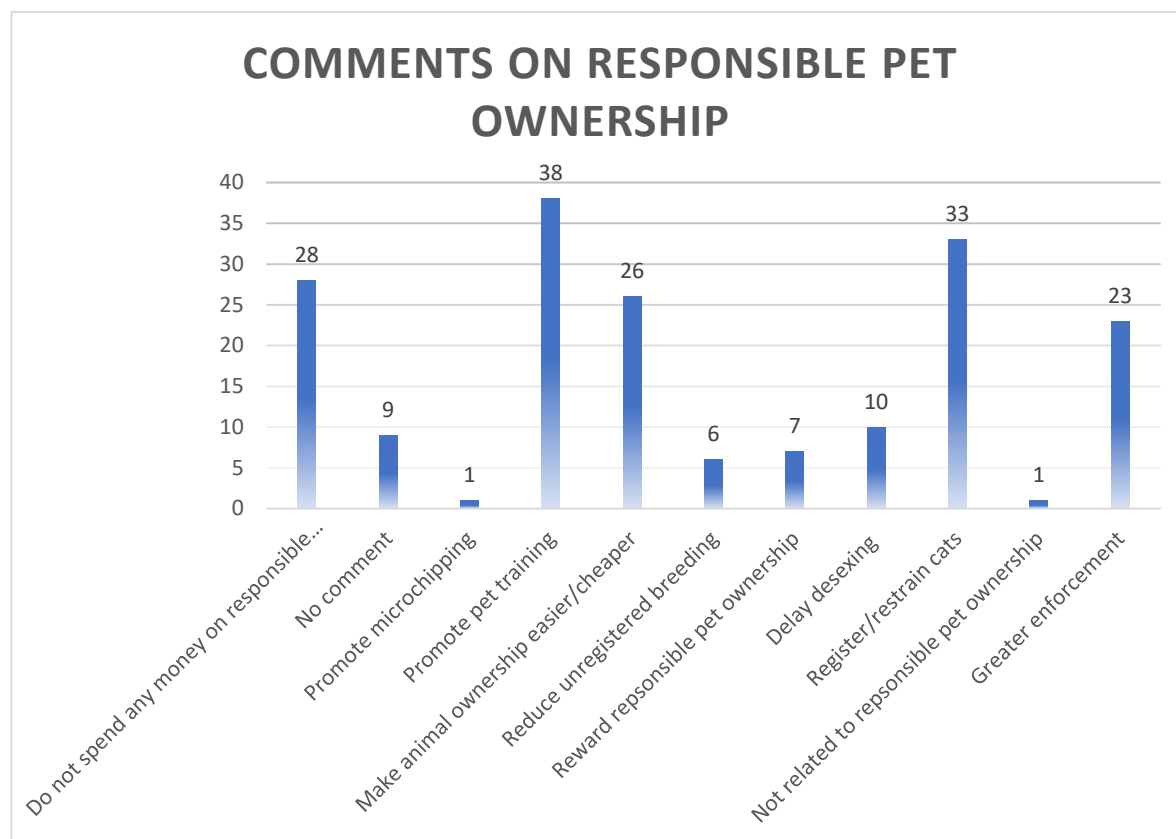
- **Most strongly agree:** I am currently satisfied that I have adequate knowledge on my responsibilities as a pet owner (83%)
- **Most strongly disagree:** Council's registration fees are appropriate and set to a level that reflects the cost of running and providing the animal management program (20%)

Responsible pet ownership



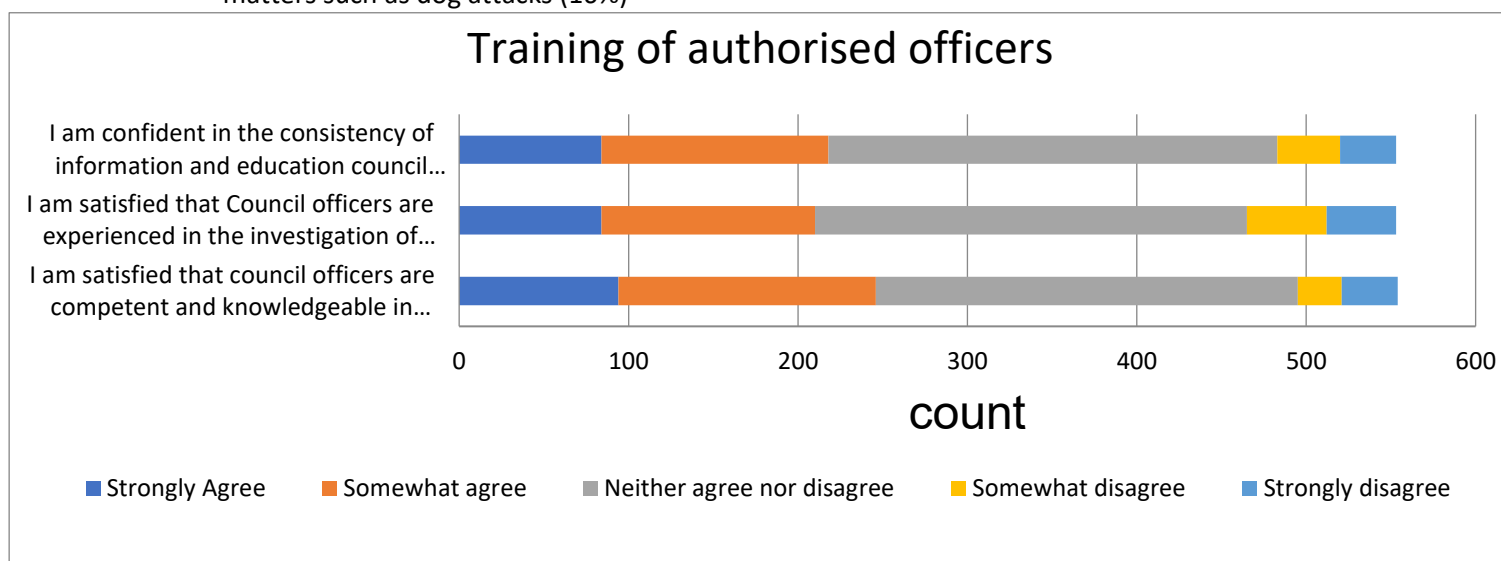


22 Comments on Responsible pet ownership



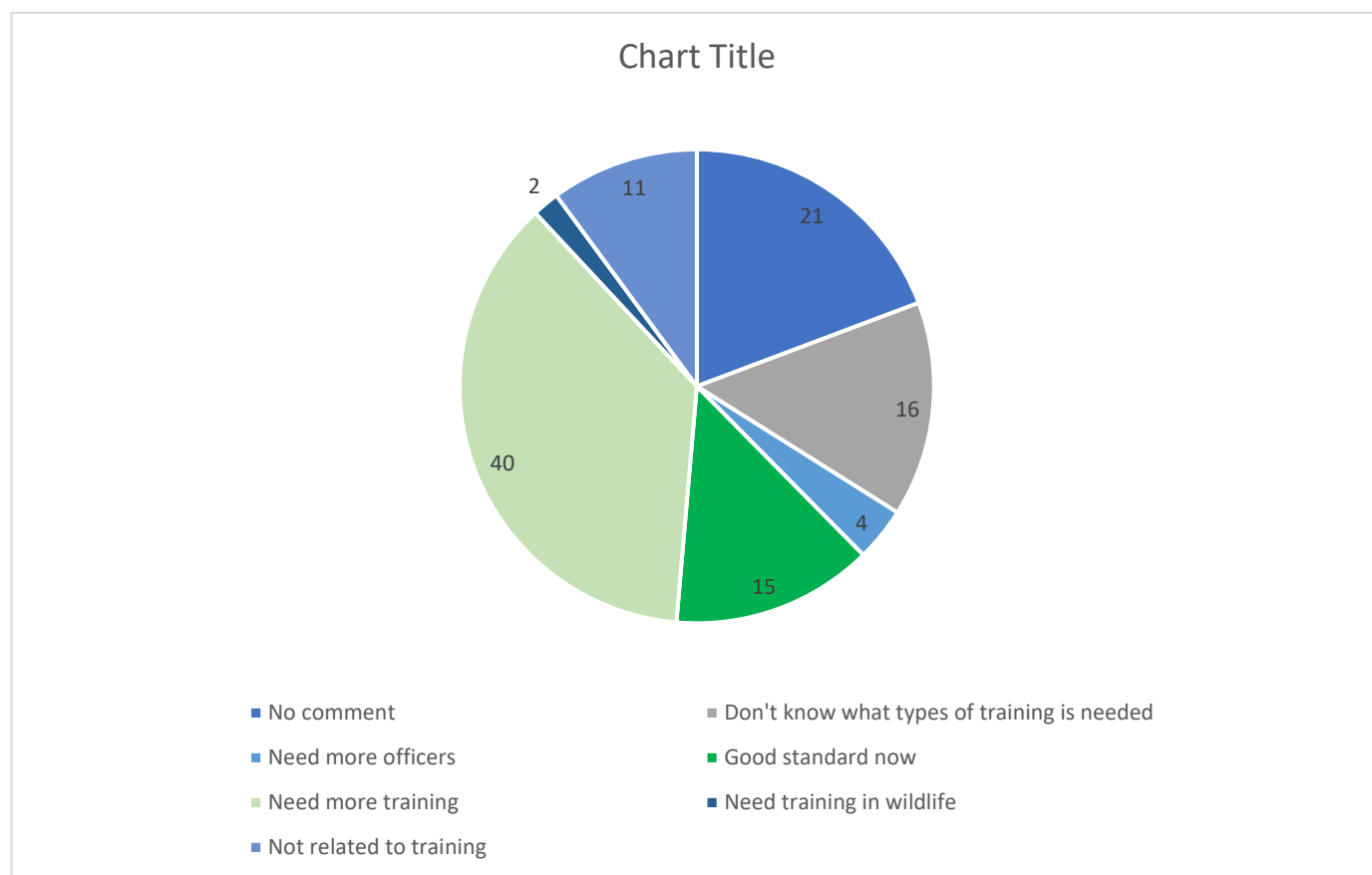
23. Training of Authorised Officers

- Most strongly agree: I am satisfied that Council officers are competent and knowledgeable in the function of domestic animal management (44%)
- Most strongly disagree: I am satisfied that Council officers are experienced in the investigation of matters such as dog attacks (16%)



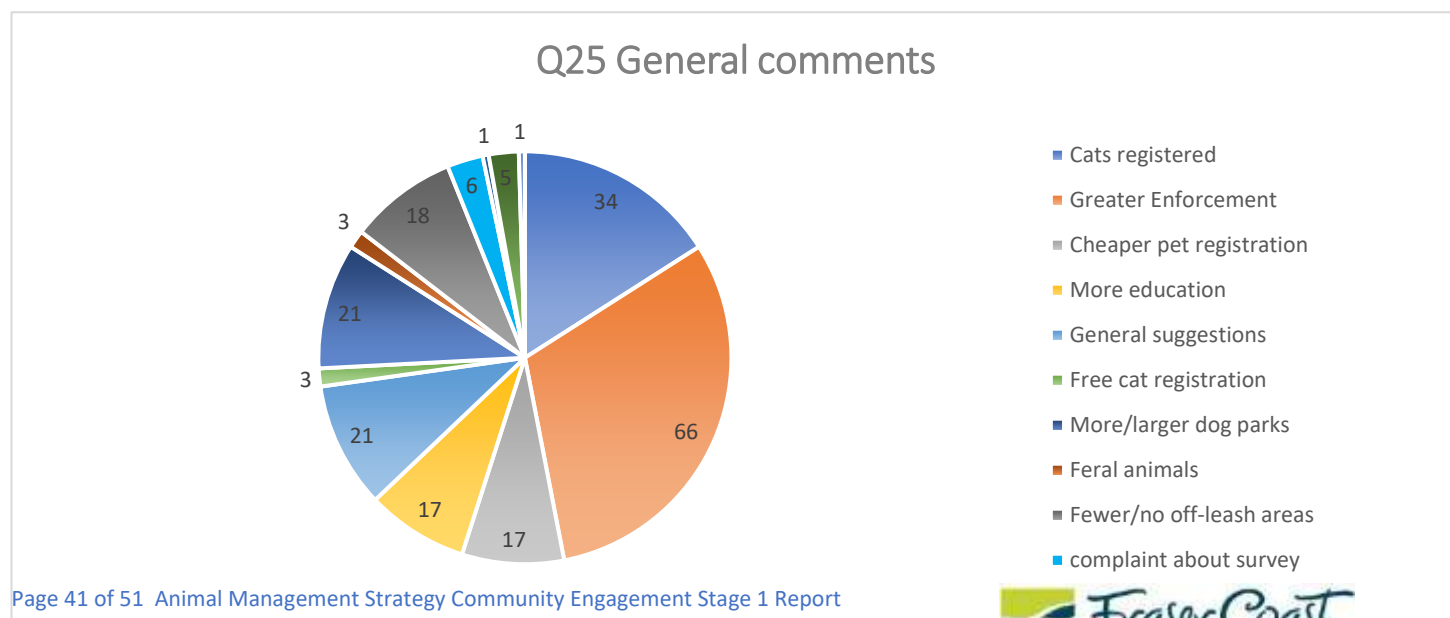


24 Comments on Training of Authorised Officers



25 Further comments you would like made which Council should take into consideration when developing the Fraser Coast Domestic Animal Strategy (Cats & Dogs).

Cats registered	Greater Enforcement	Cheaper pet registration	More education	General suggestions	Free cat registration	More / larger dog parks	Feral animals	Fewer / no off-leash areas	complaint about survey	complaint about the strategy process	Positive general	Dangerous dogs
34	66	17	17	21	3	21	3	18	6	1	5	1





8.2 SUBMISSION FORM

Emails regarding and responses for Animal Management Strategy engagement round one

1. Name: [REDACTED]

Email: [REDACTED]

Message: Reply to survey

Response:

Good morning [REDACTED]

I can confirm that we received your survey responses.

Community consultation will close on Sunday 12 December, and we will prepare a report for Regulatory Services, and Community Rangers and Animal Facilities, to enable them to be informed to draft the Animal Management Strategy.

This will be publicly available for community feedback in February or March, for finalisation of the strategy in March or April.

Regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

2. Name: [REDACTED]

Email: [REDACTED]

Message: Team I just "completed" the survey but.... How do I know if it has been received and done properly please? [REDACTED]

Response:

Good morning [REDACTED]

In response to your query below:

If you are a registered user on the Fraser Coast Engagement Hub, you will receive an automatic notification when you submit the survey, confirming you have submitted it.

If you chose to fill in the survey as a one-time user or 'guest', this is treated as anonymous, and we cannot determine if we received your survey or not.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

Response:

CK

Should be known that if you were in the "driver's seat" that everything would be OK!!

Got the message that it had been received....

Thanks as usual

3. Email: [REDACTED]

Message:

Good Morning,

I have followed the link to complete the survey re Domestic Animal Management Strategy. Question 3 asks where I live but Tinnanbar is not included in the drop down list. Please correct this so that I may complete the survey. Tin Can Bay is included but not even in the council zone.



regards,



Response:

Good afternoon [REDACTED]

Thankyou for asking for the Tinnanbar suburb to be included – obviously a typo on my behalf! I have now edited it so you may complete your survey.

Re: Tin Can Bay – parts of the Tin Can Bay locality are within the Fraser Coast region, although the township itself is within the Gympie region, hence why we included it.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

4. Name: [REDACTED]

Email: [REDACTED]

Message: The Hervey Bay area absolutely needs more Dog Parks in the town area! Not everyone can "drive" their dog to a park! Some people don't have transport and theres older citizens that can't drive anymore! Also we need more doggy "poo" bags in the area with rubbish bins near.

Response:

Good afternoon [REDACTED]

Thankyou for your interest in our Animal Management Strategy.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

5. Name: [REDACTED]

Email: [REDACTED]

Message: Please see attached survey for dog management.

Response: Thankyou [REDACTED]

Your survey has been received and will be considered in the analysis.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

6. Name: [REDACTED]

Email: [REDACTED]

Message: please ensure that cat registration is included in any management strategy

Response:

Good afternoon [REDACTED]

Thankyou for your interest in our Animal Management Strategy.



I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

7. Name: [REDACTED]

Email: [REDACTED]

Message: Please consider using a policy that is a strategy for ensuring the safety and welfare of domestic animals and HUMANS in the Hervey Bay Area

Response:

Good morning [REDACTED]

Thankyou for your interest in our Animal Management Strategy.

Your comments have been captured and will be considered in the analysis of responses.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

8. Name: [REDACTED]

Email: [REDACTED]

Message: We need to keep off leash areas

Response:

Good morning [REDACTED]

Thankyou for your interest in our Animal Management Strategy.

Your comments have been captured and will be considered in the analysis of responses.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

9. Name: [REDACTED]

Email: [REDACTED]

Message: Another horrific dog attack Small dog killed and owner (trying to help said dog) savaged and in hospital Please COUNCIL realize the people in HB, love to walk their dogs Look into making it safer It is scary to walk your dog ... lots of older people dont as they are scared !

Response:

Good morning [REDACTED]

Thankyou for your interest in our Domestic Animal Management Strategy; your comments have been noted and will be included with others sent to us.



I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

Christine Kelly
Community Engagement Officer – Major Projects
Community and Culture
Fraser Coast Regional Council

10. Name: [REDACTED]

Email: [REDACTED]

Message: Would love a really large dog park with trees in side it for shade and searing all around. There is a fabulous one in Gympie and would love one like that. The one in Augustus Estate could be be redone just like it. But we need more of them in different parts of town.

Response:

Good morning [REDACTED]

Thankyou for your interest in the Domestic Animal Management Strategy; your comments have been noted and added to others.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

Christine Kelly
Community Engagement Officer – Major Projects
Community and Culture
Fraser Coast Regional Council

11. Name: [REDACTED]

Email: [REDACTED]

Message: I believe all dogs should be on a leash as it's very intimidating when a off leash dogs runs upto my little dogs that on leash

Response:

Good afternoon [REDACTED]

Thankyou for your interest in our Animal Management Strategy.

Your comments have been captured and will be considered in the analysis of responses.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

Christine Kelly
Community Engagement Officer – Major Projects
Community and Culture
Fraser Coast Regional Council

12. Name: [REDACTED]

Email: [REDACTED]

Message: I have been trying to submit my response to a survey online but cannot get it to go through. Suggestions please.

Response:

Good afternoon [REDACTED]



There may be a number of reasons why you cannot submit your responses; however, the easiest solution for you at this stage will be to print out the survey, which I have attached, and send it back to council at the address on the bottom of the survey, or scan it and email it back to me.

This printable version of the survey is also available on the Engagement Hub under the projects Document Library here: <https://frasercoast.engagementhub.com.au/animal-management>.

I hope this helps, and look forward to receiving your survey.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

T 1300 794929 | E community@frasercoast.qld.gov.au

Response:

From [REDACTED]

Sent: Monday 6 December 2021 3:53 PM

To: Community Development & Engagement <CommunityDevelopment&Engagement@frasercoast.qld.gov.au>

Subject: Fwd: Take Survey

Please confirm if this arrives and has my response or if I need to send another way Sincerely

> <https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Ffrasercoast.qld.gov.au/animal-management>

> Sent from my iPhone

Response:

Good afternoon [REDACTED]

Unfortunately our Council online security system is not permitting me to use this link.

Can you scan and attach in a reply email?

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects Community and Culture Fraser Coast Regional Council

T 1300 794929 | E community@frasercoast.qld.gov.au

13. Subject: Animal Management Survey

Name: [REDACTED]

Email: [REDACTED]

Message: I'd like to take this survey. I can't find a link for it.

Response:

Good morning [REDACTED]

You can find the link on the project page here: <https://frasercoast.engagementhub.com.au/animal-management>, where you will find some background information and FAQs as well.

Or you can go straight to the survey here: <https://frasercoast.engagementhub.com.au/animal-management/userinfo/community-survey-for-domestic-animal-management-strategy>

Just out of interest, where did you hear about the survey? We're very keen for as many people as possible to take the survey, so perhaps we can contact the group or page you found the information on to provide the links for them?

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

T 1300 794929 | E community@frasercoast.qld.gov.au

14. Name: [REDACTED]

Email: [REDACTED]



Message: Please DO NOT allow dogs at the council caravan parks. We stay often at Pialba and it's so peaceful. We just got home from staying in a cabin this time at the NRMA park at Woodgate and the flies were discussing. Every caravan had a dog, if not 2 or 3 and in one case we saw one couple had four dogs. The dogs would come past our cabins and do their job in the nice gardens in front of our cabins which brought the flies in. Unfortunately we had to spend the week inside our cabin to escape the flies. The nice beach in front of the park was crowded with dogs off their lead, owners didn't care. Then there were the constant barking all day. Don't destroy the beautiful parks we have just to money grab the dog owners.

Response:

Good afternoon [REDACTED]

Thank you for your interest in our Animal Management Strategy.

Your comments have been captured and will be considered in the analysis of responses.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

15. Name: [REDACTED]

Email: [REDACTED]

Message: Where are the dog parks you were promising? Eli Waters wants some infrastructure. Do it.

Response:

Good morning [REDACTED]

Thank you for your interest in our Animal Management Strategy.

Your comments have been captured and will be considered in the analysis of responses.

I encourage you to fill in the survey if you haven't already here:

<https://frasercoast.engagementhub.com.au/animal-management/survey/community-survey-for-domestic-animal-management-strategy> and be sure to fill in the relevant questions and comments.

Kind regards

Christine Kelly

16. Name: [REDACTED]

Email: [REDACTED]

Message: We need laws to protect us, from pet owners that are just bullies. The residents that live between Torquay to Pialba are very cranky, over the last dog attack and the killing of a small dog on Sunday 8th November. After the attack, the man was out walking the large dog, finding it hard to control, I asked if he could put a muzzle on the dog rottweiler, I HAVE BEEN ABUSED, STALK, This has been reported to police, they say this is up to the ranger, very disappointed how this has been handled.

Response:

Good afternoon [REDACTED]

Thank you for your feedback, we understand this has been a difficult time for you.

Unfortunately the survey period for the domestic animal management strategy has now closed, being open for one month since 12 November. However, should you wish to lodge a request with Council for response and/or consideration please contact Community Rangers via Council's Customer Service centre 1300 79 49 29 or email enquiry@frasercoast.qld.gov.au where your concerns will be logged and the responsible officer will respond to you shortly.

Kind regards

Christine Kelly

17. Date: Mon 20/12/2021 3:21 PM

Message: Afternoon Christine,

[REDACTED] has been having issues sending this to the email address you provided of engage@frasercoast.qld.gov.au

Please find attached the documentation she wished to forward to you.

Please see below Dianne's contact details.



Response:

Good afternoon [REDACTED]

Just advising that I have entered your responses into the survey and they will be considered along with the 570 other responses we have received for this project. You can watch the progress of the drafting of the Domestic Animal Management Strategy here: <https://frasercoast.engagementhub.com.au/animal-management>. It is expected there will be a draft for public feedback some time in Late February, early March.

If you would like to be notified of updates to this and other projects currently being conducted by the Council, please register on our Engagement Hub here (if you are not already):

<https://frasercoast.engagementhub.com.au/>

Kind regards

Christine Kelly

18. Submitted as part of a survey response, and included separately due to the length of the response.

FRASER COAST REGIONAL COUNCIL DOMESTIC ANIMAL MANAGEMENT STRATEGY
COMMUNITY CONSULTATION SURVEY

25. Further comments

In formulating policies and procedures, I would like consideration of the wellbeing of all parties, including animals, owners, management, and neighbours/others. The needs of dogs, for example, seem to be overlooked in favour of some owners who want to treat them as babies, without providing effective training, stimulation or outdoor space.

There are implications for owners and managers of premises if there is a dog attack, or injury to a person as a result of a menacing dog. Insurance may not cover them if they are negligent. Laws are designed to protect all parties, to anticipate what could go wrong, and try to prevent it - similar to the laws about wearing seatbelts and bicycle helmets.

In recent years, dogs have become increasingly present where people gather. Many of the decisions about allowing dogs inside premises and at events seems to be driven by dog-owners and those who fear they might miss out on business if dogs are prohibited. We need some boundaries to be drawn for consistency and to protect the wellbeing of all parties. Many people have had very negative experience of dogs, but may not speak up for various reasons. It is an enormous upheaval and costly to sell a property to get away from a bad dog situation. There is no guarantee that there will not be a recurrence eventually in the new location. Residents look to Council to set standards and preserve their peace and safety.

Please understand the enormous impact on neighbours and others in close proximity to a dog that barks - even intermittently. Older residents who spend most of their time at home, or residents who are housebound for various reasons, can be tormented by an untrained dog. Complainants don't want a long drawn-out process of complaint that is open to interpretation according to number of barks per hour etc. They want an effective, lasting solution.

Decisions about laws concerning dogs should be made according to principles of good governance, safety, and wellbeing of all parties, rather than being dominated by a vocal minority of dog owners and a few businesses who obviously have a vested interest. Explicit laws already exist for the keeping of other animals in urban areas, eg roosters, chickens, pigeons, etc so clearer laws need to be devised and made widely known for the keeping of dogs which have the potential to cause as much, if not more, disturbance, and can result in major injury and death to other animals and humans.

The following are my requests for consideration: -

1. Any documents, Fact Sheets, publicity and statements should speak about dogs in neutral terms, as an animal, without undermining the intention of laws and rules eg do not refer to dogs as fur babies and members of the family. This encourages owners to allow the dog to control them, without any firm boundaries, as is required for responsible ownership and appropriate training.

2. A minimum size of securely-fenced private open ground should be specified for the keeping of a dog, and made known to council residents. Apartments, and houses only with verandahs, patios, decks etc are not suitable for a dog to exercise, behave as a dog, and to urinate and defecate hygienically. The council specifies the minimum size of properties for the keeping of other animals within the council area (especially noisy animals), so a minimum space for a dog is also warranted. Chickens, for example, cannot be kept on a property less than 600 square metres.

4

Continued overleaf



in an urban area, and written consent is required from neighbours if chickens are to be kept on larger properties.

3. On the sale of a dog and registration of a dog, the owner should indicate which recognised and functioning dog obedience clubs the dog attends. This is for the benefit of ALL parties, including dogs, as they enjoy learning and pleasing their owners. This is similar to learner drivers needing to undergo training and testing of knowledge and skills. It is also consistent with approvals for the keeping of poultry in the council area. The dog registration form should also require the dog owner to state the "measures to mitigate noise emitted by the" dog (quote from the Council's Approval to keep a Rooster, Chicken, Pigeons/Other Birds" application form).

4. A self-assessment checklist for the keeping of a dog should accompany the dog registration form, to outline the responsibilities of owners, including toileting and disposal of dog faeces, prevention of nuisance barking, security of fencing and containment of the dog, suitable leashes, hygiene practices, arrangements for care of the dog by a suitable person in the owner's absence, behaviour of the dog when outside the property eg in a vehicle, walking on a path or in a park (including inappropriate places to urinate) etc. The owner should sign the checklist and submit it with the registration form, as for the approval process for poultry.

5. An annual publicity campaign about the council dog laws would be worthwhile, to reinforce expectations. Please make the laws clearly expressed and advertised so that there is no misunderstanding or dilution of responsibilities regarding containing dogs and preventing unnecessary barking, for example, it is not necessary for a dog to bark every time someone passes by, or when the owner returns home.

6. The council Fact Sheet on Barking Dogs should be revised. Remove the statement "Most dogs bark", as this gives licence to owners to allow their dog to bark. The statement is misleading. It could read "Most untrained dogs bark." Some dog breeds do not bark at all, some dog breeds can bark but don't unless in particular extreme circumstances, and working dogs and others which have undergone training only bark when appropriate to do so, if at all. Please include the definition of a bark, and instances when barking is considered a nuisance. Stronger measures should be included in the Fact Sheet, for example attendance at training sessions, obedience courses and clubs, use of training techniques, trainers and devices. None of these are currently mentioned.

7. The definition of nuisance barking should not be restricted to multiple barks, as a single ear-piercing yelp that signals a dog's desire to be let indoors or outdoors early in the morning, can shatter the peace and quiet for neighbours who might still be sleeping. A dog which barks once as someone walks past its home can accumulate many single barks throughout a day, which will continue to disturb the peace of neighbours who might be retired and home-bound. Any reference to a certain amount of barks being "allowed" in an hour is very unhelpful to a long-suffering neighbour, but gives permission to the owner to not train the dog to remain silent unless under actual threat.

8. The locations in the council area in which dogs are not allowed should be very clearly sign-posted, and this information made widely known. Any activities undertaken within the dog-free areas should also advertise that no dogs are permitted. Such places include Queens Park, the City Hall precinct, and the Queen Elizabeth Rose Garden in Maryborough.

9. No dog events such as parades and competitions should be permitted within the designated dog-free areas. No exceptions, otherwise confusion arises during other times.

7

10. Consideration should be given to the safety of pedestrians, children, babies in prams, the disabled, and the elderly when establishing laws for dogs around cafes and outdoor eateries. Dogs should not be permitted, or encouraged by the placement of water bowls on the footpaths outside cafes, restaurants, hotels etc. It can be very unsettling, if not unhygienic and unsafe, for dogs to be lying along the feet of patrons, and for some owners to feed their dogs from the table. This can lead to the same behaviour that is unwanted on K'gari ie animals expect to be fed, and may become aggressive. Fellow patrons can find it very difficult to relax in such an atmosphere. Attention is focused on the dog, resulting in less attention to carefree social interaction.

11. Outdoor events that attract concentrated crowds should not allow dogs eg Mary Poppins Opening Night and Festival, Christmas Street Party, Carols by Candlelight, Street Parades, STEAMFesta, Tech Challenge, Wings and Wheels, horse race events, rodeos, agricultural shows, Food n Groove Fridays. This should be included in advertising, and a notice placed at the entry points with marshals ensuring compliance.

12. Dogs should not be permitted within market precincts eg Maryborough Thursday market in Adelaide Street. It can be very intimidating to find oneself standing next to a dog in a close environment, especially when the dog owner's attention is not focused on the dog while they browse or make a purchase.

13. Dogs should not be permitted inside shops eg Bunnings, up shops, hairdressers etc. It can be very frightening to walk around a blind corner into an aisle in Bunnings, and to come face to face with a large dog that might also be startled and bark.

14. Dogs should not be permitted inside business premises and offices eg banks, real estate offices, etc.

15. Dogs should not be allowed inside any council premises and visitor places eg Library, council chambers, customer service offices, museums, art galleries etc. They should not be allowed inside any halls such as City Hall, Granville Hall and Ynana Hall, which hold classes, dances, meetings, expos, etc. They should also be banned from other indoor venues such as Senior Citizens Hall, Pensioners Hall etc.

16. Dogs should not be allowed in medical premises eg doctor's rooms, physiologist offices, and hospitals.

17. Dogs should not be allowed where people are located in close proximity, and are mostly confined eg hospices, palliative care, nursing homes, aged care facilities, hotels, motels. While some patients or visitors might appreciate the company of a pet, there would be many others who would be negatively impacted. There are many reasons for excluding dogs from such places eg safety, hygiene, noise, lack of responsible supervision. Being in an adjoining room or bed could cause enormous misery for someone if they have to endure a dog in close proximity. If a resident keeps a dog in these settings, it will be left unattended when the resident goes to the dining room for meals or entertainment, potentially barking and howling while a neighbouring resident is in bed trying to rest or sleep. Residents might have to pass a dog in a corridor when the owner walks it to another area in the facility. Toileting, washing, feeding and grooming will not be possible in a single room such as residents occupy in these facilities. Anyone with dementia will probably not be a responsible dog owner in such confined spaces. Please require developers and management to exercise common sense and good management to prevent dogs being kept in such facilities, or as visitors. Examples include the Fraser Coast Hospice, and Thana Signature Care Aged Care facility.

7

Continued overleaf



teaching it NOT to bark, and doubles the intrusion on the peace of neighbours by the dog and accompanying human sound.

25. Council should offer tourists a choice between caravan parks with and without dogs. Caravanners are notorious for allowing their dogs to roam freely when required to have them on a leash. This causes arguments, safety issues, disharmony among residents and campers, and dog faeces not being disposed of. It is so much more peaceful in a caravan park that does not allow dogs. It is much easier for the owners and management too.

26. Consideration should be given to dogs being banned from Fon Runa, Park Runa etc, to avoid dogs getting among the feet of walkers and runners, with the prospect of serious injury through trips, falls and fright.

27. Extensible leashes should be banned, as they do not allow the owner to have full control of their dog, which can approach other people and chase, jump up, sniff, lick or bite. Such leashes also allow dogs to approach other dogs that might be smaller in stature, causing stress and fear in the smaller dog.

28. Impounded dogs should only be released upon the owner giving a written undertaking to correct the cause of the escapes, and a ranger inspecting the premises after being notified this has been implemented.

29. A ranger should be allocated to regularly check the Maryborough Community Facebook site for any dogs which are reported found wandering. It is imperative that such dogs be collected urgently, to prevent vehicle crashes and injury to the dog, property, children, and others.

30. Records should be obtained from doctors and hospitals to monitor the number of dog attacks and injuries that occur in the council region per annum.

31. The Complaint Procedure is currently very onerous for the complainant, and may not result in effective change when a lenient approach is taken to dog behaviour and nuisance barking. A ranger could be more involved in assessing the amount and nature of the barking. In the case of a complaint about nuisance barking, a ranger could visit the premises and experience the barking, in order to assess the circumstances and recommend a remedial course of action.

32. More responsibility should be placed on the owner to give a written undertaking regarding remedial action, following a complaint, and the ranger should follow that up within a specified time frame. When a complaint is made about the behaviour of a dog, as well as the complainant being required to keep a diary, the owner should be required to keep a diary to monitor their dog's behaviour and the causes. This puts responsibility on the owner to identify the circumstances around the behaviour and how it might be changed. It is not always possible for the complainant to know what prompts the unwanted behaviour such as nuisance barking, whereas the owner is present and can observe it.

33. Respect should be given to every complainant - whether it be made by one or several people. There could be many reasons why just one neighbour lodges a complaint, but being a sole complainant should not diminish its value. It takes a lot of courage and energy to follow a complaint process, often after experiencing inappropriate behaviour for some time, and trying to talk with the dog owner.

18. The application of council dog laws regarding retirement homes and lifestyle villages need to be revised to take into account the nature of the residents and the limitations regarding the housing. Residents are likely to be retired and home-based, therefore there is no respite from a neighbour's dog barks as there might be in a suburban street where family members would be at work or school during the day. Older people are more likely to undergo joint replacements, and other surgeries (eg for skin cancer) and treatments (eg for chemotherapy). They are likely to experience falls more often, perhaps due to being active rather than sitting in an office during the day. As residents age, they can be in the last months, weeks and days of life. Nuisance barking is intolerable under these circumstances, but such residents and their carers may not have the time, ability or desire to pursue a complaint process, especially as dog owners can be dismissive, defensive and abusive. Many retirement homes do not have block-out fencing around the individual homes, so barked dogs can have line of sight and be disturbed by passing dogs and residents. Homes are also in very close proximity, compared to acreage and suburban homes. Roads, hard surfaces, and garages reflect and amplify sound, so tighter laws need to be devised to protect the whole community within the complex.

19. Retirement homes, Over 50s Villages and lifestyle villages are located on private property, therefore the owners may make stricter rules regarding dog ownership and behaviour. In the same way that there are requirements for entry to premises such as hotels, such villages can specify rules that are customised for their residents and particular environment. This should be recognised when investigating dog complaints.

20. Retirement homes, Over 50s Villages and lifestyle villages are governed by state laws that are made known to residents before they take up residence, and are a condition of their entry. Such laws refer to the keeping of the peace, and not causing disruption to neighbours. Incoming residents indicate their written agreement to these laws. People investigating dog complaints need to be familiar with the specific laws that apply to villages and communities.

21. Laws should apply to over 50s communities regarding allowing only one dog per household (that is not replaced upon death of the dog), the maximum size of a dog, evidence of training of the dog to live in a dense environment before entry to the complex, and the requirement to have secure non see-through fencing.

22. Encourage and support retirement villages and Over 50s communities that are dog-free. In the current climate, all villages seem to not want to deter potential residents who own dogs, with the result that the majority of people who do not own a dog, have to live beside a very unruly dog, but are under pressure to not complain. People who do not want to live among dogs in their retirement years currently have no choice among retirement communities, but would welcome such an opportunity.

23. In Fact Sheets and in publicity, Council should make clear the requirements of Therapy and Companion Dogs, so owners do not take advantage of sympathy at the expense of the safety and comfort of others if their dog is not properly trained, registered and wearing a licensed coat.

24. In Fact Sheets and publicity, perhaps include examples of successful dog training methods which resulted in the dog no longer barking. Please do not disparage training devices such as bark collars and "silent" whistles etc, as they are intended for concentrated short-term targeted training, rather than long-term intermittent use. Even dedicating several afternoons to training a dog to not bark when someone walks past, by giving a treat when it is quiet, and spraying a water bottle in its face when it barks, will get the message across relatively cheaply and painlessly. Many owners resort to talking baby talk to a dog AFTER it has barked, but this is ineffective in



8.3 ENGAGEMENT HUB (PROJECT WEBPAGE)

<https://frasercoast.engagementhub.com.au/animal-management>

8.4 MEDIA RELEASE

Have your say! Fraser Coast Animal Management Strategy begins community engagement Help shape Council's animal management strategy

Responses to dog attacks, the location of dog off-leash areas, responsible pet ownership education and animal management facility operating hours are among the issues being considered in the development of a Fraser Coast Regional Council domestic animal management strategy.

Cr Paul Truscott said Fraser Coast residents were being encouraged to provide their input and feedback in to the development of the region's first comprehensive domestic animal management strategy.

"Council provides a range of animal management services for the community, with rangers investigating thousands of reports every year about dog attacks, barking dogs and wandering animals," he said.

"We also house impounded animals in dedicated facilities and carry out responsible pet care programs to encourage registration, microchipping and desexing.

"This new strategy will provide a framework for how we deliver animal management services over the next decade and help us balance community expectations with the available financial resources.

"Residents are encouraged to have their say over the next four weeks to help Council understand what is important in a domestic animal management strategy and what level of services they want."

A dedicated animal management strategy page has been established on Council's Engagement Hub website – https://frasercoast.engagementhub.com.au/projects/project_detail/MzkzNQ - with a short online survey, which is open from today (Friday 12 November 2021) through to 12 December 2021.

Council officers will also be at local markets (and shopping centres) over the next four weeks gathering feedback, while information stands will be set up at Council's Customer Service Centres and libraries.

Cr Truscott said the strategy would help Council achieve the purposes of the Animal Management (Cats and Dogs) Act 2008 and local laws, with the document to be reviewed annually.

"This initial community engagement will help Council develop a draft strategy, which will then go out to public comment in early 2022 before it is finalised and adopted," he said.

"I encourage everyone who is interested in domestic animal management on the Fraser Coast to make sure their voice is heard by completing the survey over the next four weeks."