

Do you own a registered dog or cat?
<p><i>13 respondents own a cat or dog (55%)</i>  <i>7 respondents do not own a cat or dog (35%)</i></p>
Have you found it easy to access services to register your cat/dog? If not, do you have any suggestions to improve this?
<p><i>11 respondents claimed that they found it easy to register their dog or cat (55%)</i>  <i>1 stated that they did not find it easy to register their dog or cat (5%)</i>  <i>8 made no comment (40%)</i></p> <p><i>Desexing is so expensive but I don't think council should wear the costs rate payers pay enough!</i>  <i>Registration we have a dog and cat never registered as on farm and we look after them.</i></p> <p><i>Make everything online. Should not have to travel to a F2F location to register a new pet.</i></p>
What activities do you think Council should undertake to encourage people to register, microchip and desex their dog/cat?
<p><i>Regular notifications in newspapers</i></p> <p><i>Unsure</i></p> <p><i>Education ++++</i></p> <p><i>Knowing that the animal will end up in the pound should be enough to encourage the registration of the animal</i></p> <p><i>Public campaign to advise that there are fines for not registering dogs/cats - and if there aren't fines there should be. Then, follow up and actively police neighbourhoods to identify animals that are not registered ... and fine the owners.</i></p> <p><i>Off lead dog parks and low cost to register.</i></p> <p><i>Have regular microchip days</i></p> <p><i>Discounts on desexing and Free microchipping</i></p> <p><i>More public education and perhaps a small subsidy to local vets to assist people in getting them desexed. Actually issue fines for unregistered pets.</i></p> <p><i>More education, and a greater reduction in rego fees. A microchipped, Desexed dog should have a one off life time rego fee.</i></p>

*Local by-laws should be enforced by council by way of letter drops and social media channels to make sure everyone is aware the yard required to abide by all the rules and regulations*

*Subsidised desexing & microchipping schemes*

*Educate the public on the benefits especially desexing eg preventing unwanted litters, roaming and aggression especially in males. Mandatory registering and microchipping of dogs and cats to keep track of numbers and outlaw backyard breeding which is only for profit, not for the love of the breed*

*Pretty much what Council are already doing (advertise when registrations are due, and give discounted registrations for desexed pets)*

*Letterbox drops with simple instructions on how to complete these actions.*

*Registration drives - one day stalls in town where people can easily access registration services when online options aren't feasible.*

*Education sessions in person*

**Have you previously experienced a negative impact from a dog or cat, either at your property or in a public place? If 'Yes', do you have any suggestions for Council to implement in order to prevent such situations from reoccurring?**

*14 respondents stated that they have experienced a negative impact with a dog or cat (70%)  
6 respondents stated they didn't experience a negative impact with a dog or cat (30%)*

*Barking dogs. Dogs do not belong in residential areas. Council does nothing to stop incessant barking of these poorly owned animals. Cats wander and spray urine over cars and houses. They should to be permitted to be outside unless in a run.*

*Stronger and more immediate action when complaints are made.*

*Greater penalties for barking dogs, and cats who roam at night and kill wildlife. The cats should be locked in at night.*

*Council should develop a specific sequence of steps to be followed by the person complaining over a period of time along with photographic records if possible. The owner of the offensive animal should be warned both verbally and in writing on several occasions before a fine is issued by council.*

*Ensuring dogs are in a secure yard. Too many dogs in our township escape or are on the brink of escaping. It can be frightening when you are walking your own dogs around town and you're unsure how the dogs will react.*

*Action from Council when they receive complaints, e.g. excessive barking.*

*Introduce by-laws, e.g.*

*\* picking up a dog's faeces and provide 'poo' bag dispensers in various locations to assist with this.*

*\* a dusk-to-dawn curfew for cats.*

*\* dogs on leads in public places.*

*Neighbour's dog burrowed under shared fence, entered our property and stood barking at back door in threatening manner. Had to be chased from property.*

*Faster follow up and replacement for ranger when on holiday.*

*Further education about how pets can become a nuisance to others or neighbours.*

*Further education to owners about rectifying the pet's behaviour or ways to prevent issues developing. One frequent issue in rural towns is dogs barking, all night, particularly if they are cold or left tied up or in a cage overnight. Educate about keeping dogs in appropriate conditions, warm or cool depending on the season and away from disturbances. If warnings are not heeded issue fines.*

*Act upon noise complaints more strictly and impound wandering cats.*

*When complaints are made to council for breaches of dog/cat ownership rules these should be followed up to make sure changes have occurred*

*Straying pair of dogs came in to property - owner at fault*

*Have made numerous complaints before and even filled out two "Barking dog Diaries" Total of 4 weeks. Complete waste of my time. The previous Local Law Officer "sat and observed " twice in full view of my neighbour's property. What was the point?? Made no attempt to interview neighbouring properties.*

*Not really, as they are feral cats, and I'm not sure if Council can do much about them.*

**Have you ever observed any negative impact or unsafe situation between a dog and another person or animal? What caused the incident and what preventative measures would you suggest for Council to implement?**

*9 respondents stated that they have observed or experienced an unsafe situation involving a dog (45%)*

*10 respondents stated that they have not observed or experienced an unsafe situation involving a dog (50%)*

*One-strike policy. Animal to be destroyed if it rushes or attacks a person*

*A dog that is allowed to roam off the property was spooked when it saw me and my dog and ran off towards its home. I could hear a car coming at pace down the road and quickly turned and motioned to it to slow. If I hadn't done that the car would have collided with the dog resulting in either a dead dog or vet bills plus damage to the car.*

*The dog itself may be harmless but it can still cause an accident.*

*Dog running out of a yard towards my dog. Yards to be enclosed, Dogs on leash when out and about*

*Promote responsible pet owners. Promote pet training classes (owner training). Dogs are worse than having a child. Often people think a pet won't wander out of their own property but unless fenced they will eventually go looking for fun. Most likely they will bother other pets or animals or worse.*

*Savage dogs should be better controlled or put down. Savage dogs in front yards in town are a danger to passing pedestrians*

*Dog was unrestrained on a public road and threatened people walking on road, council needs to reiterate to all dog owners that unrestrained dogs are not allowed and will be seized*

*It was a dog attack as a result of stray dogs so nothing could be done*

*This particular dog rushes at the front fence whenever a person is walking or walking their dog. it almost jumps the fence. Some people I have spoken to have feared that it would. Also, in my own*

*backyard. It lunges at the fence with force. The owner does nothing. Council is aware that this dog is aggressive. A follow up needs to be done as to why it does this*

*I don't think the various incidents I have seen (e.g. where pets have bitten their owners) had anything to do with Council regulations*

**Are you satisfied with the levels of controls for dogs in public places and if not, what would you suggest for Council to implement to address your concerns?**

*14 respondents stated that they are satisfied with the current levels of control (70%)  
6 respondents stated that they are not satisfied with the current levels of controls (30%)*

*Follow up on complaints, don't ignore them like council currently does*

*Lots of dogs are being walked off a lead. When coming across a dog of the lead, it can be anxious for someone walking a dog(s) on a lead, as I never know how the dogs will react.*

*Dogs should be contained on their property and on lead in public places, e.g. the main shopping centre.*

*Too many people do not have control of their dogs. More presence of Ranger*

*Council needs to reiterate to all dog owners that unrestrained dogs are not allowed and will be seized*

**(1) Are you aware of how to report incidents of aggressive dogs or attacks and (2) have you found it easy? (3) Was there adequate follow up by Council?**

- 1. 13 respondents stated that they are aware of how to report incidents of aggressive dogs (65%)  
7 respondents stated that they are not aware of how to report incidents of aggressive dogs (35%)*
- 2. 6 respondents stated that they found it easy to report such incidents (30%)  
2 respondents stated that they have not found it easy to report such incidents (10%)  
11 respondents stated that they haven't reported such incidents (55%)*
- 3. 4 respondents stated that there was inadequate follow up of such reports (20%)  
2 respondents stated that there was adequate follow up of such reports (10%)*

**Have you observed an adequate level of messaging, signage and other promotional material/campaigns that promote responsible pet ownership?**

*17 respondents stated that they have not observed adequate messaging, signage etc (85%)  
3 respondents stated that they have observed adequate messaging and signage (15%)*

**Are there adequate public spaces for dogs to exercise off leash?**

*13 respondents stated that felt there are inadequate off leash areas for dogs (65%)  
3 respondents stated that they felt there are adequate off leash spaces for dogs (15%)*

<p><b>(1) Has Council clearly promoted the rules about dogs in public places (off leash and on leash places) and (2) are these adequately patrolled?</b></p>
<p>1. 17 respondents stated that don't believe council has adequately promoted the rules about dogs in public places (85%) 3 respondents stated that they believe council has adequately promoted the rules about dogs in public places (15%)</p> <p>2. 16 respondents stated that they do not believe that council adequately patrols for compliance with these orders (80%) 3 respondents stated that they do believe that council adequately patrols for compliance with these orders (15%)</p>
<p><b>Have you previously accessed or been recipient of Councils animal management services and were you satisfied with the;</b></p> <ul style="list-style-type: none"> <li>- responsiveness</li> <li>- quality of services</li> <li>- completion and follow up of your matter?</li> </ul> <p><b>If not, what specific areas need to be addressed by Council?</b></p>
<p>14 respondents stated that they have not accessed or been recipient of council's animal management services (70%) 6 respondents stated that they have accessed or been recipient of council animal management services (30%)</p> <p>With respect to the standard of service, 6 respondents made comments and ratings as follows; Responsiveness - 10%, 80%, 60%, 40%, 100%, 10% Quality of service – 60%, 80%, 100%, 40%, 100%, 10% Completion and follow up of your matter – 10%, 80%, 100%, 40%, 100%, 10%</p> <p>In the past I have found it extremely difficult to contact the council Ranger. I have written emails requesting help with no response as well as going to council and completing a form about a barking dog. In the end I happened to meet the Ranger and verbally expressed my complaint about a neighbour's barking dog. There was no follow up after this meeting.</p> <p>Following rules and regulations of correct ownership of domestic animals in townships</p> <p>As I have said before if a complaint has been made it needs to be taken seriously and handled within a reasonable amount of time. Also, there should be updates. It is very frustrating to constantly sent emails or make phone calls to see what progress has been made. Council needs to enforce the law about how many dogs are on a standard block in town. There should be fines for residents who continually abuse this.</p>

**General Feedback. We welcome any further comments about any issue that you regard as important from an animal welfare, safety and amenity and environment perspective.**

*Complaints about barking dogs are largely ignored by council. This causes neighbourhood conflict. Get out and manage these annoying animals.*

*Near where I live on XXXX Avenue Edenhope there are several XXXXX dogs kept in a yard. These dogs bark incessantly when I move around my property. The owner appears to have some kind of structure near the fence which allows the dog/s to jump on and peer over the fence and start barking until I am inside the house. The owner rarely controls the dog.*

*This is worse in summertime when windows are open at night to cool the house. Speaking to this neighbour has been ineffective.*

*The satisfaction scores were in relation to reporting a dog attack some years ago and the ranger at the time took appropriate action, however, I have heard stories of people reporting excessive barking of dogs that received no action. Barking dogs can ruin a person's life.*

*Need clarification of off dog areas with the shire and towns. There are many people who regularly allow their dogs to be off leash everywhere within the town, even in shops. Would be good to have clarification on this*

*An off-leash park or area would be nice to see in the townships*

*Education, warnings and enforcement activities need to be increased.*

*Working closer with local vets.*

*Appropriate fencing to keep animals in, this extends to farms as well.*

*Better clearing of roadsides to assist having clear view of any wildlife to help stop the carnage.*

*We are lucky to have access to a vet in our town and region.*

*More control needed for barking dogs, and tighter control on wandering cats*

*As an animal lover and an owner of a 17-year old little dog I find it very distressing to live next door to dogs that bark aggressively and howl when the owner leaves his property. One of the main concerns is that on more than one occasion he has left two full grown dogs locked inside the house for more than 10 hours. The other one left outside barks and howls. Yes. That is 3 dogs. Two dogs are mostly kept indoors even when he is home. That is in my view animal abuse as they are denied access to exercise and fresh air. The address is XXX St. Kaniva*

*Benefits to pet owners from registration fees might encourage people to register their pets on time and not dump pets that reach registration age.*

*This could either be in the form of immediate benefits - e.g. vouchers for dog food, vet care or other pet services when people pay their registration, or else could at least involve clear messaging of how income from registration fees is used to benefit pets and their owners.*

*99% of pet owners are very responsible*

## Responses in Descending Order of Priority/Urgency

\* Low level of satisfaction with high demand and need for corrective actions

\* Moderate level of satisfaction and demand for review and/or improvement of existing arrangements

\* Reasonable level of satisfaction; maintain existing arrangements

17 respondents stated that they have not observed adequate messaging, signage etc	(85%)
17 respondents stated that don't believe council has adequately promoted the rules about dogs in public places	(85%)
16 respondents stated that they do not believe that council adequately patrols for compliance with these orders	(80%)
14 respondents stated that they have experienced a negative impact with a dog or cat	(70%)
14 respondents stated that they have not accessed or been recipient of council's animal management services	(70%)
14 respondents stated that they are satisfied with the current levels of control (70%)	(70%)
13 respondents stated that felt there are inadequate off leash areas for dogs	(65%)
13 respondents stated that they are aware of how to report incidents of aggressive dogs	(65%)
11 respondents claimed that they found it easy to register their dog or cat	(55%)
10 respondents stated that they have not observed or experienced an unsafe situation involving a dog	(50%)
9 respondents stated that they have observed or experienced an unsafe situation involving a dog	(45%)
6 respondents stated they didn't experience a negative impact with a dog or cat	(30%)
6 respondents stated that they are not satisfied with the current levels of controls	(30%)
7 respondents stated that they are not aware of how to report incidents of aggressive dogs	(35%)
6 respondents stated that they have accessed or been recipient of council animal management services	(30%)
6 respondents stated that they found it easy to report such incidents	(30%)
4 respondents stated that there was inadequate follow up of such reports	(20%)
3 respondents stated that they believe council has adequately promoted the rules about dogs in public places	(15%)
3 respondents stated that they have observed adequate messaging and signage	(15%)

<i>3 respondents stated that they felt there are adequate off leash spaces for dogs</i>	<i>(15%)</i>
<i>3 respondents stated that they do believe that council adequately patrols for compliance with these orders</i>	<i>(15%)</i>
<i>2 respondents stated that there was adequate follow up of such reports</i>	<i>(10%)</i>
<i>2 respondents stated that they have not found it easy to report such incidents</i>	<i>(10%)</i>



## Responses by Specific Categories

### **Registration, Microchipping, Desexing (17 responses)**

*Desexing is so expensive but I don't think council should wear the costs rate payers pay enough!  
Registration we have a dog and cat never registered as on farm and we look after them.*

*Make everything online. Should not have to travel to a F2F location to register a new pet.*

*Regular notifications in newspapers*

*Education +++++*

*Knowing that the animal will end up in the pound should be enough to encourage the registration of the animal*

*Public campaign to advise that there are fines for not registering dogs/cats - and if there aren't fines there should be. Then, follow up and actively police neighbourhoods to identify animals that are not registered ... and fine the owners.*

*Have regular microchip days*

*Discounts on desexing and Free microchipping*

*More public education and perhaps a small subsidy to local vets to assist people in getting them desexed.*

*More education, and a greater reduction in rego fees. A microchipped, Desexed dog should have a one off life time rego fee.*

*Local by-laws should be enforced by council by way of letter drops and social media channels to make sure everyone is aware the yard required to abide by all the rules and regulations*

*Subsidised desexing & microchipping schemes*

*Pretty much what Council are already doing (advertise when registrations are due, and give discounted registrations for desexed pets)*

*Letterbox drops with simple instructions on how to complete these actions.*

*Registration drives - one day stalls in town where people can easily access registration services when online options aren't feasible.*

*Education sessions in person*

*Benefits to pet owners from registration fees might encourage people to register their pets on time and not dump pets that reach registration age.*

*This could either be in the form of immediate benefits - e.g. vouchers for dog food, vet care or other pet services when people pay their registration, or else could at least involve clear messaging of how income from registration fees is used to benefit pets and their owners.*

### **Unrestrained, Escaping, Aggressive and Menacing Dogs (15 responses)**

*One-strike policy. Animal to be destroyed if it rushes or attacks a person*

*Savage dogs should be better controlled or put down. Savage dogs in front yards in town are a danger to passing pedestrians*

*Dog was unrestrained on a public road and threatened people walking on road, council needs to reiterate to all dog owners that unrestrained dogs are not allowed and will be seized*

*It was a dog attack as a result of stray dogs so nothing could be done*

*This particular dog rushes at the front fence whenever a person is walking or walking their dog. it almost jumps the fence. Some people I have spoken to have feared that it would. Also, in my own backyard. It lunges at the fence with force. The owner does nothing. Council is aware that this dog is aggressive. A follow up needs to be done as to why it does this*

*I don't think the various incidents I have seen (e.g. where pets have bitten their owners) had anything to do with Council regulations*

*A dog that is allowed to roam off the property was spooked when it saw me and my dog and ran off towards its home. I could hear a car coming at pace down the road and quickly turned and motioned to it to slow. If I hadn't done that the car would have collided with the dog resulting in either a dead dog or vet bills plus damage to the car.*

*The dog itself may be harmless but it can still cause an accident.*

*Dog running out of a yard towards my dog. Yards to be enclosed, Dogs on leash when out and about*

*Ensuring dogs are in a secure yard. Too many dogs in our township escape or are on the brink of escaping. It can be frightening when you are walking your own dogs around town and you're unsure how the dogs will react.*

*Appropriate fencing to keep animals in, this extends to farms as well.*

*Neighbour's dog burrowed under shared fence, entered our property and stood barking at back door in threatening manner. Had to be chased from property.*

*Straying pair of dogs came in to property - owner at fault*

*Lots of dogs are being walked off a lead. When coming across a dog of the lead, it can be anxious for someone walking a dog(s) on a lead, as I never know how the dogs will react.*

*Dogs should be contained on their property and on lead in public places, e.g. the main shopping centre.*

*Too many people do not have control of their dogs. More presence of Ranger*

### **Nuisance Animals (11 responses)**

*Barking dogs. Dogs do not belong in residential areas. Council does nothing to stop incessant barking of these poorly owned animals. Cats wander and spray urine over cars and houses. They should to be permitted to be outside unless in a run.*

*Stronger and more immediate action when complaints are made.*

*Greater penalties for barking dogs, and cats who roam at night and kill wildlife. The cats should be locked in at night.*

*Council should develop a specific sequence of steps to be followed by the person complaining over a period of time along with photographic records if possible. The owner of the offensive animal should be warned both verbally and in writing on several occasions before a fine is issued by council.*

*Near where I live on XXXX Avenue Edenhope there are several XXXXX dogs kept in a yard. These dogs bark incessantly when I move around my property. The owner appears to have some kind of structure near the fence which allows the dog/s to jump on and peer over the fence and start barking until I am inside the house. The owner rarely controls the dog.*

*This is worse in summertime when windows are open at night to cool the house.*

*Speaking to this neighbour has been ineffective.*

*More control needed for barking dogs, and tighter control on wandering cats*

*As an animal lover and an owner of a 17-year old little dog I find it very distressing to live next door to dogs that bark aggressively and howl when the owner leaves his property. One of the main concerns is that on more than one occasion he has left two full grown dogs locked inside the house for more than 10 hours. The other one left outside barks and howls. Yes. That is 3 dogs. Two dogs are mostly kept indoors even when he is home. That is in my view animal abuse as they are denied access to exercise and fresh air. The address is XXX St. Kaniva*

*Action from Council when they receive complaints, e.g. excessive barking.*

*Introduce by-laws, e.g.*

*\* picking up a dog's faeces and provide 'poo' bag dispensers in various locations to assist with this.*

*\* a dusk-to-dawn curfew for cats.*

*\* dogs on leads in public places.*

*The satisfaction scores were in relation to reporting a dog attack some years ago and the ranger at the time took appropriate action, however, I have heard stories of people reporting excessive barking of dogs that received no action. Barking dogs can ruin a person's life.*

*Further education about how pets can become a nuisance to others or neighbours.*

*Further education to owners about rectifying the pet's behaviour or ways to prevent issues developing. One frequent issue in rural towns is dogs barking, all night, particularly if they are cold or left tied up or in a cage overnight. Educate about keeping dogs in appropriate conditions, warm or cool depending on the season and away from disturbances. If warnings are not heeded issue fines.*

*Act upon noise complaints more strictly and impound wandering cats.*

*Not really, as they are feral cats, and I'm not sure if Council can do much about them.*

#### **Service Delivery, Access, Responsiveness (11 responses)**

*Stronger and more immediate action when complaints are made.*

*Greater penalties for barking dogs, and cats who roam at night and kill wildlife. The cats should be locked in at night.*

*Council should develop a specific sequence of steps to be followed by the person complaining over a period of time along with photographic records if possible. The owner of the offensive animal should be warned both verbally and in writing on several occasions before a fine is issued by council.*

*Faster follow up and replacement for ranger when on holiday.*

*Act upon noise complaints more strictly and impound wandering cats.*

*When complaints are made to council for breaches of dog/cat ownership rules these should be followed up to make sure changes have occurred*

*Have made numerous complaints before and even filled out two "Barking dog Diaries" Total of 4 weeks. Complete waste of my time. The previous Local Law Officer "sat and observed " twice in full view of my neighbour's property. What was the point?? Made no attempt to interview neighbouring properties.*

*Follow up on complaints, don't ignore them like council currently does*

*In the past I have found it extremely difficult to contact the council Ranger. I have written emails requesting help with no response as well as going to council and completing a form about a barking dog. In the end I happened to meet the Ranger and verbally expressed my complaint about a neighbour's barking dog. There was no follow up after this meeting.*

*As I have said before if a complaint has been made it needs to be taken seriously and handled within a reasonable amount of time. Also, there should be updates. It is very frustrating to constantly sent emails or make phone calls to see what progress has been made. Council needs to enforce the law about how many dogs are on a standard block in town. There should be fines for residents who continually abuse this.*

*Complaints about barking dogs are largely ignored by council. This causes neighbourhood conflict. Get out and manage these annoying animals.*

*Education, warnings and enforcement activities need to be increased.  
Working closer with local vets.*

#### **Public Places, Dog Orders (6 responses)**

*Lots of dogs are being walked off a lead. When coming across a dog of the lead, it can be anxious for someone walking a dog(s) on a lead, as I never know how the dogs will react.*

*Need clarification of off dog areas with the shire and towns. There are many people who regularly allow their dogs to be off leash everywhere within the town, even in shops. Would be good to have clarification on this*

*An off-leash park or area would be nice to see in the townships*

*Dogs should be contained on their property and on lead in public places, e.g. the main shopping centre.*

*Too many people do not have control of their dogs. More presence of Ranger*

*Council needs to reiterate to all dog owners that unrestrained dogs are not allowed and will be seized*

#### ***Education (4 responses)***

*Promote responsible pet owners. Promote pet training classes (owner training). Dogs are worse than having a child. Often people think a pet won't wander out of their own property but unless fenced they will eventually go looking for fun. Most likely they will bother other pets or animals or worse.*

*Following rules and regulations of correct ownership of domestic animals in townships*

*Educate the public on the benefits especially desexing eg preventing unwanted litters, roaming and aggression especially in males. Mandatory registering and microchipping of dogs and cats to keep track of numbers and outlaw backyard breeding which is only for profit, not for the love of the breed*

*Further education about how pets can become a nuisance to others or neighbours.*

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