

# **Animal Management Plan**

**2023**



Dear Resident

Owning a pet can have great benefits to us as owners and can dramatically improve our quality of life. However, owning a pet is also a large responsibility that should not be taken lightly. Managing pets within Nhulunbuy is complex. In approaching this task, the Nhulunbuy Corporation (NCL) must consider many aspects, including the benefits of pet ownership and the health and wellbeing of residents.

With so many people owning pets in Nhulunbuy, particularly dogs and cats, the Corporation has a complex challenge to balance the rights of pet owners with need to provide a safe, amenable environment for the community.

Complaints involving dogs and cats have been consistently high for some years, and to help address this issue the Nhulunbuy Corporation has amended the 1998 Animal Control By-laws. The amended By-laws were implemented on the 1<sup>st</sup> of November 2015 and then amended and updated again and released 2<sup>nd</sup> of February 2023. This comprehensive Animal Management Plan has been developed to be a practical guide to the management of dogs, cats and animals in Nhulunbuy.

It is designed not only to help animal owners to clearly understand their responsibilities but for everyone to understand the Nhulunbuy Corporations roll and the correct processes to follow.

We would like to thank all the community members and organisations who have contributed in some way to this plan, ensuring it combines the best lifestyle in Australia with all the benefits and enrichment that our animals and pets bring to us.

# You, your pet, and us

Dogs and cats are part of the family in many Nhulunbuy homes. They are wonderful companions and loved members of the family.

The health and social benefits of owning a dog or pet is widely recognised. Most pet owners are usually healthier, happier and more independent and active, and they can enjoy affection and unconditional love from their pets, and can also feel more secure, less lonely and suffer less from depression and stress.

Children who grow up with pets have higher self-esteem and improved social skills with a good understanding of discipline and responsibility. Children learn how to share their time with a pet and are more likely to be responsible pet owners of the future.

In Nhulunbuy there are many households with pets, particularly dogs and cats.

We need to treat our pets with respect and take responsibility for them. They depend on us for food, water and shelter and they are family, not property.

You are responsible for a pet for its entire life span. You need time every day to devote to their care and wellbeing. Pets cost money for a variety of reasons such as their food, health care, supplies, registration, training and sometimes in the case of dogs, obedience lessons.

Nhulunbuy Corporation wants residents to enjoy their pets, be responsible pet owners and be considerate of others in our community who do not have pets.

Managing pets is a complex issue. We want to balance your right to own a pet with the community's need for health, safety and amenity.



## **Nhulunbuy Corporation's Role**

The Nhulunbuy Corporation administers the Animal Management By-Laws and works to encourage responsible pet ownership via education, services, and facilities.

This Animal Management Plan has been produced to help explain the By-Laws and help pet owners in Nhulunbuy understand their legal and social obligations. The Corporation is not responsible for the administration of the Animal Welfare Act. The local Police and the RSPCA carry out that function. Here in Nhulunbuy the police are the Animal welfare officers and work closely with the NCL Animal Management Officer and should be contacted if you feel you have witnessed an animal welfare issue.

The Nhulunbuy Corporation has a well-trained team that is dedicated to animal management and education and an Animal Management Officer (AMO) that is experienced in animal management and

handling. Our (AMO) is also experienced in other related matters including investigation, evidence gathering, conflict management and have an extensive knowledge in the Corporation Animal By-laws, procedures, and policies. Our (AMO) is also highly trained to combat our feral animal problems and tirelessly deal with Buffalo, Crocodiles, Wild Dogs and feral cats on the town and industrial lease and surrounding Dhimurru land.

## **Why we need an Animal Management Plan**

This Animal Management Plan is a practical guide to managing dogs and cats in Nhulunbuy.

It provides guidelines and directions for Nhulunbuy Corporations employees and Nhulunbuy residents in respect to dog and cat management. It considers the amenity, safety, health, and legal obligations of responsible pet ownership in Nhulunbuy and offers support to pet owners and those with complaints by clearly outlining the Corporations procedures and the education programs that are available.

## **What are the benefits of good Animal Management?**

As a pet owner:

- You know exactly what your responsibilities are.
- You are offered support by the Nhulunbuy Corporation.
- You understand what will happen if your pet is involved in an incident or you do not meet your legal obligations.

As a member of the community:

- The guidelines and processes are clearly explained.
- You know exactly what you must do if you wish to complain or comment.
- You know who to contact in case of an incident or accident.

As the Corporation:

- We know clearly what our responsibilities are and can respond with help and advice.
- Animal and pet issues are consolidated and integrated into several Corporation strategies.
- We can target our community education programs to make them more effective for pet owners who lack awareness and information.
- We can learn from the experiences of other Councils across Australia

## **How to use this Animal Management Plan**

The plan is a practical guide.

It is designed to help dog and cat owners understand their responsibilities in accordance with the By-Laws. It addresses the most common issues associated with pet ownership and the most common areas of complaint.

It is important to remember that the Animal Management Plan is **ONLY** a guide. Its application is subject to relevant legislation and Corporation policy and will be amended from time to time. The relevant legislation is described later in this document.

### **Contact Numbers**

Nhulunbuy Corporation

- Nhulunbuy Corporation will respond to after-hours emergency calls when a dog has attacked or menaced someone or is being aggressive. ACO 0419 838 064
- During business hours of 9am – 4pm, you can call the NCL office on 08 8939 2200.

## **Education**

Legislation and enforcement alone will not encourage pet owners to be responsible. Support through education and advice is another important element to effectively manage animals in Nhulunbuy.



The regulatory officer (AMO) can provide information to the community relating to:

- Nuisance pet behaviour
- Owner education and assistance
- Registration enquiries
- Animal By-Law enquires and
- Any other animal-related matter.
- Crocodile education
- Wild animal education.

## **Website Information**

You can access information about animal management through the Corporations website including:

- Registration fees and conditions
- Information fact sheets on a range of topics

- Current By-Laws
- Corporations strategies, including this Animal Management Plan
- Fees and charges associated with infringements.
- How to lodge a complaint and
- Upcoming events and activities.

### **Community Awareness Campaigns**

The Nhulunbuy Corporation runs regular community education campaigns to help remind pet owners about their responsibilities and obligations and the consequences of non-compliance. These campaigns are designed to address common areas of complaint or make owners aware of upcoming dates such as registration expiry.

## **Targeting Specific Issues**

### **Territory Day Fireworks**

Territory Day is celebration 1 July each year and the associated fireworks can cause havoc with the dog and cat population of Nhulunbuy.

Prior to the event, the Corporation runs a campaign to remind pet owners and residents about the effect fireworks can have on pets. Owners are encouraged to make sure their pets are safely contained to reduce the chance of their pet running away through stress or anxiety. This information is distributed via a media campaign, Corporations website and Facebook page and Nhulunbuy PAWS Facebook page.

The Nhulunbuy Corporation collects and impounds many dogs during Territory Day celebrations and received many lost dog reports. Registered dogs that are impounded by the Corporation due to fireworks noise on Territory Day are given back to their owners with no infringements issued.



### ***Cyclones and Thunderstorms***

Cyclones and severe thunderstorms affect Nhulunbuy during the Wet Season, October to March. Due to the high level of anxiety pets can feel during these events, there tends to be many pet problems reported, including nuisance barking and pets escaping.

If a cyclone is approaching, the Corporation uses media to remind pet owners about their responsibilities, provide tips for keeping the pet safe and information on what will happen if their pet is impounded because of a cyclone or severe thunderstorm.

For more information about any of these education programs, or to access the information and advice available call the Nhulunbuy Corporation Office on 08 89392200.

## **Being a Responsible Dog Owner**

There are five important areas you need to be aware of to be a responsible dog owner.

- Be aware of your responsibilities.
- Ensure your dog has adequate food, shelter, and water at all times.
- Meet the ongoing costs in caring for your dog such as vaccinations, maintenance of health and welfare, de-sexing, microchipping and registration.
- Provide appropriate obedience training which will help meet your dog's emotional and social needs.
- Be aware of all relevant By-Laws and the penalties that apply to offences.
- Select a breed that suits your lifestyle.

The breed of your dog will affect its size, energy levels and temperament. Select a breed to suit your lifestyle and the amount of time you can spend with your pet.

This will help you care for your pet's health and welfare, which includes exercise, training and food requirements. **Remember that you can only keep a maximum of 2 registered dogs at any address on the Nhulunbuy Town and Industrial Lease areas.**

**Create a suitable home environment before bringing the dog home.**

Consider your home environment, including:

- The size of your yard
- The sections of the house or yard the pet will have access to and
- Visual access to public areas such as thoroughfares, footpaths, and local parks.

By spending a little time considering your pet’s environment, you can avoid boredom and anxiety for your pet.



There are many responsibilities that you, as a dog owner, need to the most common issues and complaints that Rangers respond to include:

- Registration
- Nuisance barking
- Dogs at large
- Dog attacks
- Restricted areas for dogs.



Please remember that this document is intended to be a guide only. Its application is subject to relevant legislation and Nhulunbuy Corporation policy, and it will from time to time be amended accordingly.

## Registration and Microchipping

### Registration

All dogs that are over three (3) months of age and have been in Nhulunbuy for three months or more, must be registered.

There are many benefits to registration.

- It is your proof of ownership.
- Corporation can return lost pets to their owners quickly.
- You can be contacted easily if your pet is involved in an accident/incident and requires veterinary treatment.
- Fees provide a source of funds for Corporations education, enforcement and wild dog, cat and buffalo eradication programs.

### Conditions of registration

To register your dog, you must agree:

- To always contain your dog and
- Be aware that you are only permitted to keep a maximum of **2 registered dogs at any address on the Town and Industrial Lease area.**
- You must agree to always comply with the Nhulunbuy Animal Control by-laws.

### Microchipping



## **Registration requirements**

Before a dog licence is given, the (AMO) will check to see if there have been any previous complaints against you (the owner), or breaching of any of the By-Laws. The (AMO) will make sure the premises is suitable and has adequate fencing. When licenses are granted, they may be approved with specific conditions. Owners can only keep two registered dogs on one property. Any Nhulunbuy resident that has previously had a special permit for three dogs prior to November 2016 will only be granted that permit while the three listed dogs are alive. When one of the three dogs die or is removed from the property, the permit will automatically be cancelled, and the resident will only be allowed to have two registered dogs on the property.

## **Enforcement**

The Nhulunbuy Corporation employs an (AMO) whose job is to enforce registration requirements. If your dog is not registered or you do not have a license (if required), you will be fined in accordance with the By-Law 30 (1).

## **Nuisance Barking**

Nuisance dog barking can be a great source of irritation to some people in our community and can generate a lot of complaints. We all want to live in a community that is pleasant and congenial and one where dog owners take responsibility for their dog's behaviour. Everyone has different levels of tolerance and sensitivity to dog barking. When the Corporation is investigating a complaint, firstly the presence of a 'nuisance' is established, especially as dogs naturally bark. If possible, evidence is gathered from multiple sources. The Corporation works with complainants and pet owners to investigate, substantiate and to find a resolution that works for everyone.

## **Reporting nuisance barking**

If a dog is making a noise, including barking, which is persistent and interferes with the peace, comfort and congenial living of a person on other premises, you can lodge a complaint with the Corporation.

### **Complaint process for nuisance barking.**

The Corporation has an established process for dealing with complaints about nuisance barking. By following this process, the Corporation intends to place more responsibility on the dog owner and help them with professional advice and guidance on dog behaviour patterns.

Follow this procedure to deal with nuisance barking.

- When you report a barking complaint, you will need to make the complaint in writing with details about the nuisance that is being caused.
- You will be asked to keep a log of the dog's nuisance barking over the next seven (7) days.
- After seven (7) days, the (AMO) will contact you and seek feedback on the nuisance barking. If the nuisance has ceased, the dog owner will be provided with feedback and encouraged to continue with the action they have taken.
- After receiving the complaint, the (AMO) will provide the owner advice and assistance to help them reduce the nuisance.
- Should the nuisance barking complaint remain unresolved, the dog owner may be issued with a fine (or infringement notice) or prosecuted.

### **Enforcement**

Should further barking complaints be received and found to be true, the dog owner may receive a 'show cause' letter on the dog's registration. A 'show cause' letter requests information from the owner on reasons why the dog's registration should not be cancelled

If the dog's registration is cancelled, the dog owner will then have 14 days to remove the dog from the Nhulunbuy town lease and if they fail to do so, the Nhulunbuy Corporation can seize the dog and impound it. If the Corporation removes the dog, it will be impounded and held for four (14) days. If the owner makes no attempt to contact the Corporation or find an alternate property outside the Nhulunbuy town lease, the dog may be destroyed or handed over to Nhulunbuy PAWS to be vet checked and re-homed.

## Dogs at Large

Unfortunately, some pet owners do not recognise the need for dogs to be exercised and socialised outside their own backyard. However, it is natural for dogs to want to explore different environments. As such, dogs that are not regularly exercised tend to roam, making them vulnerable to many dangers. Dogs that roam outside their yards usually have a shorter life span – they often become lost, injured, killed or are stolen while roaming unattended in the street.

### When is a dog at large?

According to the By-Laws, a dog is at large if it is:

- Not properly contained in the owner's property
- Not under effective control by the owner or
- Any part of its body is protruding from a vehicle.

To help prevent your dog from wandering you should ensure it is properly contained, it received the right amount of exercise, and your yard is appropriately fenced. You must have your dog on a lead or enclosed in a suitable container whenever you exit your property. When you are in an off-lead area, you must still ensure that your dog is under effective control and you must have a lead with you. Effective control is described in the off-lead areas section of this document.

### Enforcement

When a roaming dog is reported to the Nhulunbuy Corporation, our (AMO) will attend, locate the dog and look for identification such as a tag or microchip. If the owner's address can be identified, the dog is either taken home, or impounded. The problem is addressed with the owner and a fine (or infringement notice) may be issued. (*By-law 34 Dog at Large*)

If the Corporation can't identify the owner, the dog is impounded, and a photo is placed on the Gove Notice Board Facebook page. Impounded dogs are kept for four (14) days. If the dog has not been

claimed after 14 days, the Corporation may hand it over to Nhulunbuy PAWS for re-homing or dispose of it accordingly.

If you have lost your dog, please notify the Corporation and check the NCL and PAWS Facebook page and the Nhulunbuy Noticeboard Facebook page regularly. Before you collect your dog from the pound, you will be required to pay pound fees and fines associated with your dog being found at large.

## **Off-lead Areas**

We recognise that pet owners need suitable areas to exercise their dogs safely.

Equally, others must be able to use our wonderful open spaces without fear of harassment by uncontrolled dogs.

Off-lead areas are as per the attached map of Nhulunbuy. If you have your dog off a lead in these areas, you must maintain effective control of your dog and be carrying a lead.

### **What is effective control?**

You do not allow your dog to rush up to other park or beach users and The Corporation requires you, the owner, to have effective control of your dog in an off-lead area by ensuring:

- Your dog is responsive to your command and is close to you.
- You can see your dog.
- Your dog is on a lead when it exits the exercise area, and the lead is no longer than 3 metres.
- You do not allow your dog to fight with other dogs.
  
- You do not allow your dog to chase bike riders.
- Person in control of dog has attained the age of 12 years and is competent to restrain the dog.

### **Bicycle and walking paths.**

In Nhulunbuy we have a lengthy and well-maintained network of

cycle and pedestrian paths. Most of these paths are for shared use, with many people using these facilities with their dogs. You can walk your pet on the path if you are in control and it is on a lead.

### **Enforcement**

The Nhulunbuy Corporation's (AMO) routinely patrol the Town Lease areas. If your dog is not under effective control in an off-lead area, you may be issued with a notice or fined.

If your dog is in a public place that is not a specific "off lead" area and it is not on a lead, you may be issued with a notice or fined under (By-Law 34) Dog at large.

## **Dog Attack**

Any attack or harassment by a dog can cause fear or serious injury and is of great concern, particularly if it involves a young child or an elderly person. Nhulunbuy Corporation relies on members of the public to report all dog attacks especially those that have occurred on private property. Reporting all incidents helps the Corporation address problems appropriately and identify emerging issues.

The Nhulunbuy Corporation has established and defined two (2) levels of dog attack.

**Level One:** The dog bites, or holds a person or animal in its mouth, whether or not the holding is accompanied by biting, shaking, pulling or pushing or the person or animal suffers an injury, physical or otherwise. (**Dog attack**)

**Level Two:** The dog approaches, chases, menaces, harasses, or rushes at a person or animal in a manner endangering or causing fear, alarm or distress to the person or animal. This may include cases where a dog rushes a fence as pedestrians go by and the pedestrian feels fear of an attack. (**Dog Menacing**)



### **Reporting a dog attack**

If you are attacked by a dog on private or public property inside the town lease area, please report it to the Corporation as soon as possible on **8939 2200** or mobile **0419 838 064**. This will help the Corporation respond quickly and effectively. You will need to give the Corporation certain details about the event including date, time, location and the sequence of events. Our (AMO) will talk you through the appropriate complaint process.

### **Enforcement (By-law 37)**

If your dog has attacked, you may be guilty of an offence and the Corporation has at its disposal a range of options. As the owner, you may be prosecuted and fined (up to a maximum of \$ 3240.00 for an individual or a business) and jailed. The Corporation may also destroy your dog. All dogs that have committed an attack are placed on the Declared Dog Register. In the event of an attack, the Corporation will prosecute the owner of the dog and seek appropriate fines.

## **Declared Dogs Register**

The Corporation maintains a declared Dangerous dog register which records the details of dogs that have committed certain acts, including attacks. Their owner's details are also recorded. If your dog is placed on the declared dog register, extra conditions are placed on your dog's registration. These conditions relate to the dog's care and control.



The conditions may include:

- Placing signage at premises where your dog is usually kept with the words “Warning Dangerous Dog” clearly legible and visible from all boundaries of the property.
- Only allowing your dog in public places when it is in the care of a person over the age of 18 and that person can control the dog.
- Registering the dog as a declared dog and paying the appropriate fees
- Placing a muzzle on the dog every time it is outside the premises where it is usually kept.

You will also be required to comply with any other conditions imposed by the Nhulunbuy Corporation Ltd.

## **Dog Defecation**

Dog faeces is an environmental and health issue as it results in unnecessary pollutants in our waterways and public places. Stepping in dog faeces is unacceptable to us all.

### **The owner’s responsibility**

As a dog owner, you are responsible for picking up after your own dog and getting rid of the faeces so that you do not cause offence to anyone else.

When you are on the Nhulunbuy town lease land, you are required to carry an appropriate container or bag to collect your dog’s faeces. The Corporation provides bins to help pet owners clean up after their dogs in parks and popular walking areas.

### **Enforcement**

Our Animal Management Officer (AMO) is responsible for enforcing this By-law 39 (4) The owner of a dog does not commit an offence against this by-law by reason of the actions of the dog referred to in clause (3)(c) if the owner immediately removes the faeces and disposes of it in a public garbage receptacle or on his or her own property.

If our (AMO) observes an owner breaching the By-Laws, they may be issued a notice or infringement.

## Restricted Areas for Dogs

There are some areas in Nhulunbuy where you cannot take your dog. There are a number of reasons why the Corporation may declare an area to be restricted, including concerns for public health, safety and environmental protection. These areas are well signed, and it is your responsibility to be aware of them.



### Market areas

Household pets are always forbidden to be in any areas at these markets while they are trading and where food is being served at social functions. **Guide dogs are permitted.**

### **Town ovals**

Dog owners are not permitted to walk their dogs on any of the town ovals. The ovals are heavily used by members of the public, from children to adult footballers and no one wants to be tackled where a dog has defecated or urinated. The Nhulunbuy Ovals are always prohibited areas for members of the public walking with their animals.

### **Enforcement**

Our (AMO) frequently patrol these areas and part of their job is to enforce the By-Law if they find people with a dog in these areas. (By-law 32 *Keeping dog in dog restricted area*)

## **Being a Responsible Cat Owner**



Because cats are intelligent, resourceful, and hardy, it is easy to think that they do not need as much care and attention as other pets. But cats need love, attention, companionship, feeding and a

suitable space to live and play in. Cats are now included in the 2023 amended Nhulunbuy Animal Control By-laws. Even though domestic cats do not need to be registered, cat owners must always contain their cats and have them under effective control. Cat owners can be issued infringements if their cat is a nuisance, is at large or attacks another animal or person.

- 1) **Be aware of your responsibilities.**  
Ensure your cat has adequate food, shelter, and water at all times. Meet the ongoing costs in caring for your cat such as vaccinations, maintenance of health and welfare, de-sexing, and microchipping. If your cat is microchipped it can be identified by the RSPCA as to who their owner is.
  
- 2) **Create a suitable home environment before bringing your cat home** Make sure you have thought about which parts of your home your cat can access, where it will eat, sleep and toilet and check that any outside areas they can access are safe and appropriately fenced or contained.
  
- 3) **Keep your cat safely contained.**  
Suburban environments pose too many risks to allow cats complete freedom. If you meet all their needs, de-sexed cats are happy to live inside your home or in a suitable enclosed area. Research shows the average life span of a cat kept inside is 12 years. The life expectancy of a cat that is allowed to roam is generally less.

It is natural for a cat to hunt, even those that are de-sexed, well fed and cared for. By keeping your cat inside, you reduce the number of times they might attack or threaten our native wildlife or be attacked themselves by other cats and dogs. Keeping your cat inside is not only a By-law requirement but will also ensure that it does not mix with the feral cat populations, reducing potential health issues for your cat. It will also help stop the feral cat population from growing, which in turn helps our beautiful native wildlife in their battle for survival.

## **Cats at Large**

Cats are usually well-loved members of a family. However, even a pet cat that is well fed and looked after, may still roam and hunt.

Cats that roam outside their yards usually have a shorter life span – they often become lost, injured, killed or are stolen while roaming unattended in the street. Their behaviour while roaming can be a nuisance to other people and can attract infringements or result in the cat being impounded or trapped.

Sometimes cats are abandoned by their owners and are left to become strays and join the feral cat population. Feral cats do not depend on people at all for their food and shelter. They roam, scavenging for food and hunting our native wildlife. Nhulunbuy currently has a large feral cat population which poses many issues for cat owners, community members and the Nhulunbuy Corporation.

### **When is a cat at large?**

A cat is considered at large when it is:

- Not properly contained in the owner's property
- Not under effective control by the owner, or
- Any part of its body is protruding from a vehicle.

It is advisable for owners to have their cats on a lead or enclosed in a suitable container when they are not being contained on the owner's property.

### **Trapping cats at large**

When a complaint is received about a cat being at large, or a nuisance, the Nhulunbuy Corporation deploy cat traps in a target area to trap nuisance cat/s. The Nhulunbuy ACO conducts full time cat trapping all around the town lease area and adjoining Dhimurru IPA land.

The Nhulunbuy Corporation Animal Management Officer is extensively involved in the irradiation of feral cats, wild dogs and Buffalo in and around the town and industrial lease. Although it is easy to identify a wild dog, it is not very easy to identify whether a cat found in the bush,

is feral or a domestic family pet. The NCL Animal Management Officer will cull **every** cat that is found at large in the bush around the township of Nhulunbuy and the industrial lease that is not wearing an identification tag, a collar and bell.

## **NCL By-Laws and Related Legislation**

The Nhulunbuy Corporation Animal Control By-Laws are the primary legislation behind the Animal Management Plan. The By-Laws can be viewed or access on the internet by following the links on the Nhulunbuy Corporation Website. [www.ncl.net.au](http://www.ncl.net.au)

Other relevant legislation to the application of the Animal Management Plan include:

- Animal Welfare Act

## **Managing Complaints**

The Nhulunbuy Corporation has well-established processes designed to resolve issues in a manner that considers the needs, rights and responsibilities of all parties involved. The general complaints management procedure identifies:

- The steps involved in resolving a complaint.
- Guidelines for the Corporation staff to effectively resolve issues and
- How the system works.

The Corporation has a process that is specific to resolving complaints associated with dogs.

### **General complaint management procedure**

- 1) Complaints may be made by phone, email, in writing or in person. They may also be anonymous.
- 2) When the complaint is received, it will be recorded in the Nhulunbuy Corporation Sharepoint database and our (AMO) will be given the complaint for investigation/action.
- 3) The Regulatory Officer will contact the complainant acknowledging receipt of their complaint within seven (7) days.

- 4) The Regulatory Officer will:
  - Demonstrate that they clearly understand what the complaint is about.
  - Explain what will happen with the investigation/action and
  - Explain that it will take at the most, 35 days to finalise the complaint.
- 5) The Regulatory Officer will investigate the complaint as quickly as possible and use all relevant Corporation procedures. They will also enforce any relevant legislation.
- 6) The complainant will be advised within 20 days of the progress of their complaint.
- 7) All investigations and actions, including what has happened, will be recorded on the Nhulunbuy Corporation Sharepoint and Synergy Database.
- 8) The Corporation will let the complainant know the result of their complaint within 35 days, either in writing or verbally, and will record this on the relevant Corporation Database.
- 9) Corporation will let the complainant know and update them on progress made.

### **Anonymous complaints**

Sometimes people are more comfortable making an anonymous complaint. Your confidentiality is ensured, and the Nhulunbuy Corporation will not pass on any details that can identify the complainant. The Corporation will do their best to address anonymous complaints. However, it can be very difficult to resolve these issues, or to enforce legislation, without the ability to thoroughly investigate and gather evidence and witness information.

### **Complaints associated with dogs and cats.**

Complaints about dogs and cats can be complex to resolve. More detailed processes, that meet the requirements outlined in the general complaint management process, have been developed to address these complaints. These are outlined throughout this booklet.



## **Mediation**

In some instances, the Nhulunbuy Corporation may refer complaints or disputes to the Nhulunbuy Police Department. The Corporation may decide to take this action when complaints are:

- More general in nature
- A neighbourhood dispute or
- Not able to be resolved using the Corporations general complaints procedure.
- Animal welfare related and not Animal Control By-law related.

The Nhulunbuy Corporation advises the parties involved about the options available to them and gives them appropriate contact details. Any mediation is independent of the Corporation and NCL will be advised of the outcomes, so they can be entered into the database.

## **Appeals against Nhulunbuy Corporations decision.**

### **Matters relating to By-Laws.**

For matters relating to the application of Corporation By-Laws or the Animal Management Plan, an application may be made to the Nhulunbuy Corporation CEO, who will instigate a review of the decision.

### **Complaints about Nhulunbuy Corporation staff:**

Complaints about the behaviours of Corporation staff or any alleged breaches of the law by Corporation staff may be made directly to the Chief Executive Officer / Town Administrator. These complaints are investigated in accordance with Corporations Dealing with Complaints Policy.

### **Complaints about Corporation policy:**

Complaints about Corporation policy relating to the By-Laws and Animal Management Plan should in the first instance be made to the CEO / Town Administrator. Matters of policy may also be raised with the Corporation's Board of Directors.

### **Nhulunbuy (Animal Control) By-laws**

Under the Nhulunbuy (Animal Control) By-laws, every dog in Nhulunbuy over the age of three months old has to be registered with the Nhulunbuy Corporation.



### **Penalties – based on the 2023 penalty unit at \$162.00 per unit.**

- If a person keeps a dog in Nhulunbuy or in the Industrial Estate and the **dog is not registered** – minimum of one penalty unit infringement (\$162.00) up to a maximum of 20 penalty units (\$3,240.00)
- **Dog at large** - minimum of one penalty unit infringement (\$162.00) up to a maximum of 20 penalty units (\$3,240.00)
- If an owner **loses control of their dog (not under effective control)** whilst walking, jogging, riding etc - minimum of one penalty unit infringement (\$162.00) up to a maximum of 20 penalty units (\$3,240.00)

- A **female dog in oestrus (on heat)** is not permitted to be in any public place – minimum of one penalty unit infringement (\$162.00) up to a maximum of 20 penalty units (\$3,240.00)
- An owner of a dog must ensure that the dog does not **menace a person or animal, or attack a person or animal** – minimum of seven penalty units (\$1,134.00) up to a maximum of 20 penalty units (\$3,240.00)

## Fees and Charges.

- Registration of a de-sexed dog - \$21.00 (one year)
- Registration of a whole dog - \$110.00 (one year)
- Lifetime registration for de-sexed and microchipped dog - \$125
- Lifetime registration for a whole dog – N.A
- Registration of a declared dangerous dog - \$500.00
- Impound / kennelling fees are \$55.00 per night after the first night.
- Impounding fee for unregistered dog - \$205.00
- Impounding fee for registered dog - \$110.00
- Impounding dog after hours additional fee - \$110.00
- Dog Release fee - \$66.00

For more information about animal control, please refer to our website [www.ncl.net.au](http://www.ncl.net.au) or drop into our Head Office on Westal Street and pick up a flyer.