

# **RISK MANAGEMENT IN AN ANIMAL MANAGEMENT ENVIRONMENT**

# 1. RISK - WHAT IS RISK ?

## WE FACE RISK EVERYDAY

- Everywhere
- Unavoidable
- Internal and External exposure



# POTENTIAL OUTCOMES

- Injury
- Litigation
- Lack of Trust
- Failure to meet obligations



# OPERATIONAL RISKS

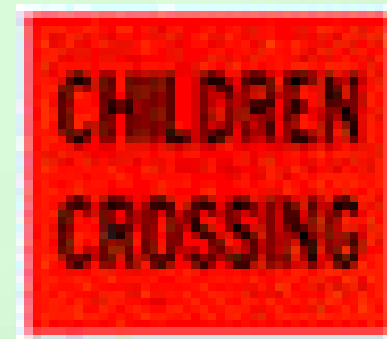
## DAY TO DAY MANAGEMENT

- **Training**
- **Policies**
- **Procedures**
- **Monitoring**



# OTHER RISKS

- **Managed through legislation**
- **OHS Issues**
- **Fire Prevention**
- **School Crossing  
Supervision**



**LOCAL LAW  
DEVELOPMENT  
TRANSPERANCY  
ACCOUNTABILITY**



# SCENARIO !

- **Microchipped animal impounded**
- **Statutory period passes**
- **No attempt made to contact owner**
- **Animal is euthanised**

## 2. HOW DOES IT AFFECT ME ?

**RISK FREE ENVIRONMENT -  
NO SUCH THING !**

**SOLUTION -  
GOOD GOVERNANCE**

- **Manage risks**
- **Minimise exposure**





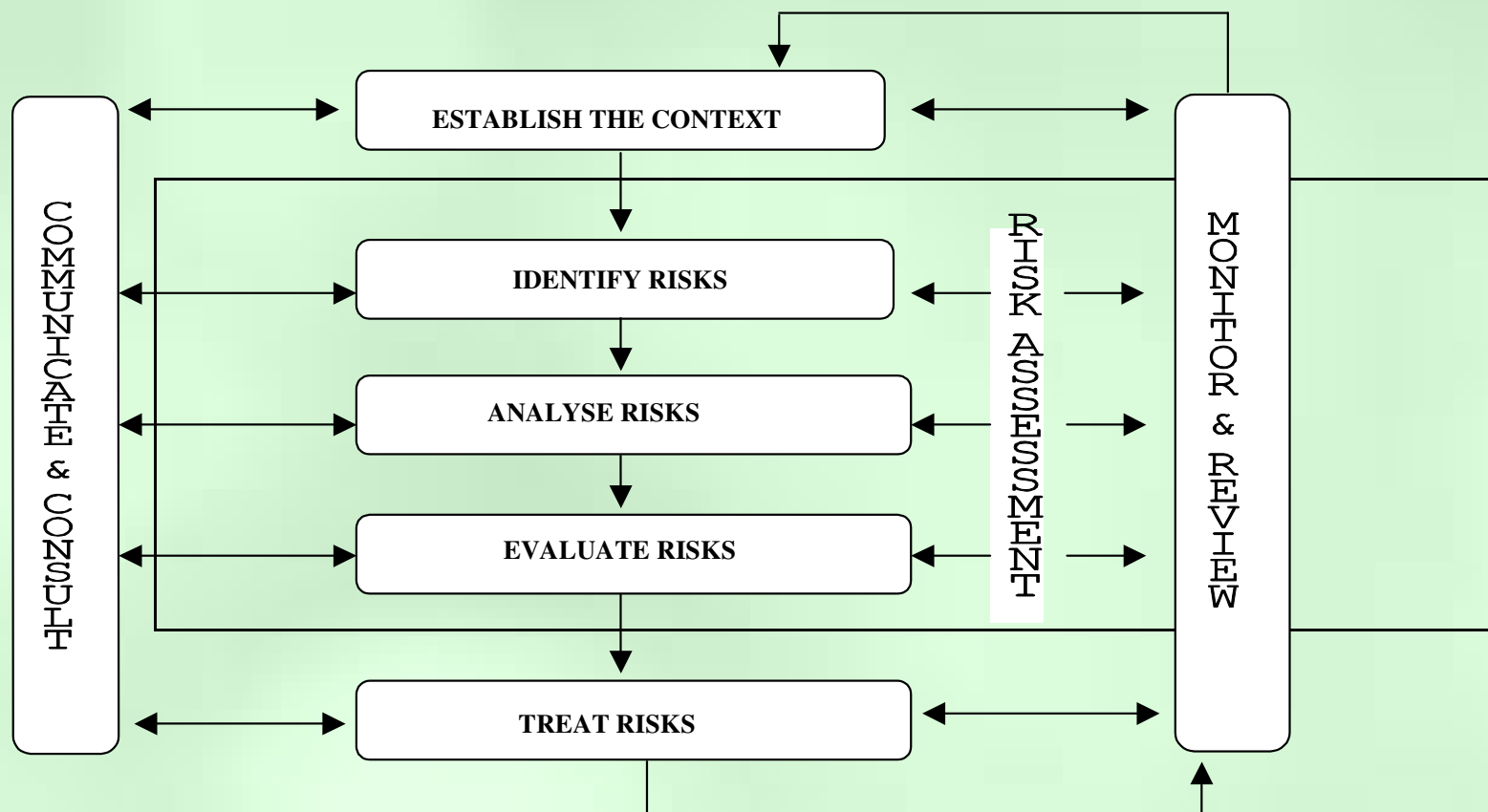
# **MINIMISE AND MANAGE RISK:**



## **IMPACT**

## **GET INVOLVED**





**Figure 1: Risk Management Process - Overview**

# **3. WHAT HAS BEEN DONE TO DATE ?**

## **MY PERSPECTIVE**

***“KNOW RISK”***

**EXECUTIVEMANAGEMENT  
INVOLVEMENT !**

**KnowRisk Pro - [Pro: KnowRisk <rtur>]**

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Risk analysis and evaluation Step 5: OH&S Report

**DB**

**Profiles**

Description

- All Profiles
  - A City of Whitehorse
    - COW [City Development]
    - COW [Corporate Services]
    - COW [Human Services]
    - COW [Infrastructure]
      - Capital Works [Infrastructure]
      - City Works [Infrastructure]
      - Commercial Operations [Infrastructure]
      - Parkside [Infrastructure]
    - Whitehorse [Civic Services]
    - Whitehorse [Communications]
  - Our Company

**Profile Risks**

OH&S R

Departments	Risk Categ...	Risk Description

**Profile Consequences (Impacts)**

Hierarchy	KB Location	Descript...	Has Notes

**Profile Controls**

Risk description	Control des...	Type	Status	Control T

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# ANIMAL MANAGEMENT PERSPECTIVE

- Policy and procedures
- Guidelines
- Training



# SECTOR PERSPECTIVE

- **Funding obtained to develop guidelines for Local Government**



# AIM

- **Establish framework for consistency**
- **Improve quality standards in risk analysis**
- **Improve allocation of resources**
- **Improve awareness and service levels**

## ULTIMATELY

- **Improve level of service delivery**



# Management of stray or wandering dogs and cats

## Background

- The proper and effective management of stray and wandering dogs and cats is central to good animal management within a municipality. This contributes to the amenity of both animal owners and the remainder of the community equally.



- **Generally, the object should be to ensure compliance with the legislation and Council's orders through community education and a system of counselling and warnings but it will be necessary to take formal action against animal owners for repeat or aggravated offences.**

# Authority

**The following provisions of the Domestic (Feral and Nuisance) Animals Act 1994 relate directly to this issue:**

- **Dogs and cats on found on private land without permission: section 23**
- **Particular attention should be paid to the seizure provisions under this section.**
- **Penalties: not more than one penalty unit for first offence**
- **Not more than three penalty units for subsequent offences**
- **Infringement Notice: May be issued**

# **Cats found at large on public land - Section 25**

- **First ensure that there is a Council Order creating an offence in place and published**
- **Penalties: not more than one penalty unit for first offence**
- **Not more than three penalty units for subsequent offences**
- **Infringement Notice: May be issued**

# **Dogs and cats found in places specified by Council (Orders)**

## **Section 26**

- **Important to check the exact wording of Council Order which prohibits the presence of dogs and cats or imposes conditions on their presence in a certain place.**
- **Penalties:**
  - **Not more than two penalty units for first offence**
  - **Not more than four penalty units for subsequent offence**
- **Infringement Notice:            May be issued**



# Minimum Standard

- Investigate complaint
- Impound animal found wandering at large or not securely contained on owners property (section 77)
- Notify owner of impoundment (section 78)
- Apply relevant provisions of the Act

# Best Practice Options

- **Doorknock the area to establish owner of unidentified animal**
- **Return animal to owner without impounding with education regarding owners responsibility**
- **Provide advice regarding appropriate containment measures**
- **Issue verbal or written warning**



# Related Issues

- **Section 10 – Registration**
- **Section 27 – Particular provisions relating to greyhounds**
- **Sections 77-80 – Provisions relating to seizure, release and disposal**
- **Section 68A – Preparation of DAM Plan**
- **Section 90 – Prosecutions**
- **Code of Practice for Shelters and Pounds – transportation of animals**
- **Prevention of Cruelty to Animals Act**

# Skills

- **Animal handling**
- **Negotiation / conflict resolution**
- **Identification of animals**
- **OHS**
- **Privacy principles**
- **Zoonoses / disease issues**
- **I/T**
- **Driver's Licence**
- **Council procedures and policies**



# Appendices

- **Accredited Training Providers**
- **Council Manual availability**

## 4. WHO DOES IT PROTECT ?

- **Business**
- **Officers**
- **Management**
- **The Organisation**
- **Insurers**



# EFFECTIVE RISK MANAGEMENT MODEL

**What are the outcomes:**

- Safer environment
- Consistency
- Customer satisfaction
- Reduced exposure
- Improved awareness & commitment
- Improved communication



# **5. WHERE TO FROM HERE ?**

## **RISK MANAGEMENT – A POWERFUL TOOL !**

- **Identify**
- **Evaluate**
- **Manage**



# RISK MANAGEMENT PRINCIPLES

## A toolbox

- Plan for the future
- Minimise loss
- Recognise opportunities



# KEY ROLE

- **IDENTIFY RISK**
- **MANAGE EFFECTIVELY**



