GLEN EIRA CITY COUNCIL

GLEN EIRA CITY COUNCIL

Domestic Animal Management Plan 2026–2029

Engagement Report

OCTOBER 2025

BENTLEIGH

BENTLEIGH EAST

BRIGHTON EAST

CARNEGIE

CAULFIELD

ELSTERNWICK

GARDENVALE

GLEN HUNTLY

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Executive summary

The *Domestic Animal Management Plan* (the *Plan*) is a strategic document that guides how Council manages dogs and cats in Glen Eira. It sets out actions to promote responsible pet ownership, support animal welfare, and keep public spaces safe and enjoyable for everyone.

Under the *Domestic Animals Act 1994*, all Victorian councils must prepare a plan every four years. Glen Eira's new *Plan* will guide our approach from 2026 to 2029.

We want this *Plan* to reflect the needs and expectations of our whole community and asked for community feedback to help shape the final *Plan*.

How we engaged

Community engagement took place over a four-week period from Wednesday 3 September to Wednesday 1 October 2025.

Opportunities for community feedback included:

- an online survey on Council's Have Your Say Glen Eira web.
- email or phone call submissions.

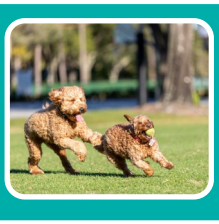
What we heard

In total we received 279 submissions, comprised of:

- 267 survey submissions through the Have Your Say platform.
- nine email submissions.
- three phone calls.

What we heard most clearly

Across all written submissions — including open-text survey responses, emails and phone calls — feedback broadly aligned with three key themes. The summary below illustrates the percentage of all written comments that aligned with a key theme.



Managing dogs in public spaces — 21 per cent

- More off-leash areas, better fencing, and extra bins and bag dispensers.
- Clear signage and consistent enforcement of leash and waste rules.



Effective and fair enforcement — 20 per cent

- Stronger, more visible, and consistent rule enforcement.
- Better reporting and investigation of complaints.
- Balanced approach — not just punitive or reactive.



Promoting responsible pet ownership — 16 per cent

- Education and incentives to encourage responsible ownership.
- Proactive, evidence-based approaches like owner training and practical support.

Feedback on each section of the *Plan*

The survey was designed to gather feedback on each of the seven sections of the *Plan*, which follows a structure set by the Victorian Government.

Respondents were invited to share their thoughts, experiences, or suggestions on one or more of these sections. The summary below presents feedback in order of the sections that received the most comments.

Nuisance management

Respondents shared concerns about nuisance issues

- Feedback included requests for:
  - stronger enforcement
  - better complaint handling
  - more off-leash areas
  - extra dog waste bins
  - clearer signage
  - education to support responsible pet ownership.

⚠️ Dog attacks	**Comments focused on causes and prevention** • Respondents linked dog attacks to off-leash areas, dogs that aren't desexed, and owner responsibility. • Suggestions included stronger enforcement, better investigations, and more education for dog owners.
🏷️ Registration and identification	**Cost and awareness were common themes** • Respondents suggested discounts, incentives, and promoting registration benefits to encourage registration compliance. • Some like the current system, while others raised concerns about tag design.
🐕 Dangerous, menacing and restricted breed dogs	**Mixed views on high-risk dogs and owner responsibility** • Some respondents want stricter rules and better monitoring. • Others emphasised education and responsible ownership over breed-specific restrictions.
👮 Training of authorised officers	**Best practice training for officers** • Respondents called for officer training aligned with industry best practice, including empathy and trauma-informed methods. • There were also suggestions for clearer penalties, fair enforcement, and proactive patrols.
🐈 Overpopulation and high euthanasia rates	**Support for humane population control** • Most respondents support desexing programs, breeding restrictions, and cat curfews to control overpopulation. • Many opposed euthanasia and called for no-kill shelters and more support for rehoming.

Domestic animal businesses

Go beyond compliance — partner with local businesses

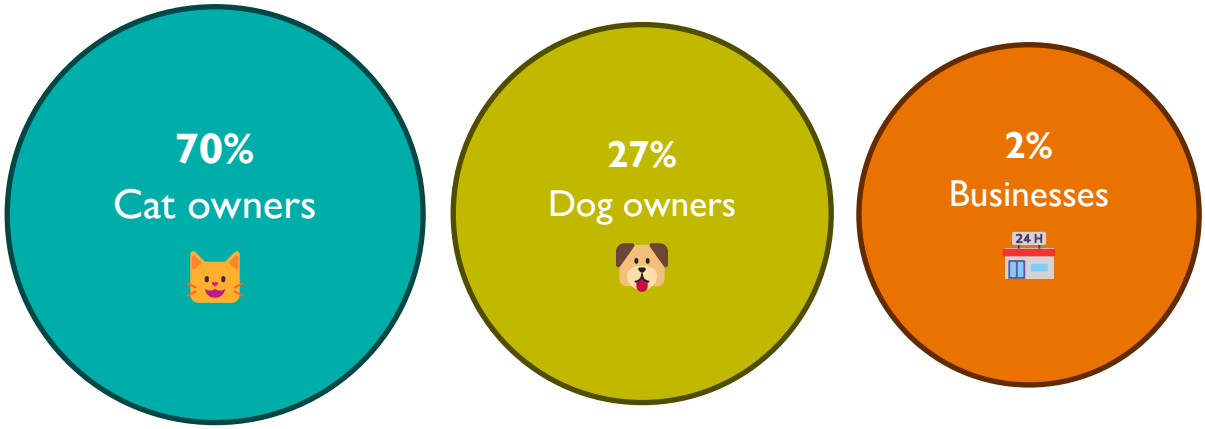
- Feedback supported regular checks and education campaigns.
- There was interest in reducing service barriers and working together on community programs.

Who we heard from

We asked respondents whether they own a cat or dog, or if they own or work in a domestic animal business such as a veterinary clinic, pet shop, or similar.

Overall, 70 per cent of respondents own a cat and 27 per cent own a dog. These figures include the 10 per cent who own both cats and dogs.

We mostly heard from pet owners — with only two per cent working in a domestic animal industry.



Engagement report

Background

We're developing a new *Domestic Animal Management Plan* (the *Plan*) to guide how we manage dogs and cats in Glen Eira from 2026 to 2029.

Pets are a cherished part of life for many in our community. In 2024–25, we registered over 12,000 dogs and 4,000 cats — a clear sign of how much our residents value their furry family members.

The *Plan* is a strategic document that guides how Council manages dogs and cats in Glen Eira. It sets out actions to promote responsible pet ownership, support animal welfare, and keep public spaces safe and enjoyable for everyone.

Under the *Domestic Animals Act 1994*, all Victorian councils must prepare a plan every four years. Glen Eira's new *Plan* will guide our approach from 2026 to 2029.

We want this *Plan* to reflect the needs and expectations of our whole community. We asked for feedback to help us improve how we:

- promote responsible pet ownership in practical, effective ways
- provide education, training and awareness programs
- manage nuisance animals and reduce dog attacks
- shape local animal management services and policies that reflect community values.

The engagement was open for a four-week period from Wednesday 3 September to Wednesday 3 October 2025. The feedback received will help shape the final *Plan*.

Communication activities

We ran a broad communication campaign to let people know about the engagement opportunity and invite them to take part. We used a mix of channels to reach key stakeholders and the wider community. The table below shows which channels we used and how many people each one reached.

Communication activities	Reach
Glen Eira News Article in September edition	Delivered to approx. 64,500 residences
Have Your Say engagement page Live with the survey available from 3 September to 3 October 2025	Views: 2,986 Visitors: 2,102 Followers: 40
Social media: Facebook and Instagram	Views: 1,470

Glen Eira City Council Facebook and Instagram accounts concluded the campaign with 2 posts, including main feeds and stories.	Reach: 1,006 Interactions: 21 Link clicks: 8
Community engagement e-newsletter September edition	Recipients: 4,464 Opened: 2,465 Link clicks: 167 Click through to engagement: 72
Targeted promotion — Glen Eira pet owners Targeted emails and/or letters were distributed to those registered dog and cat owners.	14,409 emails 1,161 letters
Targeted promotion — Glen Eira domestic animal businesses Postcards and posters were delivered to 18 domestic animal businesses in Glen Eira such as veterinary clinics, groomers, and pet shops.	Postcards: 85 Posters: 18
Posters and postcards Shared at Council facilities, including Glen Eira Town Hall, Glen Eira Libraries and Glen Eira Leisure locations. Corflute posters were also displayed at 10 off-leash dog parks in Glen Eira.	Postcards: 180 Posters: 18
Digital screens Screen on display at Customer Service	3 September to 1 October 2025
Website – news item and webpage	Page views: 62 Link clicks: 30
Pre-recorded customer service message A pre-recorded message was included in Council's phone system as part of the 'on hold' messaging for callers.	Message live from Thursday 11 September to Wednesday 1 October 2025, with 9,368 calls received during this period.
Golden Days Radio 95.7FM Announcements on Saturdays 13 and 27 September.	Approx over 75,000 listeners globally

Engagement activities

Feedback on the draft *Plan* was primarily gathered through an online survey through Council's Have Your Say platform. Community members could also share feedback by calling or emailing the Engagement Team.

Engagement activities	Number of submissions
Have Your Say online survey	267
Email submissions	9
Phone call submissions	3

Have Your Say survey responses

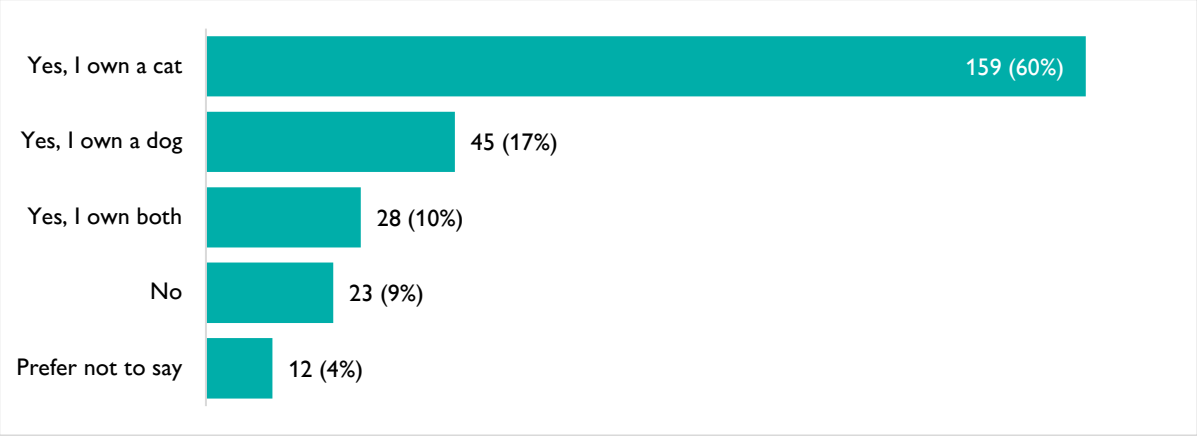
The *Plan* follows a standard structure set by the Victorian Government. The survey was structured to gather feedback on the key sections of the *Plan*, including:

- Training of authorised officers.
- Registration and identification.
- Nuisance management.
- Dog attacks.
- Dangerous, menacing and restricted dog breeds.
- Overpopulation and high euthanasia rates.
- Domestic animal businesses.

Question one: Do you own a cat or dog?

This was a required question. It received a 100 per cent response rate (267 respondents).

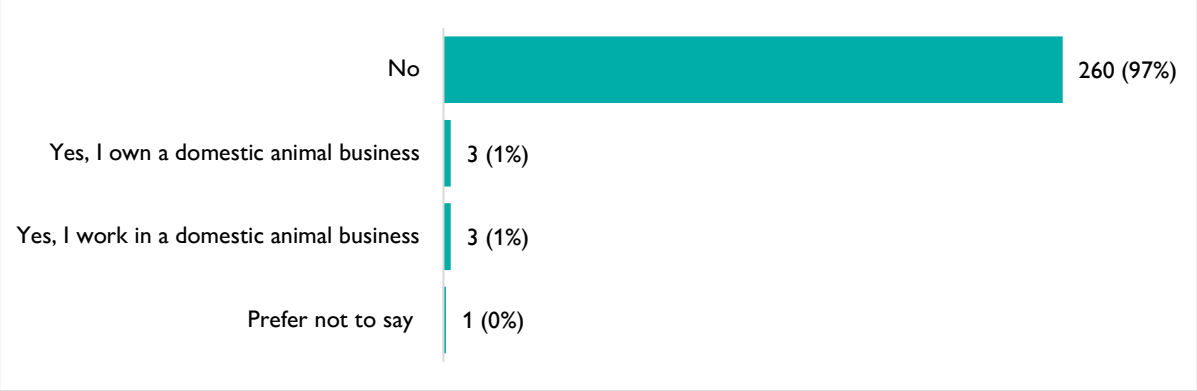
- Most respondents are cat owners (60 per cent), followed by dog owners (17 per cent).
- A smaller number own both a cat and dog (10 per cent).



Question two: Do you own or work in a domestic animal business?

This was a required question. It received a 100 per cent response rate (267 respondents).

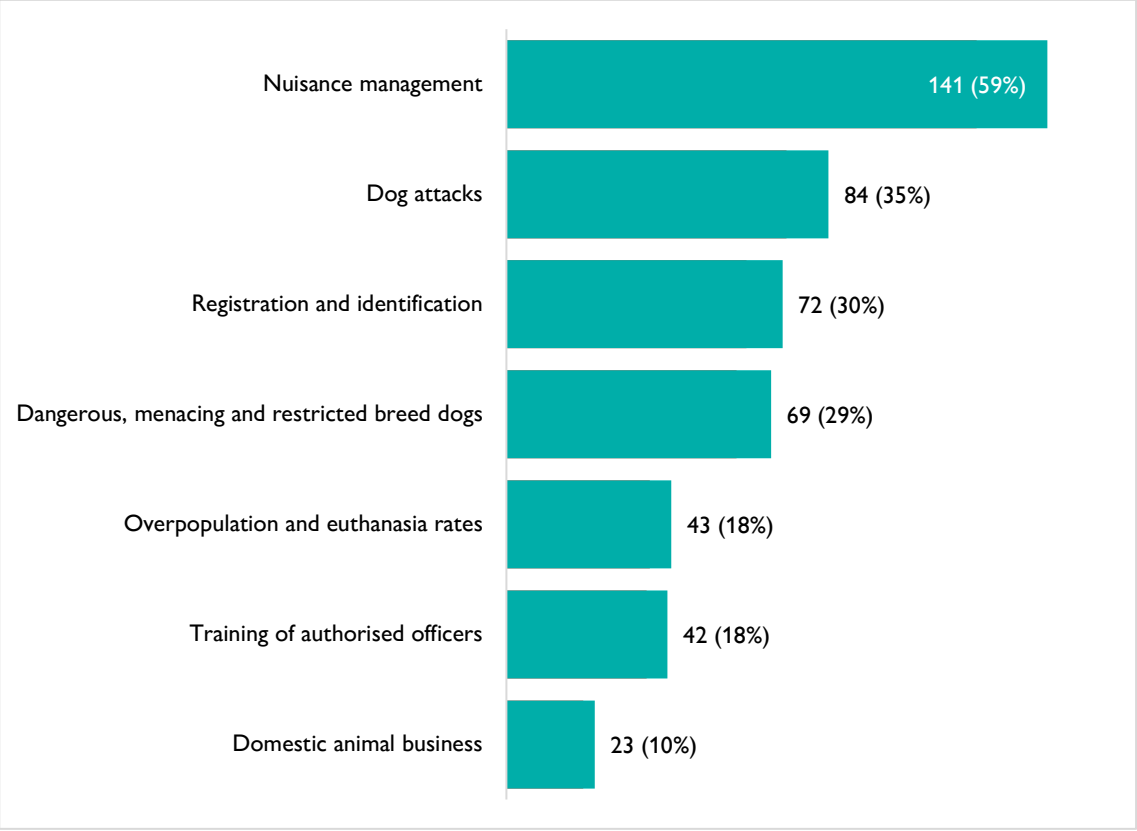
- Most respondents don't own or work in a domestic animal business (97 per cent), with only 2 per cent working in the industry.



Question three: Which topics from the *Plan* would you like to provide feedback on?

This was an optional question. It received an 88 per cent response rate (240 respondents).

Respondents were invited to share their thoughts, experiences, or suggestions on one or more topics covered in the *Plan*. An analysis of the open-text comments for each topic is presented below.



Nuisance management

This section of the *Plan* outlines how Council responds to issues like barking dogs, roaming pets and property damage caused by animals.

Feedback was received from 141 respondents, representing 59 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- Most comments focused on improving how dog and cat nuisance issues are managed, including better complaint processes and stronger enforcement of rules.
- Other suggestions included expanding off-leash areas, providing more dog waste bins, increasing education and signage, and promoting responsible pet ownership.

Theme	Description of comments	# of comments	% of comments
Dog related concerns	• Improve how barking dog complaints are reported and responded to. • Provide more dog waste bins and consider fines for people who don't pick up after their dogs. • Expand off-leash areas where suitable so dogs can exercise more easily — and may be less likely to bark.	54	38%
Enforcement and regulation	• Strengthen enforcement of existing nuisance-related rules (e.g. off-leash areas, roaming pets). • Review and simplify complaint and investigation processes.	50	36%
Cat related concerns	• Address concerns about roaming cats and their impacts on wildlife and neighbourhood nuisance. • Some comments shared views on cat curfews – and these mostly opposed (4 comments, 3%).	32	23%
Education and awareness	• Promote education around domestic animal nuisance issues. • Increase signage in off-leash/on-leash areas to support awareness. • Partner with external professionals to inform best practices.	22	16%

Theme	Description of comments	# of comments	% of comments
Responsible pet ownership	• Encourage responsible pet ownership through education and incentives. • Support desexing and cat-proofing measures to reduce nuisance impacts.	10	7%

Dog attacks

This section of the *Plan* outlines how Council works to prevent and respond to incidents where dogs bite or injure people or other animals.

Feedback was received from 84 respondents, representing 35 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- Many comments focused on the causes of dog attacks, with concerns about off-leash areas, non-desexed dogs, and owner responsibility.
- Suggestions included stronger enforcement, improved investigations, and more education to prevent incidents.

Theme	Description of comments	# of comments	% of comments
Factors contributing to dog attacks	• Concerns raised about off-leash areas, non-desexed dogs being more aggressive, and small dogs sometimes triggering incidents.	36	44%
Patrols and enforcement	• Suggestions included increasing patrols in high-risk areas, targeting known locations, and issue fines for non-compliance.	17	21%
Investigation and response	• Calls to improve investigation process for reported dog attacks.	16	20%
Education and owner responsibility	• Support for more education around responsible dog ownership and behaviour, with training seen as a key prevention tool.	15	19%

Theme	Description of comments	# of comments	% of comments
Personal experience	• Personal stories of being involved in or witnessing dog attacks.	13	16%
Opposition to the inclusion of dog attacks in the plan	• A few comments questioned whether dog attacks should be part of the *Plan*, suggesting it's a police matter or not a local issue.	3	4%

Registration and identification

This section of the *Plan* outlines how Council supports pet registration and microchipping to help reunite lost animals with their owners and ensure pets can be identified when needed.

Feedback was received from 72 respondents, representing 30 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- Many comments focused on making registration more affordable and accessible, with suggestions for discounts and incentives.
- Comments also highlighted support for the current system, while others also noted some concerns about tag design, and the need to better promote the benefits of registration.

Theme	Description of comments	# of comments	% of comments
Cost and fee structure	• Concerns that registration fees are too high and suggest offering one-off payments or broader discounts. • Provide incentives to encourage registration (e.g. training incentives).	30	41%
Support for current approach	• The existing registration system is working well and doesn't need changes.	21	28%
Tag and identification issues	• Issues with the physical tags, including their size, comfort and materials.	13	18%

Theme	Description of comments	# of comments	% of comments
Promoting benefits of registration	• Suggestions to better communicate the benefits of registration, like reuniting lost pets. • Use the registration process to educate owners on rules and responsible pet ownership.	5	7%
Opposition to registration	• Belief that registration is unnecessary or represents council overreach.	4	5%

Dangerous, menacing and restricted breed dogs

This section of the *Plan* outlines the rules and actions for managing dogs considered high-risk due to their behaviour or breed.

Feedback was received from 69 respondents, representing 29 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- There is support for stricter rules around owning high-risk breeds, along with better monitoring and enforcement to protect community safety.
- Comments also highlight the importance of education and training for owners and emphasised that responsible ownership matters more than breed alone.

Theme	Description of comments	# of comments	% of comments
Support ownership restrictions	• Suggestions that restricted breeds should not be allowed in the municipality. • Stricter rules should apply to owning high-risk breeds.	20	29%
Education and training	• Prioritise education for owners of high-risk dogs. • Provide access to training programs to improve dog behaviour and community safety.	14	20%
Regulation and enforcement	• Require high-risk dogs to wear a muzzle in public. • Monitor households with	12	17%

Theme	Description of comments	# of comments	% of comments
	registered high-risk dogs to help keep the community safe. • Improve enforcement of leash rules in public spaces to address non-compliance.		
Breed designation and responsibility	• Some breeds are mislabelled; risk shouldn't be judged by breed alone. • Owner education and proper training are seen as key to safe behaviour.	12	17%

Overpopulation and euthanasia rates

This section of the *Plan* focuses on unowned cats and dogs, and Council's role in supporting the rehoming of shelter animals where appropriate.

Feedback was received from 43 respondents, representing 18 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- The comments express support for proactive measures like desexing programs, breeding bans, and cat curfews to manage overpopulation.
- Broadly there is opposition to euthanasia, with calls for no-kill shelters and support for foster and rehoming programs.

Theme	Description of comments	# of comments	% of comments
Population control measures	• Calls for a proactive desexing program. • Introduce a ban on breeding to reduce overpopulation. • Cat curfew comments (linked to population control).	17	40%
Opposition to euthanasia	• Support for no-kill shelters and opposition to euthanasia. • Calls for volunteer programs to assist in fostering and rehoming stray or unclaimed animals.	10	23%

Theme	Description of comments	# of comments	% of comments
Support and transparency of reporting	• Support for humane euthanasia as a solution for overpopulation. • Requests for reporting on numbers of animals euthanized.	5	12%
Ownership	• Comments relating to all pet owners needing to obtain a licence.	2	5%

Training of authorised officers

This section of the *Plan* considers how Council staff are trained to manage animal-related issues, such as investigating complaints and enforcing local laws.

Feedback was received from 42 respondents, representing 18 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- Many comments expressed that officer training should align with industry best practice, with an emphasis on empathy, animal welfare, and trauma-informed approaches.
- There were also calls for more proactive patrols in parks, clearer penalties, and fair enforcement focused on problematic behaviour — not well-managed pets.

Theme	Description of comments	# of comments	% of comments
Training and conduct	• Officer training should follow industry best practice, such as *Australian Institute of Animal Management* and *Getting 2 Zero*, with a focus on animal welfare and behaviour, de-escalation, and trauma-informed approaches. • Officers should be empathetic, experienced with animals, and able to educate pet owners. • Concerns were raised about inconsistent enforcement and conduct by officers.	17	40%
Visibility and fairness in enforcement	• Low visibility of authorised officers in parks, especially during peak times when non-compliance is most	15	36%

Theme	Description of comments	# of comments	% of comments
	common. • Support for more proactive patrols to regularly monitor leash laws and dog waste issues, rather than reactive response to complaints. • Calls for fairer enforcement — focusing on genuinely problematic behaviour, not well-managed pets, and backed by clear penalties and community education.		
Personal experiences with officers	• Personal stories about their experiences with authorised officers — both good and bad.	7	17%
Other comments	• Mixed views on whether authorised officers require more or less resourcing (2 comments) • Support expressed for the actions in the *Plan* (1 comment). • Lack of awareness that Council responds to animal-related issues (1 comment). • View that enforcement should be the role of the police (1 comment).	> 2	> 5%

Domestic animal businesses

This section of the Plan outlines how Council oversees pet shops, breeding facilities, boarding kennels and other animal-related businesses.

Feedback was received from 23 respondents, representing 10 per cent of all responses.

The most common themes raised in the comments are summarised below. A comment could reference more than one theme.

- Overall, there is support for regular monitoring, with a focus on broader education and awareness campaigns to help prevent non-compliant business practices.
- There is a desire for the *Plan* to go beyond compliance by partnering with local businesses on education and community programs and reducing barriers to service accessibility.

Theme	Description of comments	# of comments	% of comments
Regulation and monitoring	• Support for regular Council monitoring to prevent non-compliant business practices. • Support for broader public education to help people identify and report misconduct. • Concerns about waste disposal, including mobile dog wash services (i.e. wastewater).	11	50%
Collaboration and support	• Comments that the *Plan* focuses too much on compliance, missing an opportunity to collaborate with local businesses. • Suggestions to partner with businesses on education, desexing and community programs. • Reduce barriers and provide support to businesses to make services more accessible (e.g. dog-training).	6	27%
Other comments	• Appreciation for local animal businesses (2 comments). • Concern about dog-walking limits for businesses (1 comment). • Suggestion to include grooming in the list of domestic animal businesses (1 comment). • Belief that businesses, not Council, should be responsible for compliance (1 comment).	1–2	5–10%

Question four: Is there anything else you'd like to share about the Plan — or the management of cats and dogs in your community?

This was an optional question. It received a 55 per cent response rate (136 respondents).

Many of the comments reinforced earlier feedback on the *Plan*, such as:

- Balancing the need for adequate dog off leash spaces for exercise and stimulation, while complying with leash rules and picking up dog waste.
- Emphasis on promoting responsible pet ownership, with a focus on education and data-driven strategies over penalties.

- Comments also shared support for a cat curfew — either night-time or 24-hour curfew.

Theme	Description of comments	# of comments	% of comments
Support for a cat curfew	• Support for a a cat curfew — either night-time or 24-hour curfew. • Calls for education and practical support to help owners if a curfew is introduced.	28	21%
Dog off-leash areas	• Calls for more off-leash areas. • Suggestions to improve fencing and other infrastructure and allowing off-leash use of sports ovals when not in use.	26	19%
Dog waste management	• Concern about owners not picking up dog waste and requests for more waste bins and bag dispensers. • Mixed views on solution; calls for both stronger enforcement and education strategies to encourage compliance.	16	12%
Dog on-leash enforcement	• Concerns about off leash dogs in public areas. • Calls for clearer signage and stronger enforcement to ensure owners follow leash rules.	16	12%
Encouraging responsible pet ownership	• Issues are considered to stem from owner behaviour. • Preference for education and data driven strategies over penalties.	15	11%
Other themes	• Support for the Plan (10 comments). • Opposition to a potential cat curfew (6). • Calls to enforce pet registration and limit pet numbers (5). • Concern about too much focus on penalties (4). • Support for welcoming dogs in	> 10 comments	> 5%

Theme	Description of comments	# of comments	% of comments
	public spaces (3). • Euthanasia should only be a last resort (2). • Requests for more enforcement and officer presence (2). • Support for measures that respond to domestic violence (1). • Concern about dogs' environmental impact (1). • Suggestion for Council-led walking or boarding services (1). • Concern about white cedar tree berries being toxic to dogs (1).		

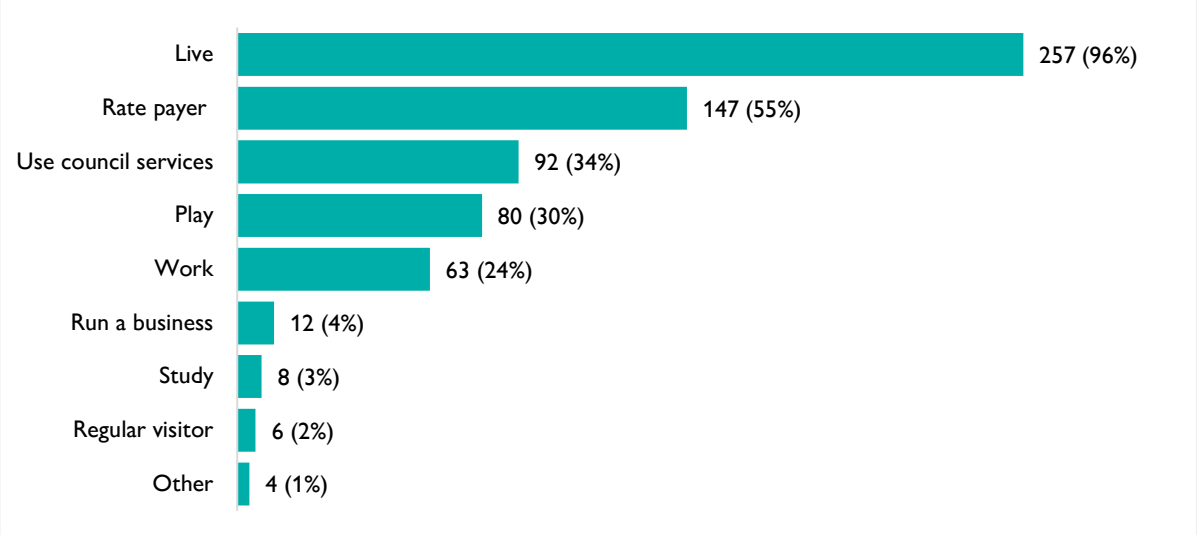
10 comments (7 per cent) were beyond the scope of the question.

Demographic profile

Question five: What is your connection to the City of Glen Eira?

This was an optional question. It received a 100 per cent response rate (267 respondents).

- Nealy all of respondents live in Glen Eira (96 per cent) and just over half are rate payers (55 per cent).

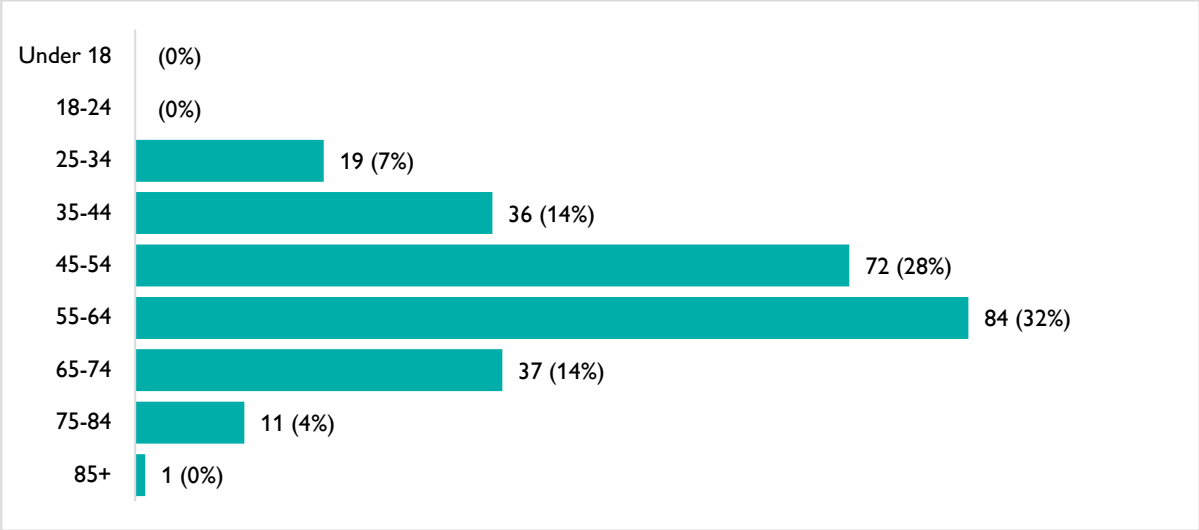


Question six: What is your age?

This was an optional question. It received a 97 per cent response rate (260 respondents).

- We mostly heard from those aged 55–64 years (32 per cent), followed by those aged 45–54 years (28 per cent).

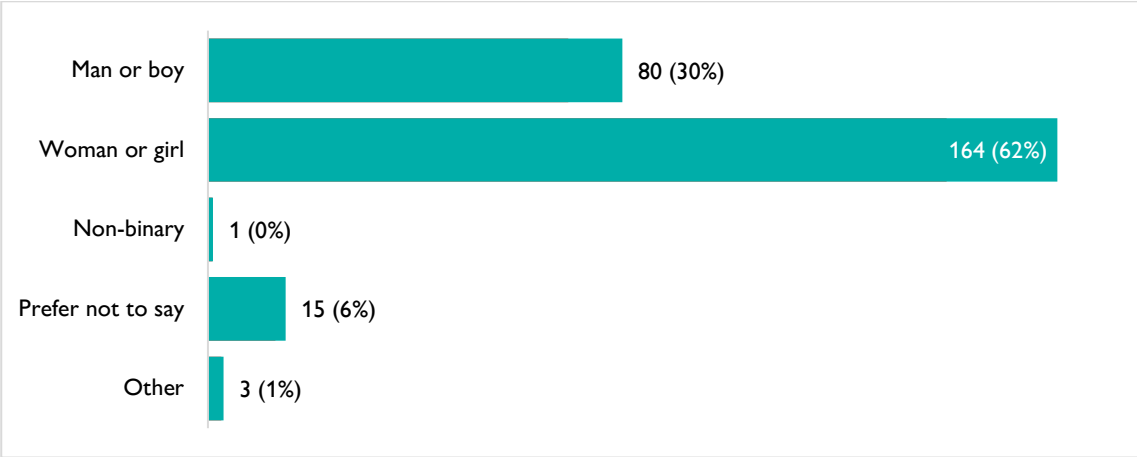
- We didn't hear from respondents aged 24 years or younger.



Question seven: What is your gender?

This was an optional question. It received a 98 per cent response rate (263 respondents).

- We mostly heard from women (62 per cent), followed by men (30 per cent).



Email submissions

During the engagement, **nine** email submissions were received. These submissions are summarised below.

Email one:

- Strong emphasis on the need for owners — especially of large or powerful breeds — to maintain control and stay close to their dogs.
- Shared incidents involving aggressive or uncontrolled dogs, mostly at Gunn Reserve, Caulfield Park, Pawfield Park, and Caulfield Racecourse.

- Shared incidents where owners were dismissive, abusive, or unaware of leash rules and dog behaviour, contributing to unsafe situations.
- The submitter described these incidents as distressing for both people and dogs, with potential for serious injury.
- Improve education and awareness for dog owners through a flyer provided with new registrations or annual renewals. It should cover:
    - Rules for on-leash/off-leash areas and legal consequences of dog aggression — including reference to the "rushing dog law" under the *Domestic Animals Act 1994 (Vic)*.
    - Practical tips on dog behaviour and control, and resources to help owners understand dog psychology and body language — including how to respond to incidents in public places.
    - Advice on managing leash-reactive or anxious dogs, and the importance of effective voice control.

Email two:

- Comment that fines alone don't help keep animals confined to their property. Suggests using warnings, education, and possibly subsidies to encourage responsible pet containment.
- Recommends fines only after education efforts fail, and a ban on pet ownership after three fines.
- Shared praise for the work of the South Oakleigh Wildlife Shelter. Suggests that fines collected could help cover vet bills for shelters.

Email three:

- Reported ongoing issues with a neighbouring household keeping multiple large dogs, with suspected non-compliant breeding.
- Incidents include pets being attacked and people being cornered or injured.
- Residents have reported these concerns to Council and police, but enforcement has been limited or ineffective.
- Authorities often unable to act unless they witness the incident directly, which is impractical in most cases.
- While complaints have been submitted, but residents feel there is a lack of accountability and follow-through.
- Frustration expressed over unclear enforcement responsibilities and ineffective penalties.

- Community members feel unsafe, with children kept indoors and a loss of neighbourhood connection.
- Questions raised about how the new plan will improve enforcement, response times, and removal of dangerous dogs.
- Concern about the accuracy of Council's reporting on dog-related incidents.

Email four:

- Expresses empathy for people who dislike pets but believes their preferences should not override the broader community's enjoyment of companion animals.
- Highlights the emotional and social value of pets, describing them as a source of love, support and joy.
- Shares personal experience of responsibly managing both a dog and a cat, keeping them confined or supervised.
- Criticises demands from non-pet owners that disregard the needs of pet owners and their companions.
- Suggests the need for more balanced decision-making that considers the views of pet owners, not just the most vocal critics.

Email five:

- Shares 27 years of experience walking and caring for five different mature rescue dogs.
- Believes the majority of local dog owners manage their pets well and follow the rules.
- Notes that some smaller dogs can be aggressive and are occasionally off-leash where they shouldn't be.
- Describes the community as generally friendly and responsible.
- Offers encouragement and support for the planning process.

Email six:

- Supports the introduction of a cat curfew or even compulsory cat enclosures.
- Describes the overall Domestic Animal Management Plan as comprehensive, with clear actions and outcomes.
- Recommends prioritising community awareness of pet owner responsibilities and available Council services.
- Suggests that awareness efforts go beyond registration reminders and include practical advice and support.
- Recommends using Glen Eira News as a communication platform to reach residents regularly.

Email seven:

- Notes that off-leash areas are popular and valuable not just for dogs but for people to socialise.
- Suggests Council observe a busy off-leash park to better understand its broader value.

Email eight:

- Also provided feedback via the online survey form but wanted to share key concerns directly.
- Urges Council to prioritise guidance from updated animal welfare authorities over public opinion.
- Criticises the proposed Domestic Animal Management Plan as outdated and lacking innovation.
- Encourages Council to develop a progressive, evidence-based plan aligned with world-class standards.
- Recommends reviewing resources from the Australian Institute of Animal Management and Getting2Zero websites.
- Offers to engage with Council to improve the plan
- Suggests aligning Glen Eira's plan with neighbouring councils, particularly Stonnington.

Email nine:

- Recommended aligning Glen Eira's DAMP with Australian Institute of Animal Management and Getting2Zero best practice.
- **Training of authorised officers**
    - Current approach focuses on enforcement tools like cat trapping.
    - Recommendation: Officers should be trained in welfare-based strategies including community engagement, mediation, and behaviour change.
    - Gap: Officers risk remaining reactive and punitive rather than proactive and community focused.
- **Registration and identification**
    - Current approach uses compliance-driven messaging.
    - Recommendation: Promote registration and microchipping as tools for reunification and community trust, using incentives and positive messaging.
    - Gap: Missed opportunity to show how registration supports pet welfare and reduces shelter intake.
- **Nuisance management**

- Current approach relies on cat trapping and signage.
- Recommendation: Use targeted desexing and community partnerships for cats; education and containment strategies for dogs.
- Gap: Reliance on outdated methods that don't reduce nuisance long-term.

- **Dog attacks**
  - Current approach focuses on parks and patrols.
  - Recommendation: Analyse and publish local data; address containment issues near homes.
  - Gap: Strategy is poorly targeted and unlikely to reduce attack rates.
- **Dangerous, menacing, and restricted breed dogs**
  - Current approach uses standard statutory language.
  - Recommendation: Focus on behaviour management and responsible ownership rather than breed-based assumptions.
  - Gap: Risks perpetuating outdated approaches instead of evidence-based strategies.
- **Overpopulation and euthanasia rates**
  - Current approach relies on trapping and impoundment.
  - Recommendation: Use targeted desexing, transparent data reporting, and diversion programs to reduce intake.
  - Gap: Lack of proactive strategies may lead to high intake and unnecessary euthanasia.
- **Domestic animal businesses**
  - Current approach offers minimal detail beyond compliance.
  - Recommendation: Collaborate with pet businesses to promote welfare and support desexing and engagement programs.
  - Gap: Missed opportunity to leverage local businesses as partners in animal welfare.
- **Summary**
  - The proposed DAMP is described as outdated, reactive, and enforcement heavy.
  - Recommends shifting to evidence-based, humane practices as endorsed by AIAM and G2Z.
  - Calls for transparency, collaboration, and smarter interventions.
  - Urges Council to revise the Plan to reflect modern standards and best practice.

Phone submissions

During the engagement, **three** phone submissions were received. These submissions are summarised below.

Phone submission one:

- The submitter hopes the Domestic Animal Management Plan will acknowledge the emotional, social and therapeutic value of domestic animals, especially for elderly, isolated individuals and those with physical or psychological needs.
- Emphasises the role of animals in helping children and families develop empathy and connect with the natural world.
- Notes that even people who don't own pets benefit from seeing and interacting with animals in public spaces.
- Recommends the plan include clear advice on what residents can do if they witness neglect or abuse of animals, and that this information should be easy to find on Council's website.
- Encourages the plan to reflect these points in detail.

Phone submission two:

- Strongly supports the Plan and believes it's very important.
- Shared past experience working with animals, and current experience caring for their neighbour's and friend's pets (cats and dogs).
- Emphasised the need for residents to take personal responsibility for their pets.
- Concerned about the impact of cats on native wildlife, especially birds and possums.
- Stresses the importance of:
    - Picking up dog-waste.
        - Suggests Council install more signage to discourage people from putting dog poo bags in resident's bins.
    - Keeping dogs on leash when required, to prevent incidents where small dogs are attacked or frightened by larger dogs.
    - Providing regular walks to reduce barking and aggressive behaviour.
    - Ensuring dogs are not neglected — and specially making sure they have water on hot days.

Phone submission three:

- Concerned about people leaving dog-waste in resident's gardens, driveways, and private bins.

- Acknowledged that they're unsure of the best solution, but would like Council to consider:
    - Fines or penalties.
    - Enforcement measures.
    - A way for residents to report incidents.
    - Education or behaviour-change initiatives.