



THE OFFICIAL NEWSLETTER FROM URBAN ANIMAL MANAGEMENT
AN ADVISORY GROUP TO THE AUSTRALIAN VETERINARY ASSOCIATION

Come one, come all to Adelaide

This year the National Urban Animal Management Conference (UAM) will be held in the lovely City of Adelaide.

Now is the time to start thinking about your registration and to help that decision here are some of the details.

The conference will be held at the award winning Radisson Playford Hotel & Suites, 120 North Terrace, Adelaide.

The Radisson Playford is a Meetings Industry Association of Australia Winner taking out the category of 'Best Meeting Venue less than 500 Delegates' as the State Award winner in 2002 and 2003 and grabbing the National title in 2002.

It has also won an Australian Tourism Award 2003 – 2004 for Best Luxury Accommodation.

This boutique hotel is different from ordinary hotels. Every aspect of the hotel exudes style, from the unique architectural design to the artistic objects d'art mixed harmoniously with modern facilities and state-of-the-art technology. They haven't forgotten the personal touches such as staff with warm smiles to welcome you.

Located in the heart of the City on prestigious North Terrace, the Playford

is opposite the Convention Centre, Exhibition Hall, and Adelaide Casino. A short stroll away is Parliament House, the Festival Theatre, Adelaide's central business district and the major retail shopping precinct. Just beyond is the Art Gallery, Museum, two State universities, the Parklands and Rundle Street.



Destination Adelaide

Adelaide is tucked along Australia's southern shore and was established in 1836.

Settled first by the aboriginal Kurna tribe, who fell victim to European maladies, Adelaide is one of the few cities not originally settled by displaced

convicts. Instead, free British settlers colonized the area and were soon followed by waves of Lutherans seeking to escape religious intolerance back home.

These days, visitors and diversity are still welcomed, and the city that once housed so many churches now shelters terrific cafes and a host of cultural institutions.

Navigating the city is easy for newcomers, especially given the foresight of its planner, Colonel William Light. He planned Adelaide (named for William IV's wife) on a grid system so that it's open, friendly, and complemented by the River Torrens, which flows through its midst.

The presence of the river, the sea, and the hills surrounding the city imbues its citizens with an adventuresome, outdoorsy spirit, and most folks revel in the parklands and greenspace that characterise this part of South Australia.

Adelaide is an attractive city with plenty to do. Rundle Street offers a host of restaurants, Hindley Street welcomes club-goers, and Rundle Mall appeals to all who seek terrific shopping. If you happen to get to Adelaide at certain times of the year you can participate in such fantastic attractions as the Adelaide Festival of Arts or the Adelaide Fringe Festival.

If you are travelling don't forget to see the wine country of the Barossa and Claire Valleys.

Events calendar

Jul 04	Next newsletter
16-17 Aug 04	AMO Training Sessions
18-20 Aug 04	UAM Conference

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New Animal Management Officer Internet Resource Site

The Victorian Bureau of Animal Welfare (Department of Primary Industries) has developed an Internet Resource site specifically for council animal management officers.

This password accessed site provides a range of education, legislation and other resources, available for reference download and printing.

The Legislation section of the site includes copies of relevant Acts, Regulations and Codes of Practice, legislation news and case studies, and template letters explaining legislative provisions. A legal 'question and answer' page allows officers to send in queries, and provides a searchable archive of all responses. There are pages covering restricted breed and dangerous dog information (including

dog attack reporting software, and a dangerous dog database). Other resources include pages for committee minutes, members and activities, information on domestic animal businesses/pounds and shelters, applicable organisations/approved dog training organisations, the State Government's registration levy, privacy legislation, and back issues of Bureau of Animal Welfare Council Bulletins.

The Education section includes information and news on the State Government's Responsible Pet Ownership Community and Schools Education Programs, guidance on running a council microchip day or pet event, and a council Communication Resource Kit (containing sample communication plans, media releases and event ideas). The section also contains a wide range of responsible pet ownership brochures, fact sheets and graphics for download and

printing (along with a hard copy brochure order form), and a page to 'showcase' the education activities of various councils.

Other resources on the site include a council 'Dog attack prevention kit', a 'Cat Management Manual', and a dog faeces 'Litter Kit. There are also pages which include statistics and useful web links, photos of council signage, a council contact details database, information on DPI's Benchmarking project, and a table listing Bureau of Animal Welfare staff contact details and areas of expertise.

The site has received extremely positive feedback, with a recent council survey showing 90% of officers rated it as "very useful" resource.

For more information about the site contact Neva Van de Kuyt at the Bureau of Animal Welfare (Neva.Vandekuyt@dpi.vic.gov.au, phone (03) 9217 4113.

Ranger Ralph - a winner for Port Stephens Council

Port Stephens Council was awarded UAM Team of the Year for 2003. This dynamic team implemented a range of activities consistent with their Strategic Animal Management Plan and had the assistance of a Companion Animal Management Advisory Committee. Their activities included subsidised microchipping days to increase permanent identification of pets, the release of dung beetles and the provision of dog poo bins in parks to help overcome dog litter issues, the implementation of a noise strategy to combat barking nuisance, the support of dog obedience classes and the pursuit of strong working relationships with vets and other animal related organisations and individuals in their region.

The real highlight of Port Stephens activities, however, is their mascot and team member Ranger Ralph. Developed by Newcastle University in 1999, Ranger Ralph's image is used as a vehicle for educational messages on pamphlets, stickers, pencils, erasers, T-shirts, baseball caps, billboards and



bus windows. Ralph has become synonymous with the responsible pet ownership message in Port Stephens and is an integral part of their education program. The council even has a life size furry Ralph Costume that is used for educational activities and also as a mascot for the Council.

A Ranger Ralph fan Club has operated since 1999 and currently has 350 members. Members receive a mail out twice per year, which contains Ralph merchandise and information regarding pet ownership, competitions and a birthday card.

Paul Minnett, Senior Environmental Health Officer/ Manager Ranger Services at Port Stephens Council, says that his dedicated team of rangers has developed a beneficial mix of regulatory, educational and administrative functions.

"Along with valuing their roles within the community, they strive to enjoy and have fun in their jobs. I consider this an essential prerequisite to any person and any team in this field" says Paul

"Our team presents a professional and modern approach to the field. This has been assisted by the supportive attitude of senior management at Port Stephens."

For more information on Ranger Ralph and other Port Stephens Council initiatives contact Paul Minnett either by email: paul.minnett@portstephens.nsw.gov.au or phone 02 498 00255.

Urban Animal Management Conference (UAM), Adelaide, South Australia 2004

Senior Management and Elected Members - What's in it for you?

You are invited to attend the 14th National Urban Animal Management (UAM) Conference to be held in Adelaide, South Australia in 2004.

To be held at the Radisson Playford, 18–20 August, this Conference will cover a wide range of topics targeting everyone from senior managers and elected members to animal management field officers and will address critical issues that are relevant to both the local and national level.

With a primary focus on problems associated with barking dogs, an issue that attracts more complaints to local government than virtually any other community issue, the program will also cover areas such as strategic planning, dog aggressions, benchmarking, cat management and attitudes to pets and compliance.

Animal Care and Management National Training Package

National Training Packages are very important in today's workplace. They draw together, in a nationally coordinated way, the training needs of occupations in associated fields of employment across Australia. These carefully integrated training packages have been developed under the direction of the Australian National Training Authority (ANTA) which means you will be accredited across Australia.

The new Animal Care and Management Training Package includes a qualification for people employed in UAM (Urban Animal Management).

A two day training workshop will be conducted on 16 & 17 August 2004, two days prior to this years UAM conference in Adelaide. With a focus on some of the requirements for the new Certificate 4 in Animal Control and Regulation it will complement the sessions provided last year in Caloundra.



Charles Sturt Mayor Harold Anderson AM, JP with Sandie Starr, General Manager City Services pictured with President and members of the Charles Sturt Dog Owners Association being presented with a plaque for recognition of their valued contributions.

A General Manager's View

We asked Ms Sandie Starr, General Manager City Services, City of Charles Sturt, for a General Manager's Perspective on Animal Management:

Ms Starr, believes the UAM Conferences provide the latest information for local government to improve the services they offer in animal management.

"Councils today need to be thinking about a range of issues such as customer service, environmental considerations, liability factors, process improvement, and the image of our animal management officers. If you believe your organisation could do better I urge you not to miss this conference," says Ms Starr.

What benefit do you feel Elected Members and Senior Management will get out of attending the Conference?

"There is much to be gained by recognising the extent and complexity of issues surrounding animal management. Understanding the big picture is very important and the integration of different professions at this conference facilitates that. At the same time, it doesn't hurt to get a handle on the practical problems that officers face on a daily basis."

What do you believe are some of the key issues facing Councils, communities and pets in the next 5 years?

"For urban areas I believe one of the big 'sleepers' is the increasing density of housing, bringing as it does a reduction in private open space and closer neighbours. When this is coupled with the continuing breakdown in community tolerance and increasing reliance on legal solutions the future of the domestic pet will be fraught with difficulty.

I don't believe that we can continue to rely on legislation to achieve the best outcomes for our communities.

Changing public attitudes and beliefs is a long and arduous task, and one that requires major education campaigns (such as anti-litter and stop smoking). This is not generally the domain of local government. While State Governments continue to make the laws and Local Governments simply apply them, I believe we are adding to the problem rather than fixing it."

For more information see the insert in this issue or call 02 9411 2733.

UAM Conference Adelaide 18th – 20th August 2004

DAY ONE WEDNESDAY 18 AUGUST 2004			
Time	Speaker	Title	Session Chair
08.30–09.00	Convenor & Dignitary	Conference Opening	
09.00–09.30	Paul McGreevy	Barking ethology - Why do dogs bark?	Ian McBryde
09.30–10.00	Dr Kersti Seksel	What a Debarkle! Barking problem or problem barker - Can you tell the difference?	
10.00–10.30	Dr Joanne Righetti	Barking up the wrong tree - The importance of understanding and correct diagnosis of barking problems in dogs.	
10.30–11.00		Morning Tea	
11.00–11.20	Dr Joanne Righetti	Anything for a quiet life - Problem solving the noisy canine neighbourhood.	Deb Kelly & Geoff Irwin
11.20–12.00	Shane Scriggins et al	Fix or Fixed? Are you resolving barking problems or hindering the process? Examples of Councils' policy and effects.	
12.00–12.20	Dick Murray	Barking nuisance assessment - Gathering definitive evidence	
12.20–12.30	All of the above speakers	Discussion	
12.30–13.30		Lunch	
13.30–14.15	Paul Kelly	Scooby Doo - Why are you barking? Legal case studies	Tony Cooke
14.15–14.30	Deb Kelly	Leashes - Who needs them?	
14.30–15.00	Peter Thompson	How do we know they're telling the truth? Critique review	
15.00 – 15.30		Afternoon Tea	
15.30–16.00	Peter Thompson	Aggression effects - From a human health perspective + solutions	Ken Coventry
16.00–16.30	Paul Leadbeater	Definition of a nuisance - Legal aspects of complaint management	
16.30–16:45	Vanessa Rohlif	This job is the PITS - Perpetration Induced Traumatic Stress (PITS) in animal care workers	
16.45–17:00	Naomi Pearson	Horse welfare problems - An overview	
19.00–22.30		BBQ - Adelaide Zoo	

DAY TWO THURSDAY 19 AUGUST 2004			
Time	Speaker	Title	Session Chair
09.00–09.30	Brian Whinfield	Strategic planning in animal welfare...or how to get where you want to go	Michael Hayward
09.30–10.10	Joanne Righetti	Don't worry, be happy: Managing anxiety, solving behaviour problems in our pets	
10.10–10.30	Linda Marston	Lost and found in Melbourne a snap shot of shelter activity	
10.30–11.00		Morning Tea	
11.00–11.10	AMO Winner	Winner's presentation - AMO of the year	Rick Walduck
11.10–11.20	AMO Team Winner	Winner's presentation - AMO Team of the year	
11.20–11.50	Carol Webb	Cat complaints following the introduction of Victorian legislation	
11.50–12.30	CAT DEBATE	That cats should be managed not banned	
12.30–13.30		Lunch	
13.30–14.00	Linda Marston	Show & tell - Why temperament test and how do you do it?	Shane Scriggins
14.00–14.30	Paul Frisby	Surviving the stresses of stress	
14.30–15.00	Russel McMurray	Benchmarking Victoria - an all Council view & comparison	
15.00–15.30		Afternoon Tea	
15.30–16.00	Gavin Hammond	The Townsville Plan - See the best	Ken Coventry & Dick Murray
16.00–16.30	Neva van de Kyut	Turning research into reality - How Councils can use findings from a survey to help manage pets in the community	
16.30–17.00	Virginia Jackson	The triple bottom line & UAM - Where do compliance, social capital and the new UAM fit in?	
19.30–23.00		Conference Dinner (including award presentations)	

DAY THREE FRIDAY 20 AUGUST 2004			
Time	Speaker	Title	Session Chair
09.00–09.30	Dick Murray	UAM Agression Position Update and Refresh on barking papers	Geoff Irwin & Russel McMurray
09.30–10.30		Barking dogs workshop	
10.30–11.00		Morning Tea	
11.00–11.15	Michael Hayward	Canberra Conference 2005 Presentation	Geoff Irwin & Russel McMurray
	Dragon Mladenovic		
11.15–11.45	Dick Murray	Presentation of workshop outcomes	
11.45–12.00	Dick Murray	Conference Wrap	



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