

Dog Noise Policy



PORT STEPHENS
COUNCIL

<https://www.youtube.com/watch?v=ydthE39hiYc>



What we used to do

- Companion Animals Act 1998 “Nuisance order”
- Complainant completes an approved 7 day diary
- Rangers visit dog owner and make recommendations
- Two weeks to make changes
- 3 more diaries - declare nuisance animal
- 3 more diaries – issue fine
- Escalation; PIN then prosecute





Why did we change

- Unresolved complaints (78% existing complaints)
- Difficult to assess dogs, when is it a nuisance??
- Identifying dogs





What we do now



*"Even we're getting sick
of your barking."*



What we do now

- Protection of the Environment Operations Act 1997, section 277 (1) (b)
“Offensive noise”
- THE STEPS
- 1. Statement with diary attachment (elements of the offence)
- (Attached noise recordings, where possible)
- 2. Ranger checks diary against the ‘guide’ in the policy
- 3. Noise abatement direction (delivered by hand)
- 4 (a) Further offensive noise = statement & diary and PIN
- 4 (b) No more offensive noise = after 28 days of no offensive noise the notice expires
- 5. Option to escalate to Prevention Notice with infringement of \$4,000



Key improvements

- Ability of Rangers to 'draw a line in the sand'
- The 'guide' in the policy
 - Barking before 7am or after 8pm;
 - (Must have evidence that it impacted their life)
 - Repeated barking of more than 3 episodes of 4-5 barks per day;
 - (Must have evidence that it impacted their life)
- Dealing with occupier, not the dog
- Finally finalising on-going complaints!!
- Down to 12% existing complaints from 78%
- Ultimately provides a better service to the community



Result

- Positive
 - Resolution of complaints
 - Easier to determine valid complaints
 - Strong evidence
 - Immediate reactions from nuisance dog owners
- Negative
 - 7 days to issue abatement directions
 - More verbal abuse from dog owners



Result

Just what if my car horn
honked every single
time my neighbors'
dogs barked...



som^{ee}cards
user card



<http://www.theherald.com.au/story/4314867/port-set-for-new-stance-on-dog-noise/>

<https://www.portstephens.nsw.gov.au/live/resident-services/animals-and-pets/dog-noise-nuisance>



PORT STEPHENS
COUNCIL

Ranger Ralph



Who is Ranger Ralph?



- Ranger Ralph is Port Stephens Council's Companion Animal Education Mascot.
- He was “born/created” in 2002
- He was originally created as part of a government grant to promote the Compulsory Permanent Identification (Microchipping) of Companion Animals.





PORT STEPHENS Examiner 7/11/02



■ Irrawang Public's Shannon Meanie gets some pet care tips first hand from Ranger Ralph

Ralph spreads pet message

Ranger Ralph will catch up with 5,000 students at 21 Port schools over the next three weeks

Port Stephens Council is using the hairy ranger to spread a pet care message coinciding with the introduction of compulsory microchipping in October.

A \$4000 state government grant is funding the education program.

The talks teach the children to microchip their cat or dog, walk dogs on a leash, pick up pet litter and to be aware of pets living in a koala-sensitive population.

Paul Minett from the council said it was a long held belief that targeting children could achieve more.

"Each kid usually has at least one pet and they take the message home," he said.

The talks started last week and would continue into November.





What does he do now?



- We now use Ranger Ralph to promote responsible pet ownership
- The face of our Companion animal educational program targeting school children and the younger demographic
- This year he has been used for presentations for school groups visiting Council.





- Community day events including;
 - RAAF Williamtown fair day,
 - Free Microchipping weekend at local Markets,
 - Police and Emergency Services open Day.
- "Ranger Ralph" classes/talks were conducted during the community events.
- We use Ralph branding for promotional items/goodie bags.
- Helps to humanise Rangers
- Total of over 800 interactions so far this year.
- Ranger Ralph branding on a variety of social media outlets such as facebook, local paper and Twitter getting education messages and information out to the community.



Results

- Fun and interactive way to get our message out to the community.
- Keeps children engaged (except for the odd freakout).
- Kids take the messages home and educate mum and dad on what they learnt during the class/talk and ask the question.
 - Mum is our dog/cat Microchipped and/or Lifetime Registered?
 - Dad Ranger Ralph said we must always walk our dog on lead.
 - Did you know if a dog is wearing a red and yellow striped collar you should not go near it? ect





Ranger Ralph was made by:
Oddbods Custom Corporate Mascots
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Bayswater Victoria 3153

Ph: 1300 633 263



Questions?



Thank you

Roman Ralph

