



Changing Now for a Better Future

Cost Effective Changes for Cairns Regional Council
Pound

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Cairns Regional Council

- Local government area encompasses 1687 km²
- Residential population of the Cairns region was **164,536 persons as at 30 June 2017**
- Region has experienced an average annual growth rate of 2.3% over the last 10 years
- Population expected to double by 2050 which will significantly impact animal management for the region



A bit about me

- Leading Pound Officer, Cairns Regional Council
- Manage a small team located onsite at our Pound facility
- Worked in Animal Management since 2013
- I am passionate about improving conditions for animals in the community



Our Pound

- Built in 1950 (many add on's)
- Operational issues:
 - Poor relationships with rehoming groups
 - Ineffective data collection
 - Limited enrichment for animals
 - Requirement to improve comfort of impounded cats
 - Limited proactive strategies for managing lost pets
 - Uncontrolled animal breeding



Our Pound

- Attended G2 Zero Conference in 2017
- Share this feedback with you today to help motivate the case for positive change!



Focus Area #1

Improve relationships with rehoming groups



Improve relationships with rehoming groups

- Identified issues:
 - Complete reliance on rehoming groups
 - Limited rehoming groups approved
 - Poor working relationships with groups
 - Low rehoming rate with limited groups
 - Public weren't aware of the rehoming groups we used

Improve relationships with rehoming groups

- Identified issues (con'd):
 - Public misconception all animals that enter the Pound is PTS
 - Only 2 shelter based rehoming groups (Yaps and RSPCA)
 - RSPCA closed for rebuild for 2 years
 - Pressure from public to save more animals



Improve relationships with rehoming groups

- Solutions implemented:
 - Prepared proposal to approve additional rehoming groups to pull animals from the Pound
 - ❖ 2015 – 4 rehoming groups
 - ❖ 2018 – 11 rehoming groups!!
 - Implemented chip and drop program
 - Provided greater flexibility for rehoming groups seeking to view animals
 - Extended holding time period at the Pound for rehoming groups
 - Enabled rehoming groups to retain the council animal registration fee

Improve relationships with rehoming groups

- Solutions implemented (cont'd):

Council Adoption Days

“Operation Furever Home”

- Gave the groups a platform to rehome animals
- Demonstrated relationship with groups
- Brought the various rehoming groups together
- Increased turnover of animals from Pound to rehoming groups



Improve relationships with rehoming groups

- Solutions implemented (cont'd)
 - **“Operation Furever Home”**
 - Council has run 3 Adoption days since 2017
 - Each event rehomed 75-90 animals
 - Council pays for the event and runs the day
 - Costs at an average cost of \$6000
 - Half of this cost is advertising and signage
 - Costs decrease the more events we run
 - Save money with reuse of event resources



Morty

Male | Great Dane x | 2 years

Dog friendly: Yes
 Cat friendly: Untested
 Child friendly: Untested
 House trained: Yes
 Energy Level: Medium
 BIN: BIN0000372695521
 Petrescue: www.petrescue.com.au/listings/581395



If you are on the lookout for the man of your dreams who will quickly steal your heart, look no further! My name is Morty and I love long walks on the beach, alfresco dining and will love spending time with you. I am a playful lad who gets along well with other dogs, but I especially love my human foster family. I am learning to play it cool as I can sometimes get a bit excited. I am learning very quickly to wait for my food and can do some basic commands with rewards. So if you're interested in a tall, handsome fella, then I'm your guy!

Morty is \$300 to adopt, desexed, C4 vaccinated, microchipped and given flea, tick and worm preventatives.

If you'd like to meet Morty, please email adopt@nqar.org.au



Focus Area # 2

Improve data collection to better
inform pound performance



Improve data collection

- Identified issues:
 - Data being collected was not relevant and inaccurate
 - Extremely hard to extract real time data
 - No data collection for specific species eg cats/dogs
 - No information collected about behavioural issues or medical issues/treatments



Improve data collection

- Solutions implemented:
 - Reviewed what data was being collected and what information we wanted to collect
 - Worked closely with IT services to adapt the current systems to collect correct baseline data
 - Changed how we enter and collect
 - Re-trained all staff in new entering system



Improve data collection

- Solutions implemented (cont'd):
 - Better baseline data is always a benefit!
 - Correct information being reported back to management
 - Allows us to direct services and staff to areas most in need
 - Targeted approach to marketing and education
 - Help the organisation with future workforce/expansion plans
 - Used the same program so no cost to implement changes except staff time



Focus Area # 3

Improve management of impounded animals



Improve management of impounded animals

- Identified issues:
 - Limited enrichment for impounded animals
 - Requirement to improve comfort of impounded cats
 - Limited strategies in place for managing stray pets



Improve management of impounded animals

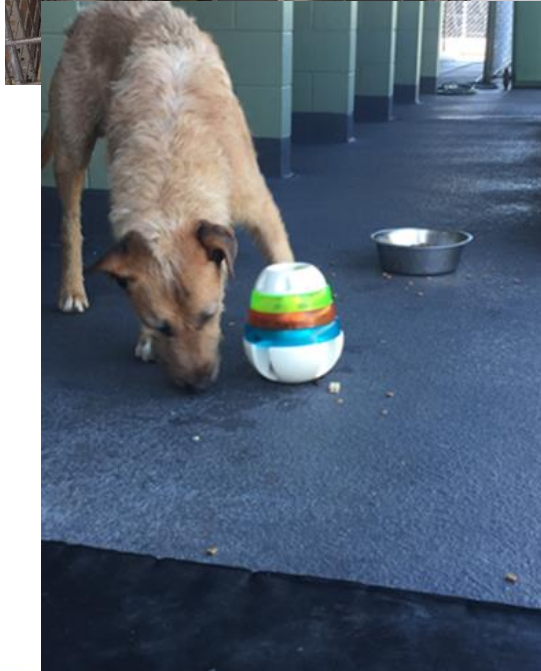
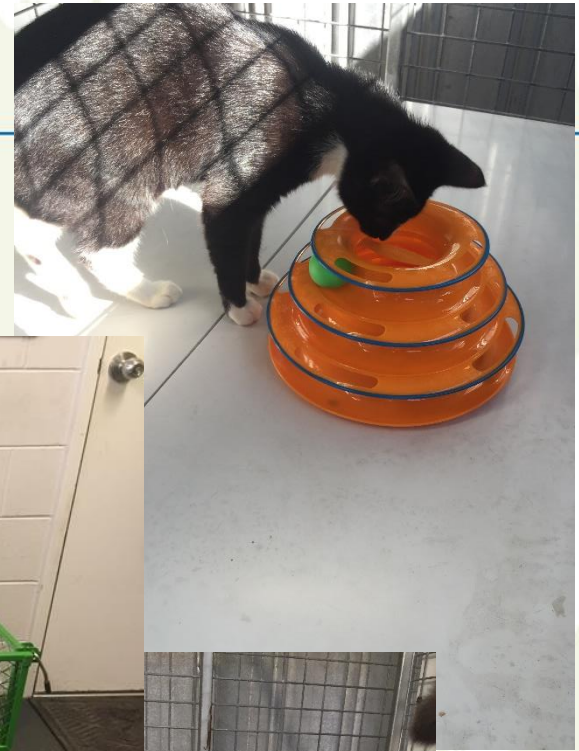
- Solutions implemented:
 - Enrichment trolley for both cats and dogs
 - ❖ Range of treats including frozen treats for hot weather
 - ❖ Hiding treats throughout kennels
 - Time out for long term kennelled dogs
 - ❖ Offer daily opportunity for solitary, quiet time in kennels with handlers including provision of toys and treats
- Resulted in more relaxed environment with less behavioral issues



Improve management of impounded animals

- Solutions implemented (cont'd):
 - Purchased removable, cleanable boxes for cats to hide in
 - Rented summer AC offices for cats to keep cool
 - Installed a Free ID tag Machine:
 - ❖ All reclaimed animals are issued ID tag with name of animal and contact numbers
 - ❖ Public can contact owner immediately if animal is found wandering
 - ❖ Easy, quick and fairly cheap - \$4.00 per tag
 - ❖ Machine is free as long as we buy 500 tags each year





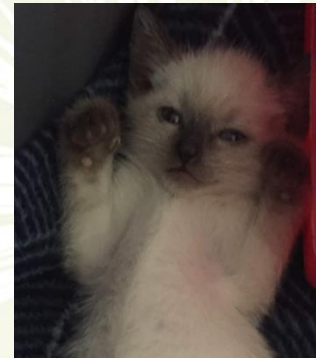
Focus Area # 4

Increase desexing of animals



Improve desexing of animals

- Identified issues:
 - Overpopulation of animals
 - Too many cats and dogs and not enough homes
 - 50% of our suburbs have a high level of socio economic disadvantage
 - Lack of affordable vet services in Cairns
 - ❖ Average cost of \$280 - \$470 to desex medium female size dog
 - ❖ Average cost of \$180 - \$275 to desex female cat
 - Significant cost to Council for impounding



Improve desexing of animals

- Solutions:
 - Surveyed community to understand their expectation
 - ❖ 1338 residents completed Management Survey
 - ❖ 46% of respondents think Council should provide a desexing program
 - ❖ 58% said they are prepared to pay a fee for desexing cats and dogs



**HELPS US DELIVER
THE BEST ANIMAL
MANAGEMENT SERVICES**

by completing our survey.

www.cairns.qld.gov.au/petsurvey

Survey closes on 30 August



Improve desexing of animals

- Solutions:
 - Seeking Council approval to participate in Animal Welfare League's National Desexing Network (NDN) Program
 - Targeted, ongoing low cost desexing program including microchipping
 - Council funds an annual amount e.g. \$50 000 to subsidise desexing costs
 - Costs are shared between owners, Council, animal welfare group and veterinarians



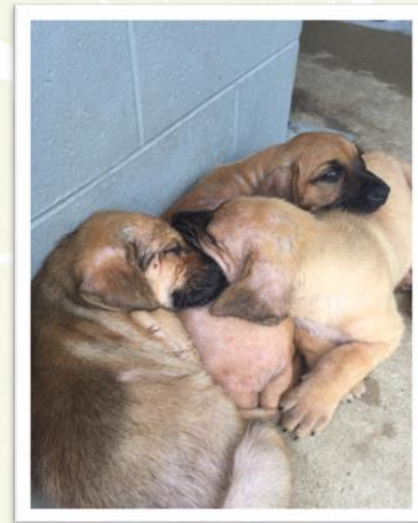
Improve desexing of animals

How does the NDN program work?

	Weight	Owner Pays	Council Subsidy	Vet Receives
Dog				
Male	Small	\$80	\$80	\$140
	X-Large	\$110	\$110	\$240
Female	Small	\$100	\$100	\$170
	X-Large	\$140	\$140	\$280
Cat				
Male		\$35	\$55	\$90
Female		\$55	\$65	\$120

Improve desexing of animals

- It is hoped that by participating in the NDN Program we will:
 - Prevent abandonment/euthanasia of unwanted animals
 - Reduce cost to Council associated with collecting, holding and euthanising and rehoming unwanted animals
 - Increase community awareness around the importance of desexing
 - Break the tragic abandonment and euthanasia of healthy companion animals!



Summary

Making small changes around
your facility has a great impact on
the animals and staff



