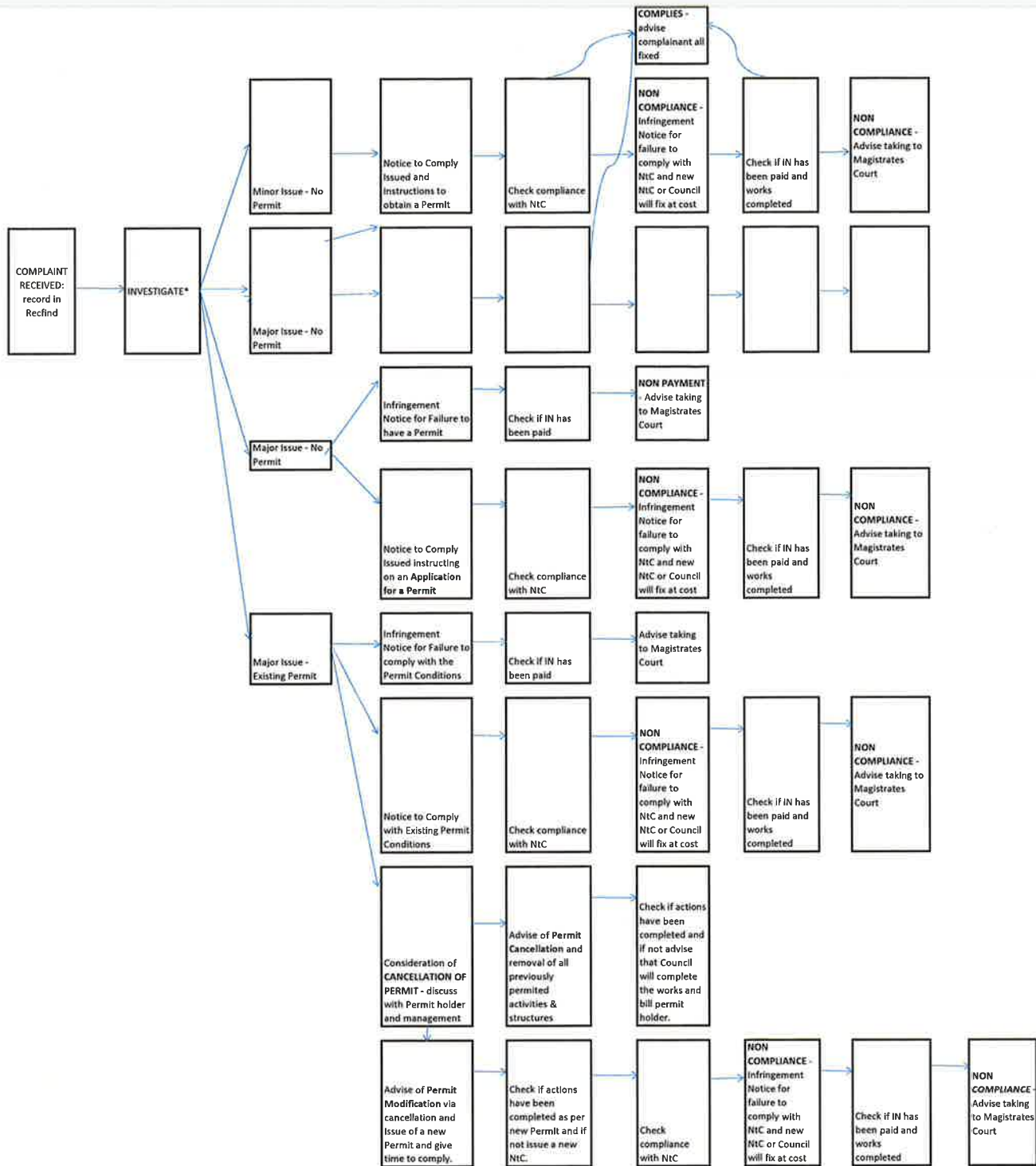


FLOW CHART - INVESTIGATION AND ACTIONS IN RELATION TO A LOCAL LAWS COMPLAINT OR ISSUE

THIS IS INTENDED AS A GUIDE TO RECEIVING A COMPLAINT OR ACTING ON AN ISSUE OBSERVED IN RELATION TO ADMINISTERING THE COUNCIL'S LOCAL LAWS.



INVESTIGATE*

ACTIONS INCLUDE

- 1 Visual inspection including notes and photos
- 2 Discussion with complainant
- 3 Discussion with offender
- 4 Research Council files as to previous complaints, Notices, Actions
- 5 Discuss outcome with Supervisor and Agree on Actions
- 6 Advise Complainant and Offender of outcomes of Investigation
Letter to Complainant
Letter or Notice to Comply to Offender
- 7 Record information in RecFind

FOLLOWUP INSPECTIONS

ACTIONS INCLUDE

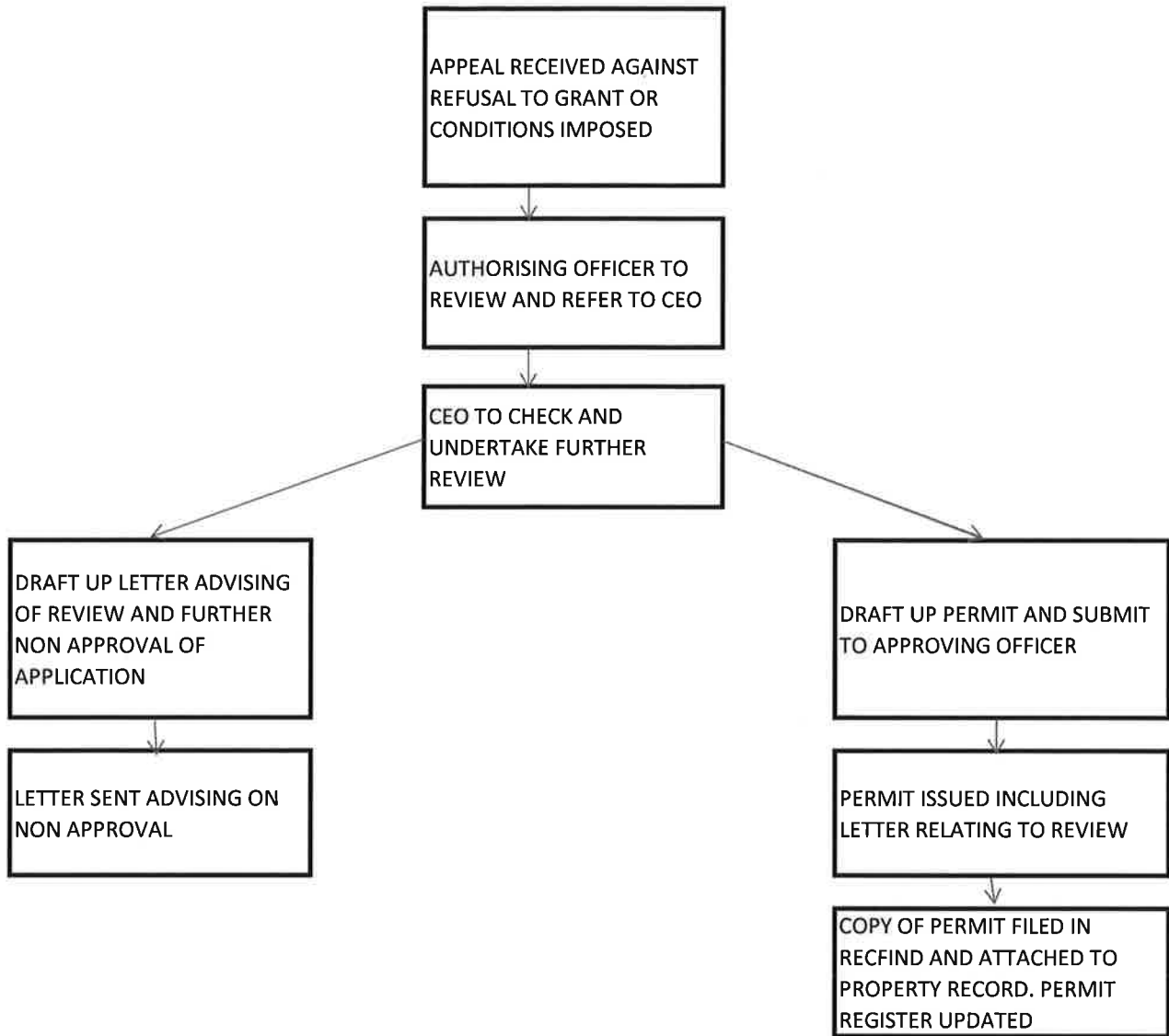
- 1 Visual inspection including notes and photos
- 2 Discussion with offender as to compliance with NTC
- 3 Possible discussion with complainant
- 4 Discuss outcome with Supervisor and Agree on Actions
- 5 Further Advice, Notices OR Infringement Notice to Offender
- 6 Record information in RecFind

COMPLETION

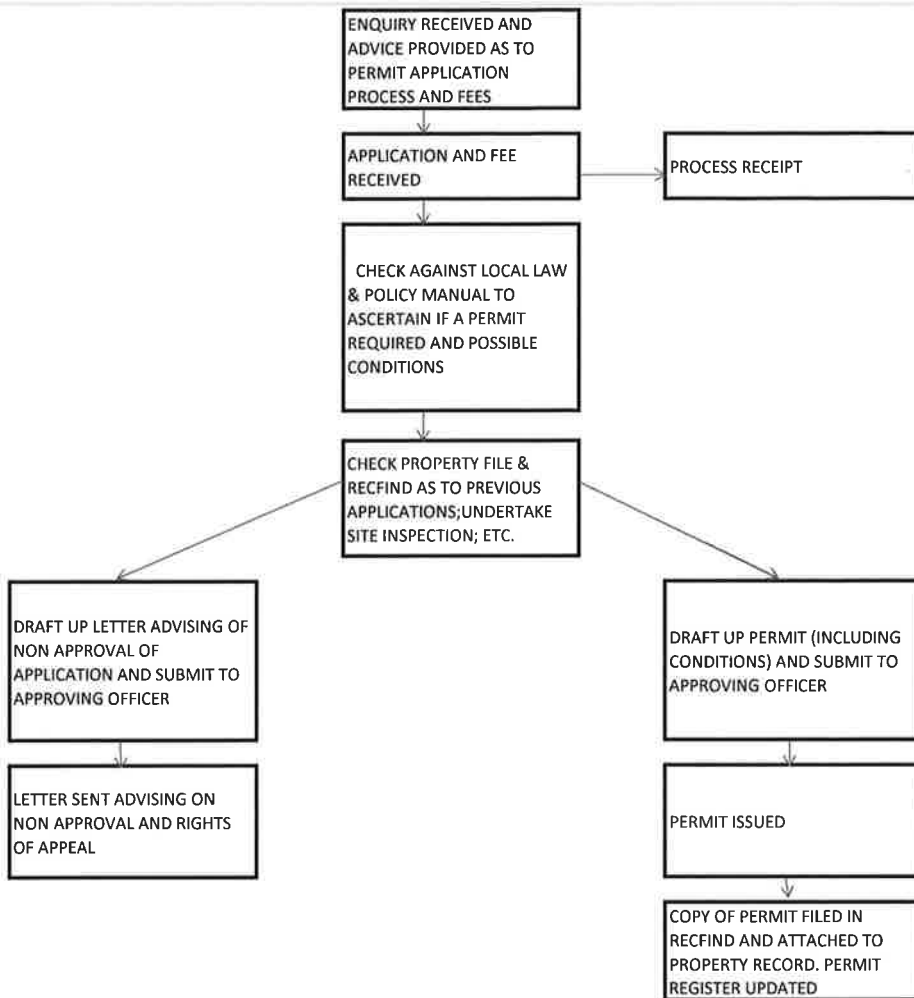
ACTIONS INCLUDE

- 1 Visual Inspection including notes and photos
- 2 Discussion with offender as to compliance with NTC or IN
- 3 Possible discussion with complainant
- 4 Advise Offender of Completion of the Issue
- 5 Advise outcome/completion with Supervisor
- 6 Record information in RecFind

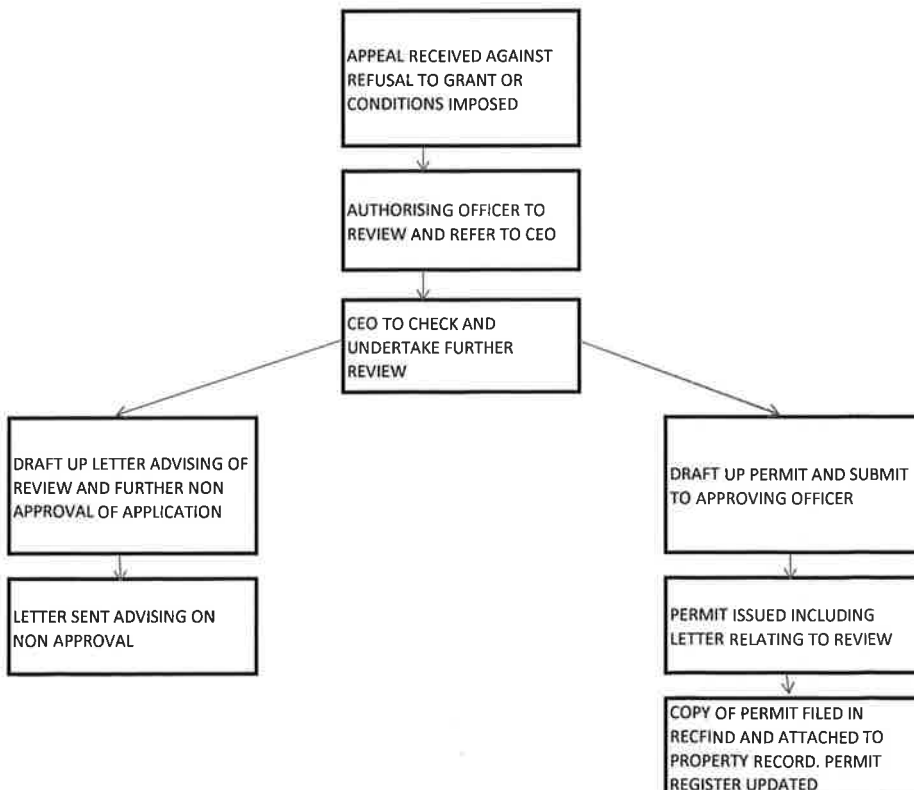
FLOW CHART 2 - PERMIT APPEAL PROCESS



FLOW CHART - PERMIT APPLICATION PROCESS



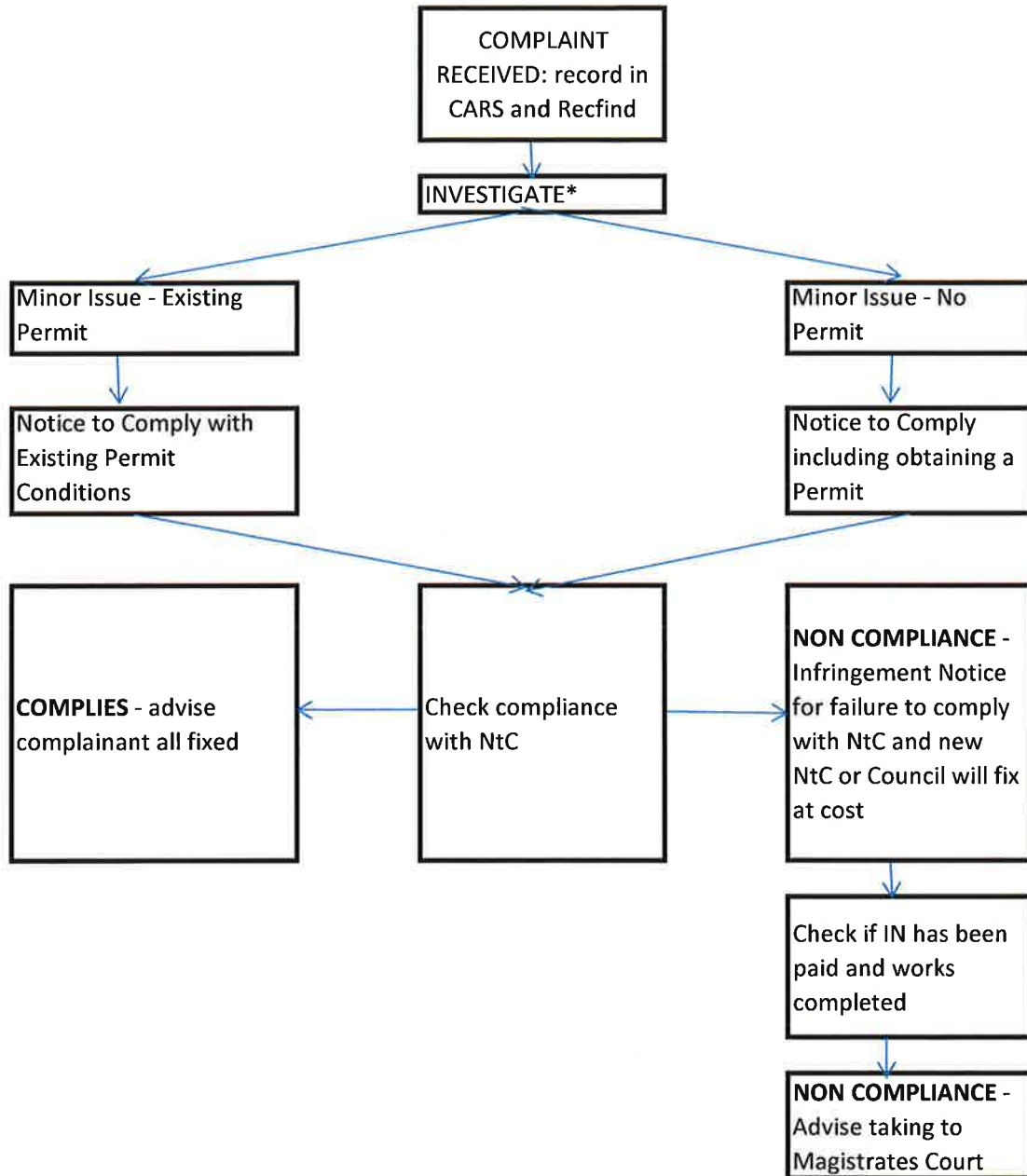
FLOW CHART - PERMIT APPLICATION REFUSAL PROCESS



FLOW CHART 3 - INVESTIGATION AND ACTIONS IN RELATION TO A LOCAL LAWS COMPLAINT OR ISSUE

MINOR ISSUE - EXISTING OR NO PERMIT

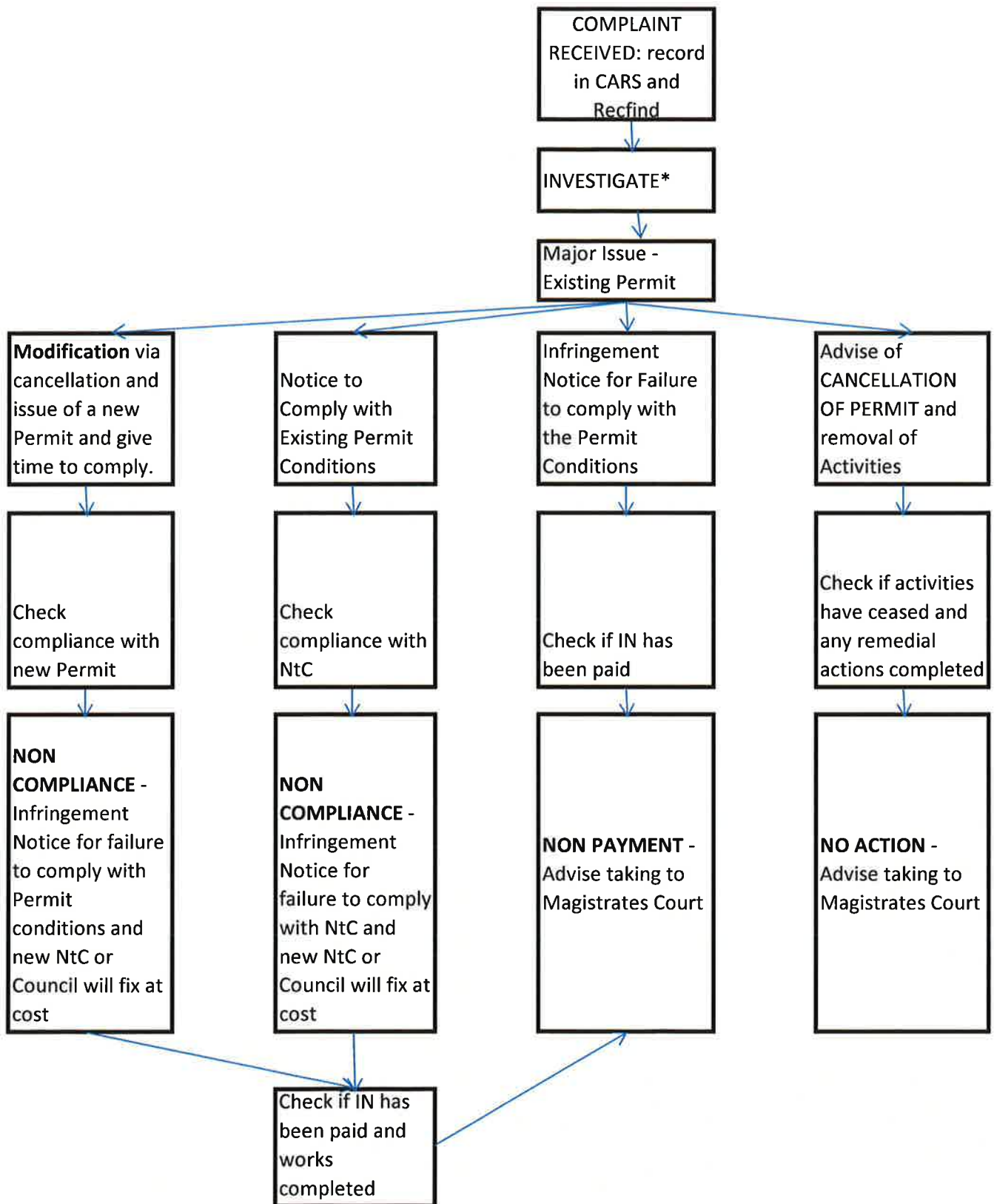
THIS IS INTENDED AS A GUIDE TO RECEIVING A COMPLAINT OR ACTING ON AN ISSUE OBSERVED IN RELATION TO ADMINISTERING THE COUNCIL'S LOCAL LAWS.



FLOW CHART 4 - INVESTIGATION AND ACTIONS IN RELATION TO A LOCAL LAWS COMPLAINT OR ISSUE

MAJOR ISSUE - EXISTING PERMIT

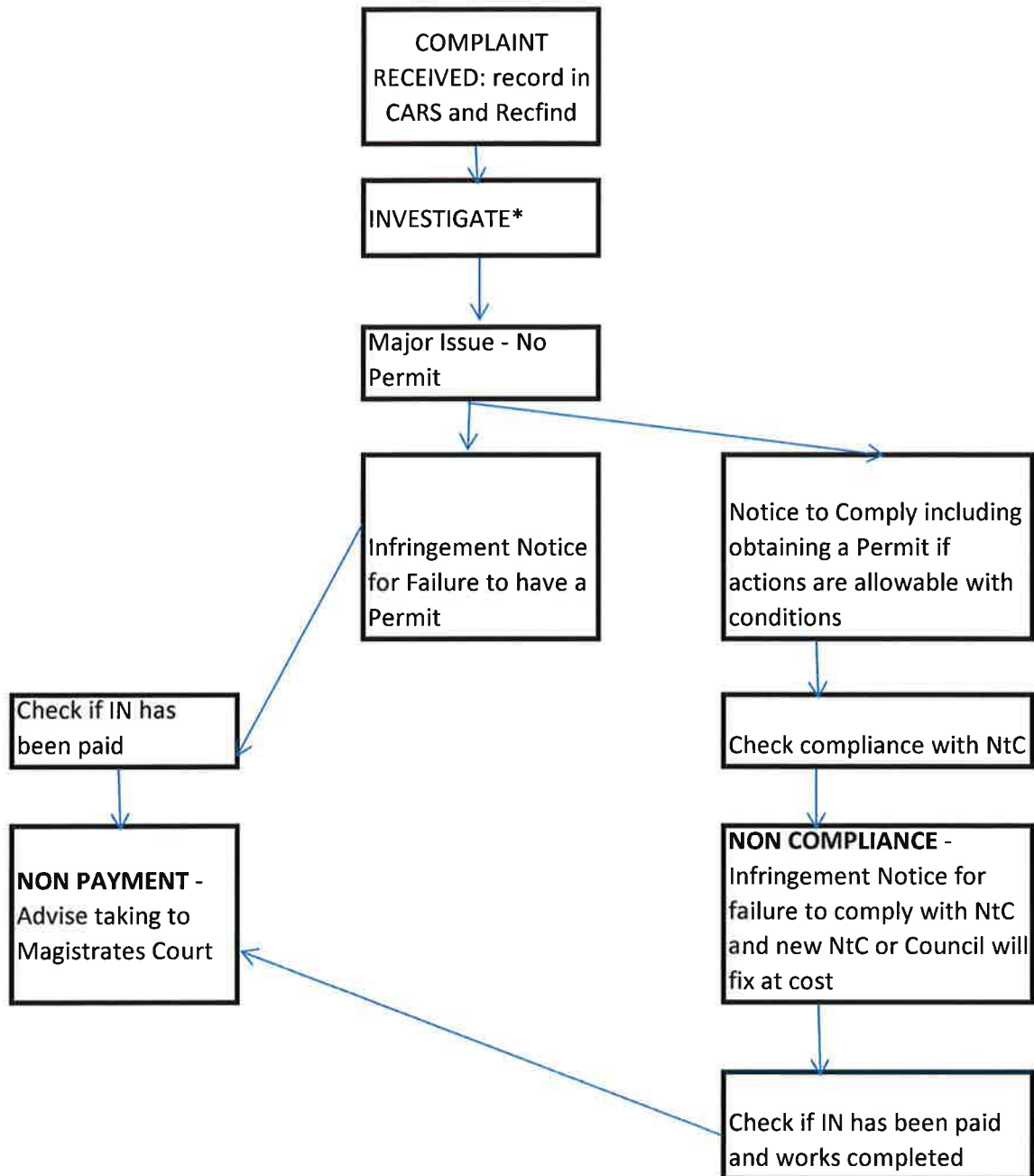
THIS IS INTENDED AS A GUIDE TO RECEIVING A COMPLAINT OR ACTING ON AN ISSUE OBSERVED IN RELATION TO ADMINISTERING THE COUNCIL'S LOCAL LAWS.



FLOW CHART 5 - INVESTIGATION AND ACTIONS IN RELATION TO A LOCAL LAWS COMPLAINT OR ISSUE

MAJOR ISSUE - NO PERMIT

THIS IS INTENDED AS A GUIDE TO RECEIVING A COMPLAINT OR ACTING ON AN ISSUE OBSERVED IN RELATION TO ADMINISTERING THE COUNCIL'S LOCAL LAWS.



GUIDELINES - INVESTIGATION AND ACTIONS IN RELATION TO A LOCAL LAWS APPLICATION, COMPLAINT OR ISSUE

INVESTIGATE*

ACTIONS INCLUDE

- 1 Research Council files/databases as to previous complaints, Notices, Actions
- 2 Visual inspection including notes and photos
- 3 Discussion with applicant/complainant
- 4 Discussion with offender
- 5 Discuss outcome with Supervisor and Agree on Actions
- 6 Advise Complainant and Offender of outcomes of investigation
Letter to Complainant
Letter or Notice to Comply to Offender
- 7 Record information in RecFind

FOLLOWUP INSPECTIONS

ACTIONS INCLUDE

- 1 Visual inspection including notes and photos
- 2 Discussion with offender as to compliance with NTC
- 3 Possible discussion with complainant
- 4 Discuss outcome with Supervisor and Agree on Actions
- 5 Further Advice, Notices OR Infringement Notice to Offender
- 6 Record information in RecFind

COMPLETION

ACTIONS INCLUDE

- 1 Visual inspection including notes and photos
- 2 Discussion with offender as to compliance with NTC or IN
- 3 Possible discussion with complainant
- 4 Advise Offender of Completion of the issue
- 5 Advise outcome/completion with Supervisor
- 6 Record information in RecFind

COURT ACTION

ACTIONS INCLUDE

- 1 Discussions with Solicitor or Prosecuting Officer
- 2 Preparation of Brief
- 3 Registration with Court
- 4 Service of Notices
- 5 Advice to Council of pending actions - CONFIDENTIAL
- 6 Court Appearances
- 7 Service of Notices depending on Court outcomes



Memorandum of Understanding Animal Control Services

The Provision of Pound Facilities by City of Wodonga to Towong Shire Council

July 2014

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Memorandum of Understanding

The Provision of Pound Services

1. Parties

- 1.1.1 City of Wodonga ("COW") and Towong Shire Council ("TSC") are the parties to this Memorandum of Understanding.

2. Purpose/Intent

- 2.1 The purpose of this Memorandum is to document the sharing arrangements for the use of the City of Wodonga Animal Pound.
- 2.2 This memorandum also details
 - The role of COW in the provision of services.
 - The services to be provided.
 - The basis for costing the service provision.

3. Responsibilities of the Parties

- 3.1 TSC remains responsible for all statutory Animal Control functions.
- 3.2 TSC delegates the Animal Control powers and authorities to COW animal control officers as required, to carry out the functions as determined in the MOU.
- 3.3 TSC will ensure that all necessary formal delegations of Council powers are established and maintained.
- 3.3 COW is responsible for the provision of a fully compliant animal pound.
- 3.3. TSC and COW are responsible for the maintenance of all records and files (for duties performed) in accurate and up to date manner.
- 3.4. Cow is responsible for reporting to ISC on a monthly basis.
- 3.5 Release or inspection of animal's impounded by TSC in the Wodonga pound will remain an TSC function.

4. Working Arrangements

The following arrangements will be put in place:

- 4.1 COW shall provide access to the pound/s for the acceptance and storage of impounded domestic animals, being small animals – dogs and cats.
- 4.2 COW shall accept up to 100 small animals per annum for an inclusive fee of \$5,000. TSC shall retain any release fees from the pet owner and any infringement notices issued by TSC will be retained by TSC.
- 4.3 COW shall accommodate the destruction costs of up to 25 animals per annum for the above noted inclusive fee of \$5,000.
- 4.4 After 8 days, any unclaimed small animal shall become the property of COW and will be dealt with in accordance with the Domestic animals Act (eg sold or re-housed or destroyed).
- 4.5 COW shall not issue infringement notices for impounded pets by TSC.
- 4.6 This inclusive fee covers pet receipt, storage, feeding, pound cleaning and disposal if not claimed.
- 4.7 For any pet requiring micro-chipping, the owner shall pay TSC in advance and the vet will directly bill TSC.
- 4.8 Any domestic animal kept for prosecution purposes will be subject to the daily storage costs after the 8 day holding period, for a maximum of 30 days, there after more permanent accommodation will have to be secured by TSC other than the Wodonga pound.
- 4.9 Any costs relating to veterinary treatment of any stored domestic pets will be directed to TSC for separate payment.
- 4.10 Access to the pound out of regular business hours (5pm week-days) and weekends (before 10am or after 4pm) will be permitted.
- 4.11 Pets surrendered but not suited for re-housing, will be directly taken to the vet by TSC for destruction. Surrendered pets suited for re-housing must be deposited at the pound with surrender forms to enable immediate re-housing.

5. Employment Arrangements

- 5.1 COW and TSC will in extreme circumstances, make their staff available if necessary for assistance to the other council. Reasonable costs will consist of wages, on-costs and travel.

6. Term and Status of this Memorandum of Understanding

- 6.1 This Understanding will commence on July 1, 2014, and be reviewed each three years.
- 6.2 These arrangements can be changed by agreement between both parties in the event of changed circumstances.

7. Declaration of Intent

COW and the TSC agree to work together to achieve the intent of this Memorandum of Understanding for the mutual benefit of providing high quality animal impounding services.

Signed for and behalf of

Towong Shire Council

Wodonga City Council

Mark Verbaken
Manager Environment & Community Protection