

people & pets



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

Urban Animal Management - a multidisciplinary approach

Canberra October 19-21, Rydges Lakeside Hotel

The loss of a principal speaker can be a devastating blow for a conference and a kick below the belt for a conference convenor. So, when Dr Randy Lockwood advised that he had changed jobs (from the Humane Society of the US to the American Humane Society) and would not be able to come to Australia in October, there was a period of mild panic.

However, Randy did not leave us in the lurch, but suggested an excellent replacement. I am very happy to announce that our principal speaker is **John Snyder**. John is also employed by the Humane Society of the United States as Senior Director, Companion Animals. He has particular responsibility for Dangerous Dogs Policy and has organised the Humane Society of the United States Animal Care EXPO for many years. After 20 years experience as an animal control officer in Florida, he is a widely respected speaker across America on animal control as well as welfare topics. John brings his relevant background and current responsibilities to four topics:

Dangerous dog control and legislation

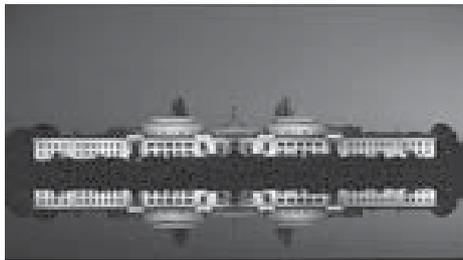
What can we learn from America and the rest of the world? How can we get optimum outcomes from the legislative model in Australia?

Animal Hoarding

A growing problem for society and for the animal management officer – a problem which must be managed in cooperation with other agencies.

Job fatigue

“Burn out” – how can you keep doing this job when you are sick and tired of uncooperative, uncaring pet owners and complaining residents?



The abuse link – the proven link between experiencing or practicing animal abuse as a child and becoming a perpetrator of domestic violence, child abuse, or sexual crimes including rape-murder. What is the responsibility of the animal management officer? Isn't this a job for the police, the welfare society, a psychologist? Yes, but you are part of the solution, too.

The behaviour stream is being presented by Dr Joanne Righetti. No one who came to UAM 2004 could forget her beautiful accent and clear presentation. This year, she is looking at more practical solutions to barking problems, exploring whether “gadgets” and other quick fixes for behaviour control have any use, and talks about dangerous dog handling.

**The venue is great,
the speakers are
primed and practical,
and the dinners
will be fun...
all it needs is you!**

EVENTS CALENDAR

- 17–18 OCT 05 AMO Training Sessions, Canberra
- 19–21 OCT 05 UAM Conference, Canberra

INSIDE THIS ISSUE

- Draft UAM Position Statement on barking management
- The UAM Conference abstracts
- Position Statement on dangerous dogs accepted nationally
- THE 2005 UAM CONFERENCE PROGRAM
- Conflict intervention and management workshop
- AMO/ RANGER TRAINING PROGRAM

People and Pets by email

For some time we have been asking for email addresses – thanks to all those who have supplied their email address to us! To those for whom we have an email address, we will have emailed this newsletter and associated documents. We are interested in your comments on receiving People and Pets and conference information in this form. We will also be using email to send out other information as appropriate.

From the next issue of People and Pets, we will NOT be sending paper copies to those who have email, unless you specifically request a paper copy. If you received this by email but would prefer to receive a paper copy, please let us know! Email to uam@ava.com.au.

If you would like to receive this newsletter, you can request to be put on our mailing list by sending contact details to uam@ava.com.au, or you can send them to PO Box 3711, Weston ACT 2611. We need your name, position, Council or employer, postal address, telephone, fax, mobile (if willing), email address, and please advise if you would prefer to receive People and Pets on paper. The default is to receive it by email.

UAM Website

We had hoped to have a UAM website up and running by now – unfortunately, this has proved to be a slower process than we had hoped. I am pleased to be able to announce that we have registered a domain name www.uam.net.au and hope to have a site up and running by the time of the conference. We will also then have new email addresses – we will announce these at the conference and send contact details by email and the next People and Pets.

In the mean time, UAM reference material (most conference proceedings, Position Statements, conference information etc) are still available on our part of the Australian Veterinary Association website www.ava.com.au/uam, and you can contact us by emailing uam@ava.com.au.

A complete compilation of conference abstracts, speaker biographies and some photos, can be found on the website

www.ava.com.au/uam



Position Statements

Draft UAM Position Statement on Barking Management

Last year, we workshopped Barking Management with a view to developing a UAM Position Statement. The material you provided in these workshops has been put together, edited, reworked, edited again, rewritten, edited again - you get the picture.

We will be workshopping the Draft Position Statement in Canberra. The document will be printed in the conference proceedings, but it is currently a long document and we would love you to read it in advance, have a think, jot down some suggestions, and come to the conference prepared to improve the draft document. You could even comment in advance by email. We need your input to make this work!

Position Statement on Dangerous Dogs nationally accepted

From time to time the effort that you put into developing Position Statements at Conferences, and the work the organising committee does to coordinate their development, proves to be worthwhile. I'm pleased to announce that NCCAW, the National Consultative Committee on Animal Welfare which advises the Federal Minister for Agriculture Forests and Fisheries, considered our Position Statement on Dangerous Dogs, agreed with our approach, and has recommended that the idea of a National Dangerous Dogs database and a uniform grading system for dangerous dog incidents be adopted and put into effect nationally. They have made this recommendation to the Minister, and he has written to the governments of all Australian jurisdictions recommending their support for such a database. It will take time for "support" to translate into a functional national system, but the first step has been taken.

A national approach to this issue will bring great benefits to each of us, to the public in general, and is a real feather in the cap of all who worked so hard to bring this to fruition.

Well done!



Both Positions Statements are available to download from the Australian Veterinary Association website:

<http://www.ava.com.au/uam>

1. Click on Community & Industry
 2. Under Programs, Trusts, Funds & Groups select UAM
 3. Click on UAM Publications
 4. Click on Position Statements
- If you have trouble with this link, we can send you a copy – email a request to uam@ava.com.au or send a stamped, self addressed C4 envelope (324 x 229 mm) to:
UAM Draft Paper
21 Crinigan Circle
GUNGALIN ACT 2913

Conference keynote biography: John M Snyder

John Snyder began his career in animal protection in 1974, with the Alachua County Office of Animal Services, in Gainesville, Fla. During his career with animal services he received three awards for innovative animal care and control programs from the National Association of Counties. He also received the Rosemary Ames Award from the American Humane Association for his excellence in training to the animal welfare community. John was named Citizen of the Year in 1991 by the Florida Veterinary Medical Association and is past president of both the Florida Animal Control Association and the National Animal Control Association.

John retired as Director of Alachua County Animal Services in June 1998. In honor of John's service, the Alachua County Board of County Commissioners renamed the animal shelter facility "The John M. Snyder Animal Services Center". This was the first time in the counties history a building was named after an employee. In 1998 John began as Director of the Companion Animals section of The Humane Society of the United States (HSUS) in Washington, D.C.

John has presented workshops on animal care and control topics at The American Humane Association Conference, The National Animal Control Association Conference, The Humane Society of the United States Animal Care EXPO, The Georgia Animal Control Association, Texas Animal Control Association, Ontario Canada, Animal Welfare Symposium, Alabama Animal Control Association, Florida Animal Control Association, South Carolina Animal Control Association, South-eastern Animal Control Association among others.

Please circulate People and Pets to:

- Animal Management Officers
- Environmental Health Officers
- Managers
- Team Leaders
- CEO
- Others Interested

If you received this by email but would prefer to receive a paper copy, please let us know!

Email to uam@ava.com.au

Urban Animal Management Conference ABSTRACTS

The abuse link and the role of the Animal Management Officer

John M Snyder, *The Humane Society of the United States*

This presentation will explore our growing recognition of cruelty to animals as a common factor in many domestic violence cases, and the expanding role of animal management agencies in working within their communities to address the connections between cruelty to animals and other forms of violence. We will also review the strategies, practices and evaluation methods of a variety of programs for victims and at-risk or offending populations that incorporate animal-related experiences into violence prevention and response.

Managing Animal Hoarding

John M Snyder, *HSUS*

Approximately 700 cases of animal hoarding are reported annually in the United States. Such cases often involve dozens or hundreds of animals poorly cared for by elderly or otherwise at risk individuals; hoarding cases can seriously strain the resources of local government animal management agencies. This presentation will review common characteristics of hoarding cases. We will review the activities of two groups seeking to provide resources to responders—The Tufts University Hoarding of Animals Research Consortium, and the National Animal Hoarding Task Force—and outline recommendations for a community-based response that promotes a coordinated, interagency approach to the problem.

I am sick of this job: managing enthusiasm / compassion fatigue

John M Snyder, *HSUS*

Compassion fatigue affects individuals who provide care to patients who have endured pain and suffering. Symptoms include feelings of depression, despair, and sleeplessness. Animal care workers are among the most susceptible to compassion fatigue, suffering great stress as a result of the low level of resources with which they must care for a high volume of animals. Dealing with such stress on a day-to-day basis, anxiety becomes an overwhelming force, taking its toll on even veteran animal management staff. This workshop will discuss strategies for recognizing and coping with compassion fatigue.

Dangerous dog management: US trends

John M Snyder *HSUS*

In response to an increased perception of risk to public safety from certain breeds of dogs (primarily pit bulls), hundreds of municipalities in the United States have enacted some form of legislation that addresses the ownership of specific dog breeds. A recent human fatality in San Francisco has resulted in a request from the city to amend California state law, which currently says no breed-specific legislation shall be allowed. Dangerous dogs laws should concentrate on the deed, not the breed, as breed specific legislation is difficult to enact and enforce. This presentation will review some existing and pending breed laws and the controversy surrounding them.

A quick fix? Solutions for animal behaviour problems in urban animal management

Joanne Righetti

Everyone involved in urban animal management would like a quick fix for problem pets and people. New and innovative products are coming on to the market but their effectiveness in solving problems is mostly unknown. A variety of products and solutions to behavioural problems are examined within the context of animal management in the urban environment.

Barked enough! - City of Palmerston's New barking strategy

Peter Chandler, *Regulatory Services Manager, City of Palmerston, NT*

What works, what doesn't, what are we doing, and what are we trying to achieve? Palmerston City Council decided to go back to the drawing board and broaden its approach to nuisance barking. Our strategy may not be the solution for everyone, but indications to date suggest our new strategy has reduced the number of officer work hours, offers more options for complainants and dog owners, encourages community spirit and provides clear guidelines for everyone involved.

Meeting in the park: are dog owners who talk to one another contributing to social capital and is this a valid tool to promote responsible pet ownership?

Virginia Jackson, *Urban Policy Analyst And Town Planner*

It is my thesis that dogs promote positive social contact between humans. This ranges from casual encounters in the street or park to more meaningful social relationships. I believe this is a valid form of social capital that has been ignored by most social and urban planners.

At last year's conference, I looked at social capital theory with Ian Henderson of the City of Port Phillip. This Council has embraced the notion of pets as social capital and has incorporated it in its repertoire of UAM tools.

This year I want to take the analysis a step further by looking at a wider cross section of communities and having more in-depth conversations with a range of people that love "meeting in the park". I will explore how and why these relationships develop, what they mean to people and their potential role in UAM.

Animal hoarders in Australia - shining light through dark shades

Mark Lawrie, *Chief Veterinarian, RSPCA NSW*

The Australian experience with animal hoarders has been remarkably similar to that of the United States where this condition has been more extensively reported. It is clear there is a predominance of older females involved, that there are linkages to mental health issues, high rates of recidivism, and a significant percentage of perpetrators who are involved in animal rights and rescue or welfare groups and breeder organisations (with often unrecognised facilitation of hoarders by such groups and organisations).

This paper will examine strategies for managing animal hoarding, their relevance to the Australian situation, and the important role of animal management officers and agencies.

Multi-disciplinary - multiple stakeholders

John Cohen, *Manager Health, Regulatory and Lifeguard Services, Gold Coast City Council*

The objective of Urban Animal Management (UAM) is to facilitate pet ownership in the community whilst maintaining the community's quality of life. Achieving this objective is challenging considering the diverse range of stakeholders involved in UAM.

Inherent in this multi-disciplinary environment is a complex set of stakeholder drivers and perspectives, leading to inevitable philosophical clashes. As a result the balance that is essential to the delivery of optimal outcomes for UAM can quickly be compromised.

In order for UAM to maintain balance there must remain in the maelstrom of debate the ability for the group to arrive at a consensus and thus progress in strength towards its original objective.

The barking dog owner - using the big stick

Paul Frisby, *Coordinator Regulatory Services, Rockhampton City Council*

The handling of barking dog complaints present some unique problems for animal management officers in local government; not the least being that the legal tools available are somewhat crude, and resourcing solutions that involve intensive coaching of dog owners is beyond most local governments.

AMOs are caught between the complainant, who may have another agenda, the dog owner, who may be unwilling or unable to take responsibility for their dog's actions, and elected representatives. Officers have to try to work through problems knowing that legal remedies are crude tools, including the need to establish the burden of proof.

Sometimes the only solution is to use the big stick.



Abstracts for all speakers to the UAM Conference can be found on the website, along with biographies and photos -

www.ava.com.au/uam

or

www.onqconferences.com.au

ABSTRACTS continued..

Causal factors for excessive barking in Central Brisbane dogs

N Cross, K Rosenthal and C J Phillips, University of Queensland

Excessive barking constitutes 15% of all reported behavioural problems in dogs. However, no studies have previously been performed specifically examining the factors that may lead to the onset or exacerbation of this behaviour. Surveys were conducted with the aim of identifying the risk factors affecting excessive barking. Questions encompassed three areas: factors relating to the dog, to the environment, and to the owner. Factors influencing excessive barking are identified. It is hoped that this research will aid treatment of dogs showing this behavioural problem, improve advice that AMOs can give to prevent or treat barking problems, and allow owners to make an informed selection when choosing a canine companion.

Bark counter: seeking objectivity in Bark Nuisance Assessment

Dick Murray, Veterinarian, and Shane Scriggins, Senior Local laws Officer, Caloundra City Council

At the Adelaide (04) Urban Animal Management Conference, it was suggested that Local Authorities could be greatly assisted in resolving barking complaints if they had a specifically engineered barking noise standard to work from in assessing levels of nuisance and validity of complaints. This paper introduces a newly proven bark counter device that could provide the means necessary for objectively measuring this kind of noise levels and thereby allowing the development of just such a standard. NOTE: neither the authors, the UAM RG, the AVA, nor the conference organisers have any financial interest in this device whatsoever.

Cat stats: tracking cat admissions to shelters in Melbourne.

Linda Marston, Monash University

There has been a recent dramatic increase in cat admissions to Melbourne shelters. To clarify this situation, the Bureau of Animal Welfare in Victoria has commissioned Monash University to track feline admissions for one year through three metropolitan Melbourne shelters. This study will complement another study exploring community attitudes to cats currently underway. We are also using microchip database information to assess whether rehomed cats tend to stray after adoption, and how this affects the success of the adoption. This data will also provide the basis of longitudinal studies that will enable us to monitor the effectiveness of future intervention strategies.

Managing the media so the media bark isn't worse than the dog bite

Deb Kelly, Department for Environment and Heritage, South Australia

The media can be a huge asset to any organisation, giving the opportunity to tell the public about its work, its attitudes and its successes. It can also destroy the reputation of an individual or an organisation if it is not managed appropriately. The aim of this session is to provide some guidance on interacting with the media to ensure that your side of the story is heard and that you and your organisation are portrayed in the best possible way.

CONFERENCE PROGRAM

DAY 1 - WEDNESDAY 19 OCTOBER 2005

08:30	Jon Stanhope (ACT Chief Minister)	Official Opening
08:50	John Cohen (Gold Coast City Council)	Multidisciplinary - multiple stakeholders
09:10	John Snyder (Human Society, USA)	Dangerous dogs/barking - US perspective
10:00	Nicola Cross (Centre for Animal Welfare)	Casual factors for excessive barking in Central Brisbane dogs
10:30	Neva Van der Kuyt (Dept of Primary Industries)	BAW website presentation
10:35	Morning Tea	
11:00	Joanne Righetti	A quick fix? Solutions for animal behaviour problems in UAM
11:30	Virginia Jackson (Town Planner)	Meeting in the park: are dog owners who talk to one another contributing to social capital?
		Bark counter: seeking objectivity in bark nuisance assessment
12:00	Dick Murray (Western Suburbs Vet Clinic)	
	Shane Scriggins (Caloundra City Council)	
12:30	Lunch	
13:30	Paul Frisby (Rockhampton City Council)	The barking dog owner - using the big stick
14:00	Peter Chandler (Regulatory Services Manager)	Barking management in Palmerston NT
14:20	Jane Bindloss (Vet Nurses Council)	The veterinary nurse as one of the UAM team
14:40	Chris Tidemann (ANU)	Indian Mynahs - can the problems be controlled?
15:00	Afternoon Tea	
15:30	Dick Murray (Western Suburbs Vet Clinic)	UAM National Position Statement: bark management progress report for Canberra (05) UAM Conference
16:00	Dick Murray (Western Suburbs Vet Clinic)	Workshop
17:00	Happy hour in the exhibition	
19:00	Botanical bash - casual social function/BBQ	

DAY 2 - THURSDAY 20 OCTOBER 2005

08:30	Cathy Pawsey (Dept of Primary Industries)	Victorian Pet Acquisition Survey: where do pets come from?
09:00	John Snyder (Human Society, USA)	Managing animal hoarding: multi-disciplinary/international
09:45	Mark Lawrie (RSPCA NSW)	Animal hoarders in Australia - shining light through dark shades
10:00	AMO & AM Team of the Year	
10:30	Morning Tea	
11:00	Angelika Poulsen (Centre for Animal Welfare)	RSPCA behaviour temperament aggression test
11:30	Samia Toukhsati (Dept of Primary Industries)	Community attitudes towards semi-owned cats
12:00	Linda Marston (Monash University)	Cats stats: cat admissions to shelters in Melbourne
12:30	Lunch	
13:30	John Snyder (Humane Society, USA)	"I'm sick of this job" - Managing enthusiasm fatigue
14:20	Sally McCarthy	Managing impacts of domestic cats in peri-urban reserves
14:40	Michael Hayward (Veterinarian)	"Ban those cats" - resolving wildlife issues in the ACT
15:00	Afternoon Tea	
15:30	Linda Marston (Monash University)	Shelter shake up: the outcome
16:00	Joanne Righetti	Barking problems solved: examples of successful management of barking problems in urban environment
		Managing the media so the media bark isn't worse than the dog bite
16:30	Deb Kelly (Dept Environment & Heritage)	
19:00	Conference Dinner	

DAY 3 - FRIDAY 21 OCTOBER 2005

08:30	Geoff Irwin (Gold Coast City Council)	Interface with other stake-holders
09:00	Joy Verrinder	TBA
09:30	John Snyder (Humane Society, USA)	The abuse link and the role of the Animal Management Officer
10:15	Mark Lawrie (RSPCA NSW)	The link between violence to animals and people in Australia
10:30	Morning Tea	
11:00	Steve Rigby (Glenorchy City Council)	2006 Conference presentation
11:10	Joanne Righetti	A dangerous occupation: dealing with dogs, an OH&S issue
12:00	TBA	TBA
12:30	Lunch	
13:30	Dick Murray (Western Suburbs Vet Clinic)	Workshop presentations
15:00	Conference Wrap - Conference Convener	

Interface with other stakeholders

Geoff Irwin, Coordinator of Animal Management, Gold Coast City Council

Gold Coast City Council (GCCC) has, over recent years, established coalitions with various stakeholders within the City and a number of relevant agencies outside the City. This paper will discuss the benefits, successes and fundamental relationships that can grow with such interactions. The interfaces between GCCC and South East Queensland Region of Councils (SEQROC), the Animal Welfare League (AWL), the Northern Rivers Companion Animal Working Group (NRCAWG) and of course the Urban Animal Management Reference Group (UAM RG) will be discussed. It is felt that each Council or animal management group has the ability to benefit from interactions with other like agencies that have similar goals for the communities within which they live and operate.

Ban those cats! Resolving wildlife issues in the ACT

Ian Baird, David Shorthouse, Lee-Anne Wahren, (Environment ACT) and Michael Hayward (Veterinarian)

Canberra is colloquially called "the Bush Capital". The city and surrounds supports rich and varied populations of native animals, especially birds and reptiles, providing a challenge to the ACT's land managers to balance protection of the important environmental values with the rights and amenity of residents. This includes the rights of pet owners and the needs of their pets. New suburbs are being developed adjacent to significant woodlands, recently established as nature reserves. Conservationists called for a ban on cats to protect, principally, threatened species of woodland birds. An alternative approach was found and this paper discusses the process of implementing a housing development that is both ecologically friendly and pet friendly, and what this means for domestic cat management in Canberra.

“Conflict intervention & management” : a program for Animal Management Officers’

This year’s workshop combines the experience of specialist Animal Management Officers with the expertise of professional facilitators from Em-Four Pty Ltd. It will introduce participants to Restorative Practice as an effective means of assessing, intervening in and resolving conflict in the Animal Management and Regulation environment. By reflecting on their own practice and techniques, participants will be able to identify those parts which make the greatest difference and apply them more often and more deliberately. This process has been proven to enable disputes and conflict to be safely and effectively managed and resolved.

The workshop is designed to make the most of the experience of its participants to provide solid references for underlying principles. It looks at the three key elements of the competency unit: assessing conflict; negotiating and resolving conflict; and, equally important, evaluating the intervention strategies that were used. The workshop develops confidence in using intervention techniques by actively involving its participants and enhancing their interpersonal communication skills. This is important for everyone who works in Animal Control, Management or Regulation.

Em-Four Pty Ltd is a Registered Training Organisation that specialises in enforcement, investigation and compliance training for local government. Em-Four Pty Ltd is nationally accredited by the NSW Vocational Training & Education Accreditation Board (VETAB) to deliver a range of Certificate IV and Diploma level courses in these areas, with more courses on the way for late 2005. Working with other RTOs, Em-Four expects to offer the *Certificate IV in Animal Control & Regulation* as a formal course and traineeship in 2006. Further details about Em-Four Pty Ltd can be obtained from their website, www.emfour.com.au

Accreditation for the Workshop Statements of attainment for competency unit RUV4202A will be awarded to participants who successfully complete all aspects of the workshop including post-course assessments.

Em-Four Pty Ltd is accredited by the NSW Vocational Training and Education Accreditation Board (VETAB) and Commonwealth Department of Education, Science and Training (DEST) to deliver the competency units of this course.

Any participant who subsequently enrolls in the *Certificate IV in Animal Control & Regulation* (RUV40104) offered by Em-Four Pty Ltd will be given transfer credit for completion of the competency unit within the workshop. Due to our accreditation with NSW VETAB, similar recognition may be given by other Registered Training Organisations.

Program Details

Dates:
Monday 17 &
Tuesday 18 October, 2005

Venue:
The Companion Dog Club
Jerrabomberra Avenue
Narrabundah ACT

Contact details:

Philip Walsh (0428) 224962
sydney@emfour.com.au

Matt Casey (0411) 096173
mattwcasey@realjustice.org

Gary Matlok (0417) 289527
enquiries@emfour.com.au

Bruce Magee (0417) 209232
bruce@emfour.com.au

Terry Murphy (0409) 477971
bruce@emfour.com.au

This workshop is important because it gives AMOs a head start in the *Certificate IV in Animal Control and Regulation*. State and Commonwealth Governments have recognised how important this role is by developing the course as a recognised vocational traineeship and nationally recognised qualification for Animal Management Officers. Employers should contact their New Apprenticeship Centre to discuss the financial incentives of traineeships for new and existing employees.

Everyone who completes all aspects of the workshop will be granted credit in its equivalent competency units if they enrol in a course with Em-Four. Due to Em-Four’s national accreditation, similar recognition may be given by other Registered Training Organisations.



Presenters

Matt Casey

Matt is a Former Detective Inspector in NSW Police with an extensive operational and training background. Since 2000 he has been associated with Real Justice and the International Institute of Restorative Practices which has consulted on the implementation of restorative practices in a variety of organisations throughout Australia including Rehabilitation Centres, Social Service Agencies, Correctional Institutions, Defence Instrumentalities, Community Colleges, Schools and Food Manufacturing Industries to name but a few.

Bruce Magee

Former Detective Sergeant who has investigated and prosecuted the full spectrum of criminal offences over a distinguished career with the NSW Police. He has continued this work in the private sector, both as investigator and teacher. He has extensive experience of the Human Relations framework within Local Government where ongoing exposure to the area broadened his already extensive H.R knowledge and skills.

Director – Em-Four Pty Ltd

Gary Matlok

Former NSW Police Sergeant who specialised in emergency operations and human resource management. His approach to case management and problem solving enables course participants to quickly develop the skills needed. He has been involved in Real Justice and “Restorative Practices in the Workplace” programs for the past three years.

Director – Em-Four Pty Ltd

Terry Murphy

Former NSW Police Sergeant. Terry specialises in Intelligence, Environmental Scanning, Risk Assessment, Occupational Health & Safety and Data Analysis.

Director – Em-Four Pty Ltd

Philip Walsh

Former NSW Police Sergeant. Philip has an extensive background in teaching and applying investigative and interviewing best practice. He has presented seminars and conference papers in Australia and North America in his speciality areas. Post-graduate VET Teaching qualifications and recent experience in the Human Resources portfolio have strengthened his knowledge of people skills and management.

Director – Em-Four Pty Ltd

AMO / RANGER TRAINING PROGRAM

Animal Management Officers – Conflict Resolution – RUV4202A

MONDAY 17 OCTOBER 2005

- 0830 – 0845 Welcome/Announcements/Workshop Registration
 0845 – 1015 Being clear about practice (Role Definition) – animal management officers, rangers, vets and volunteers
- What we do & Why we do it
 - Where is the evidence that what we do works?
- People and animals – Emotional attachment & emotional impact of the aggressive animal incident; Practical experiences – Setting the scene and role definition
- 1015 – 1030 Morning Tea
 1030 – 1230 Basic Tenets of Restorative Practice – Focusing on harm and relationships
 Braithwaite's Hypothesis – Separating the act from the actor.
 Affects and Emotion – Identifies & explains innate human emotional traits which are cross-cultural and generational
 Social Discipline Window (What works for us and other people)
 Fair Process – Explores the evidence that people will accept almost any outcome, when fair process is observed; Restorative Script – Provides a script which when used to challenge behaviour consistently provides 'fair process'
- 1230 – 1330 Lunch
 1330 – 1515 Video – *Engagement and Conference*
 The process, practice and script is demonstrated in a formal group setting.
 Implementation in the workplace
- Small Groups – Interpersonal Communication Skills – Reading the signs
 - Small Groups – Assessment & Intervention
- 1515 – 1530 Afternoon Tea
 1530 – 1715 Implementation in the workplace
- Small Groups – Defusing the confrontation
 - Small Groups – Scripted Questions
- 1715 – 1730 **Review & Close**

TUESDAY 18 OCTOBER 2005

- 0830 – 0845 Welcome/Announcements
 0845 – 1030 Conflict Resolution Techniques; Small Group Role Plays & Simulations – Engaging Others & Resolving Conflict
- Conflict Identification
 - Conflict Intervention, Negotiation & Resolution
 - Evaluation Review each role-play
- 1030 – 1045 Morning Tea
 Large Group Review; Conflict Resolution Techniques
 Continuation of Small Group Role Plays & Simulations– Engaging Others & Resolving Conflict
- 1230 – 1330 Lunch
 Major Role-play preparation; Summative assessment – Practical
- Conflict Identification
 - Conflict Intervention, Negotiation & Resolution
 - Evaluation
- 1330 – 1515 Afternoon Tea
 Summative assessment – Practical – continued
 Post Workshop Summative Assessment Preview; Assignment and deadline
- 1700 – 1730 **Reflection, Review & Close**

Participation in this workshop and completion of post-workshop assessment constitutes completion of the Competency Unit RUV4202A - *Manage Conflict Situation in an animal control and regulation environment within the Certificate IV in Animal Control & Regulation.*

UAM AWARDS

Nomination period has been extended until

16 September 2005

This is your opportunity

Categories

AMO of the Year

The winner receives free registration at Canberra UAM Conference (attendance at industry/social functions) plus accommodation in a conference nominated hotel.

AMO Team of the Year

The winning AMO Team receives Free registration for two team members to the UAM Canberra Conference

AMO Poster of the Year

The winning Poster entrant receives:

- Two free tickets to the Conference Dinner.
- A trophy and certificate of achievement will also be awarded in each category.
- Winners will have the opportunity to present a 10 minute session to conference delegates on their winning entry.

Posters will be displayed throughout the conference in the trade area.

Please visit the Conference website to download the awards flyer:

www.onqconferences.com.au



We would like to hear from you...

Have you or your Council implemented any interesting animal management initiatives? If so, we would like to hear about it.

Email information to uam@ava.com.au

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