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.
People and Pets

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.

Position Statements

Draft UAM Position Statement on Barking Management

Last year, we workshoped 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, Forestry 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:

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
GUNGAHLIN 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.


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 -**

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 exaggeration 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, the ACT, 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 stay after adoption, and how this affects the success of the adoption. This data will also provide the basis for 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

<table>
<thead>
<tr>
<th>Time</th>
<th>Speaker &amp; Topic</th>
<th>Location</th>
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<tbody>
<tr>
<td>08:30</td>
<td>Jon Stanhope (ACT Chief Minister)</td>
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<tr>
<td>08:50</td>
<td>John Cohen (Gold Coast City Council)</td>
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<tr>
<td>09:10</td>
<td>John Snyder (Human Society, USA)</td>
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<td>10:00</td>
<td>Nicola Cross (Centre for Animal Welfare)</td>
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<tr>
<td>17:00</td>
<td>Happy hour in the exhibition</td>
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<tr>
<td>19:00</td>
<td>Botanical bash - casual social function/BBQ</td>
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DAY 2 - THURSDAY 20 OCTOBER 2005

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<td>Samia Toukhmat (Dept of Primary Industries)</td>
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<tr>
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<tr>
<td>16:30</td>
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DAY 3 - FRIDAY 21 OCTOBER 2005

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<td>Mark Lawrie (RSPCA NSW)</td>
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<tr>
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<tr>
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<td>Ban those cats! Resolving wildlife issues in the ACT</td>
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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 (SEQUROC), the Animal Welfare League (AWL), the Northern Rivers Companion Animal Working Group (NRC AWG) 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.
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 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 enrols 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 NSW Police 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.

**Gary Matlok**  
Former NSW Police Sergeant who specialises 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.

**Terry Murphy**  
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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.
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

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