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.

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.

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.

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 respondents—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.
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, Townsville 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.

A dangerous occupation: dealing with dogs, an OH&S issue

Joanne Righetti

Many employees of councils and shelters have to routinely deal with potentially dangerous dogs and situations. Working with dogs carries a risk. All dogs are capable of biting and some have already done so, making routine procedures such as catching and handling potentially dangerous for those concerned. Minimising the risk is of prime importance. Understanding dog behaviour, human behaviour, organisational procedures and occupational health and safety requirements are discussed with a view to minimising the risk involved for all people who have to encounter dogs within their employment role.

Barking problems solved: examples of successful management of barking problems in the urban environment

Joanne Righetti

Barking annoys many people in the urban community and is the most frequently reported problem to many local councils. There are many causes of excessive canine barking including excitement, boredom, disturbances, anxiety and pain. There are also many potential solutions to reduce the noise pollution including changing dog behaviour, human behaviour and use of products. Examples of successful management of barking problems are discussed.

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.

Effectiveness of the RSPCA behaviour test for surrendered dogs in predicting future dog behaviour in the home of new owners

Angelika PoulsenUniversity of Queensland

Prior to becoming available for adoption, dogs at the RSPCA Fairfield shelter in Qld are behaviourally assessed to determine their suitability. The research investigated the validity of the canine behavioural assessments at the shelter. 39 dogs were assessed at the shelter and visited post-adoption, and the assessment re-administered. Comparisons of the results revealed correlation between certain components of the assessment. Post-adoption questionnaires administered to 45 new owners showed how these dogs typically behave and how their new owners feel about them. An analysis of 236 behavioural assessments revealed that certain variables had an effect on the outcome of the assessment.

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.

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.

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.

The link between violence to animals and people in Australia

Mark Lawrie, Chief Veterinarian, RSPCA NSW

Australia was relatively slow to focus on the link between violence to Animals and People in comparison to the US, UK and even New Zealand. Criminal profiling in NSW and work with domestic violence by psychologists in Victoria has indicated links between animal abuse and other crimes.

The presentation will look at other key factors that have moved focus on this issue forward in Australia. Strategies will be examined in dealing with the problem. The Animal Management Officer may well be the first person to observe evidence of this problem. This serious social problem requires a multidisciplinary approach, and the key role of the AMO is emphasised.
Managing impacts of domestic cats in peri-urban reserves
Sally McCarthy
Impacts of domestic cats in peri-urban reserves may occur directly through predation, indirectly through disease transmission, by competition with native species and by supplementation of the feral cat population. Predation, in particular, has been the subject of increasing community concern and scientific research in the last decade which has resulted in increased pressure on local government to develop domestic cat control strategies. This literature review discusses domestic cat impacts in peri-urban reserves and management strategies for their control.

Indian Mynas - can the problems be controlled?
Chris Tidemann School of Resources, Environment & Society, The Australian National University ACT 0200
Indian Myna numbers are rising in eastern Australia, with attendant health and amenity problems and negative impacts on native wildlife. Control is clearly desirable, but can it be done safely, humanely and cost-effectively? This paper discusses research into Indian Myna biology, development of control methods - and will include a demonstration of trapping techniques.

Victorian Pet Acquisition Survey: where do pets come from
Cathy Pawsey BAW
The general community acquire their pets through a range of sources including pet shops, breeders, acquaintances or adoption of strays. Whilst there are many theories on where the majority of people acquire their pets there is little actual data, therefore a survey of pet owners was conducted in Victoria to ascertain this information. This survey identified the major sources of dogs and cats in Victoria and the implications for domestic animal management.

Introducing qualified Veterinary Nurses into the local UAM Team
Jane Bindloss
Members of the public, both pet owners and non-owners will often make the local veterinary clinic the first point of contact over a number of animal management related issues. The Veterinary Nurse is very much the "human face" of the practice and a part of the community. Animal Management Officers should be encouraged to establish relationships and effective lines of communication with veterinary nurses to access grass roots knowledge at a very local level. The scope of issues dealt with by a veterinary nurse include:
- Role of the veterinary nurse in giving advice
- Microchipping
- Lost and found pets
- Role of Veterinary Nurses in education of the public
The Certificate IV Veterinary Nurse is often the first point of contact for the public when dealing with a wide range of UAM issues. She/he has been trained to competency standards that have been endorsed by the Australian National Training Authority and the Veterinary industry (RUVO4).

Community attitudes towards semi-owned cats - opportunities for education
Toukhsati, SR., Coleman, G.J., Bennett, PB, Animal Welfare Science Centre, Monash University
The intentional provision of food, medical treatment and shelter by humans towards a cat that is not considered to be owned is defined as 'semi-ownership'. The aim of this study was to explore the prevalence of such behaviours and the attitudes held by individuals who engage in them. Over 400 residents in rural and non-rural Victoria were surveyed in relation to their ownership status, practices and attitudes towards companion animals. The findings revealed that 22 percent of the sample engaged in one or more semi-ownership behaviours. Opportunities for education with respect to the beliefs and attitudes underpinning such behaviours were evident.

Working together on companion animal issues for community change
Joy Verrinder BA Dip T MBA (Public Policy, Strat Man, Marketing) AWL Qld Education & Policy Development Officer
This presentation covers the progress being made with a model of full stakeholder participation to achieve the goals of responsible pet ownership and ending the euthanasia of thousands of pets each year. Very often animal management and animal welfare have been seen as having different and exclusive goals. However these goals are dependent on each other, and are affected by the goals of the various other stakeholder groups interested in cats and dogs. This model develops an understanding of the different perspectives so necessary for a change of community attitudes and behaviour.
Urban Animal Management Conference

SPEAKER BIOGRAPHIES

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.


Dick Murray is a veterinarian who has long believed that companion animals have a remarkable quality of life potential in contemporary urban society. To realize the full potential he has no doubt at all that our society will depend more and more in the years ahead on the services of good systems of Urban Animal Management. Dick believes that provided everybody continues to help push the envelope of excellence in UAM, service quality will continue to improve for the good of all. He believes that UAM conferences like this one are the primary focus and the forum for that process in Australia and hopes that this paper will be of interest to delegates.

Shane Scriggins is an Animal Management Professional who has worked in Local Government on many significant animal management initiatives during this time. Always seeking alternative pet management strategies, Shane is strong believer in all the “triple bottom line” local government outcomes that can be achieved by the sharing of ideas and initiatives between colleagues where the common goal is to provide better long term community harmony in relation to pet ownership.

Angelika Poulsen grew up on a farm in Denmark and came to Australia in 1992. She began a Bachelor of Arts degree at the Australian National University in 1998 and completed it in the warmer climes of Queensland at the University of Queensland in 2002. She recently completed her Masters degree in Animal Science and Management at UQ’s recently established Centre for Animal Welfare and Ethics, under the supervision of Professor Clive Phillips and Dr Andrew Tribe. She volunteers at the Queensland Department of Primary Industries and Fisheries’ Animal Welfare Unit, and is a member of WSFA and Animal Liberation Qld, and a registered companion animal foster carer. She would like to travel and complete a PhD in Canada. She currently shares her home in Brisbane with her two big dogs, Oskar and Bea, and her cat, Shaddock, and would like to extend her menagerie to include just about every animal she can think of!

Paul Frisby, after what he describes as a misspent youth, joined the NSW Public Service as a junior Consumer Affairs Inspector in 1977. Following 8 years in consumer protection he moved into management working for his home Department and the NSW Office of Public Management in management review and change management. At the same time he was a senior volunteer officer with the NSW State Emergency Services specialising in disaster response planning and management.

In 1992 he resigned his position as Director, Audit with the NSW Department of Corrective Services for a “sea change” position with Queensland Corrective Services at the Rockhampton Correctional Centre. He subsequently ran a small business and for the last four years has been employed as Coordinator Regulatory Services with the Rockhampton City Council. Paul has graduate qualifications in Management from the Central Queensland University.

Dr Joanne Righetti is an animal behaviourist who educates the public and professionals in all aspects of the human-animal relationship. Her background is in zoology, with a PhD in animal behaviour and a counselling diploma – qualifications which enable her to work with all sorts of animals – including the human variety!

Joanne consults to organisations such as the Animal Welfare League, the RSPCA, local councils and private clients through the All Natural Vet Care Clinic in Sydney. Joanne is also “agny aunt” for Dog’s Life magazine and is heard regularly on ABC 702 Sydney.

Joanne’s latest venture is a series of pet behaviour booklets and the first of these “Barking Problems Solved” is now available. More details at www.petproblemsolved.com.au.

Joanne lives with a Dalmatian, 4 cats, mice and fish (as well as 3 sons and a husband).

Jane Binidloss was born in UK and began nursing in New Zealand in 1975. She qualified as a Veterinary Nurse with the Royal College of Veterinary Surgeons in 1982 and was awarded the BSAVA’s “Veterinary Nursing Award” the same year. She is a Listed Veterinary Nurse with the RCVS. Following work as Nursing Manager for 2 years in Devon UK, Jane and her veterinarian husband set up practice in Cornwall in 1983. The couple immigrated to Australia in 1987.

Jane became committed to raising the standards, professionalism and self-esteem of Australian veterinary nurses in 1992 when she was elected onto the committee of the Veterinary Nurses Association of Victoria. Jane has held a variety of positions on the national Executive of the Veterinary Nurses Council of Australia since 1994, currently she is National President and Chairman of the Education portfolio. She was a Finalist in the Telstra Business Women’s Awards in 1997 and received the AVA’s Meritorious Service Award the same year.

Jane chaired the National Industry Advisory Group for Veterinary Nursing from 1996-2004, sits on the Australian Veterinary Practice Management Association committee and is consultant to a variety of veterinary nurse training and practice management concerns. She is business partner to Pets at the Vets Hospital, which has recently undergone extensive renovations to become a model veterinary workplace.

Chris Tidemann has pursued a lifelong interest in wildlife biology and management in Indonesia, Papua New Guinea and many parts of Australia. His research in these areas has involved collaboration with rural communities; his most recent work has involved assisting communities and local governments to manage wildlife in urban areas. Chris is a senior lecturer in wildlife conservation and management at the Australian National University. Chris was a member of the ACT Flora and Fauna Committee from 1999-February 2004 and is a member of three of the World Conservation Union’s Specialist Groups: Bats, Sustainable Use of Wildlife and Invasive Species.
Like most I have owned a variety of pets during my life but in wasn’t until 1985 that I became involved professionally in working with dogs as a Police Dog Handler for the Royal Australian Air Force. After 9 years of military service (3 years with army reserve) I left the RAAF and went into business. In 1996 I commenced work with the Darwin City Council (DCC) as a Regulatory Services Officer before being promoted to Animal Management Supervisor. In 2000 I left DCC to take up a position as a project officer with the Australian Bureau of Statistics, working to improve Indigenous health statistics and human resources before taking on the position as Operations Manager with the Defence Housing Authority. During the period away from local government, I remained active within urban animal management by being a member on the Palmerston City Council animal management forum. In mid 2004 after spending a great deal of time traveling interstate and being away from my family I stepped on a plane over 127 times in 3 years! I moved back into local government (far less chance of travel with Local Government!) and took up the position of Regulatory Services Manager for the City of Palmerston. Today I lead a team of 6 Regulatory Officers and I am involved in eleven different committees including, Chairperson Bakewell School Council, and other work and community related committees. I am a Justice of the Peace training to sit on the bench in the JP’s Court I have three wonderful children and have been married for 17 years.

**Cathy Pawsey** is the Coordinator Policy and Legislation for Victoria’s Bureau of Animal Welfare. This role involves the development of policy and legislation for both domestic animal management and animal welfare legislation as well as development and revision of codes of practice. Recent projects include the development of legislation and training for microchip implantation, development of general cat and dog welfare codes and the development of a training program for welfare inspectors in Victoria. Cathy has a Bachelor of Applied Science (Agriculture) and has worked in a range of animal related industries including working in both animal health and animal welfare regulation roles.

**Deb Kelly** is Manager of Animal Welfare for the Department of Environment and Heritage in South Australia. She has hosted a commercial radio program for almost nine years and conducted numerous interviews over that time. Currently in her role as Manager Animal Welfare she represents the department in the print, radio and television media on a wide range of animal related issues. She undertook a literature review on domestic cat impacts in peri-urban reserves. Sally is interested in wildlife management and environmental policy and planning.

**John Cohen** is the Manager Health, Regulatory and Lifeguard Services Branch with the Gold Coast City Council. He has been in Local Government for thirty-three (33) years, commencing as a Cadet Health Surveyor and progressing to his current position, which he has held for ten (10) years. John’s formal qualifications are in Public/Environmental Health. His portfolio covers such functions as Public and Environmental Health, Animal Management, Regulated Parking, General Local Laws, Pest Management, Catchment Management and Lifeguard Services. The Branch has a permanent staff of 249 and utilises up to 180 Casual Lifeguards. John’s Animal Management Team has won three (3) awards, they are as follows: q AMO of the Year 1999; q AMO Team of the Year 2002; q AMO of the Year 2004.

**Dr Nicola Cross Ph.D, M.Sc, BSc (Hons)**
Nicki’s Ph.D focused on stress physiology and the use of non-invasive techniques to assess cortisol levels in captive primates. She has also investigated refinement techniques in laboratory primates and the assessment of cage size in old world macaques and wildlife indicators in marmosets. Other current research interests include investigating the optimal lighting conditions for loading undomesticated horses onto transportation trailers and factors affecting excessive barking in dogs.

**Dr Samia Toukh elati** has made a significant contribution to the understanding of the cognitive and physiological effects of exposure to auditory stimuli in laboratory-housed young chicks. This work engendered a strong research interest in animal welfare, which led to a Research Fellow position with Professor Graham Coleman at the Animal Welfare Science Centre at Monash University in 2003. Since then, Samia has been involved in the coordination of numerous research projects, including exploration of consumer attitudes towards livestock industries; an evaluation of the Responsible Pet Ownership Program, and more recently; community attitudes towards cat semi-ownership.

**Sally McCarthy** is a veterinarian who works part-time in Canberra. She recently completed a Graduate Diploma in Resource and Environmental Management at the Australian National University (ANU). In the course of her study at ANU, she undertook a literature review on domestic cat impacts in peri-urban reserves. Sally is interested in wildlife management and environmental policy and planning.

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**Dr Mark Lawrie** has been the Chief Veterinarian with Royal Society for the Prevention of Cruelty to Animals (RSPCA) in New South Wales (NSW) since July, 1993. He has responsibilities for 4 veterinary hospitals with approximately 80 veterinary and support staff. 2 of these are external teaching hospitals for the University of Sydney Veterinary Faculty. He is a member of the Animal Welfare Advisory Committee for Uni of Sydney Veterinary Faculty.

He originally worked in Food Animal Practice for 5 years before working predominantly in small animal practice with the RSPCA. He did 2 years in mixed practice in the UK and 7 months missionary work in India and Nepal. From Sept 2003 to Feb 2004 he worked as a veterinary consultant with the International Fund for Animal Welfare (IFAW). He had 2 projects in this period. One was to plan the construction and ongoing business of a Centre of Animal Welfare Excellence in South Korea. The other was to develop a model of Companion Animal Welfare and Control in Developing Communities.

He is the secretary of the Animal Management in Remote and Rural Indigenous Communities (AMRRIC) group in Australia. He was involved in the successful lobbying of this group for funding which saw 150K annually committed by Senator Amanda Vanstone in June 2004 for 3 years. He is a welfare member of the Animal Research Review Panel (ARRP) in NSW and also of the University of NSW Animal Ethics Committee and has extensive experience in the ethical regulation of animals in research.

**Geoff Irwin** is currently the Coordinator of Animal Management for the Gold Coast City Council and has worked for that organisation for over 25 years. Geoff has a Graduate certificate in Public Sector Management from Flanders University and is a Workplace assessor and trainer. While engaged to deal with animal management Geoff has actively involved himself with organisations such as the UAM RG being a committee member since 1999. Geoff has presented several papers previously and was recently invited to address the NZ Welfare and Animal Control conferences in August this year. Geoff is pictured here with the newest member of the AM team who will be involved in the school education program.

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