

Shoalhaven Animal Management Services Directory

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Introduction

This directory aims to provide a comprehensive list of contacts for a variety of animal issues. Included in the directory are details for government agencies and associations that help care for and provide advice on animals and their management.

The directory also aims to:

- streamline the referral process for animal matters
- clarify responsibilities of agencies and associations
- assist with staff training
- assist networking and communication
- provide a useful tool for education

Thank you to all the agencies and associations who helped to develop this directory. This is the first edition and feedback is welcome. Please contact Anna Hernell, Ranger Services, Shoalhaven City Council on 4429 3578.

This directory is also available on

<http://shoalhaven.nsw.gov.au/council/sections/animals/default.htm>

Regards

Peter Dun
Director of Finance & Corporate Services

Agencies & Associations (Groups) – Contact Details

Ambulance Bomaderry (NSW) - Primary Rescue Agency for domestic animals in northern Shoalhaven to Sussex Inlet turn off - If you ring from a mobile you will go to Sydney. Ask them to transfer you to Warilla Ambulance Operations Centre.	131233
Animal Shelter and Pound (Shoalhaven)	4421 3410
Animal Welfare League (AWL) (all calls go through Sydney)	9606 9333
Community Justice Centre (Southern)	1800 650 987
Council After Hours	4421 3100
Council Call Centre	4429 3111
Court House (Nowra)	4421 2277
Department of Primary Industries (DPI) Agriculture	4464 1251
DPI Exhibited Animals	6391 3725
DPI Fisheries	4441 8969
DPI Non-indigenous animals	6881 1252
DPI Rural Land Protection Board (RLPB), Milton	4454 3053
DPI Rural Land Protection Board (RLPB), Moss Vale	4655 9165
Dogs New South Wales	9834 3022
Fire Brigade, Ulladulla (NSW) (town brigade) - Primary Rescue Agency for domestic animals in southern Shoalhaven including Sussex Inlet	000
Game Council NSW (conservation hunting)	4478 9105
Integral Energy (power line issues e.g. flying fox caught) (also contact NANA to assist Integral Energy with rescue)	131081

Agencies & Associations Contact Details cont...	
Jervis Bay Marine Park	4441 7752
Milton/Ulladulla Dog Training Club	miltondogclub@bigpond.com
Native Animal Network Assoc. (NANA) Inc.	0418 427 214
National Parks & Wildlife Service (NPWS)	4423 2170
NSW Cat Fanciers' Association Inc.	9834 6577
Nowra District Kennel Club	Council's Website - community services directory
ORRCA	9415 3333
Pigeon Federation (Shoalhaven)	44218818 or 0407009571
Police - Nowra Station	4421 9699
Poultry Club (Nowra)	4446 0233
Roads & Traffic Authority (RTA)	131700
RSPCA (all calls go through Sydney)	9770 7555
Shoalhaven Dog Training Club	Meets at Nowra showground 6.30pm Wednesday evenings
Veterinarians	White/yellow pages

Agencies & Associations - Acronyms

AWL	Animal Welfare League
CJC	Community Justice Centre
DPI	Department of Primary Industries
NANA	Native Animal Network Association Incorporated
NPWS	National Parks and Wildlife
ORRCA	Organisation for the Rescue and Research of Cetaceans in Australia
PIAA	Pet Industry Association of Australia
PIAS	Petcare Information and Advisory Service
RLPB	Rural Land Protection Board
RSPCA	Royal Society for the Prevention of Cruelty to Animals
RTA	Roads and Traffic Authority

Agencies & Associations - Websites

AWL	www.animalwelfareleague.com.au
Council	www.shoalhaven.nsw.gov.au
Department of Local Government	www.dlg.nsw.gov.au
Department of Primary Industries	www.dpi.nsw.gov.au
DPI Animal Welfare - Codes of Practice for animal welfare	http://www.agric.nsw.gov.au/reader/codes
Dogs New South Wales	www.dogsnsw.org.au
Game Council NSW	www.gamecouncil.nsw.gov.au
Myna Birds	For a list of web sites go to http://shoalhaven.nsw.gov.au/council/sections/animals/default.htm#Indian Myna Birds
NANA	www.nana.asn.au
NPWS	www.nationalparks.nsw.gov.au
NSW Cat Fanciers' Association Inc.	www.nswcfa.asn.au
ORRCA	www.orrca.org.au
Pet Dog Trainers Australia (Assoc. of)	www.apdt.com.au
Petcare Information and Advisory Service	www.petnet.com.au
Pet Industry Association of Australia	www.piaa.net.au
RSPCA	www.rspcansw.org.au
Urban Animal Management Committee	www.uam.net.au
Veterinarians	www.ava.com.au
For more information on behaviour problems such as barking dogs or birds hitting windows or to research solutions to problems – google 'key words' on the internet.	

Animal Definitions

Bird	Bird is included in domestic - other, native, marine and pest categories
Companion	Cats and dogs as referred to in the Companion Animals Act
Crossbreed	To produce (a hybrid) within a species, using two breeds or varieties
Declared Pest	Feral pig (PCO1), Wild dog (PCO2), Wild rabbit (PCO3) PCO - Pest Control Order (<i>Rural Lands Prot. Act 1998 - Clause 27 of schedule, Part 11</i>)
Domestic	Belonging to and cared for by humans; tame
Exhibited	The display, or the keeping for display, of the animal for educational, cultural, scientific, entertainment or other prescribed purposes,
Feral	Previously domestic and reverted to a wild state
Livestock	Horses, cattle, sheep and other useful animals kept on a farm
Marine	Of or pertaining to the sea
Native	Originating naturally in a particular country or region
Non-indigenous	Not native to Australia before European settlement
Pedigreed	Having known purebred ancestry
Pest	A noxious, destructive, or troublesome thing; nuisance
Poultry	Domestic fowls collectively, as chickens, ducks, geese, turkeys, guineafowls
Vermin	Noxious, troublesome, or objectionable animals collectively
Wild	In this directory only Rabbit (European) and undomesticated dogs are classified as wild

Companion Animals - Cats

Abandoned (public property) (or public can deliver to Animal Shelter)	RSPCA or AWL
Abandoned (private property)	RSPCA or AWL
Attack person or animal	Council Rangers
Behaviour problems	Veterinarian, animal behaviouralist, google on internet
Boarding Accommodation	Visitor's Centre or Council Website or Yellow Pages
Breeding - contact details for breeders, pedigree cats and associated issues	NSW Cat Fanciers' Association Inc.
Companion Animals Register (update details)	Council Rangers
Cruelty	RSPCA or AWL
Desexing	Veterinarian
Disease (suspect exotic - seek immediate advice) (do not kill the animal)	RLPB or DPI (Ag)
Feral – pickup	See Seized cat
Holidaying with cats (Pets on Holiday in Shoalhaven brochure)	Visitor's Centre or Council Website
Injured or sick (private property)	RSPCA or AWL
Injured or sick (public property)	Council Rangers

Cats continued...	
Lost cat register	Animal Shelter
Microchipping (identification)	Authorised Identifier e.g. Veterinarian or Animal Shelter
Nuisance cat	Council Rangers
Ownership restrictions (development consents)	Council Duty Planner
Purchase cat	Animal Shelter Registered Breeder Pet Shops who are members of PIAA
Registration (lifetime for NSW)	Council
Re-home cat	See Surrender
Rescue - northern Shoalhaven to Sussex Inlet turn-off	Ambulance (Bomaderry)
Rescue - southern Shoalhaven including Sussex Inlet	Fire Brigade (Ulladulla)
Seized cat (under Section 32 of the Companion Animals Act any person may lawfully seize a cat if that action is reasonable and necessary for the protection of any person or animal (other than vermin) from injury or death)	Council Rangers or take to Animal Shelter or back to owner if known
Standards for keeping cats in residential areas (in relation to animal welfare)	DPI Model Codes of Practice Website or RSPCA
Standards for keeping cats in residential areas (in relation to protection of public health)	Council Environmental Services
Surrender - pickup (or public can deliver to RSPCA Animal Shelter) (alternatively, search Internet for breed specific rescue groups)	Council Rangers
Welfare management	RSPCA or AWL
Vehicle (cat in vehicle - heat) immediate response required	Police

Companion Animals - Dogs

Abandoned (private property)	RSPCA or AWL
Abandoned (public property)	Council Rangers
Access areas for dogs (off leash & prohibited) - <ul style="list-style-type: none"> • Enforcement • Policy Implementation • maps of off leash and prohibited areas is available on Council's Website and in brochure format 	Council Rangers Council Recreation & Leisure
Attack person or animal	Council Rangers Police can be called for emergencies after 5pm
Barking	Council Environmental Services, veterinarian or animal behaviouralist, dog walking services, dog day care centre, CJC, google on internet
Behaviour problems	Veterinarian, animal behaviouralist, dog trainer, google on internet
Boarding Kennels	Council Website or Visitor's Centre or Yellow Pages
Breeding - registered breeders & associated issues	Dogs New South Wales
Companion Animals Register (update details)	Council Rangers
Cruelty	RSPCA or AWL
Dangerous dogs (declared)	Council Rangers

Dogs continued...	
Desexing	Veterinarian
Disease (suspect exotic - seek immediate advice) (do not kill the animal)	RLPB or DPI (Ag)
Fencing problems (dog escaping from one private property to another private property) (Rangers can only act when animal roams onto public property)	Civil matter - contact Nowra Court House CJC can assist with mediation Council Rangers for advice
Holidaying with dogs (Pets on Holiday in Shoalhaven brochure)	Visitor's Centre or Council Website
Injured or sick (private property)	RSPCA or AWL
Injured or sick (public property)	Council Rangers
Lost dog register	Animal Shelter
Microchipping (identification)	Authorised Identifier e.g. veterinarian, animal shelter
Nuisance dog	Council Rangers
Off leash / prohibited areas	See Access areas for dogs
Ownership/location restrictions (development consents)	Council Duty Planner
Purchase dog	Animal Shelter Registered Breeder Pet shops who are members of PIAA
Registration (lifetime for NSW)	Council
Re-home dog	See Surrender

Dogs continued...	
Rescue from vehicle - heat - immediate response required	Police
Rescue - northern Shoalhaven to Sussex Inlet turn-off	Ambulance (Bomaderry)
Rescue - southern Shoalhaven including Sussex Inlet	Fire Brigade (Ulladulla)
Restricted Breeds	Council Rangers
Roaming dog	Council Rangers
Seized dog	Council Rangers or take to Animal Shelter or back to owner if known
Standards for keeping dogs (in relation to animal welfare)	DPI Model Codes of Practice Website or RSPCA
Standards for keeping dogs in residential areas (in relation to protection of public health)	Council Environmental Services
Stray - pickup	Council Rangers
Surrender - pickup (or public can deliver to RSPCA Animal Shelter) (alternatively, contact Dogs New South Wales or search Internet for breed specific rescue groups e.g greyhounds)	Council Rangers
Training dog	Dog trainers or clubs (Shoalhaven Dog Training Club, Milton/Ulladulla Dog Training Club), Dogs New South Wales
Training puppy	Veterinarian puppy preschool
Vehicle (dog in vehicle - heat) immediate response required	Police
Vehicle – dog untethered on ute	RSPCA or AWL
Welfare management	RSPCA or AWL

Dead Animals

Dogs and Cats – Microchip *The Companion Animals Act requires that, where possible, Dogs and Cats must be scanned to identify the animal, notify the owner and amend the NSW Companion Animals Register maintained by Council's Ranger Services. Contact Council Ranger Services.*

Land owner / manager is a contact for some issues because it is the owner or agency responsible for the land who needs to take responsibility for coordinating a response.

The disposal of carcasses must be done in accordance with the Protection of the Environmental Operations Act 1997. Once a carcass has been removed from the property it must be transported and disposed of at a lawful waste facility. This is the preferred option. However, a carcass may be disposed of by on site burial if that land is where the animal is normally kept, providing it does not cause surface or water pollution or odour nuisance.

Burial or burning of carcass on private property (protection of public health and pollution prevention)	Council Environmental Services, NSW health, DPI (Ag)
Removal of carcass from beach - marine animal	NPWS or JB Marine Park and ORRCA
Removal of carcass from Council reserves	Council Parks Operations
Removal of carcass from other public property	Land owner / manager
Removal of carcass from private property	Land owner's responsibility
Removal of carcass from roadsides	Council Engineering Maintenance
Removal of carcass from travel lane and shoulder of highway or Moss Vale Road	RTA

Domestic Animals - Other

Domesticated bird, domestic rabbit, ferret, guinea pig, peacock, poultry

<p>Abandoned / lost / roaming</p> <p><i>With regards to abandoning of animals the domestic animals in this section are not included in the Impounding Act which is enforced by Council.</i></p> <p><i>They are covered under the Prevention of Cruelty to Animals Act (POCTA) which is enforced by animal welfare groups including the RSPCA and the Animal Welfare League. Council Rangers assist when possible.</i></p> <p><i>However, Section 125 of the Local Government Act states that a Council may abate a public nuisance or order a person responsible for a public nuisance to abate it. Refer to s125 for definitions of 'abatement' and 'nuisance'.</i></p> <ul style="list-style-type: none"> • Exotic bird, ferret, guinea pig, domestic rabbit (if animal is caught and owner unknown it can be taken to the animal shelter) • Peacock • Poultry – Council reserve or park • Poultry – residential areas <p><i>Poultry includes chickens, roosters, ducks, geese, turkey, guinea fowl. Residents requesting removal of abandoned animals in this section may need to set up a feeding pattern to facilitate capture at a known place and time of day.</i></p>	<p>RSPCA</p> <p>Council Rangers</p> <p>Council Rangers</p> <p>Poultry Club</p>
<p>Cruelty</p>	<p>RSPCA or AWL</p>
<p>Disease (suspect exotic - seek immediate advice) (do not kill the animal)</p>	<p>RLPB or DPI (Ag)</p>
<p>Exhibited Animals (animals on display)</p>	<p>DPI (exhibited animals)</p>
<p>Noise complaints</p>	<p>Council Environmental Services</p>

Domestic animals - other continued...	
Nuisance animal (concerning neighbours) (if there is a noise/odour/health issue associated with nuisance - contact Council Environmental Services)	Civil matter CJC can assist with mediation
Odour complaints	Council Environmental Services
Pigeon - homing pigeon lost with tag	Shoalhaven Pigeon Federation
Pollution - water e.g ducks in swimming pools	Council Environmental Services
Re-home animal	See Surrender
Rescue - northern Shoalhaven to Sussex Inlet turn-off	Ambulance (Bomaderry)
Rescue - southern Shoalhaven including Sussex Inlet	Fire Brigade (Ulladulla)
Sick or suffering domestic animal	RSPCA or AWL
Standards for keeping animals (in relation to animal welfare)	DPI Model Codes of Practice Website, RSPCA
Standards for keeping animals in residential areas (in relation to protection of public health)	Council Environmental Services
Surrender animal (or search Internet for breed / animal specific rescue groups)	Animal Shelter
Welfare management	RSPCA or AWL

Emergencies – DISPLAN & other Emergency Protocols

Disease (suspect exotic - seek immediate advice) (do not kill the animal)	RLPB or DPI (Ag)
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Emergency Operations Centre (EOC) is the communication centre during a declared emergency within Shoalhaven City. All communication is made via the EOC during a declared emergency.

NSW Department of Primary Industries (DPI) is the Primary Response Group for all animals in a declared emergency and often in emergencies not declared. This function is co-ordinated at the District level. All interested parties are to act in accordance with directions from the DPI. DPI maintains a contact list which includes all interested parties for animal management and welfare.

Primary Rescue Agency is the agency who handles the rescue of domestic animals within its designated area of responsibility. In the City of Shoalhaven the Kiama SES is the primary rescue agency north of Broughton Creek in northern Shoalhaven. The NSW Ambulance is the primary rescue agency north of Sussex Inlet turn-off to Broughton Creek in northern Shoalhaven. The NSW Fire Brigade is the primary rescue agency south of and including Sussex to the southern City boundary. Refer to the State Emergency and Rescue Management Act 1989. All domestic animal and livestock rescues should be referred to the primary rescue agency who will delegate accordingly.

Emergency Classifications for Animals include fires, floods, oil spills, storms, exotic disease outbreak, enzootic disease outbreak, and one-off animal rescues.

- 1) **Declared emergency or incidence of state significance** - LEOCON (police) evokes DISPLAN.
- 2) **Non-declared event** - e.g. bush fire or wind storm. Managed by respective agency who may require assistance from the Primary Response Agency, and animal management and welfare groups.
- 3) **One-off incidents** - this document outlines referral process

Firearms including tranquilliser gun

Shoalhaven City Council's Animal Management Unit is the only agency that has tranquilliser guns.

Companion animal - injured or dangerous	Council Rangers
Livestock	RLPB
Native animal	NANA or NPWS
Pest / Feral / Wild animal (excludes native animals)	RLPB, Game Council NSW

Livestock

Cattle, horse, donkey, mule, ass, camel, sheep, goat, pig and deer are the only animals listed under the Impounding Act enforced by Council.

Cruelty	RSPCA or AWL
Disease (suspect exotic - seek immediate advice) (do not kill the animal)	RLPB or DPI (Ag)
Exhibited Animals (animals on display)	DPI (exhibited animals)
Factory Farming	RLPB
Horse on beach - seek permission or complaint	Land owner / manager (could be Dept Lands, Council parks, NPWS)
Livestock - Accident (traffic) involving livestock	Police (RLPB to be notified)
Livestock entering another's private property (complainant may organise for livestock to be impounded and taken to the Shoalhaven Animal Shelter but is responsible for the cost incurred. Approval from the Animal Shelter must be sought)	Civil matter - contact Nowra Court House CJC can assist with mediation RLPB for advice & to identify livestock
Livestock grazing in national park	NPWS
Livestock on road – escaped	Council Rangers or Police

Livestock continued...	
Livestock on road - farmers moving them	RLPB May require consent from Council – Traffic Unit (as roads authority) if activity not permissible under RLP Act / Regulations ie if land holdings not contiguous.
Livestock on road – grazing on road – permit required	RLPB Requires consent from Council – Traffic Unit (as roads authority).
Livestock unauthorised road use	RLPB
Noise complaints	Council Environmental Services
Odour complaints	Council Environmental Services
Permits & Licences	RLPB or DPI (Ag)
Rescue - northern Shoalhaven to Sussex Inlet turn-off	Ambulance (Bomaderry)
Rescue - southern Shoalhaven including Sussex Inlet	Fire Brigade (Ulladulla)
Sick or suffering livestock	See Welfare Management
Standards for keeping livestock (in relation to animal welfare)	DPI Model Codes of Practice Website or RLPB or RSPCA
Standards for keeping livestock in residential areas (in relation to protection of public health)	Council Environmental Services
Standards for keeping livestock in rural areas (in relation to protection of public health)	RLBP or DPI (Ag)
Welfare management for livestock	RSPCA or AWL or RLPB or DPI (Ag)

Marine Animals

The Jervis Bay Marine Park covers an area of approx 22,000 hectares, including the semi-enclosed waters of Jervis Bay, and over 100km of coastline and adjacent ocean extending from Kinghorn Point in the north to Sussex Inlet in the south.

Marine mammals are whales, dolphins, seals and dugongs.

Beached	NPWS or JB Marine Park ORRCA (mammals only)
Dead on beach	NPWS or JB Marine Park
Enforcement of fish limits, etc	DPI (fisheries)
Injured	NPWS or JB Marine Park ORRCA (mammals only)
Seabirds	See Native Animals & Birds Section - Seabirds

Native Animals & Birds

NANA is to contact National Parks to organise appropriate assistance if rescue requires specialist training and/or equipment. E.g working at heights (bird caught in tree with fishing line) or enclosed areas (animal trapped in wall cavity).

Aggressive native animals and birds (e.g. kangaroo, magpie, plover, goanna)	NPWS
A) Behaviour queries e.g. <ul style="list-style-type: none"> • bird hitting window • birds and flying foxes trapped in fruit tree netting • native ducks with ducklings near roads • mutton bird (Shearwater) dying on beaches • possum in roof • wombat with mange 	NANA
B) Behaviour queries continued...e.g. <ul style="list-style-type: none"> • birds causing damage to houses • native ducks & ducklings in swimming pools (Council environmental health also have advice) • wombat digging under house 	NPWS
C) Behaviour queries continued...	"Google" on Internet
Disease (suspect exotic - seek immediate advice) (do not kill the animal)	RLPB or DPI (Ag)
Exhibited Animals (animals on display)	DPI (exhibited animals)
Feeding native animals	NPWS
Injured	See Rescue

Native Animals continued...	
Noise complaints (native birds being kept on premises)	Council Environmental Services
Odour complaints (native birds being kept on premises)	Council Environmental Services
Orphaned	See Rescue
Permits & licences - keeping of, culling	NPWS
Rescue (do not touch Flying Foxes or Microbats) (if caller already has animal/bird in a box they can take it to veterinarian)	NANA
Seabirds	NANA
Snake at private residence (list maintained by NPWS who will distribute to other groups)	NPWS or refer to snake list
Snake on public property eg. hospital, schoolyard	NPWS
Snake on public property - general (land owner / manager can refer to snake list or contact NPWS)	Land owner / manager responsible to coordinate a response
Threatened species	Council Development Services or NPWS
Welfare Management	NANA or NPWS

Pest / Feral / Wild Animals and Birds (excludes native animals)

<p>Bee swarm at private residence (bee list maintained by DPI (Ag) who will distribute to other agencies)</p>	<p>DPI (Ag) or refer to bee list</p>
<p>Bee swarm on public property where public frequent (land owner / manager can refer to bee list or contact DPI (Ag) for a contact number - DPI is not responsible for removing bees)</p>	<p>Land owner / manager responsible to coordinate a response DPI (Ag) for advice</p>
<p>Bee complaints from residents affected by apiarist activities</p>	<p>DPI (Ag)</p>
<p>Birds, exotic / pest</p>	<p>Pest exterminator</p>
<p>Cat feral</p>	<p>See Companion Animals – Cats Section - Seized Cat</p>
<p>Deer (removal is responsibility of land owner / manager)</p>	<p>RLPB or Game Council for advice</p>
<p>Disease (suspect exotic - seek immediate advice) (do not kill the animal)</p>	<p>RLPB or DPI (Ag)</p>
<p>Dog wild (declared pest animal) (land owner / manager is obligated to suppress and destroy animal)</p>	<p>RLPB for advice and assistance</p>
<p>Hare (removal is responsibility of land owner / manager)</p>	<p>RLPB for advice</p>
<p>Fox (removal is responsibility of land owner / manager) (to assist landowners Council and RLPB has control programs in northern Shoalhaven and Milton Rural Land Care and RLPB in southern Shoalhaven)</p>	<p>RLPB for advice</p>

Pest / Feral / Wild Animals and Birds (excludes native animals) continued...	
Goat (removal is responsibility of land owner / manager)	RLPB for advice
Injured animals	See Welfare Management
Insects, spiders and bugs - advice	NPWS
Insects, spiders and bugs – eradication	Pest exterminator
Myna bird programs	Council Rangers for information
Palm Squirrel (seek immediate advice)	RLPB or DPI (Ag)
Permits & licences - culling	Game Council
Pests / vermin	Pest Exterminators or Game Council NSW
Pig feral (declared pest animal) (land owner / manager is obligated to suppress and destroy animal)	RLPB
Rabbit European (declared pest animal) (land owner / manager is obligated to suppress and destroy animal) (to assist landowners rabbit baiting programs are undertaken by Council and RLPB)	RLPB for advice
Rescue	RLPB
Welfare management	RLPB

Traps to Hire

Traps must be used in accordance with relevant legislation including the Prevention of Cruelty to Animals Act 1979.

Cats	Animal Shelter
Dogs	Animal Shelter
Foxes	Purchase required (Council, RLPB & NPWS have control programs also)
Native Animals (licence to trap natives required from NPWS) (Possums: roof may need to be sealed and a nestbox erected nearby. Relocation beyond home range is not an acceptable practice)	NPWS / Contact NANA if assistance required
Rabbits	Purchase required
Rodents and vermin	Purchase required
Wombat (licence to trap natives required from NPWS)	NPWS / Contact NANA if assistance required

Note: Alternatively for pest species, professional trappers (contact Rural Land Protection Board) or pest exterminators (see yellow pages) can be hired.