

DOGS WANDERING AT LARGE

INFORMATION ABOUT

COUNCIL SERVICES

If you have a concern with a dog that is wandering at large, or have you found a dog, please call the City of Salisbury on 84068222 at all times and our staff can assist.

Council services vary depending on category of concern and the day and the time of your call, with different services offered at different times during weekdays after hours and weekends.

Please refer to the tables below for details of the service levels offered by Council.

For Service levels **Monday to Friday** refer to **Table 1A**

For Service levels **Saturday and Sunday** refer to **Table 1B**

For Service levels **Public Holidays and New Year's Day** refer to **Table 1C**

For All Service levels please refer to *Service Levels for Dogs Wandering at Large*

The level of service provided by the City of Salisbury seeks to provide the appropriate level of customer service to protect the health and safety of the community, based upon an assessment of risk, whilst giving due consideration to the ability to resource the service.

Factors considered by Council in setting our service level included an assessment of risk posed by a dog wandering at large, matching resources to times of peak demand, and the likelihood of being able to locate and contain a dog at different times of the day.

However, the over-riding consideration is maintaining public safety.

What happens when Council responds to a report of a dog wandering at large?

Council staff will:

- Check the last known location of the dog
- Search in the vicinity of the last known location

When caught or collected we will check the dog for identification, including a registration tag or microchip.

- If identified we will:
 - contact the owners
 - if owner is home the dog is taken straight home
 - if the owner is not home or not able to be contacted, a seizure notice is left at their home and dog is impounded
- If owner is not known, the dog is impounded.

When impounded:

- The dog is placed on our impound register
- A photo is placed on line
- The dog is held for 72 hours
- If not collected it is taken to the Animal Welfare League at Wingfield

For more information on impounded dogs please see

http://www.salisbury.sa.gov.au/Services/Pets_and_Animals/Dogs/Impounded_Dogs



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SERVICE LEVELS FOR DOGS WANDERING AT LARGE

Table 1A: Monday to Friday

Monday to Friday	Category 1 The dog is wandering at large - unrestrained.	Category 2 You have found a dog and have it restrained on your premises	Category 3 The dog is wandering at large (or it is restrained) and it is acting aggressively or it is perceived to be a risk to people or vehicles.
Monday to Friday 8.30am to 7.30 pm	<p>Procedure 1.1 8.30 am to 7.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked job via SMS and email. Within 30 minutes, a search is undertaken within the vicinity of last reported site to try and find and seize the dog. 	<p>Procedure 2.1 8.30 am to 7.30 pm</p> <ol style="list-style-type: none"> Staff will check data for matching to any lost dog reports and if dog is registered and identified and owner found, staff will facilitate collection by the owner. If unidentified, officer will be tasked job via SMS and email. Officer will collect the dog within 30 minutes - or at arranged time. If dog is registered and identified and owner found, officer will facilitate collection by the owner. If owner unable to be located the dog will be impounded. 	<p>Procedure 3.1 8.30 am to 7.30 pm</p> <ol style="list-style-type: none"> Officer will be called and tasked job via SMS and email. Within 30 minutes a search is undertaken within the vicinity of last reported site to try and find and seize the dog. If restrained, Officer will collect the dog within 30 minutes - or at arranged time.
Monday to Friday 7.30pm to 10.30pm	<p>Procedure 1.2 7.30 pm to 10.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked the job via SMS. Officer will call back the caller and determine any additional information. Officer will not attend site unless dog is 	<p>Procedure 2.2 7.30 pm to 10.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked the job via SMS. Officer will call back the caller and determine any additional information. Officer will attend and pick up the dog 	<p>Procedure 3.2 7.30 pm to 10.30 pm</p> <ol style="list-style-type: none"> Officer will be tasked the job via SMS. Officer will call back the caller and determine any additional information. Officer will attend last reported site

	<p>reported as aggressive or dangerous.</p> <ol style="list-style-type: none"> 4. Officer will note job, and check data for matching to any lost dog reports. 5. Officer will action the next morning and check data for matching to any lost dog reports 	<p>within 60 minutes or at an arranged time.</p> <ol style="list-style-type: none"> 4. If caller wishes to hold the dog, the officer arranges collection the next morning. 5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner. 	<p>within 60 minutes and search for dog.</p> <ol style="list-style-type: none"> 4. Search will continue within the vicinity of last reported site to try and find and seize the dog. 5. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.
<p>Monday to Friday</p> <p>10.30pm to 8.30am</p>	<p>Procedure 1.3 10.30 pm to 8.30 am</p> <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will not attend site unless dog is reported as aggressive or dangerous. 3. Officer will action the next morning and check data for matching to any lost dog reports 	<p>Procedure 2.3 10.30 pm to 8.30 am</p> <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS and if the dog can't be held, called by afterhours operator. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend and pick up the dog within 60 minutes or at an arranged time. 4. If caller wishes to hold the dog, the officer attends the next morning. 5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner. 	<p>Procedure 3.3 10.30 pm to 8.30 am</p> <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS and called by the afterhours operator. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend last reported site within 60 minutes and search for dog. 4. Search is undertaken within the vicinity of last reported site to try and find and seize the dog. 5. Officer will also check data for matching to any lost dog reports. 6. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.

Note: All times are estimated maximums but are subject to variations due to weather, traffic and other tasks in progress.

Table 1B: Saturday and Sunday

Saturday and Sunday	Category 1 The dog is wandering at large - unrestrained.	Category 2 You have found a dog and have it restrained on your premises	Category 3 The dog is wandering at large (or it is restrained) and it is acting aggressively or it is perceived to be a risk to people or vehicles.
Saturday and Sunday 8.00am to 4.00pm	Procedure 1.1WE 8.00 am to 4.00 pm <ol style="list-style-type: none"> 1. Officer will be tasked job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Within 60 minutes a search is undertaken within the vicinity of last reported site to try and find and seize the dog. 	Procedure 2.1WE 8.00 am to 4.00 pm <ol style="list-style-type: none"> 1. Officer will be tasked job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will collect the dog from person within 60 minutes - or at arranged time. 4. Officer will also check data for matching to any lost dog reports and if dog is registered and identified and owner found, officer will facilitate collection by the owner. 	Procedure 3.1WE 8.00 am to 4.00 pm <ol style="list-style-type: none"> 1. Officer will be tasked job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Within 60 minutes a search is undertaken within the vicinity of last reported site to try and find and seize the dog. 4. If restrained, Officer will collect the dog from person within 600 minutes - or at arranged time.
Saturday and Sunday 4.00pm to 10.30pm	Procedure 1.2 4.00pm to 10.30pm <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will not attend site unless dog is reported as aggressive or dangerous. 4. Officer will note job, and check data for 	Procedure 2.2 4.00pm to 10.30pm <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend and pick up the dog within 60 minutes or at an arranged time. 	Procedure 3.2 4.00pm to 10.30pm <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend last reported site within 60 minutes and search for dog. 4. Search will continue within the vicinity of

	<p>matching to any lost dog reports.</p> <p>5. Officer will action the next morning and check data for matching to any lost dog reports</p>	<p>4. If caller wishes to hold the dog, the officer arranges collection the next morning.</p> <p>5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner.</p>	<p>last reported site to try and find and seize the dog.</p> <p>5. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.</p>
<p>Saturday and Sunday 10.30pm to 8.00am</p>	<p>Procedure 1.3 10.30 pm to 8.00 am</p> <p>1. Officer will be tasked the job via SMS.</p> <p>2. Officer will not attend site unless dog is reported as aggressive or dangerous.</p> <p>3. Officer will action the next morning and check data for matching to any lost dog reports</p>	<p>Procedure 2.3 10.30 pm to 8.00 am</p> <p>1. Officer will be tasked the job via SMS and if the dog can't be held, called by afterhours operator.</p> <p>2. Officer will call back the caller and determine any additional information.</p> <p>3. Officer will attend and pick up the dog within 60 minutes or at an arranged time.</p> <p>4. If caller wishes to hold the dog, the officer attends the next morning.</p> <p>5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner.</p>	<p>Procedure 3.3 10.30 pm to 8.00 am</p> <p>1. Officer will be tasked the job via SMS and called by the afterhours operator.</p> <p>2. Officer will call back the caller and determine any additional information.</p> <p>3. Officer will attend last reported site within 60 minutes and search for dog.</p> <p>4. Search is undertaken within the vicinity of last reported site to try and find and seize the dog.</p> <p>5. Officer will also check data for matching to any lost dog reports.</p> <p>6. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.</p>

Note: All times are estimated maximums but are subject to variations due to weather, traffic and other tasks in progress.

Table 1C: Public Holidays and New Year's Day

Public Holidays and New Year's Day	Category 1 The dog is wandering at large - unrestrained.	Category 2 You have found a dog and have it restrained on your premises	Category 3 The dog is wandering at large (or it is restrained) and it is acting aggressively or it is perceived to be a risk to people or vehicles.
Public Holidays 8.30am to 10.30pm	Procedure 1.2 8.30am to 10.30 pm <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will not attend site unless dog is reported as aggressive or dangerous. 4. Officer will note job, and check data for matching to any lost dog reports. 5. Officer will action the next morning and check data for matching to any lost dog reports 	Procedure 2.2 7.30 pm to 10.30 pm <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend and pick up the dog within 60 minutes or at an arranged time. 4. If caller wishes to hold the dog, the officer arranges collection the next morning. 5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner. 	Procedure 3.2 7.30 pm to 10.30 pm <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will call back the caller and determine any additional information. 3. Officer will attend last reported site within 60 minutes and search for dog. 4. Search will continue within the vicinity of last reported site to try and find and seize the dog. 5. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.
Public Holidays 10.30pm to 8.30am	Procedure 1.3 10.30 pm to 8.30 am <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS. 2. Officer will not attend site unless dog is reported as aggressive or dangerous. 	Procedure 2.3 10.30 pm to 8.30 am <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS and if the dog can't be held, called by afterhours operator. 2. Officer will call back the caller and 	Procedure 3.3 10.30 pm to 8.30 am <ol style="list-style-type: none"> 1. Officer will be tasked the job via SMS and called by the afterhours operator. 2. Officer will call back the caller and determine any additional information.

	<p>3. Officer will action the next morning and check data for matching to any lost dog reports</p>	<p>determine any additional information.</p> <p>3. Officer will attend and pick up the dog within 60 minutes or at an arranged time.</p> <p>4. If caller wishes to hold the dog, the officer attends the next morning.</p> <p>5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner.</p>	<p>3. Officer will attend last reported site within 60 minutes and search for dog.</p> <p>4. Search is undertaken within the vicinity of last reported site to try and find and seize the dog.</p> <p>5. Officer will also check data for matching to any lost dog reports.</p> <p>6. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.</p>
<p>New Year's Day 8.00am to 4.00pm</p>	<p>Procedure 1.1WE 8.00 am to 4.00 pm</p> <p>1. Officer will be tasked job via SMS.</p> <p>2. Officer will call back the caller and determine any additional information.</p> <p>3. Within 60 minutes a search is undertaken within the vicinity of last reported site to try and find and seize the dog.</p>	<p>Procedure 2.1WE 8.00 am to 4.00 pm</p> <p>1. Officer will be tasked job via SMS.</p> <p>2. Officer will call back the caller and determine any additional information.</p> <p>3. Officer will collect the dog from person within 60 minutes - or at arranged time.</p> <p>4. Officer will also check data for matching to any lost dog reports and if dog is registered and identified and owner found, officer will facilitate collection by the owner.</p>	<p>Procedure 3.1WE 8.00 am to 4.00 pm</p> <p>1. Officer will be tasked job via SMS.</p> <p>2. Officer will call back the caller and determine any additional information.</p> <p>3. Within 60 minutes a search is undertaken within the vicinity of last reported site to try and find and seize the dog.</p> <p>4. If restrained, Officer will collect the dog from person within 600 minutes - or at arranged time.</p>
<p>New Years Day 4.00pm to 10.30pm</p>	<p>Procedure 1.2 4.00pm to 10.30pm</p> <p>1. Officer will be tasked the job via SMS.</p>	<p>Procedure 2.2 4.00pm to 10.30pm</p> <p>1. Officer will be tasked the job via SMS.</p>	<p>Procedure 3.2 4.00pm to 10.30pm</p> <p>1. Officer will be tasked the job via SMS.</p>

	<ol style="list-style-type: none"> 2. Officer will call back the caller and determine any additional information. 3. Officer will not attend site unless dog is reported as aggressive or dangerous. 4. Officer will note job, and check data for matching to any lost dog reports. 5. Officer will action the next morning and check data for matching to any lost dog reports 	<ol style="list-style-type: none"> 2. Officer will call back the caller and determine any additional information. 3. Officer will attend and pick up the dog within 60 minutes or at an arranged time. 4. If caller wishes to hold the dog, the officer arranges collection the next morning. 5. Officer will also check data for matching to any lost dog reports and if identified and owner found, facilitate collection by the owner. 	<ol style="list-style-type: none"> 2. Officer will call back the caller and determine any additional information. 3. Officer will attend last reported site within 60 minutes and search for dog. 4. Search will continue within the vicinity of last reported site to try and find and seize the dog. 5. If restrained, Officer will attend and pick up the dog within 60 minutes or at an arranged time.
New Years Day 10.30pm to 8.30am	Refer to Procedure 1.3 above	Refer to Procedure 2.3 above	Refer to Procedure 3.3 above

Note: New Year's Day 8.00am to 4.00pm - 2 staff are on duty due to increased numbers of dogs wandering as a result of fireworks.

Note: All times are estimated maximums but are subject to variations due to weather, traffic and other tasks in progress.