



City of **Perth**

Local Emergency Management Arrangements

EMERGENCY ANIMAL WELFARE PLAN 2024

7/11/24 edit

Associated Suite of Plans

1. Incident Management Framework
2. Emergency Management General Plan 2024
3. Emergency Management Local Recovery Plan 2024
4. Emergency Movement of People Arrangements 2024
5. Local Welfare Plan (Department of Communities (Restricted))
6. Emergency Animal Welfare Plan 2024
7. Temporary Memorial Plan 2024

To be read in conjunction with

- City of Perth Strategic Community Plan 2022 - 2032
- Safe City Plan 2021 – 2025

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Distribution and availability

This document is sent to the City of Perth Local Emergency Management Committee members via the email distribution list and available via the City’s eMERGE portal. A copy is available on request.

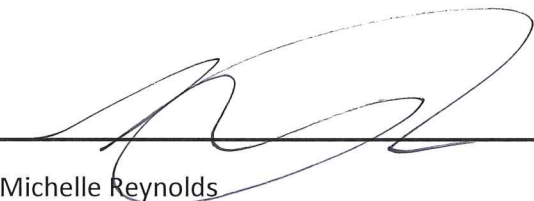
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Council Approval

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Michelle Reynolds
Chief Executive Officer
City of Perth

18/11/24

Date

Part 1 Introduction

This Introduction provides a brief overview of the City of Perth Emergency Animal Welfare Plan (The Plan). The Plan forms part of the City of Perth Local Emergency Management Arrangements.

1.1 Authority

The City of Perth Local Emergency Management Arrangements align with s.41(1) of the Emergency Management Act 2005 and are endorsed by the City of Perth Local Emergency Management Committee.

1.2 Community Consultation

Key emergency management stakeholders were consulted in the preparation of this Plan.

1.3 Purpose

The purpose of this Plan is to assist the Local Government with the management of animals during all phases of an emergency.

1.4 Objectives

The objectives of the Plan are to:

- Coordinate the City's emergency animal welfare arrangements.
- Assist the community in considering their own emergency animal arrangements.
- Assist the community to provide care and shelter to their animals in an emergency.
- Reunite owners with lost animals during and after an emergency.
- Ensure straying animals are impounded, logged, and reunited with their owners.

1.5 Scope

This Plan applies to animals within the City of Perth local government area. It details the City's capacity to provide support to its community as well as to emergency management and support agencies.

The City has limited capacity to manage wildlife, non-domestic animals, livestock, and horses, as such, the Plan focuses mainly on domestic animals (pets) as well as registered support or assistance animals.

It does not include the management of animal welfare during non-emergencies.

1.6 Related Documents and Plans

The City of Perth Local Emergency Management Arrangements are a suite of emergency management documents which can also be read separately. These include:

- Incident Management Framework.
- Emergency Management General Plan 2024.
- Emergency Management Local Recovery Plan 2024.
- Emergency Movement of People Arrangements 2024.
- Local Welfare Plan (Department of Communities (Restricted)).
- Emergency Animal Welfare Plan 2024.
- Temporary Memorial Plan 2024.

1.7 Agreements, Understandings and Commitments

1.7.1 South Perth Animal Facility

A Memorandum of Understanding has been developed with the South Perth Animal Care Facility for the management of animals impounded under the Dog Act or Local Laws. The agreement also allows residents to present animals found within the City of Perth Local Government Area.

The agreement does not extend to owners self-presented their own animals. This will be a private arrangement between the owner and the Animal Care Facility.

1.7.2 Cat Haven

A formal annual agreement exists between the City of Perth and the Cat Haven for its use as a Cat Management Facility. This agreement is for seized, abandoned, or cats impounded within the City of Perth Local Government Area as well as cats surrendered by City of Perth resident owners. The facility shall be used for all purposes incidental to such impounding under the provisions of the Cat Act 2011 (WA).

1.7.3 Evacuation Centres

Only registered support or assistance animals are permitted in Evacuation Centres.

Owners that present at an Evacuation Centre or another facility unable to support domestic animals, will need to make private arrangements with facilities providing animal boarding.

1.8 Animal Management Resources

The State assigned Hazard Management Agency in an emergency is responsible for determining resources required to manage animal welfare.

The Hazard Management Agency may activate the State Support Plan: Animal Welfare thereby including the resources of the Department of Primary Industry and Regional Development (DPIRD). A register of available City of Perth resources is located on eMERGE.

1.9 Financial

1.9.1 Reimbursement of resource costs

To ensure accountability for expenses incurred, the Hazard Management or Controlling Agency directing emergency management or supporting the response, is responsible for payment of emergency response costs, unless other arrangements are established as described in State Emergency Policy 5.12.1.

1.9.2 Authority to incur expenses by the City of Perth

Nominated City of Perth employees may incur approved expenses within the Councils budget. Financial arrangements during emergencies or evacuations must adhere to the financial management provisions of the Local Government Act 1995 and be discussed with the Chief Financial Officer.

The City of Perth will implement a designated internal cost code to track expenses associated with the incident response and recovery phase.

1.9.3 Waiving of fees and charges relating to animals

Where appropriate, the City may waive selected fees and charges as per the Delegated Authority Procedure.

To ensure consistency in waiving fees, the following points will need to be clarified by the Animal Welfare Coordinator as early as practicable:

- Fees for impounding and transportation of animals.
- Fees for surrendering animals for destruction or rehoming.
- Extension periods for micro chipping or registration fees.
 - Registration and micro chipping of dogs and cats must be completed within one calendar month of the animal returning to the animal's normal place of residence.

1.9.4 Financial assistance for the Local Government

The City may apply for financial relief to manage community recovery through the Disaster Recovery Funding Arrangements Western Australian (DRFAWA). This is administered by the Department of Fire and Emergency Services on behalf of the Commonwealth.

1.10 Document Review

In line with State EM Preparedness Procedure 3.8, Local Emergency Management Arrangements should:

- ensure contact details remain accurate,
- be exercised following a document review,
- be reviewed after an event or incident requiring the activation of an Incident Support Group or after an incident requiring significant recovery co-ordination, and
- be reviewed every five years or whenever the local government considers appropriate.

Should a major review take place, a full approval process is required. If the amendments are minor, the Local Government may make amendments and ensure these are distributed to Local Emergency Management Committee members.

1.11 Activation of this Emergency Animal Welfare Plan

In consultation with the Hazard Management or Controlling Agency, the City of Perth Incident Manager may authorise activation of this Plan.

1.12 Activation of the State Support Plan: Animal Welfare

The State Support Plan: Animal Welfare may be activated when the City's planning, capacity or capability is less than what is required to effectively manage the welfare of animals during emergency response or recovery.

In consultation with the Hazard Management and Controlling Agency the Department of Primary Industry and Regional Development may activate the State Support Plan: Animal Welfare.

The City of Perth Incident Manager may also request the activation of the State Support Plan.

Part 2 Planning

2.1 Special Considerations

The uniqueness of the City of Perth community and built environment needs to be considered when responding to or managing an emergency event. This uniqueness may reflect in the types of animals encountered.

2.1.1 Types of animals which maybe encountered.

The City maintains a register of domestic dogs and cats registered with the city. As of 15/2/24 the numbers were.

- Dogs: 700
- Cats: 382
- Assistance Animals: 7

It is envisaged, with the abundance of unit and apartment style living, a proportion of domestic animals remain unregistered therefore unaccounted for in the city.

In addition to dogs and cats, it is likely that domestic pets may also include:

- Birds
- Fish and amphibians
- Reptiles

- Small mammals, marsupials, and rodents

2.1.2 Livestock

In an emergency, the City is unlikely to encounter livestock and horses unless the incident impacts:

- Vehicles transporting livestock and horses through the city.
- The University of Western Australia grounds.
- Gloucester Park.
- Events that feature these animals.

The City does not have the capability to manage these animals and would defer to the animal's custodian or the Department of Primary Industry and Regional Development for management.

2.1.3 Wildlife

Native wildlife may be encountered in an emergency that impacts:

- Kings Park.
- Heirisson Island.
- Open space along the foreshore.
- Private properties with privately owned and managed wildlife.

The Department of Biosecurity Conservations and Attractions (DBCA) are the regulatory body for wildlife and would be referred to in an emergency.

2.1.4 Heirisson Island kangaroo management

Under License, the City of Perth maintains a kangaroo compound on the Southern end of Heirisson Island. The City Parks team is responsible for management of the facility and the kangaroos.

The Department of Biosecurity Conservations and Attractions (DBCA) are the regulatory body for wildlife and the City's wildlife license and would be referred to in an emergency.

2.1.5 Biosecurity

The City of Perth does not have an agricultural industry within its boundaries. Livestock, horses, or exotic animals maybe encountered in locations such as the University of Western Australia, Gloucester Park, within private ownership or whilst transiting the city.

The Department of Primary Industries & Regional Development (DPIRD) is the HMA for Animal and Plant Pests and Diseases. Refer to the [State Hazard Plan - Animal & Plant Biosecurity](#) for further information.

2.2 Emergency Governance Structure

2.2.1 Animal Welfare Coordinator

The primary responsibility for the role of Animal Welfare Centre Coordinator will be with the Coordinator SafeCity Rangers or their delegate. They will:

- From the Animal Welfare Operations Centre or other agreed location, provide a connection between the Safe City Rangers, support staff, Incident Manager, and emergency services in the execution of this Plan.
- Define and oversee staff requirements for the management of this Plan.
- Oversee arrangements for impounding, transport and welfare of animals including:
 - Feeding, watering and hygiene.
 - Reporting injuries or illness to a veterinarian for management.
 - Isolation and management of animals suffering injury, illness, or disease.
- Maintain a complete register of animals taken charge of by the City or needing relocation to an animal shelter or other location. The register will include:

- Current impound or housing location of the animal.
- Type of animal and breed.
- Features including colour, sex, size.
- Identification including registration number, microchip, tags, tattoos ownership details.
- Background such as temperament, location found, condition and injuries.
 - Sample Animal Registration Log can be found at **Appendix 3 – Animal Registration Log**
- Manage the release of impounded animals by recording the date and time and obtain owner details (name, address, and telephone number).
- Determine need, location, and method to temporarily confine animals where they are not likely to be injured or injure others.

2.2.2 Safe City Rangers

Safe City Rangers will operate under the direction of the Animal Welfare Coordinator and will take the lead in:

- Reporting welfare needs of native wildlife to the appropriate care agency.
- Where resourcing permits, assist in the management of Heirisson Island kangaroos.
- Collection, transport and impounding stray cats and dogs to the appropriate facility.
- Staffing any temporary domestic animal holding area.
- Providing advice to people presenting at an Evacuation Centre on management of their non-support animals and pets including:
 - Boarding options.
 - Welfare needs.
 - Veterinary options.
 - Transport options.

2.2.3 Evacuation Centre Coordinator

The Evacuation Centre Coordinators' primary role is the safe running of an established Evacuation Centre. In relation to animal welfare in emergencies, they will do this by:

- Assisting the Department of Communities in running the Evacuation Centre.
- Determine the bona fides of a support or assistance animal presenting at the Evacuation Centre.
- Providing advice to people presenting on transporting or housing their domestic or non-support animals.
- Liaise with the Animal Welfare Coordinator and/or Safe City Rangers in the performance of their roles.

2.2.4 Department of Primary Industries and Regional Development

DPIRD will aim to coordinate animal welfare services in support of existing local or district arrangements. Where no arrangements or service providers are available, DPIRD will:

- Liaise with the relevant Hazard Management or controlling agency as a liaison officer and/or member of the incident support group or operational area support group.
- Coordinate the activation of the DPIRD internal operational plan.
- Contribute to public information released during the emergency.
- Provide situational reports to the Committee for Animal Welfare in Emergencies.
- Liaise with the local government and other organisations to coordinate response activities including:
 - Identifying the availability of transportation support and advice for evacuating animals.
 - Identifying the availability of locations to house evacuated animals.
 - Managing displaced or stray animals.
 - Assisting owners and carers to obtain Restricted Access Permits, where applicable.
 - Assessing and triaging impacted animals.
 - Identifying/administering treatment.

- Performing/ assisting with transportation for euthanasia or perform on-site.
- Advising on/arranging for disposal of deceased animals.
- Identifying/providing emergency food/water/shelter.
- Identifying and reuniting animals with their owners or carers.
- Coordinate arrangements to best utilise volunteers and donations relevant to DPIRD animal categories.
- Coordinate the reporting and future investigation of animal welfare complaints arising because of the emergency.
- Liaise with and advise Local Government and other organisations about suitable temporary containment and other welfare needs of animals.
- Liaise with the City to provide a coordinated approach to animal welfare response, where relevant.

2.3 Facilities

2.3.1 Animal Welfare Operations Centre (AWOC)

The coordination of animals in an emergency will be centralised to the Animal Welfare Operations Centre (AWOC). Its location should align with the location of any Emergency Coordination Center.

The AWOC is for the management of all animal welfare efforts including:

- Record, register and prioritise all requests for assistance.
- Record and register all lost, found, rescued, and impounded animals.
- Provide logistics for caring for impounded animals.
- Maintain all financial and administrative records.

2.3.2 Emergency Coordination Centre (ECC)

The City of Perth offers locations for the Emergency Coordination Centre. Should the chosen location be found unsuitable, the Local Emergency Coordinator along with the City of Perth may move to an alternate location.

Preference will be for the Animal Welfare Coordinator and Animal Welfare Operations Centre to be co-located at the ECC.

2.3.3 Temporary animal facility

Residents are encouraged, in the first instance and as part of their personal emergency management plan, to arrange support for their animals with friends or families not impacted by the emergency.

Only registered support or assistance animals are permitted inside Evacuation Centres.

Excluding Gloucester Park, some facilities may facilitate temporary holding of domestic animals outside the facility whilst waiting for the owners to arrange longer term solutions. However, available Safe City Ranger resources, support and equipment will be limited. Preference is to transition animals off site as soon as practical.

2.3.4 Animal Management Facilities (Dog and Cat)

The City of Perth has written agreements to use the services of the City of South Perth Animal Care Facility and the Cat Haven. These agreements are for housing animals impounded under the Dog Act and Cat Act.

Organisation	Web Link	Contact	Location
City of South Perth Animal Care Facility	https://southperth.wa.gov.au/residents/animals-and-pets/animal-care-facility	9474 0777	199 Thelma Street, Como
Cat Haven	www.cathaven.com.au	9442 3600	Shenton Park

The South Perth Animal Care Facility has 12 internal dog kennels, 5 outside dog kennels, 2 outside dog exercise runs, 18 quarantine cat cages, 28 ventilated cat condos and 32 moveable cages if required.

The facility is open to the public from 12pnn-2pm Wednesday to Sunday and by appointment at other times, if staff are available.

2.4 Resources and Equipment

City of Perth Safe City Rangers have a limited supply of emergency animal resources and equipment. Emergency stocks will need to be sourced from neighbouring Local Governments or pet supply businesses as required.

2.4.1 Animal care

Owners are responsible for the care of their animals in an emergency. City of Perth Safe City Rangers do not carry pet food, hygiene, or medical supplies. Supplies will need to be sourced from private suppliers as required.

2.4.2 Animal containment

Safe City Rangers have a limited supply of pet boxes for containment of domestic animals. Safe City Ranger vehicles only carry a limited supply of dog leads and water/food bowls.

2.4.3 Animal movement

As a result of evacuation from a premises, some animal owners may require a level of assistance in transporting, caring, or boarding their animals, especially if they have evacuated without their transport options.

Two Safe City Ranger vehicles have animal cages for transporting dogs and cats, however, their duties in an emergency may restrict their availability for this function. Private "Pet Taxi" companies may be able assist in transporting animals on behalf of animal owners, this will be by private arrangement.

2.5 Preparing the Animal Owner for an Emergency.

2.5.1 Messages to promote resilience.

The weight of managing an animal in an emergency can be reduced through the ongoing promotion of responsible pet ownership with a view to building animal owner resilience. Some key messaging which could be promoted include:

- The animal owner is responsible for the welfare of their animal in an emergency. This includes care, hygiene, food, medical, boarding and transportation.
- Animal owners should prepare a personal Emergency Management Plan which includes their pets short- and long-term support needs.
- If you need to move your pets to a safer place, think about when and how you will relocate them. Especially if you must evacuate without a vehicle.
- Animal owners should carry a photo of their pet and any support or assistance animal registration.
- Pet owners should keep vaccinations, microchip details, registration, and other ID up to date.
- The City of Perth does not have a relationship with private animal transporters or boarding kennels, the animal owner will need to arrange and fund this privately.

- Only registered support or assistance animals can be taken into an Evacuation Centre. Pets cannot.

Additional information for pet and animal plans can be found online at:

www.dfes.wa.gov.au/safetyinformation/animalwelfare/Pages/default.aspx

www.rspcasa.org.au/the-issues/animals-in-emergencies/

Part 3 Response

3.1 Coordination of Emergency Operations

The overall authority for the City's emergency animal welfare actions sits with the Incident Manager (if appointed) and the Animal Welfare Coordinator.

Hazard Management or Controlling Agencies may request Local Government assistance. The City of Perth may provide assistance at the Incident Support Group (ISG) or Operational Area Support Group (OASG). The City may also provide support directly to the Department of Communities in its role at Evacuation Centres.

When an ECC is established, the Animal Welfare Coordinator should work from this location. If no ECC is established or is not suitable, then an alternative location will be selected and conveyed to the Hazard Management or Controlling Agency.

3.2 Evacuation

Communities impacted by an emergency may be required to relocate from their homes, workplace, or accommodation. Evacuation is the responsibility of the Hazard Management Agency with support from WAPOL and the Department of Communities. Local Government's may support the Hazard Management Agency by providing advice, logistics, personnel, and local facilities when requested.

People may evacuate with domestic animals or pets. Although people may be directed to an Evacuation Centre, domestic animals or pets which are not registered support or assistance animals are not permitted in the Evacuation Centre and will need to be supported and managed by the owner.

3.2.1 Evacuation management

The City of Perth will provide support to the Hazard Management Agency and the Department of Communities in the evacuation process.

During evacuation, the Hazard Management Agency will consult with the Department of Communities who are responsible for emergency relief and support. The Department of Communities do not provide this same relief and support for animals.

Please refer to the Local Emergency Welfare Plan (Restricted) on eMERGE for more details.

3.2.2 Evacuation centres

The following facilities have been identified for use as an Evacuation Centre, as outlined in the Local Emergency Welfare Plan (Restricted).

Facility	Address	Capacity
Perth Concert Hall	5 St Georges Tce, Perth	1000
University of WA – Multiple venues	Stirling Hwy, Nedlands	1000
Perth Town Hall	Cnr Hay & Barrack St, Perth	400
Citiplace Community Centre	Upper concourse Perth train station	300
Rod Evans Centre	160 Hay Street, East Perth	329

3.3 Safe City Ranger Operating Procedures

In an emergency, the Safe City Rangers will be acting under this plan.

Their day-to-day operations are governed through a suite of Standard Operating Procedures (SOPs). Any functions associated with the management of animals in an emergency will follow these same SOPs.

Where situations encountered or actions required during the emergency fall outside of the scope of an SOP, Safe City Rangers will follow the direction of the Animal Welfare Coordinator.

3.4 Animal Administration in an Emergency

3.4.1 Recording requests for assistance

All incoming public requests for assistance regarding animals in an emergency (i.e., rescues, roaming, lost, and found) shall be recorded using the Pathways system.

Should these online services be unavailable, the form **Appendix 2 Customer Service Request** shall be used.

3.4.2 Impounded animals

All impounded animals are to be registered on the Pathways system. Should this online service be unavailable, animals are to be registered on the **Appendix 4 Animal Impound Form** with registration details recorded in **Appendix 3 Animal Registration Form**.

Where more than one animal shelter facility is being used, the location of the animal is to be clearly noted on the **Animal Impound Form**.

3.4.3 Lost & Found animals

All lost and found animal records are documented via the Pathways system. Should this online service be unavailable, these records are to be listed on **Appendix 5 Lost and Found Animal Register**. This register will be managed by the Animal Welfare Coordinator.

On some occasions, the Community may take custody of a found dog and advise the City. Should this happen, this information needs to be logged in **Appendix 5 Lost and Found Animal Register** to still enable animals to be reunited with their owners.

Should the owner of a lost dog being held by the public contact the City, it is important that permission to share personal details be obtained and recorded before putting both parties in contact with each other. It is up to the finder and owner of the animal to make their own arrangements for reuniting of the animal.

A physical list of animals is to be displayed at an appropriate venue (i.e. Evacuation centre) using details from **Appendix 5 Lost and Found Animal Register**.

3.5 Outreach Needs Assessment

It is crucial to assess the needs of affected residents including their animal management needs. An effective approach is the "Assertive Outreach" model. In collaboration with the Local Government and the Department of Communities, volunteers from organisations like the Australian Red Cross may engage directly with individuals.

This process helps identify the extent of the impact, information and assistance required, preferences for future contact, and the most reliable contact details as well as gauging any ongoing animal support needs.

3.6 Volunteering and Donations

The Australian community is known for their desire to help in an emergency. This may be in the form of personnel, financial or the donation of physical goods.

3.6.1 Goods donation management

The public and local business have been known to offer donations of animal food, and supplies. Should this occur, the receipt of goods will be at the discretion and direction of the Animal Welfare Coordinator.

3.6.2 Spontaneous volunteers

Public support to assist in the welfare of animals in an emergency may provide a level of comfort, distraction, and relief to those displaced. Caution needs to be shown when managing stressed animals or animals with questionable behaviour.

3.7 Media Management and Public Information

Communities impacted by emergencies require urgent, regular, accurate, and timely information. The provision of public information and media management is the responsibility of the Hazard Management Agency.

All media releases including City of Perth media narrative needs to be coordinated through the Hazard Management Agency.

The City's Incident Management Communication Protocol provides further direction in the management of communications in an emergency.

3.7.1 City of Perth spokesperson

The Hazard Management Agency may require a spokesperson from the City of Perth to assist with public information.

The spokesperson for the City of Perth is either the Lord Mayor or the Chief Executive Officer. This responsibility may be delegated by either of these positions.

3.7.2 City of Perth communications

The Alliance Manager Corporate Communications may enact the City of Perth corporate communications team and its arrangements for the duration of response or recovery. Officers at the City will take their communications lead from the Alliance Manager Corporate Communications.

Part 4 Recovery

Under sections 36(b) and 41(4) of the Emergency Management Act 2005, the City of Perth is required to lead, manage, and coordinate community recovery at the local level. The City will undertake these responsibilities in close cooperation with or directly supported by the State government.

If animal recovery needs are beyond the capacity of the City, the Department of Primary Industry and Regional Development may assist the City in its recovery efforts.

4.1 Local Recovery Plan

To provide direction through the recovery process, The City of Perth has produced a Local Recovery Plan. The Local Recovery Plan forms part of the City's Local Emergency Management Arrangements.

4.2 Local Recovery Coordinator (LRC)

In the Local Recovery Plan, the Local Government is required nominate a person to act as Local Recovery Coordinator. There should be more than one person nominated and trained to undertake this role.

The nominated City of Perth Local Recovery Coordinator is the General Manager Community Development with the General Manager Planning & Economic Development as alternate. The Local Recovery Coordinator is supported by the Alliance Manager Community Safety and Amenity.

4.3 Local Recovery Coordination Group (LRCG)

When considered appropriate for community recovery, the Local Recovery Coordinator may determine the need to setup and chair a Local Recovery Coordination Group. This group becomes the strategic decision-making body for recovery and may be made up of appropriate City of Perth staff, elected members, community representatives, supporting agencies, and local organisations.

The Local Recovery Coordinating Group may set up recovery sub committees. Animal welfare would be managed by the Social Sub-Committee under the direction of the Alliance Manger: City Events.

Part 5 Appendices

Appendix 1 Local Business Support Opportunities

The following list outlines options for support and care of animals in an emergency. The City cannot verify or support any business not in a direct relationship with the City. The animal owner needs to consider their own situation when choosing a service provider in an emergency.

Support	Business	Address	Contact	Relationship
Pet taxi	Madame Ma's	581 Murray Street West Perth	6381 1771	None
Pet taxi	Le Petit Dog Daycare	234 Canning Hwy South Perth	6260 9515	None
Dog Pound	South Perth Animal Care Facility	199 Thelma Street, Australia Western Australia 6152	9474 0777	MOU
Cat Pound	Cat Haven	23 Lemnos Street, Shenton Park Western Australia 6008	9442 3600	Agreement
Vet	Vet West Animal Hospital	199 Canning Hwy South Perth	9404 1140	None
	Little Paws Mobile Vet	Mobile	0411 188 239	None
	Speedy Mobile Vets	Mobile	0411 603 279	None
	Vets Love Pets	2/38 Colin St Perth	0427 482 717	None
	Perth Cat Hospital	52 Oxford Cl Perth	6489 2222	None
	My Best Friend Vet Centre	106 Oxford St Leederville	9227 8666	None
Boarding Kennels and Catteries	Julies Boarding Kennels and Cattery	12 Midas Rd Malaga	6310 4500	None
	Canning Vale Boarding Kennels	4 Crufts Way Canning Vale	9455 1298	None
Pet Supplies	Woolworths, Coles, IGA	Various CBD addresses		None

Appendix 2 Customer Service Request Form



City of Perth

Customer Service Request Form

Day / Date / Time Officer Surname

Officer Name

Pathway Number

Customer Name

Address

Mobile #

Email

Home/Work #

LOCATION OF ISSUE

Nearest crossroad/City asset

Council Property ☐ OR ☐ Private Property

Nature of Request (tick)

Dog/Cat etc	<input type="checkbox"/>	Roads/Paths/Drainage	<input type="checkbox"/>	Other	<input type="checkbox"/>
Trees Verges Mowing	<input type="checkbox"/>	Reserves/Gardens/Access Ways	<input type="checkbox"/>	Other	<input type="checkbox"/>
Street Sweeper	<input type="checkbox"/>	Waste/Bins	<input type="checkbox"/>	Other	<input type="checkbox"/>
Street Lighting	<input type="checkbox"/>	Fencing	<input type="checkbox"/>	Other	<input type="checkbox"/>

Description

Priority rating:

☐ LOW (weeks/months)
☐ MEDIUM (days)
☐ HIGH (hours)

Other agencies involved/required:

☐ Police ☐ SES ☐ Other

ACTION TAKEN

Emailed/Phone/SMS/Handed to (circle):

Officer Name

Time Date

OFFICER NOTES

Job duration

.....

.....

..... **Sign**

☐ **CRM issued #**..... ☐ **CRM Closed (date)**

This form is intended to assist officers in recording service requests in the event of a power outage or lack of IT mobility access.

Appendix 3 Animal Registration Log

[illegible]

Appendix 4 Animal Impound Form

[illegible]

Appendix 5 Lost and Found Animal Register

[illegible]

Appendix 6 Acronyms and Glossary of Terms

For a full list of terms please refer to the [State Emergency Management Glossary](#) located at:
www.semc.wa.gov.au

Terms	Meaning
AWC	Animal Welfare Coordinator
AWOC	Animal Welfare Operations Centre
AWT	Animal Welfare Team
CEO	Chief Executive Officer
COP	City of Perth
DC	Department of Communities
DFES	Department of Fire & Emergency Services
DPIRD	Department of Primary Industries & Regional Development
DPaW	Parks and Wildlife Service
HMA	Hazard Management Agency
IC	Incident Controller
ISG	Incident Support Group
LEMC	Local Emergency Management Committee
LEMP	Local Emergency Management Plans
AWP	Animal Welfare Plan
Pets	Companion animals, primarily kept for companionship and which usually accompany the family when they leave the property.
Wildlife	All native and introduced animals that live without regular human intervention or support. Does not include stray domestic animals.

